

## Summary of Rental Conditions

Australia | Version 1 | 07 August 2023 | Travel from 01 April 2024 to 31 March 2024

Thank you for choosing **thl** for your next holiday. We look forward to getting you on the road for an amazing adventure and providing you with a fun, safe and exciting holiday experience to treasure.

### General Information

Here are the details you need to know when planning for the year ahead.

- For available products and RV specifications please visit our website at [www.apollocamper.com](http://www.apollocamper.com).
- Rental days are calculated per calendar day. The day of pick-up is calculated as the first day of booking and the day of return is calculated as the last day of booking.
- Rates are in Australian dollars and include 10% Goods and Services Tax.
- Rates reset after 7 days.
- Not all rates and terms apply to group bookings. Group bookings consist of 5 or more RVs travelling together and should be directed to [rentals.convoys@thlonline.com](mailto:rentals.convoys@thlonline.com).
- For ease at pick-up please specify the correct number of guests (and ages of children if applicable) and include correct guest contact details and name on all bookings.

### Driver Licence and Minimum Age

A current and full motor vehicle driver licence is required to be shown at pick-up and all drivers need to be present. If the driver licence is not in English then we require an accredited English translation or an International Driver Permit. We do not accept Digital Driver licences.

Mighty Campers (Highball and Double Down), Cheapa Campa (Hitop and Endeavour) and Hippie (Hitop and Endeavour) drivers must be 18 years of age or over with a full driver licence.

For all other RV types drivers must be 21 years of age or over, have held an unrestricted licence for at least two years and the licence must be valid for the entire booking duration.

It is important to select the correct country in which the driver licence was issued to ensure correct rates are calculated. If the hirer presents a driver licence that is from a different country to which the booking was created the guest may incur additional charges.

### Rate Inclusions

To make things as comfortable as possible for our guests, our rates include:

maui	Britz	Apollo	Mighty Campers	Cheapa Campa	Hippie
24hr Roadside Assistance	24hr Roadside Assistance	24hr Roadside Assistance	24hr Roadside Assistance	24hr Roadside Assistance	24hr Roadside Assistance
Unlimited Kilometres	2WD Unlimited Kilometres 4WD 300 Kilometres per day	2WD Unlimited Kilometres 4WD 300 Kilometres per day	Unlimited Kilometres	2WD Unlimited Kilometres 4WD 300 Kilometres per day	Unlimited Kilometres
Kitchen Kit	Kitchen Kit	Kitchen Kit	Kitchen Kit	Kitchen Kit	Kitchen Kit
General Equipment	General Equipment	General Equipment	General Equipment	General Equipment	General Equipment
Personal kit	Personal kit	Personal kit	Personal Kit	Personal Kit	Personal Kit
Extra Driver/Renter	Extra Driver/Renter	Extra Driver/Renter			

- Kitchen Kit: plates, bowls, knives, forks, spoons, bottle opener, can opener, colander, saucepans, frying pans, and cooking utensils, chopping board, kettle, toaster and tea towel. Electrical appliances are supplied in RVs that have 240V.
- General Equipment: pegs, clothes line, fire extinguisher, bucket, hose, dustpan and brush. 4WD RVs also include a Personal Locator Beacon.
- Personal Kit: complimentary bedding and towels.

## Kilometres

For the safety of guests please don't underestimate the time it will take to drive from one point to another. While our 2WD RVs include unlimited kilometres, we recommend travelling a maximum of 250 kilometres per day or the equivalent of 4-5 hours driving. We encourage our guests to take a break from driving at least every 2 hours.

Our 4WD rates include 300 kilometres per day, however, should a little more adventure be needed, 500-kilometre packages are available before or at time of pick-up for \$240.00. If the distance travelled is a little longer, any excess kilometres will be charged at \$0.55 per kilometre, payable on return.

