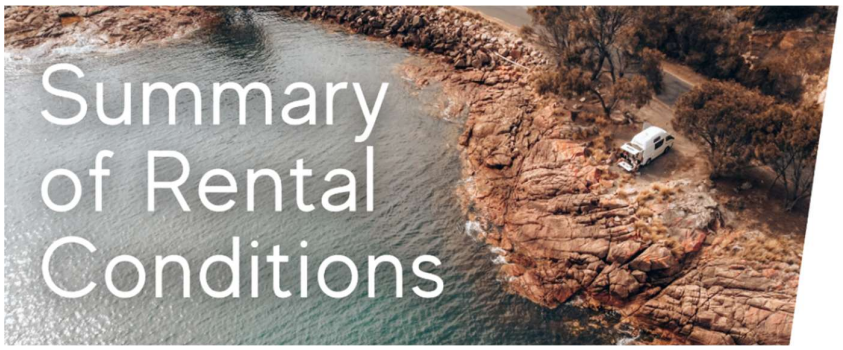

Cruisin Motorhomes Pty Ltd
A.B.N 82 088 716 205
3 Runway Place, Cambridge, TAS 7170
Phone: 1300 664 485 or +61 3 6248 4789
Website: www.cruisinmotorhomes.com.au
Email: info@cruisinmotorhomes.com.au

Agent Summary of Rental Conditions Cruisin Motorhomes & GoCheap Campervans

01 April 2026 – 31 March 2027 V1.1 updated 28 Sep 2026

Thank you for choosing Cruisin Motorhomes. Your safety and security are our greatest concern, so to assist you in making your holiday a great experience, it is important for you to carefully read the Summary of Rental conditions.
This document contains a summary of our Rental Terms and Conditions and should not be regarded as the entire Rental Agreement. For more information please visit our website www.cruisinmotorhomes.com.au. Rates are quoted in Australian dollars.

Rental Charges

Rentals are charged on a per calendar day basis. The day of pick up is counted as day one of the rental regardless of pick up time. The day of return is counted as the final day of the rental regardless of drop off time. Vehicles must be returned within branch hours to the branch nominated upon booking. Late pickup or early return of the vehicle does not entitle the customer to any refund of the unused portion of the rental.

Rates Include

- Unlimited Kilometres
- 10% GST
- Cruisin Roadside Help
- Quality Bedding and Linen
- Camp Ground Guides and Maps
- Kitchen and General Equipment
- Extra Driver Fees (maximum 3 drivers)

Travel Insurance

We strongly recommend that renters take out the highest level of Travel insurance.

Branch locations

Cruisin' has branches in Cairns, Brisbane, Sydney, Melbourne, Hobart and Perth.

Branch and Office Operating Hours

Cruisin requests that customers collecting or returning their Vehicle attend the relevant Cruisin branch one hour before the branch closing time for the relevant day.

Reservation Office (head office)
- Monday to Friday 8am to 6pm
- Saturday 8am to 5pm
- Sunday 9am to 3pm
- Closed Good Friday (26 March 2027), Christmas Day (25 December 2026) and New Year's Day (01 January 2027)

Brisbane – 42 Vauxhall Street, Virginia QLD 4014
- Monday to Friday 8am to 4.30pm
- Saturday 8am to 1 pm
- Closed Sunday
- Closed Good Friday (26 March 2027), Christmas Day (25 December 2026) and New Year's Day (01 January 2027)

Hobart – 3 Runway Place, Cambridge TAS 7170
- Monday to Sunday 8am to 4.30pm
- Closed Sundays between 1 May to 31 August
- Closed Good Friday (26 March 2027), Christmas Day (25 December 2026) and New Year's Day (01 January 2027)

Sydney – 10 Wurrook Circuit, Caringbah NSW 2229
- Monday to Friday 8am to 4.30pm
- Saturday 8am to 1 pm
- Closed Sunday
- Closed Good Friday (26 March 2027), Christmas Day (25 December 2026) and New Year's Day (01 January 2027)

Melbourne – 25-27 Catalina Drive, Tullamarine VIC 3043
- Monday to Friday 8am to 4.30pm
- Saturday 8am to 1 pm
- Closed Sunday
- Closed Good Friday (26 March 2027), Christmas Day (25 December 2026) and New Year's Day (01 January 2027)

