

JUCY AUSTRALIA TRADE RENTAL RATES & CONDITIONS

GROSS CAMPER RATE RELEASE FROM 01 APRIL 2022 - 31 MARCH 2023

BOOKING VALIDITY FROM 01 FEBRUARY 2022



A JUCY STORY

JUCY Stands for fun, adventure and the spirit of travelling. We pride ourselves on offering unique and exciting travel experiences. JUCY is New Zealand owned and operated. Today, we've got more than 3,000 cars and campervans across New Zealand and Australia. JUCY is supported by a team of passionate, friendly and knowledgeable staff.

! WHAT'S NEW IN 2022/2023

- **Online Check-in Portal:** JUCY's online check-in portal will be available in early 2022 for trade customers.
- **Mandatory fees:** JUCY has updated all the mandatory fees now to be commissionable.
- **Excess reduction packages:** Stress Free excess reduction cover now includes table & chairs.
- **Afterhours service:** JUCY now offers afterhours pick up and dropoff service for all campervans in Australia.
- **Cancellation terms:** JUCY will now charge a cancellation fee for bookings cancelled 21 days prior to pick up.

GROSS RATE CONDITIONS

For available products and vehicle specifications please visit our website at www.jucy.com

All rates are GROSS and are calculated per calendar day	All daily rates are calculated in \$NZD and include 10% GST	Minimum hire periods apply
Pick up date and location determine the daily rate	JUCY rounds to two decimal places for e.g. 21.736 = \$21.74	

THE GROSS PLAN – HOW IT WORKS

JUCY gross rates offer a variable nightly rate for each vehicle type by departure and location. The gross rate plan allows JUCY to offer flexible pricing which enables our partners to secure the best possible rates at the time of booking. The rates are set based on the supply and demand of each category and in each location.

INCLUDED IN GROSS RATE	EXCLUDED IN GROSS RATE
Basic cover with an excess/deductible GST 10% 24/7 roadside assistance Unlimited kilometres Kitchen Kit Personal Kits	Excess reduction options All other extras and fees Any applicable mandatory fees Credit card fees 1.87%

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RATE DISTRIBUTION

JUCY will provide gross rates in the following formats:

- Online booking engine
- Weekly CSV file
- API/XML

ONLINE BOOKING ENGINE

Bookings made through the online booking engine are dynamic. Rates, minimums, availability and additional fees are all provided at the time of booking via the engine.

Any amendments or cancellations to bookings made via the online booking engine must be processed by our reservations team. Our team is currently working on adding new features to the booking engine, we'll update you when these are ready.

If you would like access to the online booking engine, please contact your sales manager.

XML

Bookings and cancellations made through XML are dynamic. Rates, minimums, availability and additional fees are provided at the time of booking.

Any amendments to bookings made via XML must be processed by our reservations team.

If you would like access to our XML, please contact your sales manager.

GROSS CSV RATE FILE

Every Tuesday the gross CSV file will be communicated to partners via email. Flex gross rates are valid from the time they are received through until the following Tuesday.

JUCY gross rates will be provided in CSV format only.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Category	Location	Season Start	Season End	1	2	3	4	5	14	21	31	41	60	75	100	BookingStartDate	BookingEndDate
2	JUCY Champ	ADL	17/11/2021	2/12/2021	0	0	115	86	69	69	66	59	48	48	48	48	30/11/2021	7/12/2021
3	JUCY Champ	ADL	3/12/2021	19/12/2021	0	0	140	105	84	84	80	71	59	59	59	59		
4	JUCY Champ	ADL	20/12/2021	4/01/2022	0	0	215	161	129	129	123	110	90	90	90	90		
5	JUCY Champ	ADL	5/01/2022	31/01/2022	0	0	158	119	95	95	90	81	67	67	67	67		
6	JUCY Champ	ADL	1/02/2022	28/02/2022	0	0	123	93	74	74	70	63	52	52	52	52		
7	JUCY Champ	ADL	1/03/2022	31/03/2022	0	0	92	69	55	55	52	47	39	39	39	39		
8	JUCY Champ	ADL	1/04/2022	7/04/2022	0	0	125	94	75	75	71	64	53	53	53	53		
9	JUCY Champ	ADL	8/04/2022	25/04/2022	0	0	140	105	84	84	80	71	59	59	59	59		
10	JUCY Champ	ADL	26/04/2022	31/05/2022	0	0	73	55	44	44	42	37	31	31	31	31		
11	JUCY Champ	ADL	1/06/2022	23/06/2022	0	0	107	80	64	64	61	54	45	45	45	45		
12	JUCY Champ	ADL	24/06/2022	10/07/2022	0	0	107	80	64	64	61	54	45	45	45	45		
13	JUCY Champ	ADL	11/07/2022	31/07/2022	0	0	92	69	55	55	52	47	39	39	39	39		
14	JUCY Champ	ADL	1/08/2022	14/09/2022	0	0	92	69	55	55	52	47	39	39	39	39		
15	JUCY Champ	ADL	15/09/2022	9/10/2022	0	0	92	69	55	55	52	47	39	39	39	39		

