Summary of Rental Conditions

Australia | Version 17 | 02 October 2026 | Travel from 01 April 2026 to 31 March 2027

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 websites at www.maui-rentals.com, www.britz.com, www.apollocamper.com, www.mightycampers.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.
- 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'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.

Mighty Campers (Highball, Double Down) and MightyLITE Campers (HiLITE and DeLITE) drivers 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.

Rate Inclusions

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

- 24hr On Road Assist.
- 2WD Unlimited Kilometres / 4WD 300 Kilometres per day.
- Kitchen Kit: plates, bowls, knives, forks, spoons, bottle opener, can opener, colander, saucepans, frying pans, cooking utensils, chopping board, kettle, toaster, and tea towel. Electrical appliances are supplied in vehicles that have 240V.
- General Equipment: pegs, clothesline, fire extinguisher, bucket, hose, dustpan, and brush.
- 4WD RVs also include either an EPIRB (Emergency Personal Indicator Radio Beacon) or a PLB (Personal Locator Beacon) and an Outback Safety Kit comprised of an air compressor, a shovel and recovery boards.
- 4WD RVs will include camping chairs and camping table for the number of guests booked to travel.
- Complimentary linen, 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, 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.

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	$55.00 per day	Not available for the Cascade.
Extended Roadside Assistance	$8.00 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	$15.00 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)	$340.00 (subject to change)	This includes: 1x fuel tank refill, 1x AdBlue tank refill (where applicable) and 1x gas bottle refill.
Re-fuelling Pack – (Adventure Camper, Mighty 4WD)	$325.00 (subject to change)	
Re-fuelling Pack – (Warrior, Maverick 4WD)	$495.00 (subject to change)	
Drop and Go Pack – non-toilet & shower / 4WD	$105.00	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. 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.
Drop and Go Pack – toilet & shower	$140.00	
Unlimited kilometre package for 4WD	$299.00	For 4WD vehicles
Camping Chairs	$23.00 each per rental	
Camping Table	$32.00 per rental	
Additional Doona	$20.00 per rental	
Eski	$28.00 per rental	
Fan/Heater	$20.00 per rental	
Child/Booster Seats	$45.00 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	$150.00 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	$200.00 each per rental	
Linen Kit Exchange	$40.00 per exchange	This includes 1x exchange of bath towels, sheets, 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	$27.00 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	$45.00 per rental	
Extra Driver/Renter Fee	$4.00 per person per day (capped at 15 days)	
Toilet Chemicals	$3.60 each	Cannot be pre-booked. Guests can request at Pick-Up.
Satellite Phone	$25.00 per day Plus, call charges	Must be pre-booked at least 7 days prior to pick-up.
Satellite Phone Insurance	$3.00 per day	

Item	Price	Conditions
Flexible Change Cover	$10.00 per day	No cancellation fee up until 15 days prior to pick-up and one fee free booking amendment within 60 days of travel. Amendments include changes to pick-up or drop-off dates, locations or changes of vehicle type. Amendments are subject to availability. Guests are responsible for any increase in rental charges resulting from amendments. Flexible Change Cover may only be added, and must be paid for, at the time of initial booking confirmation. Flexible Change Cover charges are not refundable for bookings amended or cancelled at a guest's request.

Fees

Item	Price	Conditions
First Aid Kit	$43.00	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	Up to $750.00	Subject to availability.
Pet Cleaning Fee	$325.00 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)	$300.00	Applies 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 returns to Alice Springs, Broome, Darwin or Perth.
One-Way Fee (metro locations)	$200.00	Applies where pick-up originates from Adelaide, Brisbane, Cairns, Hobart, Melbourne or Sydney, and returns to these Locations.
Broome Location Fee	$900.00	Per rental.
Hobart Location Fee	$125.00	Applies for bookings that pick-up in Hobart.
Public Holiday Surcharge	$125.00	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. The following are classified as booking alterations: • Change of vehicle type • Change of pick-up location • Change of drop-off location • Change of the pick-up date, excluding booking extension • Change of the drop-off date, excluding booking extension Bookings with Flexible Change Cover will be eligible for one fee free amendment within 60 days prior to pick-up (subject to availability).

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.

Credit Cards

We accept Visa, MasterCard and American Express.

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.

Cancellation Terms

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

For bookings made up to 14 September 2025, the following fees apply:

- If cancelled 31+ days prior to pick-up – No fee
- If cancelled 30 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 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.