Cairns – 397-399 Sheridan Street, Cairns QLD 4870
- Monday to Friday 8am to 4.30pm
- Saturday 8am to 1 pm
- Closed Sunday
- Closed Good Friday (26 March 2027), Christmas Day (25 December 2026) and New Year's Day (01 January 2027)

Perth – 5 Kingscote Street, Kewdale WA 6105
- Monday to Friday 8am to 4.30pm
- Saturday 8am to 1 pm
- Closed Sunday
- Closed Good Friday (26 March 2027), Christmas Day (25 December 2026) and New Year's Day (01 January 2027)

Out of Hours Return

Customers wishing to return their Vehicle on a Sunday when the branch is closed can request an Out of Hours Return between 8am – 3.30pm. The office is unmanned with keys to be returned to the key return box

Late Return

You will continue to be responsible for the rental of the Vehicle until the Vehicle is returned to the Return Location. Failure to obtain an authorisation for a rental extension will result in a late fee of AU$150 per day in addition to the daily rental rate plus the daily rate charge applicable to your Liability Reduction Option for each day until the Vehicle is returned. The daily rental rate charged will be the rate applicable on the day of extension which may differ from the original rate booked. These charges will be applied to the Customer's credit card on a daily basis until the Vehicle is returned.

Early Bird Discounts

The Early Brid Discount of 5% applies to rentals that commence 125 days after the date of booking. The discount applies only to the daily rental rate and can be combined with Long Term Discount. No other discounts can be combined.

Long Term Discounts

- 21+ days: 10% off daily rental rate.
- Only applies to the daily rental rate
- The long term discount can be combined with the Early Bird Discount

Multiple Rentals

Consecutive Cruisin and GoCheap rentals can be combined to qualify for a Long Term Discount. Rentals can be combined to qualify if travel is within a 3 month period. If a drop off of a vehicle and pick up of a new vehicle occur on the same day then a day each will be charged per respective vehicle. Multiple rentals are treated as separate rentals under the one way fee and minimum rental period conditions.

Rental Extensions

If you wish to extend the rental whilst on hire, you must first obtain authorisation from Cruisin by calling 1300 664 485 or +61 3 6248 4789. Any extension will be charged at the current rate that is valid at the time of the change plus the daily rate charge applicable to your chosen Liability Reduction Option. Rental extension is subject to fleet availability. The extra cost of an extended rental must be paid by credit card on confirmation of the rental extension. Failure to obtain authorisation will result in the renter being charged at the Late Return rate outlined above.

Booking Amendments

If you make changes to your booking the booking will be calculated by using either the original rate for the vehicle or the current rate that is available at the time of the booking change depending on whichever rate is higher Cruisin' considers the following as booking amendments

- Change of branch location for vehicle pick up or drop off
- Change of rental date for vehicle pick up or drop off
- Change of vehicle category

If an amendment is made to the rental dates within 14 days of collection, no refund will be made if the length of hire is shortened (that is; the rental will be charged at the number of days originally booked). A relocation fee may apply if the collection or return location is amended within 14 days of vehicle pickup or if notification occurs during the hire. Booking Amendments are subject to fleet availability. If your booking travel dates are amended within the cancellation fee period to be outside of the cancellation fee period and is subsequently cancelled, the cancellation fee for the original booking will apply.

Group Bookings

All booking requests of 3 or more vehicles for the same travel dates are considered a group booking (even if the vehicles are booked on different dates but travelling together) and require approval by the Cruisin Reservation Team by emailing reservations@cruisinmotorhomes.com.au. Group bookings are subject to different payment and cancellation terms. If a group booking or part of a group booking is cancelled the following cancellation fees apply. If cancelled 29+ days prior to pickup No Fee. If cancelled 28 days or less prior to pickup 100% of the total rental.

Voluntary Downgrades

Should you decide to voluntarily downgrade the vehicle category from that booked within 14 days of pick up or during the rental, you will not be entitled to a refund.

Cancellation Fees

- If cancelled up to 29+ days prior to pickup. No Fee
- If cancelled 6 to 1 days prior to pickup – 50% of total rental
- If cancelled 28 to 7 days prior to pick up 25% of total rental
- If cancelled on the day of pickup or 'No Show' – 100% of total rental

There is no refund for late pickup or early return of the vehicle, Group bookings are subject to different cancellation terms listed under Group Bookings outlined above.

Kilometres

Rates include unlimited Kilometres unless stated. Cruisin recommend travelling a maximum of 300 kilometres per day or no more than 4-5 hours driving.