## Extra Value Added Services

Item	Price	Conditions
Extended Roadside Assistance	\$5.00 per day (capped at 25 days)	This includes opening RV on lock out, jump start, flat tyre change using spare located in the RV, fuel delivery up to 20 litres and call out fee up to \$150.00. Non-mechanical issues are not covered and guests may be required to take the RV to a repairer. Capped at 25 days.
Windscreen and Tyre Protection Plus Extended Roadside Assistance (WAP)	\$15.00 per day (capped at 25 days)	This includes 1 windscreen, 2 tyres and the Extended Roadside Assistance. Capped at 25 days.
Single Vehicle Rollover	\$7.00 per day	Applicable to Mighty, Cheapa Campa 2WD and Hippie bookings with Value Pack. Minimum \$70.00 per rental
Maui Elite under 1 year	\$49.00 per day	
Re-fuelling Pack	\$199.00	This includes: 1x fuel tank refill and 1x gas bottle refill
Cleaning Pack	Vehicles without toilet and shower: \$85.00	This includes: toilet and grey water emptying (where available), end of hire tidying. Simply return the vehicle neat and tidy and we'll take care of the rest including vehicle, cabin and bathroom cleaning.
	Vehicles with toilet and shower returning in Broome, Darwin, Alice Springs, Adelaide or Hobart: \$85.00	Toilet and grey water emptying services are included and available for bookings dropping off in Brisbane, Cairns, Melbourne, Perth or Sydney.
	Vehicles with toilet and shower returning in Brisbane, Cairns, Melbourne, Perth or Sydney: \$135.00	Toilet and grey water emptying services are not included or available for bookings dropping off in Broome, Darwin, Alice Springs, Adelaide or Hobart where vehicles must be returned with toilet and grey water empty.
500-kilometre package for 4WD	\$240.00	For 4WD vehicles
Camp Chairs	\$20.00 each per rental	
Camp Table	\$29.00 per rental	
Bike Rack	\$58.00 per rental	Applicable for: Mighty Double Up and Mighty Big Six. Maximum two bikes (total weight capacity 60kg). Available from all branch locations. Customer to bring their own bikes. E-bikes not permitted. When carrying bikes, the vehicle length increases to 7.5m.
Awning	\$6 per day	Applicable for: Britz HiTop, Mighty Highball and Mighty Double Down.



Additional Doona/Duvet	\$18 per rental	
Air Compressor	\$28.00 per rental	Available for 4WD vehicles.
Eski	\$26.00 per rental	
Portable Solar Panels	\$11.00 per day	Available for 4WDs from Broome, Darwin, Alice Springs and Perth only. Capped at 10 days. \$300 charge for loss or damage.
Heater/Fan	\$18.00 per rental	
Baby/Booster Seats	\$42.00 each per rental	Please refer to the Child Restraints policy on the <i>thl</i> Content Hub. Maximum 2 seats.
Pre-Purchased Gas Bottle – non-toilet & shower	\$25.00 per rental	A gas bottle is necessary for cooking in the RV. A full gas bottle(s) may be pre-purchased and can be returned empty to <i>thl</i> at the completion of the road trip. Fee applies for each booking component of a multiple rental.
Pre-Purchased Gas Bottle – toilet & shower	\$42.00 per rental	
Extra Driver/Renter	\$4.00 per person per day	Capped at 15 days.
Toilet Chemicals	\$3.00 each	Cannot be pre-booked. Guest can request at Self Check-In or Pick-Up.
Satellite Phone	\$23.00 per day Plus, call charges	Must be pre-booked at least 7 days prior to pick-up.
Satellite Phone Insurance	\$3.50 per day	

## Fees

Item	Price	Conditions
First Aid Kit	\$40.00	A First Aid kit is supplied in every RV. If the seal is broken or the kit is not returned the kit becomes the property of the guest and the fee is charged.
Change of Drop-off location after Pick-up	\$750.00 minimum	Subject to availability.
Pet Cleaning Fee	\$299.00	Applies on all bookings where a pet dog or cat is travelling in the RV. Pets are not allowed in maui vehicles.
One-Way Fee (remote locations)	\$280.00	Applies where pick up originates from Darwin, Broome, Alice Springs or Perth and returns to any location, or, where pick up originates from any location and returns to Darwin, Broome, Alice Springs or Perth.
One-Way Fee (metro locations)	\$185.00	Applies where pick up originates from Cairns, Brisbane, Sydney, Melbourne, Hobart or Adelaide, and returns to these Locations.
Broome Location Fee	\$835.00	Per rental.
Hobart Location Fee	\$115.00	Per rental.
Public Holiday Surcharge	\$115.00	A Public Holiday Surcharge will apply to all rentals picking up and/or dropping off on the observed public holiday dates at the pick-up and drop-off location.

