# Summary of Rental Conditions

**Australia | Version 5 | 4 August 2026 | Travel from 01 April 2027 to 31 March 2028**

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.

The below information is a summary of the *thl* Rental Conditions, provided for your information only. Please refer to the Rental Agreement, available on our websites, or through our Booking Hosts, for full Terms and Conditions, applicable to all rentals.

## Rate Inclusions

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

- 24hr On Road Assist helpline.
- Unlimited Kilometres for 2WDs / 300 Kilometres per day for 4WDs.
- **Linen & Bedding:** Pillows, pillowcases, sheets, duvet/doona (sleeping bags for the Warrior & Overland 4WDs), bath towels and tea towels.
- **Kitchen Equipment:** Cutlery and cooking utensils, plates, bowls, coffee mugs, drinking glasses, bottle/can opener, colander, saucepans, frying pan, chopping board, gas/whistle kettle, toaster, microwave safe dish and tea towel. Electrical appliances are supplied in vehicles that have 240V.
- **General Equipment:** Dustpan and brush, fire extinguisher, bucket, 240V power cord, freshwater hose, broom (toilet/shower vehicles), matches, clothesline, pegs, clothes hangers (4 & 6 berths), dishwashing liquid sachet, dishcloth and scourer, bin liner, toilet roll (toilet/shower vehicles), First Aid Kit (paid for when used).
- **4WD Outback Safety Kit:** All 4WDs include either an EPIRB (Emergency Personal Indicator Radio Beacon) or a PLB (Personal Locator Beacon) and an Outback Safety Kit that features an air compressor, a shovel and recovery boards.
- 4WDs include a camping table and camping chairs and for the number of guests booked to travel.

## Booking Conditions

### Driver's Licence and Minimum Age

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

Drivers of Mighty Campers (Highball, Double Down) and MightyLITE Campers (HiLITE and DeLITE) must be 18 years of age or over, with a full driver's licence.

For all other RV types drivers must be 21 years of age or over with a full driver's licence and the licence must be valid for the entire booking duration.

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

## 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:

- 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.
- 7 Day minimum hire period for CMC Rocks (dates to be confirmed) in BNE.
- 7 Day minimum hire period for Mundy Mundy 18 August to 21 August 2027 in ADL.
- 7 Day minimum hire period for Christmas 26 December 2027 to 05 January 2028.
- 7 Day minimum hire period for Labour Day Weekend (dates to be confirmed) in MEL.

## One-way Bookings

Roadtrips 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 | ASP | BNE | BME | CNS | DRW | HBA | MEL | PER | SYD |
|---|---|---|---|---|---|---|---|---|---|
| 7 | | | | | | | | | |
| 7 | 14 | | | | | | | | |
| 21 | 14 | 18 | | | | | | | |
| 14 | 14 | 7 | 21 | | | | | | |
| 14 | 7 | 14 | 10 | 14 | | | | | |
| 10 | 21 | 14 | 28 | 14 | 28 | | | | |
| 7 | 14 | 7 | 21 | 14 | 14 | 7 | | | |
| 14 | 14 | 21 | 10 | 28 | 14 | 21 | 14 | | |
| 7 | 14 | 7 | 21 | 14 | 14 | 14 | 7 | 14 | |

Additional minimum periods may apply and will be reflected accordingly on the booking details , if applicable.

One-Way Fees:
One-way ^fees are applicable. (^Refer to the fees table on page 10.)

## 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.

## Discounts

Guests who love road trips as much as we do and travel for at least 21 days, receive 8% off daily rates. This is also available to guests with multiple bookings that total 21+ days.

## Booking Payments, Changes and Cancellations

### Confirmation and Payment

*thl* requires a deposit of $250 at time of booking regardless of your rental value. The remainder of the rental value will be due 30 days prior to pick-up.

Bookings made less than 30 days prior to pick-up require full payment at the time of booking.