Taxes

Rates include 10% GST

Payment of Charges

Cruisin only accepts credit card, debit card or Eftpos card for the rental charges paid on pickup or drop off. Cruisin is unable to accept cash at its rental branches. The security bond on the vehicle is only payable at pick up by a physical credit card. Personal cheques, company cheques and bank transfers will not be accepted as payment for rental charges at the time of pickup. These must be received by Cruisin 14 days prior to commencement of rental.

Credit Cards

Cruisin accepts Eftpos, Visa, Visa Debit, MasterCard and MasterCard Debit. Further payment information is available at www.cruisinmotorhomes.com.au/travel-information/payments/

Currency Variations and Exchange Rates

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. Cruisin' does not accept liability for any variances up or down or interest on such amounts. Refunds by credit card can take up to 14 days depending on the Renter's Financial institution.

Rental Duration

Hobart
- Minimum rental period of 5 days applies
- 10 day minimum rental period applies for pick up 26 December each year until 06 January each year
- 7 day minimum rental period applies for pickup 07 January each year until 28 February each year
- 7 day minimum rental period applies for pick up 22 March 2027 – 28 March 2027

Brisbane
- Minimum rental period of 5 days applies
- 10 day minimum rental period applies for the CMC 2027 TBA
- 10 day minimum rental period applies for the Gympie Muster pick up 24 August 2026 – 28 August 2026
- 10 day minimum rental period applies for pick up 26 December each year until 06 January each year
- 7 day minimum rental period applies for pick up 22 March 2027 – 28 March 2027

Sydney
- Minimum rental period of 5 days applies
- 10 minimum rental period applies for the Bathurst 1000 pick up 05 October 2026 – 09 October 2026
- 10 day minimum rental period applies for pick up 26 December each year until 06 January each year
- 7 day minimum rental period applies for pick up 22 March 2027 – 28 March 2027
- 7 day minimum rental period applies for Mundi Mundi Bash pick up 17 August 2026 – 21 August 2026

Melbourne
- Minimum rental period of 5 days applies
- 10 day minimum rental period applies for Moto GP pick up 19 October 2026 – 23 October 2026
- 10 day minimum rental period applies for pick up 26 December each year until 06 January each year
- 7 day minimum rental period applies for Labour Day Weekend pick up 03 March 2027 – 07 March 2027
- 7 day minimum rental period applies for pick up 22 March 2027 – 28 March 2027
- 7 day minimum rental period applies for Mundi Mundi Bash pick up 17 August 2026 – 21 August 2026

Cairns
- Minimum rental period of 5 days applies
- 10 day minimum rental period applies for pick up 26 December each year until 06 January each year
- 7 day minimum rental period applies for pick up 22 March 2027 – 28 March 2027

Perth
- Minimum rental period of 7 days applies
- 10 day minimum rental period applies for pick up 26 December each year until 06 January each year

Minimum rental periods are subject to change, and you will be notified of any such change before booking.

Driver's Licence and Minimum Age

A full (non-probationary) resident country driver's licence must be presented at the time of rental for each nominated driver. If the licence is not in English format, an international driver's licence is also required. An accredited English translation will be accepted in lieu of an international driving licence. Drivers must be aged between 21 and 79 years old.

Road Restrictions

All Cruisin' campervans and motorhomes can only be driven on sealed/bitumen roads. The only exceptions to this are well maintained access roads of less than twelve (12) kilometres to recognised campgrounds. Cruisin reserves the right at its sole discretion to restrict vehicle movements 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.

One Way Rentals

One way rentals are available if you wish to pick up from one location and drop off at a different branch location. The rental is subject to a minimum rental period detailed below. Minimum rental periods are subject to change, and you will be notified of any such change before booking. A one way fee of $165 applies to all one way rentals.

Perth					
21	Brisbane				
21	10	Cairns			
21	14	14	Hobart		
21	10	14	14	Melbourne	
21	10	14	14	10	Sydney

* Minimum rental periods are subject to change

Vehicle Length

When booking campsites and ferry crossings, Cruisin' recommends making a reservation for a 7.3 metre vehicle irrespective as to the size of the vehicle reserved, to avoid complications due to possible upgrades.

Kitchen and Personal Kits

Each vehicle is supplied with living equipment (such as cooking equipment, utensils, bath and tea towels and bedding). All equipment must be returned in working order.