## Booking Payments, Changes and Cancellations

### Confirmation and Payment

Apollo requires a deposit of \$250 at time of booking regardless of your rental value. The remainder of the rental value will be due 21 days prior to pick-up.

Bookings made less than 21 days prior to pick up require full payment at the time of booking.

### Credit Cards

We accept Visa, MasterCard and American Express. The following fees apply for the rental and any additional products (irrespective of chosen account e.g. savings, credit, etc.):

	Rental/Extras
Visa debit card /MasterCard debit card	1.60%
Visa credit card/MasterCard credit card	1.60%



Fees are subject to change.

## Payment at Branches

For security reasons, we do not accept cash at our branches. We accept credit card and debit card for charges paid on RV pick-up and drop-off. The Bond is payable at pick-up by credit card or debit card and cannot be paid with a pre-paid credit card.

## Cancellation Terms

We understand that sometimes road trips may need to be cancelled. In case of cancellation, the below terms apply:

- If cancelled 61+ days prior to pick-up - No fee (booking deposit refundable)
- If cancelled 60 to 22 days prior to pick-up - 10% of Total Rental
- If cancelled 21 to 7 days prior to pick-up - 20% of Total Rental
- If cancelled less 6 days or less prior to pick-up - 50% of Total Rental
- If cancelled on the day of pick-up or no show - 100% of Total Rental)
- There is no refund for late pick-up or early return of an RV

Original pick-up date or the earliest confirmed pick-up date is used to calculate the cancellation fee.

## Booking Alterations

We understand that sometimes plans change. If this is the case, any changes made to a booking will be calculated by using the current rate of the day at the time of booking alteration.

The following are considered as a booking alteration:

- Change of name
- Change to pick-up or drop-off dates
- Change pick-up or drop-off branch location
- Change of RV category
- Change of rate scheme including special rates

## Change to the Drop-Off Location after Pick-Up

If you wish to change your drop-off location after pick-up, please get in touch with our friendly Reservations crew who will be happy to help. Our crew will advise if the change is possible and the applicable fee.

## Extending a Road Trip

If you get swept up in the adventure of a road trip and want to extend your booking whilst on the road, first contact our friendly Reservations crew who will happily advise if the extension is possible and any associated costs. To secure an extension, the extra costs (calculated on the current rate of the day), will need to be paid by credit card inclusive of all taxes and surcharges, either over the phone or at a *th!* Branch at the time of extension. Any long-term discounts in place will continue to apply to the booking.

We will always do our best to accommodate any extensions however it is subject to RV availability.

## Change of RV

We understand guests' needs are different and therefore our RVs can be requested by category, not by make or model. We always do our best to accommodate requests, however should the RV booked be unavailable due to unforeseen circumstances, we will substitute the booked RV with an alternative available RV at time of pick-up, at no extra cost. Any changes made to the booked RV and agreed to by the guest do not entitle the guest to a refund.

## Exchange Rate / Currency Variations

All transactions are conducted in Australian dollars. Due to exchange rate fluctuations, there could be some variance in the amount refunded compared to the amount initially charged. Refunds by credit card can take up to 14 business days depending on the guest's financial institution. *th!* will not be responsible for credit or debit card fees or bank-imposed fees relating to currency conversion or foreign transactions.

## Liability and Bond

### Liability Options



Guests can choose between the following liability options:

- 'Low Road' – our most basic level of liability cover.
- 'High Road' our highest liability cover.

The amount payable for each Liability Option is based on the number of days of hire. Minimum rental periods apply for each RV or total days of the RV booking. The maximum charge for Liability Options is 50 days per rental segment.

		The Low Road*			The High Road*		
		Price per day	Liability	Liability Deposit	Price per day	Liability	Liability Deposit
Maui	All RVs	Included	\$7,500	\$7,500	\$53.00	\$0	\$0
Britz Apollo	Non-toilet & shower	Included	\$5,000	\$5,000	\$48.00	\$0	\$0
	Toilet & Shower	Included	\$7,500	\$7,500	\$53.00	\$0	\$0
	4WDs	Included	\$8,000	\$8,000	\$55.00	\$500	\$500
Mighty Campers	Non-toilet & shower	Included	\$3,500	\$3,500	\$35.00	\$0	\$0
	Toilet & Shower	Included	\$5,000	\$5,000	\$48.00	\$0	\$0
Cheapa Campa	Non-toilet & shower	Included	\$3,500	\$3,500	\$35.00	\$0	\$0
	Toilet & Shower	Included	\$5,000	\$5,000	\$48.00	\$0	\$0
	4WDs	Included	\$8,000	\$8,000	\$54.00	\$500	\$500
Hippie	All RVs	Included	\$3,000	\$3,000	\$25.00	\$0	\$0