### 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 liability deposit is payable at pick-up by credit card or debit card and cannot be paid with a pre-paid credit card.

### 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/Mastercard Debit | 2% |
| Visa/Mastercard Credit | 3.1% |
| Amex | 2.9% |

*Fees are subject to change*

### 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. *thl* will not be responsible for credit or debit card fees or bank-imposed fees relating to currency conversion or foreign transactions.

### Cancellation Terms

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

Standard Cancellation Terms:

- If cancelled 61+ days prior to pick-up – No fee (booking deposit refundable)
- If cancelled 60 to 31 days prior to pick-up – $250.00
- If cancelled 30 to 7 days prior to pick-up – 20% of Total Rental (minimum $250.00)
- If cancelled less 6 days or less prior to pick-up – 50% of Total Rental (minimum $250.00)
- If cancelled on the day of pick-up or no show – 100% of Total Rental (minimum $250.00)
- There is no refund for late pick-up of an RV. A refund for the unused portion due to an early return may apply if, after pick-up, *thl* is notified of the early return with 60 or more days of notice.

The 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. Changing the vehicle type, pick-up date, pick-up location, drop-off date and/or drop-off location may lead to additional charges. Any change in rental charges will be presented at the time of alteration. If the alteration is being made 60 days prior to pick-up, or less, a $50.00 booking alteration fee will also apply. Bookings with Flexible Change Cover will be eligible for one fee free amendment within 60 days prior to pick-up (subject to availability).

## 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 *thl* 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.

# Liability, Reduction Options & Related Packs

## Liability Options

Guests can choose between the following liability options:

- '**Low Road'** – our most basic level of liability cover.
- **'High Road'** for 2WD vehicles reduces liability to $0 (exclusions apply).
- **'High Road'** for 4WD vehicles reduces liability to $750 (exclusions apply).
- **4WD Liability Reduction** reduces liability to $0 (exclusions apply), when purchased in conjunction with High Road.

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* Our most basic level of cover. Included as standard: Up to $8,000 liability^ | | |
|---|---|---|---|---|
| | | Price per day | Liability | Liability Deposit |
| **maui** | All RVs | Included | $7,500 | $7,500 debited |
| **Britz/Apollo** | Non-toilet & shower | Included | $5,000 | $5,000 debited |
| | Toilet & Shower | Included | $7,500 | $7,500 debited |
| | 4WDs | Included | $8,000 | $8,000 debited |
| **Mighty Campers** | Non-toilet & shower | Included | $3,500 | $3,500 debited |
| | Toilet & Shower | Included | $5,000 | $5,000 debited |
| | 4WD | Included | $8,000 | $8,000 debited |
| **MightyLITE** | Non-toilet & shower | Included | $3,500 | $3,500 debited |

**Liability is subject to exclusions.*

| | | The High Road*<br>Reduces liability to Nil^ for 2WDs<br>and $750 for 4WDs | | | |
|---|---|---|---|---|---|
| | | Price per day | Liability | Liability Deposit | Includes |
| **maui** | All RVs | $67 | $0 | $0 | • Front, back, side, overhead, underbody and awning damage<br>• Towing and recovery costs<br>*(Excludes windscreen & tyre damage)* |
| **Britz/Apollo** | Non-toilet & shower | $57 | $0 | $0 | |
| | Toilet & Shower | $67 | $0 | $0 | |
| | 4WDs | $67 | $750 | $750 debited | |
| **Mighty Campers** | Non-toilet & shower | $52 | $0 | $0 | |
| | Toilet & Shower | $57 | $0 | $0 | |
| | 4WD | $62 | $750 | $750 debited | |
| **MightyLITE** | Non-toilet & shower | $42 | $0 | $0 | |