LPG Gas

A pre hire gas refill charge of $35 for 4 and 6 Berth Motorhomes and $25 for all other vehicle's is payable on collection of the vehicle (included in the Maximum Cover Package). The LPG bottle can be returned empty at the completion of the rental. There is no refund for unused LPG gas.

Toddler Seats

Toddler seats suitable for children 6 months to 4 years of age can be hired for $35 per rental (included in the Maximum Cover Package). Toddler seats cannot be fitted in the 2 Berth Hi-Top Campervan or the 2 Berth Sandpiper Motorhome. Please refer to our Toddler and Child Seat Guide www.cruisinmotorhomes.com.au/travel-information/terms-and-conditions. Customers who wish to travel with children under 6 months of age need to provide their own Australian standard approved baby seat.

Child Seats

Child seats suitable for a child between 4 and 7 years of age can be hired for $35 per rental (included in the Maximum Cover Package).

Additional Products for Rental

Listed below are the additional products that are available for hire and purchase from our branches. Additional products may be offered on pick up.

- Toddler/Child Seats $35 per seat per rental
- Fan Heater $15 per rental
- Esky $20 per rental
- 2 Chairs & 1 Table Bundle $40
- 6 Chairs & 1 Table Bundle $60
- Toilet Chemicals $2.50each
- Doona & 2x Bath Towels $20 per rental
- Outdoor Camp Table $23 each per rental (included in the Maximum Cover Package)
- Outdoor Camp Chair $16 each per rental (included in the Maximum Cover Package)

Repairs

Although Cruisin' runs late model vehicles; it may be the case that small repairs are required. Any repair up to $100 including GST needs no authorisation from Cruisin and all that is necessary for full reimbursement to You from Cruisin is a proper receipt for the amount of the repairs. For repairs costing over $100, Cruisin will need to be informed and confirm the repair in advance.

Cruisin Roadside Help

Cruisin provides Roadside Assistance support. Please contact Cruisin Roadside Help on: 1300 016 532 or +61 3 6169 1702 if you require assistance.

Infringements and Administration Costs

Cruisin reserves the right to submit a statutory declaration to the issuing authority and/or charge the Customer for any speeding, toll way, parking or other traffic offence. In addition, Cruisin reserves the right to charge an administration fee of up to $55 for associated administration costs to the Customer's credit card upon receipt of a charge for any speeding, toll way, parking or other traffic offence incurred by the Customer. The fee will be applicable per offence.

Change of Vehicle

Should the vehicle booked by unavailable through unforeseen circumstances, Cruisin' reserve the right to substitute an alternative vehicle without prior notification and at no extra cost. The alternative Vehicle shall be as close a substitute for the booked Vehicle as possible. This shall not constitute as a breach of contract and does not entitle the renter to a refund.

Limit of Liability

In the event of no alterative vehicle being available to the renter, our liability is limited to a refund of the hire charge or in the case of a mechanical failure (unless caused by the renter) the remainder of the hire period.

Change of Return Location
If the Customer wishes to change the return location after the rental has commenced, they must first obtain authorisation from Cruisin by calling 1300 664 485 or +61 3 6248 4789. Subject to the change being approved, an additional charge of up to AU$700 may apply, which will be notified to you at the time of approval and is required to be paid immediately via credit card. The fee may apply in all change of return location cases irrespective of the reason for the location change.

Vehicle Category
Vehicle cannot be requested by make or model, only by vehicle category.

Refusal to Supply
Cruisin' reserves the right to refuse any rental at our complete discretion.

Animals
Service dogs are permitted to travel in the vehicle. No other animals are permitted in the vehicle.

Smoking
Smoking is not allowed in our vehicles.

Personal Injury
Personal Injury caused when involved in a motor vehicle accident is covered in most cases through Registration Third Party Insurance. However, we strongly recommend that all people travelling in Australia take out Personal Travel Insurance. Cruisin does not accept any liability for personal injuries sustained during rental.

Property Damage
The Vehicle is insured for damage to it or damage to the property of a third party. However the renter is responsible up to the amount of the applicable Liability for the cost of such damage to third party property, or to the rented Vehicle. The renter is also responsible for the cost of demurrage for the period the Vehicle is unavailable due to repairs. The Liability applies in respect of each claim, not per rental. In addition to the Liability an administration fee of $75 will be charged per claim. The Liability is applicable regardless of who is at fault and must be paid at the time the accident is reported to Cruisin', not at the completion of the rental Period. Cruisin' reserves the right to charge the renter for any vehicle damage including Third Party property damage not reported on return of the vehicle.