\*Liability is subject to exclusions

### Value Pack

The Value Pack, is a bundled extra which provides the highest Liability Option and selected value-added products/services for a great road trip. The minimum amount payable per rental for Value Pack will be based on the minimum rental period applicable for the booking. The maximum amount payable is 50 days per rental segment.

	Price	Inclusions
Maui Britz toilet & shower Apollo toilet & shower	\$68.00	'The High Road', Unlimited Windscreen and Tyres, Undercarriage/Overhead damage (covered for accidental damage), Single Vehicle Rollover, Fan/Heater, 3x Toilet Chemicals, Camp Chairs and Table, and Baby/Booster Seats (with prior request).
Britz non-toilet & shower Apollo non-toilet & shower	\$60	'The High Road', Unlimited Windscreen and Tyres, Undercarriage/Overhead damage (covered for accidental damage), Single Vehicle Rollover, Fan/Heater, Camp Chairs and Table, and Baby/Booster Seats (with prior request).
Britz 4WD Apollo 4WD	\$75.00	AU only: 'The High Road', Fan/Heater, Camp Chairs and Table
Cheapa Campa toilet & shower Mighty toilet & shower	\$60.00	'The High Road', Undercarriage/Overhead damage (covered for accidental damage), Fan/Heater, Extra Driver/Renter Fees, 3x Toilet Chemicals, Camp Chairs and Table, and Baby/Booster Seats (with prior request).
Cheapa Campa non-toilet & shower Mighty non-toilet & shower	\$47.00	
Cheapa Campa 4WD	\$75.00	'The High Road', Fan/Heater, Extra Driver/Renter Fees, Camp Chairs and Table.
Hippie	\$35.00	'The High Road', Fan/Heater, Extra Driver/Renter Fees, Camp Chairs and Table, and Baby/Booster Seats (with prior request).

### 4WD Additional Cover

For 4WD guests who like to venture further afield we offer additional cover. This cover is available when 'The High Road' or Value Pack is purchased. For Britz, Apollo and Cheapa Campa 4WDs, the



price is \$350.00.

The additional cover protects guests for:

- Accidental damage to the overhead and underbody sections of the 4WD Campervan
- Unlimited windscreen and tyre cover
- Damage to the awning
- Unlimited kilometres
- \$0 Liability (subject to exclusions as stated in the Rental Agreement)
- Towing and RV recovery costs from roads and areas where permission to travel had been granted by *thl*
- Single Vehicle Rollover

Please note this protection does not cover bogged RVs.

### Liability Deposit

The Liability Deposit payment will depend on the Liability Option chosen and the credit card holder must be present to sign for the Liability Deposit when they pick-up the RV and is liable for any damage to the RV.

- If the guest chooses to take 'The Low Road' the total liability deposit will be debited to the credit or debit card immediately.
- For 4WD RVs If the guests chooses to take 'The Low Road' or 'The High Road' the total liability deposit will be debited to the credit or debit card immediately.
- If the guest chooses to take 'The High Road' a credit card authority will be recorded at the time of pick-up.

The liability deposit is fully refundable including the credit card administration fee, if the card used to provide the Liability Deposit is a Visa credit or debit card or MasterCard credit or debit card, provided our rental contract terms are met and the Vehicle is returned undamaged. *thl* recommends that customers use a Visa credit or debit card or MasterCard credit or debit card for the Liability Deposit, as the credit card administration fee that applies when using American Express credit card is not refundable. Credit card refunds (including liability deposit refunds) can take up to 14 business days depending on the guest's financial institution.

If there is damage to the RV on its return or any other terms of the rental contract have not been met, the liability deposit will be used to cover the cost up to the amount of the relevant Liability. If the terms of the Rental Contract are not met and the liability deposit is not sufficient to cover the damage, extra costs will be charged.

If a guest is continuing with another *thl* RV booking, the liability deposit can be transferred to the next booking within Australia.