**Liability is subject to exclusions.*

| | | 4WD Liability Reduction* | | | |
|---|---|---|---|---|---|
| | | Price per day | Liability | Liability Deposit | Details |
| **Britz/Apollo** | 4WDs | $16 | $0 | $0 | • Reduces the $750 liability to $0 (subject to exclusions listed in the Rental Agreement) and is available for an additional $16 per day.<br>• The 4WD Liability Reduction is available when either the High Road or Value Pack is purchased for Britz, Apollo or Mighty 4WDs.<br>• The 4WD Liability Reduction Option is included in the Platinum Pack.<br>*(This option does not cover bogged RVs)* |
| **Mighty Campers** | 4WD | $16 | $0 | $0 | |

**Liability is subject to exclusions.*

## Value Pack and Platinum Pack

The Value Pack and the Platinum Pack are a bundled extra which provides the highest Liability Option and selected value-added products/services for a great road trip. The minimum charge for the Platinum Pack is 10 days per rental segment. The maximum charge for all packs is 50 days per rental segment.

2WD Packs

| | | Value Pack 2WD<br>Includes the High Road and<br>selected products and services | | | |
|---|---|---|---|---|---|
| | | Price per day | Liability* | Liability Deposit | Inclusions (2WD) |
| **maui** | All RVs | $77 | $0 | $0 | • **The High Road* -** Liability reduced to nil for damage to front, back, side, overhead, underbody and awning, towing and recovery costs.<br>• **RV Essentials Kit** - Camping table, camping chairs, child/booster seats (pre-booked, max. two seats), fan heater (if required), toilet chemical (where applicable).<br>• **Linen Exchange -** One exchange of bath towels, sheets, doona/duvet (sleeping bags for 4WDs), pillowcases and tea towels. Guests must notify the branch ahead of time and then physically visit the branch for linen to be exchanged.<br>• Extra Driver Fee<br>*(excludes windscreen & tyre damage)* |
| **Britz/Apollo** | Non-toilet & shower | $67 | $0 | $0 | |
| | Toilet & Shower | $77 | $0 | $0 | |
| **Mighty Campers** | Non-toilet & shower | $62 | $0 | $0 | |
| | Toilet & Shower | $72 | $0 | $0 | |
| **MightyLITE** | Non-toilet & shower | $52 | $0 | $0 | |

**Liability is subject to exclusions*

| | | Platinum Pack 2WD<br>The pack that has it all! | | | |
|---|---|---|---|---|---|
| | | Price per day | Liability* | Liability Deposit | Inclusions (2WD) |
| **maui** | All RVs | $93 | $0 | $0 | • **All Value Pack inclusions PLUS:**<br>• **Windscreen & Tyre Protection Cover -** One windscreen replacement or up to 3 chip repairs and 2 tyre replacements. Excludes any call out or delivery costs.<br>• **Extended Roadside Assistance -** 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 $500.00). Non-mechanical issues are not covered and guests may be required to take the RV to a repairer.<br>• **Drop & Go Pack** - Includes toilet and grey water emptying for applicable RVs (for bookings dropping off in Adelaide, Brisbane, Cairns, Melbourne, Perth or Sydney), exterior cleaning (up to 1 hour), interior cleaning (up to 1 hour), removal of bagged garbage and recycling. |
| **Britz/Apollo** | Non-toilet & shower | $82 | $0 | $0 | |
| | Toilet & Shower | $93 | $0 | $0 | |
| **Mighty Campers** | Non-toilet & shower | $72 | $0 | $0 | |
| | Toilet & Shower | $82 | $0 | $0 | |
| **MightyLITE** | Non-toilet & shower | $72 | $0 | $0 | |

**Liability is subject to exclusions*

4WD Packs

| | | Value Pack 4WD<br>Includes the High Road and<br>selected products and services | | | |
|---|---|---|---|---|---|
| | | Price per day | Liability* | Liability Deposit | Inclusions (4WD) |
| **Britz/Apollo** | 4WDs | $82 | $750 | $750 debited | • **The High Road*** - Liability reduced to $750 for damage to front, back, side, overhead, underbody and awning, towing and recovery costs)<br>• **Linen Exchange** - One exchange of bath towels, sheets, pillowcases and tea towels. Guests must notify the branch ahead of time and then physically visit the branch for linen to be exchanged.<br>• **Child/booster seat/s** - For Warrior 4WD and Overland Camper 4WD<br>• **Fan heater -** For Maverick, Adventure Camper, Mighty 4WD<br>• Extra Driver Fee<br>• Unlimited kilometres |
| **Mighty Campers** | 4WD | $77 | $750 | $750 debited | |