JUCY reserves the right to review and amend rates on an adhoc basis.

HOW TO CALCULATE THE DAILY RATE

The JUCY .CSV file will provide the nightly rate. The rates are calculated by length of hire and reset as they cross a new season.

The length of hire is displayed along the top row of the file in columns E to M.

EXAMPLE

Rate type: Gross CSV
Hire location(s): ADL - ADL
Vehicle type: JUCY Champ
Hire dates: 28th March 2022 – 4th April 2022
Total number of days: 8 days



Collection point: ADL
Vehicle category: JUCY Champ
1st Seasonal dates: 01/03/2022 – 31/03/2022
2nd Seasonal dates: 01/04/2022 – 07/04/2022
4 days @ \$55 = \$220
4 days @ \$75 = \$300

= \$520/8
= \$65 PER DAY

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FREESSELL, ON REQUEST AND STOP SELLS

On request, Stopsell and Freesell updates are communicated via XML, OBE or alternatively via email.

Freesell: Campervans are available and can be confirmed on an open basis

Stopsell: Campervans are on Stopsell and unavailable

On request: Campervans have limited availability and will require confirmation from a JUCY employee

JUCY reserves the right to review and amend StopSells on an adhoc basis.

MULTIPLE RENTALS

A 5% multiple hire discount applies to any customer who hires a JUCY vehicle consecutively within a 3-month period in Australia or New Zealand.

If the return of a vehicle and the pickup of a new vehicle occur on the same day, then a day will be charged for each vehicle. Multiple rentals are considered separate rentals under the one-way and minimum rental period conditions and the discount will apply from the 2nd booking onwards.

Please note this discount can be redeemed by emailing our reservations team with booking details.

MINIMUM HIRE PERIODS

A standard minimum hire period of 5 days applies to all JUCY bookings unless communicated otherwise via email. JUCY minimum hire periods are set based on supply, demand, and distribution and are subject to change at short notice.

RESERVATIONS PROCEDURE

All bookings and cancellations are expected to be transacted via either the XML or Online booking engine. However, as back up our knowledgeable reservations team based in Auckland, New Zealand are on hand at the following times should you need their assistance.

Open daily, excluding Christmas Day (25th December)

Mon – Fri: 8:30 – 20:30 NZT

Sat & Sun: 8:30 – 19:30 NZT

Phone Number: +64 9 374 4360

Email: European Agents – euagents@jucyworld.com

Rest of world – agents@jucyworld.com

JUCY aims to respond to all emails within 24 hours.

For all bookings, partners must provide JUCY with the following:

Full Name	Agent Voucher / Reference Number
Pick up location	Drop off location
Pick up time	Drop off time
Vehicle type	Daily flex level and rate
Excess reduction option	Additional items requested

If you are booking via OBE, please follow the OBE guide provided by your sales managers.

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GROSS CAMPER RATE RELEASE FORM 01 APRIL 2022 - 31 MARCH 2023

(BOOKING VALIDITY FROM 01 FEBRUARY 2022)



MANDATORY FEES (COMMISSIONABLE)

All mandatory fees are now commissionable.

Prepaid accounts must now collect payment from the customers for all mandatory items too.

JUCY reserves the right to temporarily reduce or turn off the mandatory fees to promote pick up from a specific location. You can see these changes updated on OBE/API automate

JUCY allows customers the flexibility of returning their campervans to a different location to where they collected from. Please see applicable **one-way fees** below.