### Travel Insurance

For peace of mind, we strongly recommend that all guests take out the highest level of private travel insurance.

### Personal Injury

The RV has Third Party insurance cover, and it is likely that any other vehicle involved in an accident also has Third Party insurance. Depending on the circumstances of an accident, the guest may be entitled to claim for their personal injury against the Third-Party insurance of the party responsible for the accident. The extent of such Third-Party insurance varies in different States and Territories and *thl* strongly recommends that all passengers take out their own Personal Injury travel insurance.

*thl* does not accept any liability for personal injuries sustained during the rental. Except where such loss or damage is caused by *thl*'s (or that of its employees) own negligence or breach of the Rental Agreement Terms and Conditions. *thl* does not accept liability for any loss or damage to any personal belongings or property of the Customer (or any person or entity related to the customer).

### Property Damage

The RV is insured for damage to it and damage to the property of a third party. However, the guest is responsible up to the amount of the applicable Liability for damage to third party property, or to the RV. The guest is also responsible for the cost of the daily rate for the period the vehicle is being



repaired. There is no refund for any unused portion of the rental period. The Liability applies to each claim, not RV.

*thl* reserves the right to charge the guest for any RV damage, which they are responsible for, including Third Party property damage not reported but identified on return of the RV.

### Repairs

We understand that while on holiday the RV may require small repairs. To avoid further disruptions to the road trip, if the damage was not caused by the guest, repairs up to \$100.00 can be completed without authorisation and will be reimbursed upon presentation of receipts. If repairs over \$100.00 are needed, the On-Road Assist team should be informed prior to any repair being completed. Unauthorised repairs are not permitted.

All RVs are covered by Australian Automobile Association and 24hr mechanical emergency roadside assistance is available if needed. Please contact On-Road Assist on 1300 850 805.

### Additional Charges and Discounts

#### Animals

We believe fur friends can only make a road trip better. Pet dogs and cats are allowed to travel in Britz, Apollo, Cheapa Campa, Mighty Campers and Hippie vehicles. There is a \$299.00 pet fee (excluding service animals). Service dogs are permitted in all vehicles. If a vehicle is returned soiled by a pet, *thl* reserves the right to charge an extra cleaning fee. Our full policy can be viewed on the *thl* website.

#### Infringements, Tolls and Fines

*thl* will pass on any charges the guest receives for traffic infringements, toll, or parking fines during their road trip. For toll way fees received, *thl* reserves the right to charge the guest's credit or debit card upon receiving the toll way fee. An administration fee of \$75.00 to cover associated administrative costs per toll way fee, traffic infringement or parking fine received may be charged.

#### One-way Bookings

Road trips don't always finish where they start, and some of the best adventures take you far and wide. If a guest drops off at a different branch location from which they picked up a minimum booking period along with a one-way fee applies per below:

The minimum booking periods for one-way bookings are detailed in the table.

ADL									
7	ASP								
7	14	BNE							
21	14	18	BME						
14	14	7	21	CNS					
14	7	14	10	14	DRW				
10	21	14	28	14	28	HBA			
7	14	7	21	14	14	7	MEL		
14	14	21	10	28	14	21	14	PER	
7	14	7	21	14	14	14	7	14	SYD

Additional minimum periods apply as follows, although these are subject to change:

- 20 Days minimum hire on all one-way rentals INTO Cairns (excluding 4WDs) from 12th Jan - 30th Aug 2023
- 20 Days minimum hire on all one-way rentals OUT of ASP, Darwin from 1 Apr - 10th July 2023 excl to Alice Springs, Darwin (excl 4wd's)
- 30 Days minimum hire on all one-way rentals IN to Hobart from 1st Mar to 30th July 2023
- 30 Days minimum hire on all one-way rentals INTO Alice Springs, Darwin, Broome from 1st July - 30th Nov 2023 excluding FROM Alice Springs, Broome & Darwin (excluding 4wd's)
- 30 Days minimum hire on all one-way rentals OUT of Hobart from 1st August 2023 to 1st February 2024



One-Way fees:

- For pick up In Cairns, Brisbane, Sydney, Melbourne, Adelaide, and Hobart – returning to these locations a \$185.00 one-way fee applies.
- For pick up Cairns, Brisbane, Sydney, Melbourne, Adelaide, and Hobart - returning to Darwin, Perth, Broome or Alice Springs a \$280.00 one-way fee applies.
- For pick-ups from Darwin, Perth, Broome and Alice Springs - returning to any location a \$280.00 one-way fee applies.