**Liability is subject to exclusions*

| | | Platinum Pack 4WD<br>The pack that has it all! | | | |
|---|---|---|---|---|---|
| | | Price per day | Liability* | Liability Deposit | Inclusions (4WD) |
| **Britz/Apollo** | 4WDs | $95.00 | $0 | $0 | • **All Value Pack inclusions PLUS:**<br>• **4WD Liability Reduction*** - Reduces liability to Nil<br>• **Windscreen & Tyre Protection Cover** - One windscreen replacement or up to 3 chip repairs and 2 tyre replacements. Excludes any call out or delivery costs.<br>• **Extended Roadside Assistance** - 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 $500.00). Non-mechanical issues are not covered, and guests may be required to take the RV to a repairer.<br>• **Drop & Go Pack** - Includes exterior cleaning (up to 1 hour), interior cleaning (up to 1 hour), removal of bagged garbage and recycling. |
| **Mighty Campers** | 4WD | $93.00 | $0 | $0 | |

**Liability is subject to exclusions*

## 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.

- The total liability deposit will be debited to the credit or debit card immediately, where:
  - The guest has chosen to take 'The Low Road'
  - The guest is travelling in a 4WD and has chosen either the High Road or Value Pack, without 4WD Liability Reduction.
- A credit card authority will be recorded at the time of pick-up, where:
  - The guest is travelling in a 2WD and has chosen to take 'The High Road', 'Value Pack' or 'Platinum Pack'
  - The guest is travelling in a 4WD and has chosen to take either 'The High Road' or 'Value

Pack’ in conjunction with 4WD Liability Reduction, or the Platinum Pack.

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.

### Damage

^Damage means any loss or damage to the Vehicle, which is not noted on the Vehicle Condition Report, including that caused by theft of the Vehicle or by adverse weather events, that requires repair or replacement including the loss of use of the Vehicle, legal expenses, assessment fees, towing and recovery costs (from roads and areas where permission to travel had been granted by thl), storage, service charges and any appraisal fees of the Vehicle.

**There are exclusions to Reduction Option cover where the Guest will be responsible for all costs, as outlined below:**

Liability Exclusions

- Damage caused where the terms of Rental Agreement 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 the RV when using the RV in contravention of any legislation or regulation controlling vehicular traffic.
- 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 caused to tyres and windscreen except where the 'Platinum Pack' or 'Windscreen and Tyre Protection' has been purchased and applies.

## 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.

## Travel Extras

### Value Added Services

*thl* offers a range of optional extras to make road trips that little bit easier.