For bookings made from 15 September 2025, the following fees 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.

Flexible Booking Cover Cancellation Terms:

- If cancelled 15+ days prior to pick-up – No fee (booking deposit refundable)
- If cancelled 14 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, 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.

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.

Liability and Liability Deposit

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*			The High Road*			4WD Liability Reduction*^		
		Price per day	Liability	Liability Deposit	Price per day	Liability	Liability Deposit	Price per day	Liability	Liability Deposit
maui	All RVs	Included	$7,500	$7,500	$65	$0	$0	N/A	N/A	N/A
Britz/Apollo	Non-toilet & shower	Included	$5,000	$5,000	$55	$0	$0	N/A	N/A	N/A
	Toilet & Shower	Included	$7,500	$7,500	$65	$0	$0	N/A	N/A	N/A
	4WDs	Included	$8,000	$8,000	$65	$750	$750	$15	$0	$0
Mighty Campers	Non-toilet & shower	Included	$3,500	$3,500	$50	$0	$0	N/A	N/A	N/A
	Toilet & Shower	Included	$5,000	$5,000	$55	$0	$0	N/A	N/A	N/A
	4WD	Included	$8,000	$8,000	$60	$750	$750	$15	$0	$0
MightyLITE	Non-toilet & shower	Included	$3,500	$3,500	$40	$0	$0	N/A	N/A	N/A

*Liability is subject to exclusions

^The 4WD Liability Reduction is available when The High Road or Value Pack is purchased for Britz, Apollo and Mighty 4WDs or is included in the Platinum Pack. Please note the 4WD Liability Reduction does not cover bogged RVs.

Value Pack, Platinum Pack and 4WD Liability Reduction

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 Liability Options is 50 days per rental segment.

	The Low Road		The High Road		Value Pack		Platinum Pack		4WD Liability Reduction^	
	Price per day	Liability/ Liability Deposit	Price per day	Liability/ Liability Deposit	Price per day	Liability/ Liability Deposit	Price per day	Liability/ Liability Deposit	Price per day	Liability/ Liability Deposit
maui/Apollo/ Britz toilet & shower	Included	$7,500	$65	$0	$75	$0	$90	$0	N/A	N/A
Apollo/Britz non-toilet & shower	Included	$5,000	$55	$0	$65	$0	$80	$0	N/A	N/A
Apollo/Britz 4WD	Included	$8,000	$65	$750	$80	$750	$95	$0	$15	$0
Mighty toilet & shower	Included	$5,000	$55	$0	$70	$0	$80	$0	N/A	N/A
Mighty non-toilet & shower	Included	$3,500	$50	$0	$60	$0	$70	$0	N/A	N/A
Mighty 4WD	Included	$8,000	$60	$750	$75	$750	$90	$0	$15	$0
MightyLITE non-toilet & shower	Included	$3,500	$40	$0	$50	$0	$70	$0	N/A	N/A

^The 4WD Liability Reduction is available when The High Road or Value Pack is purchased for Britz, Apollo and Mighty 4WDs or is included in the Platinum Pack. Please note the 4WD Liability Reduction does not cover bogged RVs.

The liability coverages and value-added products/services included in the Value Pack and the Platinum Pack are detailed in the tables below.

2WD	The Low Road	The High Road	Value Pack	Platinum Pack
Liability Deposit Reduced to Nil^	×	✓	✓	✓
Reduced Liability for Damage^ • Includes front, back, side, overhead, underbody and awning damage, and Towing and recovery costs • Excludes Windscreen and Tyre damage	×	✓	✓	✓
Extra Driver/Renter Fee	×	×	✓	✓
RV Essentials Kit includes: • Camping Chairs • Camping Table • Child/Booster Seat/s for applicable vehicles (with prior request) • Fan/Heater (if required) • 3x Toilet Chemicals (for vehicles with toilet)	×	×	✓	✓
1x Linen Kit Exchange**	×	×	✓	✓
Windscreen and Tyre Protection cover^	×	×	×	✓
Extended Roadside Assistance	×	×	×	✓
1x Drop and Go Pack	×	×	×	✓