### Discounts

Guests who love road trips as much as we do and travel for more than 21 days receive 5% off daily rates. This is also available to guests with multiple bookings that total 21 days or more.

### Multiple Rentals

Should a guest have more than one consecutive rental in either Australia or New Zealand that in total are 21 days or more they can be combined to qualify for longer-term hire discounts off the daily vehicle rates.

To request the application of the discount please contact our Reservations crew.

### Travel Restrictions

Not all RVs are suitable for all driving situations, so it's important the right RV is chosen for the travel planned. *thl*, at its discretion, may restrict RV travel in certain areas due to adverse road or weather conditions, and the distance to nominated destinations in relation to the length of the rental period. If applicable, any further restrictions will be mentioned at pick-up. Guests are encouraged to contact On-Road Assist on 1300 850 805 if they have any concerns regarding road accessibility.

For the safety of guests, the following travel restrictions are in place:

Hippie Hitop and Hippie Endeavour Campers can be driven to the Northern Territory at an additional cost of \$30.00 per day provided written permission is obtained from On-Road Assist prior to travel.

Guests who travel to restricted areas without permission will void all Liability Cover in the event of damage or accident and may be subject to a fee of \$300.00 charged on each occasion identified.

### 2WD RVs

Our 2WD RVs aren't equipped for rough terrain and cannot be driven on unsealed roads with exception of well-maintained access roads less than 12 kilometres long which lead to recognised commercial campgrounds and major tourist attraction.

*thl* 2WD RVs can be driven to any island on sealed roads provided permission is obtained from On-Road Assist prior to travel.

### 2WD Travel Restriction Table

State/Territory	Restricted (Permission Required)	Not Permitted at All Times
All/various	Any Islands	Unsealed roads longer than 12km, all ski access roads from 01 June to 30 September, any Beaches, Old Gunbarrel Hwy, Great Central Road
Queensland	North of Laura/Cooktown, North Stradbroke Island and Magnetic Island	Fraser Island, Moreton Island, Cape York between the months of December to May, Old Telegraph Track section of the road to Cape York
South Australia	Kangaroo Island	
Tasmania	Bruny Island	All Hippie vehicles
Western Australia		Canning Stock Route, Nanutarra Road (unsealed short cut to Tom Price), Karijini National Park (unsealed road sections)





Northern Territory	All Hippie vehicles	Lost City in Litchfield Park, Boggy Hole (Finke Gorge National Park), Ghan Heritage Road (from Titjikala to Finke), Gunlom Area, Gubara, Shady Camp, Old Jim Jim Road, Jim Jim Falls, Twin Falls, Mereenie Loop Road (unsealed section), Ernst Giles Road, Old South Road
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### 4WD RVs

Our 4WD RVs are ready to take adventurous travellers off the beaten track, however for their safety, there are restricted travel areas. For restricted destinations listed below, guests are required to nominate expected travel plans with the branch at pick-up and confirm with relevant local authorities that roads are passable prior to travel.

- 4WD Travel Restriction Table

State/Territory	Restricted (Permission Required)	Not Permitted at All Times
All/Various	Any islands, any remote unsealed roads (not already listed), Simpson Desert*, Gunbarrel Highway*, Tanami Track, Savannah Way from Normanton to Borroloola, Sandover Highway*	Any beaches
Queensland	Burke Development Road from Chillagoe to Normanton, Cape York (North of Laura/Cooktown*), Bloomfield track	Fraser Island, Moreton Island, Old Telegraph Track section of the road to Cape York, CREB Track, Cape York between 1 December- 31 May, Ghan Heritage Road (from Titjikala to Finke), Starcke Track, Fenchman Track
South Australia	Oodnadatta Track*, Strzelecki Track*, Birdsville Track*	-
Tasmania	Tasmania	-
Western Australia	Bungle Bungles, Gibb River Road, Kalumburu Road, Mitchell Falls/ Plateau	Old Gunbarrel Highway, Canning Stock Route
Northern Territory	Arnhem Land*, Larapinta Road between Hermannsburg and Petermann, Plenty Highway*, Finke Road (between Alice Springs and Oodnadatta), Chambers Pillar	Boggy Hole (Finke Gorge National Park), Central Arnhem Road (past Beswick), Southern Lost City (Limmen National Park), Old South Road from Maryvale to Finke