Standard Liability
Cruisin' Motorhomes rental charge includes a Standard Liability Reduction of $3,000 for the GoCheap Hi Top vehicles and $5,000 for all other vehicles. A security bond of $3,000 for the GoCheap Hi Top vehicles and $5,000 for all other vehicles will be collected at the time of entering into the Rental Agreement. Payment of this security Bond is only accepted by credit card. The $3,000 for the GoCheap Hi Top vehicles and $5,000 for all other vehicles will be debited from the credit card account.
The Standard Liability Reduction can be reduced by purchasing one of the following Reduction Options:

Liability Reduction Option
A Zero Liability applies, and you will not have to pay a security bond of $3,000 for the GoCheap Hi Top vehicles and $5,000 for all other vehicles. This Option can be purchased by paying to Cruisin' $29 per day for the GoCheap Hi Top vehicles, $45 per day for all other vehicles. The maximum amount payable for this option is $1,450 for the GoCheap Hi Top vehicles, $2,250 for all other vehicles (i.e 50 days rental).

Maximum Cover Package
This is an all-inclusive package. A Zero Liability applies, and you will not have to pay a security bond of $3,000 for the GoCheap Hi Top vehicles and $5,000 for all other vehicles. Includes windscreen and tyre cover and optional extras such as GPS, pre-purchase LPG, outdoor table & chairs (chairs per person), and toddler or child seat (if required). This Option can be purchased by paying to Cruisin' $39 per day for the GoCheap Hi Top vehicles, $55 per day for all other vehicles. The maximum amount payable for this option is $1,950 for the GoCheap Hi Top vehicles, $2,750 for all other vehicles (i.e 50 days rental).

Security Bond
For Security purposes

- The bond must be paid by a physical Credit Card on the day of pickup
- The card holder must be present and able to sign for the bond on the day of pickup
- Cannot be split between multiple cards
- Must be processed in the one transaction

The credit card holder is jointly and severally liable for any damage to the rental vehicle. The security bond is fully refundable when the vehicle is returned to the correct location on time, with a full fuel tank, toilet and grey water tanks emptied and all other terms of the Rental Agreement have been complied with. If there is damage to the vehicle on its return, the security bond will be used to cover the cost of such damage up to the amount of the relevant liability. However, if the terms of the Rental Agreement are breached and the security bond is insufficient to cover the damage, then any extra cost will be charged. Refunds by credit card including bond refunds can take up to 14 working days and the time can vary depending on the financial instructions involved. Refund of the security bond is not a waiver of the Customer's liability under the Rental agreement, Cruisin retains the right to recover monies for Damage notwithstanding the return or refund of the security bond.

Full Responsibility

At all times the renter is responsible for, but not limited to:

- Damage caused where the terms of the Rental Agreement have been breached
- Damage caused by wilful misconduct or negligence
- Damage caused by the Vehicle in any way by part or total water submersion or salt water
- Damage caused due to a single vehicle roll over except where Maximum Cover Package has been purchased
- Damage to the Overhead or damage to the underbody of the Vehicle however cause – except where the Maximum Cover Package has been purchased
- Damage caused to the Vehicle when using the Vehicle in contravention of any legislation or regulation controlling vehicular traffic
- Damage or loss caused to any personal belongings
- Damage caused due to use of incorrect or contaminated fuel
- Damage to awning
- Damage to the Windscreen or Tyres except where the Maximum Cover Package has been purchased

Return of the Vehicle

The customer acknowledges having received the vehicle in a clean condition, with a full fuel tank. The customer will return the vehicle in a clean condition with a full fuel tank. Penalties will apply to vehicles where these requirements are not met.

Branch Locations

- Brisbane 42 Vauxhall Street, Virginia QLD 4014
- Cairns 397-399 Sheridan Street, Cairns QLD 4870
- Hobart 3 Runway Place, Cambridge TAS 7170
- Melbourne 25-27 Catalina Drive, Tullamarine VIC 3043
- Sydney 10 Wurrook Circuit, Caringbah NSW 2229
- Perth 5 Kingscote Street, Kewdale WA 6105

Terms and Conditions and Rates

Are subject to change without notice

Cruisin' Motorhomes
Head Office: 3 Runway Place, Cambridge TAS 7170
ABN 82 088 716 205