4WD	The Low Road	The High Road	Value Pack	Platinum Pack
Liability deposit reduced to $750 ^	×	✓	✓	×
4WD Liability Reduction* (Liability reduced to Nil^)	×	×	×	✓
Reduced Liability for Damage^ • Includes front, back, side, overhead, underbody and awning damage, and Towing and recovery costs • Excludes Windscreen and Tyre	×	✓	✓	✓
Extra Driver/Renter Fees	×	×	✓	✓
Unlimited kilometres	×	×	✓	✓
1x Linen Kit Exchange**	×	×	✓	✓
Child/Booster Seat/s (with prior request)	×	×	✓ Warrior	✓ Warrior
Fan/Heater (if required)	×	×	✓ Maverick, Adventure Camper, Mighty 4WD	✓ Maverick, Adventure Camper, Mighty 4WD
Windscreen and Tyre Protection cover^	×	×	×	✓
Extended Roadside Assistance	×	×	×	✓
1x Drop and Go Pack	×	×	×	✓

**This service allows guests to exchange 1 x linen kit (bath towels, sheets, pillowcases and tea towels) during their rental at any *thl* branch. The branch will need to be notified ahead of time to ensure items are available and ready for when guests arrive.

^ 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.

Exclusions include:

- 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.

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, provided our rental contract terms are met, and the Vehicle is returned undamaged. 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 1800 849 859.

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 MightyLITE Campers vehicles. There is a $325.00 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* will charge the guest's credit or debit card upon receiving the toll way notice, along with an administration fee of $1.70 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 of up to $77.00 to cover associated administrative costs per 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 may apply and will be reflected accordingly on the booking details.

One-Way Fees:

- For pick-up in Adelaide, Brisbane, Cairns, Hobart, Melbourne and Sydney – returning to these locations a $200.00 one-way fee applies.
- For pick-up in Adelaide, Brisbane, Cairns, Hobart, Melbourne and Sydney – returning to Alice Springs, Broome, Darwin or Perth, a $300.00 one-way fee applies.
- For pick-ups from Alice Springs, Broome, Darwin and Perth – returning to any location a $300.00 one-way fee applies.

Discounts

Guests who love road trips as much as we do and travel for more than 21 days receive 8% 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 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.

2WD Travel Restriction Table

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.

4WD Travel Restriction Table

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

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. Please arrive no later than 3pm to allow time to collect or return your RV.

Location	Dates/Hours for Pick-up and Drop-off	
Adelaide	01 April 2026 to 30 April 2026 9.00am to 3:30pm 7 days a week 01 September 2026 to 31 March 2027 9.00am to 3:30pm 7 days a week	01 May 2026 to 31 August 2026 9.00am to 3:30pm 6 days a week (closed Sundays)
Alice Springs	01 April 2026 to 30 November 2026 9.00am to 3:30pm 7 days a week	01 December 2026 to 31 March 2027 Closed
Broome Darwin	01 April 2026 to 30 November 2027 9.00am to 3:30pm 7 days a week Pick-up: 22 March 2027 to 31 March 2027 Drop-off: 08 March 2027 to 31 March 2027	Pick-up: 01 December 2026 to 21 March 2027 Drop-off: 01 December 2026 to 7 March 2027 Closed
Cairns	01 April 2026 to 30 September 2026 9.00am to 3:30pm 7 days a week	01 October 2026 to 31 March 2027 9.00am to 3:30pm 6 days a week (closed Sundays)

Location	Dates/Hours for Pick-up and Drop-off
Brisbane Hobart Melbourne Perth Sydney	01 April 2026 to 31 March 2027 9.00am to 3:30pm 7 days a week

Our Alice Springs, Broome and Darwin branches are closed during the wet season (please refer to the above table). 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 branches are closed on Good Friday (03 April 2026 and 26 March 2027), Christmas Day (25 December 2026), New Year's Day (01 January 2027) and Australia Day (26 January 2027). Our branches are open on other public holidays, but a $125.00 fee applies when the pick-up and/or drop-off is booked for a public holiday as outlined in the following table.