\*Guests travelling to these locations are strongly advised to hire a satellite phone for safety purposes

### Picking Up and Dropping Off Your RV

#### Branch Hours and Public Holidays

The opening hours of our branches vary, depending on location and seasonality. The table below details the specific hours for pick-up and drop-off:

Location	Dates/Hours for Pick-up and Drop-off	
Adelaide	1 April 2024 to 30 April 2024 9am to 3:30pm 7 days a week	1 May 2024 to 31 August 2024 9am to 3:30pm 6 days a week (closed Sundays)
Broome Darwin Alice Springs	1 April 2024 to 30 November 2024 9am to 3:30pm 7 days a week	1 December 2024 - 31 March 2025 Closed
Cairns	1 April 2024 to 30 September 2024 9am to 3:30pm 7 days a week	1 October 2024 - 31 March 2025 9am to 3:30pm 6 days a week (closed Sundays)



Brisbane Hobart Melbourne Perth Sydney	1 April – 31 March 2025 9am to 3:30pm 7 days a week
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Our Alice Springs, Broome and Darwin branches are closed during the wet season (1 December to 31 March). During this time roads are muddy and hard to navigate and for safety reasons, we strongly recommend that guests avoid travelling to the top end of Australia during this time.

Our staff enjoy a holiday as much as you do and all of our branches are closed on public holidays including Christmas Day (25 December 2024), New Year's Day (1 January 2025) and Observed Australia Day (27 January 2025).

### Public Holidays

Date	Sydney	Melbourne	Adelaide	Perth	Brisbane	Hobart	Alice Springs	Darwin	Broome	Cairns
01 April 2024	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
25 April 2024	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
6 May 2024					✓		✓	✓		✓
3 June 2024				✓					✓	
10 June 2024	✓	✓	✓			✓	✓			
5 July 2024							✓			
26 July 2024								✓		
5 August 2024							✓	✓		
14 August 2024					✓					
23 September 2024				✓					✓	
7 October 2024	✓		✓		✓					✓
24 October 2024						✓				
5 November 2024		✓								
26 December 2024	✓	✓	✓	✓	✓	✓				✓
3 March 2025				✓		✓			✓	
10 March 2025		✓	✓			✓				

### Getting To and From the Airport

Branches are located near major airports, making pick-up and drop-off easy for you. You can arrange transport to and from the airport via taxi or rideshare at your own cost.

### Returning the RV

The RV is a home away from home and for comfort, we recommend it's kept tidy throughout the road trip. The RV needs to be returned to the branch as was taken, with the tank full of fuel, with the interior cleaned and toilet cassette (where applicable) and holding tanks emptied. The RV exterior does not require cleaning unless it's covered with excessive dirt or mud, making it difficult for our team to see its return condition. The Cleaning Pack or Refuelling Pack are available to be pre-purchased or added on pick-up to offer quick and easy return.

### Online Check-In

It is mandatory for guests to complete **thl**'s online check-in no less than 14 days prior to pick-up at: <https://sci.thlonline.com/>

By completing the required pick-up information ahead of the pick-up date, guests will experience a smoother and quicker RV collection process. Guests will also be required to watch our **thl** safe driving and 'How to Videos' through the **thl** Roadtrip App, prior to pick-up to learn how to use their RV.

### thl Roadtrip App

The **thl** Roadtrip App is custom built for guests travelling in Australia and New Zealand. The free



app provides our guests with all the necessary information needed to make their *thl* journey an amazing experience.

The app is designed to:

- Enhance guests' holiday experience by providing 'how-to videos' prior to pick up, so that they become familiar with their vehicle before arriving at the branch and prepare any questions they may have.
- Educate our guests on how to use the vehicle and safe driving practices.
- Provide *thl* contact details to extend their holiday, contact roadside assistance, email any other enquiries, and find answers to FAQ's.
- Provide information on campgrounds while on the road and allow for campgrounds to be booked.
- Search and book great deals on attractions and activities.
- Find helpful travel information such as branch locations, nearby petrol stations, dumping stations, supermarkets, and ATMs.

Guests are requested to download the app from [Google Play](#) or the [App Store](#).