| Item | Price | Conditions |
|---|---|---|
| **maui Elite under 1 year** | $57.00 per day | |
| **Extended Roadside Assistance** | $9.00 per day (capped at 50 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 $500.00). Non-mechanical issues are not covered, and guests may be required to take the RV to a repairer. |
| **Windscreen and Tyre Protection** | $16.00 per day (capped at 50 days) | This includes: 1 windscreen replacement or up to 3 chip repairs and 2 tyre replacements. (Excludes any call out or delivery costs). |
| **Re-fuelling Pack** 2WD | $305.00 | This includes: 1x fuel tank refill, 1x AdBlue tank refill (where applicable) and 1x gas bottle refill. |
| **Re-fuelling Pack** Maverick, Adventure Camper, Mighty 4WD | $290.00 | |
| **Re-fuelling Pack –** Warrior 4WD & Overland Camper 4WD | $435.00 | |
| **Drop and Go Pack** – non-toilet & shower / 4WD | $109.00 | This includes toilet and grey water emptying (where available), exterior cleaning (up to 1 hour), interior cleaning (up to 1 hour), removal of bagged garbage and recycling. |
| **Drop and Go Pack** – toilet & shower | $145.00 | Toilet and grey water emptying services are available for bookings dropping off in Adelaide, Brisbane, Cairns, Melbourne, Perth or Sydney. Toilet and grey water emptying services are not available for bookings dropping off in Broome, Darwin, Alice Springs or Hobart where vehicles must be returned with toilet and grey water empty. |
| **Unlimited kilometre package for 4WD** | $299.00 | For 4WD vehicles |
| **Camping Chairs** | $24.00 each per rental | |
| **Camping Table** | $33.00 per rental | |
| **Additional Doona** | $21.00 per rental | |
| **Esky** | $29.00 per rental | |
| **Fan/Heater** | $21.00 per rental | |
| **Child/Booster Seats** | $46.00 each per rental | Please refer to the Child Restraints guide. Maximum 2 seats. |
| **RV Essentials Kit 2WD –** non toilet & shower and 2 & 3 berth toilet & shower | $155.00 each per rental | This includes Camping Chair, Camping Table, Fan/Heater (if required), Child/Booster Seat/s for applicable vehicles (with prior request) and 3x Toilet Chemicals (for vehicles with toilet). |
| **RV Essentials Kit 2WD –** 4 and 6 berth toilet & shower | $205.00 each per rental | |
| **Linen Kit Exchange** | $42.00 per exchange | This includes 1x exchange of bath towels, sheets, doona/duvet (sleeping bags for 4WDs), pillowcases and tea towels. Guests must visit the branch for linen to be exchanged and will only receive 1x linen kit within their vehicle at any time. |
| **Pre-Purchased Gas Bottle –** non-toilet & shower | $28.00 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 *thl* at the completion of the road trip. Fee applies for each booking component of a multiple rental. |
| **Pre-Purchased Gas Bottle –** toilet & shower | $47.00 per rental | |

| | | |
|---|---|---|
| **First Aid Kit** | $45.00 | A First Aid kit is supplied in every RV. If the seal is broken or the kit is<br>not returned the kit becomes the property of the guest and the fee is charged. |
| **Extra Driver/Renter Fee** | $4.25 per person per day (capped at 15 days) | |
| **Toilet Chemicals** | $3.70 each | Cannot be pre-booked. Guests can request at Pick-Up. |
| **Satellite Phone** | $25.00 per day<br>Plus, call charges | Must be pre-booked at least 7 days prior to pick-up. |
| **Satellite Phone Insurance** | $3.00 per day | |

## Fees

| Item | Price | Conditions |
|---|---|---|
| **Change of Drop-off location after Pick-up** | Up to $750.00 | Subject to availability. |
| **Pet Cleaning Fee** | $335.00 per rental | Applies on all bookings where a pet dog or cat is travelling in the RV. A maximum of two pets is allowed in the RVs and pets are not allowed in maui vehicles. |
| **One-Way Fee** (remote locations) | $310.00 | Applies to one-way rentals where pick-up originates from Alice Springs, Broome, Darwin or Perth and returns to any location, or where pick-up originates from any location and<br>returns to Alice Springs, Broome, Darwin or Perth. |
| **One-Way Fee** (metro locations) | $205.00 | Applies to one-way rentals where pick-up originates from Adelaide, Brisbane, Cairns, Hobart, Melbourne or Sydney, and returns to these locations. |
| **Broome Location Fee** | $930.00 | Applies per rental when picking up or dropping off in Broome. |
| **Hobart Location Fee** | $130.00 | Applies per rental when picking up in Hobart. |
| **Public Holiday Surcharge** | $129.00 | 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 Alteration Fee** | $50.00 plus any increase in vehicle charges | This fee applies to booking alterations made 60 days prior to pick-up or less.<br><br>The following are classified as booking alterations:<br><br>• Change of vehicle type<br>• Change of pick-up location<br>• Change of drop-off location<br>• Change of the pick-up date, excluding booking extension<br>• Change of the drop-off date, excluding booking extension<br><br>Bookings with Flexible Change Cover will be eligible for one fee free amendment within 60 days prior to pick-up (subject to availability). |
| **Administration Fee – Tolls** | $1.70 | Applies per toll charge. |
| **Administration Fee – Parking & Traffic Infringements** | Up to $75.00 | Applies per traffic infringement or parking fine. |