ONE-WAY BOOKINGS	CAMPERVAN
ALL ONE-WAY HIRES TO CAIRNS	\$300
ALL OTHER ONE-WAY HIRES	\$160

A **public holiday surcharge** of \$100 applies to all the bookings picking and dropping off on the listed holidays.

PUBLIC HOLIDAY SURCHARGE : \$100 fee will be charged on the following holidays (pickup & drop off)	
PUBLIC HOLIDAY SURCHARGE	Australia Day Good Friday Easter Monday Anzac Day Boxing Day New Year's Day *and observed public holidays

ADDITIONAL HIRE ITEMS (NON-COMMISSIONABLE)

Additional hire items are available and can be requested at the time of reservation or upon collection of the vehicle (subject to availability).

NON - COMMISSIONABLE ITEMS
JUCY GPS - \$10 per day (maximum cost \$160)
Camping table - \$25 per hire
Camping chair - \$12 per hire
Snow chains - \$40 per hire
Child seats - \$40 per hire
Roof racks - \$ 40 per hire
Additional drivers - \$2 per day (capped at 25 days)
Cassette toilets in the Condo are free of charge but will only be included if requested

CHANGE OF CATEGORY

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

In the event of no alternate campervan being available to the customer, JUCY's liability is limited to a refund of the hire charge.

AMENDMENT POLICY

Before collection of the vehicle: JUCY understands that sometimes things change.

Any amendments made to a booking will be calculated by using the higher one of two rates, either the original rate or the rate current at the time of the booking alteration.

Any amendments to the category are considered a new booking and cancellation fees may apply to the new booking.

The first booking amendment will be free of charge. Any subsequent changes are charged at \$25 per amendment request.

After collection of the vehicle: Amendments to the drop off location after the rental has commenced must be approved by JUCY, if approved one-way fees may apply.

Rental extensions whilst on hire must be approved by JUCY and are subject to availability.

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GROSS CAMPER RATE RELEASE FORM 01 APRIL 2022 - 31 MARCH 2023

(BOOKING VALIDITY FROM 01 FEBRUARY 2022)



AGENT PAYMENT TERMS

Full payment is due in the month prior to pick up.

Bank details

Account Name: JUCY Pty Ltd

Bank: Westpac Australia, 360 Collins Street, Melbourne, VIC 3000

Account Number: 623747

AU Swift Code: WPACAU2S

BSB: 033002

Reference: Please use the JUCY booking number as the reference.

CANCELLATION POLICY

In case of a cancellation, the below terms apply:

- If cancelled 22 calendar days or more prior to pick up: no fee
- If cancelled 1 – 21 calendar days prior to pick up: 20% of the total net booking value
- If cancelled within 24 hours of Day of pickup or a no show: 100% of the total net booking value

Total Net booking value = daily rate + excess reduction + mandatory fees (excl. commission value)

If the vehicle is returned early there is no refund for unused hire days.

We do understand the ongoing uncertainty around the COVID-19 restrictions and if the customer's travel is impacted by COVID-19/border restrictions, we will waive the fee if cancelled at least 24 hours prior to pickup.

GETTING TO AND FROM THE BRANCH

JUCY operates a free Airport shuttle to our Adelaide, Brisbane, Cairns, Gold Coast, Melbourne Airport and Sydney branches during opening hours.

Once the customers arrive at the airport and have cleared customs and collected their baggage, they need to call JUCY on 1800 150 850 (AU Freephone) and select option 1 to arrange a shuttle transfer. The latest shuttle runs from the airport is **45** minutes before closing.

For customers collecting a vehicle from our Melbourne city branch, we do not provide a free transfer, therefore, the customer must make their way to the branch.