Public Holidays

Date	Sydney (SYD)	Melbourne (MEL)	Adelaide (ADL)	Perth (PER)	Brisbane (BNE)	Hobart (HBT)	Alice Springs (ASP)	Darwin (DRW)	Broome (BME)	Cairns (CNS)
03 April 2026	CLOSED									
04 April 2026	✓	✓	✓		✓		✓	✓		✓
05 April 2026	✓	✓	✓	✓	✓		✓	✓	✓	✓
06 April 2026	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
25 April 2026	✓	✓	✓		✓	✓	✓	✓		✓
27 April 2026				✓					✓	
04 May 2026					✓		✓	✓		✓
01 June 2026				✓					✓	
08 June 2026	✓	✓	✓			✓	✓	✓		
03 July 2026							✓			
24 July 2026								✓		
03 August 2026							✓	✓		
12 August 2026					✓					
28 September 2026				✓					✓	
5 October 2026	✓		✓		✓					✓
22 October 2026						✓				
03 November 2026		✓								
25 December 2026	CLOSED									
28 December 2026	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
01 January 2027	CLOSED									
26 January 2027	CLOSED									
01 March 2027				✓					✓	
08 March 2027		✓	✓			✓				
26 March 2027	CLOSED									
27 March 2027	✓	✓	✓		✓		✓	✓		✓
28 March 2027	✓	✓	✓	✓	✓		✓	✓	✓	✓
29 March 2027	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

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 tank full of AdBlue (where applicable), 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 Drop and Go Pack or Refuelling Pack are available to be pre-purchased or added on pick-up to offer quick and easy return.

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:

- 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.
- Provide information on your closest campgrounds, bookable directly through the App.
- 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 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 $900.00 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 $125.00 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	Category	Name	Code	Adelaide	Alice Springs	Brisbane	Broome	Cairns	Darwin	Hobart	Melbourne	Perth	Sydney
maui elite	Toilet & Shower	Ultima Elite	2BTSME	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Ultima Plus Elite	3BTSME	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Beach Elite	4BMPE	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Sunset Elite**	6BMPE	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		River Elite	6BMPCE	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
maui	Toilet & Shower	Ultima	2BTSM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Ultima Plus	3BTSM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Cascade	4BMA	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Beach	4BMP	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Sunset**	6BMP	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		River	6BMPC	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Britz	Non-Toilet & Shower	Hitop	2BB	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Voyager	4BBXS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Toilet & Shower	Trailblazer	2BTSBT	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Non-Toilet & Shower 4WD	Maverick 4WD	2BM4WD	✓	✓	✓	✓	✓	✓		✓*	✓	✓*
		Warrior 4WD	4BW4WD	✓*	✓	✓	✓	✓	✓		✓*	✓	✓*
apollo	Non-Toilet & Shower	Hitop	AUHITOP	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Endeavour	AU4END	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Toilet & Shower	Euro Mini	AU2BEUROMINI	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Euro Tourer	AU2BERTHST	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Euro Plus	AU3BERTHST	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Euro Quest	AU4BERTHQ	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Euro Camper	AU4BERTH	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Euro Deluxe	AU6BERTH	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Non-Toilet & Shower 4WD	Adventure Camper 4WD	AU4WDADV	✓	✓	✓	✓	✓	✓		✓*	✓	✓*
mighty campers	Non-Toilet & Shower	Highball	2YX	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Double Down	4YX	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Toilet & Shower	Deuce	2Y	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Duo	2YD	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Deuce Plus	3Y	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Double Up	4Y	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Big Six	6Y	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Non-Toilet & Shower 4WD	Mighty 4WD	2Y4WD	✓	✓	✓	✓	✓	✓		✓*	✓	✓*
wildlx	Non-Toilet & Shower	HiLITE	2YLX	✓		✓		✓			✓	✓	✓
		DeLITE	4YLX	✓		✓		✓			✓	✓	✓

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

thl | maui apollo Britz mighty campers Cheapa Campa

*The Maverick 4WD, Warrior 4WD, Adventure Camper 4WD and Mighty 4WD are available in Melbourne and Sydney as pick-up and drop off locations from 01 November 2026. The Warrior 4WD is available in Adelaide as pick-up and drop off location from 01 November 2026.

**The maui Sunset and Sunset Elite are available for pick up from 01 March 2026.

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 Easter 01 April to 07 April 2026 and 24 March to 31 March 2027.
- 7 Day minimum hire period for Moto GP (dates to be confirmed) in MEL.
- 7 Day minimum hire period for Bathurst 06 October to 12 October 2026 in SYD.
- 7 Day minimum hire period for Christmas 26 December 2026 to 05 January 2027.
- 7 Day minimum hire period for Labour Day Weekend 04 March to 09 March 2027 in MEL.
- 7 Day minimum hire period for CMC Rocks 15 March to 20 March 2027 in BNE.

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.