## Online Check-In, Pick Up & Drop off

### Online Check-In

We ask that all guests complete *thl* 's online check-in no less than 30 days prior to pick-up; the same way you would check-in for a flight. This ensures we have the right information about you, and all guests who will be driving the RV during your trip. You will also be asked to watch the *thl* Safe Driving video, which is full of tips and advice on driving an RV in Australia. You can access the Online Check-in at https://sci.thlonline.com/.

### *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:

- Provide information on your closest campgrounds, bookable directly through the App.
- Enhance guests' holiday experience by providing a show-through video of their RV 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 with a bunch of CamperHelp 'how-to' videos, as well as a video on safely driving an RV.
- Provide *thl* contact details to extend their holiday, contact roadside assistance and email any other enquiries.
- Search and book great deals on attractions and activities.
- Find helpful travel information such as branch locations, nearby petrol stations, dump stations, supermarkets, and ATMs.

Guests can download the app from Google Play or the App Store.

### What to Expect on Pick-Up

Each driver needs to present their physical, full, valid driver's licence upon collection of the campervan (photocopies are not accepted) and all drivers are required to sign the rental agreement.

If the driver's licence is not in English, then we require an accredited English translation or an International Driver's permit, along with the physical driver's licence. We must sight both at pick-up otherwise we cannot release the RV.

The RV can only be collected within the branch operating hours. Guests need to be there no later than an hour before closing time.

Please ensure your guest allows plenty of time at the branch for the pick-up process. We want to give each guest the space to ask any questions they may have to ensure they can get on the road safely, and with confidence. We find some guests need more time than you'd expect to pick-up a camper, as there a few more things to run through than with a usual car hire. Please ensure your guest allows enough time so we can show them everything they need to know and make sure they have an awesome roadtrip.

### Where Children Sit

All children aged seven years and under must travel in an approved child restraint. The type of restraint required for each child depends on their age and size. Guests must refer to the child restraint guideline on our websites for the appropriate child restraint. A maximum of two child restraints can be fitted to RVs (model dependent).

### 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 in the condition that it was taken, with full LPG bottle/s, full tank of fuel, with the tank full of AdBlue (where applicable), with the interior cleaned as well as the holding tanks and toilet cassette (where applicable) 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 Drop and Go Pack or Refuelling Pack are available to be pre-purchased or added on pick-up to offer quick and easy return.

## Branches

### Branch Locations

| Location | Address |
|---|---|
| **Adelaide** | 740 Port Wakefield Road, Parafield Gardens, SA 5107 |
| **Alice Springs** | 220 Stuart Highway, Alice Springs, NT 0870 |
| **Brisbane** | 733A Nudgee Road, Northgate, QLD 4013 |
| **Broome** | 10 Livingstone Street, Broome, WA 6725 |
| **Cairns** | 419 Sheridan Street, Cairns, QLD 4870 |
| **Darwin** | 17 Bombing Road, Winnellie, NT 0870 |
| **Hobart** | 14 Long Street, Hobart International Airport, Cambridge, TAS 7170 |
| **Melbourne** | 40–46 Hume Highway, Somerton, VIC 3062 |
| **Perth** | 2 Redcliffe Road, Redcliffe, WA 6104 |
| **Sydney** | 125 Nancy Ellis Leebold Drive, Bankstown Aerodrome, NSW 2200 |