BRANCH INFORMATION

LOCATION	ADDRESS	HOURS
Adelaide Airport CLOSED (Christmas day, Boxing Day, New Year's Day)	25-27 Kinkaid Avenue, North Plympton, SA 5037	Mon - Fri 8am - 5pm Sat 9am - 4pm Sun Closed
Melbourne Airport CLOSED (Christmas day)	1 Silicon Place, Tullamarine, VIC 3043	Mon - Fri 8am - 6pm Sat 8am - 2pm Sun 10am - 2pm
Melbourne City CLOSED (Christmas day)	83 Inkerman Street, St Kilda, VIC 3182	Mon - Fri 8am - 4pm Sat - Sun 9am - 2pm
Sydney CLOSED (Christmas day)	19 Ossary Street, Mascot, Sydney, NSW, 2020	Mon - Fri 8am - 5pm Sat 8am - 2pm Sun 9am - 2pm
Gold Coast CLOSED (Christmas Day, Boxing Day, New Year's Day)	71 - 77 Boyd Street, Tugun, QLD 4224	Mon - Fri 8am - 5pm Sat 9am - 4pm Sun 9am - 2pm
Brisbane CLOSED (Christmas day)	771 Kingsford Smith Drive, Eagle Farm, QLD 4009	Mon - Fri 8am - 5pm Sat 8am - 2pm Sun 9am - 2pm
Cairns CLOSED (Christmas day, Boxing Day, New Year's Day)	55 Dutton Street, Cairns, QLD 4870	Mon - Fri 9am - 4pm Sat - Sun 9am - 2pm

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GROSS CAMPER RATE RELEASE FORM 01 APRIL 2022 - 31 MARCH 2023

(BOOKING VALIDITY FROM 01 FEBRUARY 2022)



AFTERHOURS BOOKINGS

Afterhours collection and return of JUCY campers available for a small fee from the following locations

LOCATION	AFTERHOURS FEE
CAIRNS	\$40
BRISBANE	\$40
GOLD COAST	\$40
SYDNEY	\$40
MELBOURNE CITY	\$40
ADELAIDE	\$40

Currently Afterhours service is not available from JUCY Melbourne Airport.

Afterhours reservations must be confirmed by the JUCY reservations team and require full payment, customer licence details, address, email, credit card information and signed paperwork and after receiving all the required documents, afterhours instructions will be communicated.

Afterhours fee is subject to change as this is offered through a third-party in some locations. So JUCY reserves the right to adjust the fee that we pass on to hirers in accordance with changes from service provider.

For more information contact the JUCY reservations team.

VEHICLES BY LOCATIONS

	ADELAIDE	BRISBANE	CAIRNS	GOLD COAST	MELBOURNE CITY	MELBOURNE AIRPORT	SYDNEY
EL CHEAPO SLEEPER	✓	✓	✓	✓	✓	✓	✓
CRIB	✓	✓	✓	✓	✓	✓	✓
CHAMP	✓	✓	✓	✓	✓	✓	✓
CONDO	✓	✓	✓	✓	✗	✓	✓
COASTER	✗	✓	✓	✗	✗	✓	✓
COMPASS	✓	✓	✓	✓	✗	✓	✓

EXCESS REDUCTION OPTIONS

At JUCY we understand that our customers have different needs and therefore offer a range of excess reduction options to provide peace of mind. The maximum charge for excess reduction options is capped at 50 days.

	RISK TAKER		STRESS FREE		STRESS FREE PLUS	
	SLEEPER, CRIB AND CHAMP	COASTER, COMPASS & CONDO	SLEEPER, CRIB AND CHAMP	COASTER, COMPASS & CONDO	SLEEPER, CRIB AND CHAMP	COASTER, COMPASS & CONDO
BOND/EXCESS REDUCTION*	\$3,000	\$5,000	\$0	\$0	\$0	\$0
BOND COLLECTION*	Pre-auth on pick-up	Pre-auth on pick-up	nil	nil	nil	nil
PREMIUM PER DAY	\$0	\$0	\$30	\$40	\$45	\$55
ACCIDENT/DAMAGE CLAIMS FEE	\$75	\$75	\$0	\$0	\$0	\$0
COVER/INCLUSIONS	Breakdown assistance		Breakdown assistance, front, back and side panel damage, glass & tyre cover. Plus, complimentary table and chairs.		Breakdown assistance, front, back and side panel damage, glass & tyre cover. Single vehicle rollover, roof and rooftop pod damage. Plus, complimentary table, chairs, and GPS.	
REPLACEMENT VEHICLE	At JUCY's discretion		At JUCY's discretion		At JUCY's discretion	

*If using a debit card, a \$300 security bond is required even with Stress Free & Stress Free plus.



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BOND

If the customer chooses to go with the risk-taker option, we authorise the bond amount based on the vehicle type chosen.

Bond is held as an authorization/hold on the credit card at the time of pick up and will be released at the end of the hire by JUCY to the card issuing bank (subject to no damage or claims). Depending on the bank it may then take between **5 to 30** working days for them to release the Bond back to the card.