### Branch Locations

*thl* branches are located across Australia, allowing you to plan for road trips both long and short. Our Broome branch is a little more remote than others and therefore a single \$835.00 location fee applies to guests who pick-up or drop-off at our Broome branch. For guests who pick-up or drop-off at our Hobart branch a single \$115.00 location fee applies.

Certain RVs are only available in certain locations. The matrix below is a guide to available vehicles at each of our branches and it includes the vehicle booking codes.

Brand	Name	Adelaide	Alice Springs	Brisbane	Broome	Cairns	Darwin	Hobart	Melbourne	Perth	Sydney
Maui	Ultima	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Ultima Plus	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Cascade	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Beach	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	River	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Britz	HiTop	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Voyager	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Trailblazer	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Safari 4WD	✓	✓	✓	✓	✓	✓		✓	✓	
	Outback 4WD	✓	✓		✓		✓		✓	✓	
	Maverick 4WD	✓	✓	✓	✓	✓	✓			✓	
Apollo	Hitop	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Endeavour	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Euro Mini	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Euro Tourer	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Euro Plus	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Euro Quest	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Euro Camper	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Euro Deluxe	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Adventure Camper 4WD	✓	✓	✓	✓	✓	✓			✓	
Highball	✓	✓	✓		✓	✓	✓	✓	✓	✓	



	Double Down	✓	✓	✓		✓	✓	✓	✓	✓	✓
	Deuce	✓	✓	✓		✓	✓	✓	✓	✓	✓
	Deuce Plus	✓	✓	✓		✓	✓	✓	✓	✓	✓
	Double Up	✓	✓	✓		✓	✓	✓	✓	✓	✓
	Big Six	✓	✓	✓		✓	✓	✓	✓	✓	✓
Cheapa Campa	Cheapa Hitop	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Cheapa Endeavour	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Cheapa 2 Berth	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Cheapa 4 Berth	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Cheapa 6 Berth	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Adventure Camper 4WD	✓	✓	✓	✓	✓	✓			✓	
Hippie	Hippie Hitop	✓		✓		✓			✓	✓	✓
	Hippie Endeavour	✓		✓		✓			✓	✓	✓

This is a guide only. RV availability may change, depending on the adventures of our guests.

## Other Important Information

### Booking Duration

An RV holiday allows guests to travel at their own pace. To ensure our guests get the most out of their road trip, a minimum five-day rental period applies when pick-up and drop-off is from the same branch location. Higher minimum rental periods apply for all brands as follows and are subject to change.

Additional minimum periods apply as follows, but are subject to change:

- 7 Day minimum hire period for Splendour In the Grass Music Festival (dates to be confirmed) in BNE
- 7 Day minimum hire period for Moto GP (dates to be confirmed) in MEL
- 7 Day minimum hire period for Bathurst (dates to be confirmed) in SYD
- 10 Day minimum hire period Christmas 26th Dec 2024 to 7th Jan 2025

### Smoking and Drugs

Our RVs are a smoke free and drug free zone; hence smoking or drugs are not permitted in any of our RVs.

### Guest Responsibility

*thl* reserves the right to refuse any rental at our discretion.

While on their road trip guests are responsible for:

- Damage caused where the terms of Rental Contract have not been met by the guest.
- Damage caused by negligence and/or wilful conduct.
- Damage caused to the RV in any way by part or total water submersion or salt water.
- Damage caused to tyres and the windscreen except where 'Value Pack', 'WAP', or '4WD Additional Cover' has been purchased and applies.
- Damage caused to the RV when using the RV in contravention of any legislation or regulation controlling vehicular traffic.
- Damage caused due to a single vehicle roll over except where the 'Value Pack', '4WD Additional Cover' or 'Single Vehicle Rollover' has been purchased and applies.
- Damage and associated costs with recovery of a bogged vehicle.
- Damage or loss caused to any personal belongings.
- Damage or loss caused by a guest's pet.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage to the undercarriage or overhead of the RV except where the 'Value Pack' has been purchased and applies.
- Damage to the awning of the RV except if the RV booked is a 4WD and where '4WD



Additional Cover' has been purchased and applies.

- Our RVs are equipped with a location monitoring device. *thl* reserves the right to send warnings to guests that are driving in contradiction to our terms and conditions, or exceeding speed limits. Guests that continuously ignore the warnings may be subject to a fee of \$300.00 charged on each occasion identified.