### 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.

### Operating Hours

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. thl requests that guests collecting or returning their RV to be in the office at least one hour before closing time.

| Location | Dates/Hours for Pick-up and Drop-off | |
|---|---|---|
| **Adelaide** | **01 April 2027 to 30 April 2027**<br>9.00am to<br>3:30pm 7 days a<br>week<br><br>**01 September 2027 to 31 March 2028** | **01 May 2027 to 31 August 2027**<br>9.00am to 3:30pm<br>6 days a week (closed Sundays) |

| | | |
|---|---|---|
| | 9.00am to 3:30pm<br>7 days a week | |
| **Alice Springs<br>Broome<br>Darwin** | **01 April 2027 to 30 November 2028**<br>9.00am to<br>3:30pm 7 days a<br>week | **01 December 2027 to 31 March 2028**<br>Closed |
| **Cairns** | **01 April 2027 to 30 September 2027**<br>9.00am to<br>3:30pm 7 days a<br>week | **01 October 2027 to 31 March 2028**<br>9.00am to 3:30pm<br>6 days a week (closed Sundays) |
| **Brisbane<br>Hobart<br>Melbourne<br>Perth<br>Sydney** | **01 April 2027 to 31 March 2028**<br>9.00am to<br>3:30pm 7 days a<br>week | |

Our Alice Springs, Broome and Darwin branches are closed during the wet season (01 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.

## Public Holidays

Our staff enjoy a holiday as much as you do and all our branches are closed on public holidays including Christmas Day (25 December 2027), New Years Day (01 January 2028), and Australia Day (26 January 2028). Our branches are open on other public holidays, but a ^fee applies when the pick-up and/or drop-off is booked for a public holiday as outlined in the following table. (^Refer to the fees table on page 10).

| Date | Adelaide (ADL) | Alice Springs (ASP) | Brisbane (BNE) | Broome (BME) | Cairns (CNS) | Darwin (DRW) | Hobart (HBT) | Melbourne (MEL) | Perth (PER) | Sydney (SYD) |
|---|---|---|---|---|---|---|---|---|---|---|
| 26 April 2027 | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | | ✓ |
| 03 May 2027 | | ✓ | ✓ | | ✓ | ✓ | | | | |
| 7 June 2027 | | | | ✓ | | | | | ✓ | |
| 14 June 2027 | ✓ | ✓ | | | | ✓ | ✓ | ✓ | | ✓ |
| 2 July 2027 | | ✓ | | | | | | | | |
| 23 July 2027 | | | | | | ✓ | | | | |
| 2 August 2027 | | ✓ | | | | ✓ | | | | |
| 12 August 2027 | | | ✓ | | | | | | | |
| 27 September 2027 | | | | ✓ | | | | | ✓ | |
| 4 October 2027 | ✓ | | ✓ | | ✓ | | | | | ✓ |
| 21 October 2027 | | | | | | | ✓ | | | |
| 2 November 2027 | | | | | | | | ✓ | | |
| 25 December 2027 | CLOSED | | | | | | | | | |
| 28 December 2027 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 01 January 2028 | CLOSED | | | | | | | | | |
| 26 January 2028 | CLOSED | | | | | | | | | |
| 6 March 2028 | | | | ✓ | | | | | ✓ | |
| 13 March 2028 | ✓ | | | | | | ✓ | ✓ | | |

## Fleet By Location

*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 location ^fee applies to guests who pick-up or drop-off at our Broome branch. For guests who pick-up at our Hobart branch a single location fee also applies. (^Refer to the fees table on page 10.) RV locations are always subject to availability and may change.