If there is damage to the campervan on its return or any other terms of the rental contract have not been met, the bond will be used to cover the cost up to relevant liability. If the terms of the rental contract are breached, and the bond is insufficient to cover the damage, any extra costs will be charged.

 If the customer is using a **debit card** and is on Stress free or Stress free plus, we will hold \$300 security bond to cover any infringements and/or other charges (vehicle damage excess will remain \$0).

EXCHANGE RATE / CURRENCY VARIATIONS

All transactions are conducted in Australian dollars. Refunds might have some variances compared to the amount initially charged due to exchange rate fluctuations.

TRAVEL INSURANCE

For peace of mind, JUCY strongly recommends that all our customers take the highest level of private travel insurance.

DRIVERS LICENCE AND AGE RESTRICTIONS

Drivers must be at least 18 years of age and are required to hold a valid full motor vehicle driver's licence and must present upon vehicle collection. If a foreign licence in a language other than English, it must be accompanied by a valid international driver's permit issued in the same country as the driver's licence was issued or an accredited English translation.

NO GO ZONES

We are happy for our customers to roam far and wide, but we do have some restrictions. The vehicle should not be used in any off-road conditions including unsealed/unformed roads (being a road not sealed with hard material such as tar, bitumen or concrete), fire trails, beaches, sand, tracks, fields or paddocks. The only exception to this is reasonable use of access roads to recognised commercial campgrounds up to 12 kilometres.

INFRINGEMENTS AND ADMINISTRATION FEES

Customers are responsible for paying all parking citations, fines and other fees/penalties associated with their hire. There will be an AU \$60 claims administration fee for all infringements that are processed by JUCY Australia. If the customer travels on a toll road and incur any tolls, JUCY will charge any tolls and fees to the customer's nominated credit card along with a service fee of \$3.30 each time the vehicle incurs a toll during the hire.

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GROSS CAMPER RATE RELEASE FORM 01 APRIL 2022 - 31 MARCH 2023

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ONLINE CHECK-IN

JUCY is currently working on an online check-in portal for trade customers. Customers can complete all necessary information ahead of picking up so that we can speed up the pickup process and focus on enhancing the customers' experience.

We aim to get the portal ready by early 2022 and will communicate all the details around the portal closer to the time.

Please choose from the below options on how you would like the customers to be communicated. It is JUCY's expectation that all customers will complete the online check-in at least 24 hours before pickup.

OPTION 1

Provide JUCY with customer's email address at the time of booking, and JUCY will send an online check-in reminder directly to the customer close to pickup.

OPTION 2

JUCY will provide you with the online check-in URL and details, and you can communicate to the customer (confirmation/voucher and reminder close to pickup).

Please advise your preference, so we can have the relevant settings in place for your account and share the online check-in URL when it's live.

CUSTOMER OBLIGATIONS

JUCY reserves the right to refuse any rental at our discretion.

- Vehicles are provided in a clean and tidy manner and should be returned in a similar state. Animals and smoking are not permitted in the vehicle. A cleaning fee of up to \$250 for general cleaning and up to \$500 for greywater/toilet cleaning may apply.
- If the vehicle is returned late, a full hire day applies for each day until the vehicle is returned. An additional unauthorised extension fee of up to \$500 may apply.
- There are no refunds for early return and additional fees will apply if the vehicle is returned to an alternative location without prior approval from JUCY in writing.
- With Risk taker and Stress free cover - if the vehicle is involved in a single-vehicle rollover or the roof of the vehicle is damaged because of any single vehicle incident or accident the hirer is liable for the costs of up to \$5000.
- Failure to return the vehicle full of petrol, diesel and/or LPG tanks (where applicable) will incur a \$30 administration fee as well as the cost of refill.
- JUCY should be notified of any accident, mechanical breakdown, or equipment failure within 24 hours of it occurring JUCY does not cover loss or damage to any personal belongings.
- The hirer is liable for all costs associated with replacing keys which have been lost, broken or damaged and/or the cost of retrieval of keys which have been locked inside a vehicle. Please note a replacement key could be up to \$1000 plus associated costs to the event.

JUCY Australia's trade rental rates and conditions are subject to change without notice.

JUCY Australia Car & Camper Terms and Conditions are the governing terms of the customers hire. This document is a summary of some of the JUCY rental conditions available when the hire is collected. For more detailed customer conditions, a full copy can be requested from your Sales Manager.