All categories are available from all locations *except* for the following:

- Britz Maverick 4WD - not available in Hobart. Only available in Melbourne and Sydney as pick-up and drop off locations from 01 December 2027.
- Britz Warrior 4WD - not available in Hobart. Only available in Adelaide, Melbourne and Sydney as pick-up and drop off locations from 01 December 2027.
- Apollo Adventure Camper 4WD - not available in Hobart. Only available in Melbourne and Sydney as pick-up and drop off locations from 01 December 2027.
- Apollo Overland Camper 4WD - not available in Hobart. Only available in Melbourne and Sydney as pick-up and drop off locations from 01 December 2027.
- MightyLITE – not available in Alice Springs, Broome, Darwin or Hobart
- Mighty 4WD - not available in Hobart. Only available in Melbourne and Sydney as pick-up and drop off locations from 01 December 2027.

# On The Road

## 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 1800 849 859 or +61 2 6698 4049 if they have any concerns regarding road accessibility.

Guests who travel to restricted areas without permission may void all Liability Cover in the event of damage or accident.

### 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 at pick-up. Refer to the below table for further 2WD restrictions:

| State/Territory | Restricted (Permission Required) | Not Permitted at All Times |
|---|---|---|
| **All/Various** | Any Islands with access via ferry | 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 MightyLITE vehicles |
| **Western Australia** | | Canning Stock Route, Nanutarra Road (unsealed short cut to Tom Price), Karijini National Park (unsealed road sections) |
| **Northern Territory** | | 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, Crab Claw Road and Gimbat Road. |

### 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. Refer to the below table for further 4WD restrictions:

| State/Territory | Restricted (Permission Required) | Not Permitted at All Times |
|---|---|---|
| **All/Various** | Any islands with access via ferry, 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, Starcke Track, Frenchman Track |
| **South Australia** | Oodnadatta Track*, Strzelecki Track*, Birdsville Track* | |
| **Tasmania** | Tasmania | |
| **Western Australia** | Bungle Bungles, Gibb River Road, Kalumburu Road, Mitchell Falls/ Plateau, Goldfields Highway (Wiluna to Meekatharra), Marble Bar Road (Newman to Marble Bar), Ripon Hills Road (Marble Bar to Telfer), Lissadell Road (Warmun to Argyle Diamond Mine) and Duncan Road (Victoria Highway NT side to Halls Creek) | Old Gunbarrel Highway, Canning Stock Route |
| **Northern Territory** | Arnhem Land*, Larapinta Road between Hermannsburg and Petermann, Plenty Highway*, Southern Lost City (Limmen National Park), Western Lost City (Limmen National Park), Finke Road (between Alice Springs and Oodnadatta), Chambers Pillar | Boggy Hole (Finke Gorge National Park), Ghan Heritage Road (from Titjikala to Finke), Central Arnhem Road (past Beswick), Old South Road from Maryvale to Finke |

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

## 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, an unlimited kilometre package is available before or at time of pick-up for $299.00. If the unlimited kilometre package is not selected any excess kilometres will be charged at 0.55 centre per kilometre, payable on return.

## 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* will charge the guest's credit or debit card upon receiving the toll way notice, along with an ^administration fee per charge. If *thl* cannot nominate the guest for traffic infringements or traffic fines the guest incurs, *thl* reserves the right to charge the guest's credit card for the full amount of the traffic infringement or traffic fine. *thl* will make reasonable attempts to issue the traffic infringement or traffic fine to the guest. An ^administration fee to cover associated administrative costs per traffic infringement or parking fine received may be charged. (^Refer to the fees table on page 10.)

## Telematics Monitoring

Our RVs are equipped with a Telematics location monitoring device, for the safety of our guests. This means we can locate and contact them during periods of impending emergency events such as fires or cyclones that may be in the area they are travelling. *thl* reserves the right to also send warnings to guests that are driving in contradiction to our terms and conditions, and/or exceeding speed limits.

## Animals

We believe fur friends can only make a road trip better. Pet dogs and cats are allowed to travel in Britz, Apollo and Mighty Campers and MightyLITE Campers vehicles. A ^pet fee applies (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. (^Refer to the fees table on page 10.)

## 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 1800 849 859.

## Smoking and Drugs

Our RVs are a smoke free, vape 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.