



## Conditions for 2WD Car Rental (Australia)

Valid 1 April 2011 to 31 March 2012

### Summary of Rental Conditions

This document contains a brief summary of our rental conditions. The full details of our rental contract do apply. Rates quoted are in Australian dollars.

### Rental Charges

Daily rates are calculated on a 24-hour period.

The daily rate on date of travel applies for the whole rental.

### Unlimited Kilometres

Rates include unlimited kilometres.

### Inclusive Rate

2wd Cars Metro Locations - add AU\$12.50 per day.

2wd Cars Remote Locations - add AU\$18.75 per day.

The Inclusive Rate includes: \$250 Liability, Unlimited Kilometres, 10% GST, 3.5% Administration Fees/Taxes, 24hr Roadside Assistance, Extra Driver Fees, Major Capital City Maps and Baby or Booster Seats (on request).

### Branches

Metro 2WD Locations Australia		
Branch	Address	Branch Hours
Adelaide Airport	Sir Donald Bradman Drive, Adelaide, South Australia	Sun-Fri 0600-2300 Sat 0600-2230
Adelaide Downtown	233 Morphett Street, Adelaide, South Australia	Mon-Fri 0730-1800 Sat-Sun 0800-1400
Brisbane Airport	Airport Drive, Brisbane, Queensland	Mon-Sun 0500-2400
Brisbane Downtown	55 Charlotte Street, Brisbane, Queensland	Mon-Fri 0730-1800 Sat-Sun 0730-1500
Cairns Airport	Airport Ave, Cairns, Queensland	Mon-Sun 0400-2330
Cairns Downtown	147 Lake Street, Cairns, Queensland	Mon-Fri 0730-1730 Sat-Sun 0730-1630
Coolangatta Airport	Gold Coast Highway, Coolangatta, Queensland	Mon-Sun 0630-2300
Melbourne Airport (Tullamarine)	Airport Drive, Melbourne, Victoria (Tullamarine)	Mon-Sun 0500-0130
Melbourne Downtown	97 Franklin Street, Melbourne, Victoria	Mon-Fri 0730-1800 Sat 0800-1600 Sun 0830-1700
Perth Airport	Airport Dom/Int Terminal, Perth, Western Australia	Mon-Fri 0630-0230, Sat-Sun 0700-0230
Perth Downtown	39 Milligan Street, Perth, Western Australia	Mon-Thu 0800-1730 Fri 0800-1800 Sat-Sun 0800-1200
Surfers Paradise	32 Trickett Steet, Surfers Paradise, Queensland	Mon-Fri 0730-1800 Sat-Sun 0800-1300
Sydney Airport	Keith Smith Ave,	0500-2300 7 days

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Sydney, New South Wales		
Sydney Downtown	William Street and Riley Street, Sydney, New South Wales	Mon-Fri 0730-1730 Sat-Sun 0800-1600
Remote 2WD Locations Australia		
Branch	Address	Branch Hours
Alice Springs Airport	Santa Teresa Rd, Alice Springs, Northern Territory	Mon-Sun 0900-1700
Alice Springs Downtown	34 Stott Terrace, Alice Springs, Northern Territory	Mon-Fri 0900-1500 Sat-Sun Closed
Ayers Rock Airport	Coote Road, Ayers Rock, Northern Territory	Mon-Sun 0900-1600
Ayers Rock Downtown	Resort Shopping Square, Ayers Rock, Northern Territory	Mon-Sun 0800-1600
Darwin Airport	Mc Millan` s Road, Darwin, Northern Territory	Mon-Sun 24Hrs
Darwin Downtown	Shop 41, Mitchell Centre 55-59 Mitchell Street, Darwin, Northern Territory	Mon-Fri 0800-1700 Sat-Sun 0800-1400

\*Please note for Public Holiday pick-ups and/or returns the Downtown locations may be closed.

**Transfer**

Vehicles must be collected and returned to the branches outlined on the clients booking confirmation. Transfers to and from the branch are not included in the rental price. It is the renter's responsibility to get to and from the depot.

**Administration Fees / Taxes**

Our rates include 10% GST, 3.5% administration fees, state government taxes and vehicle registration recovery.

**Concession Fee Recovery (CFR) and Locations Fee (LF)**

The CFR fee will apply at the rental counter for rentals commencing at Ayers Rock Downtown and Sydney City.

The LF fee will be charged on rentals commencing at most Airports throughout Australia. This is a percentage of the rental charges and varies from Airport to Airport. Location Fee may be charged on all additional amounts payable at the rental counter.

Location Fee			
Remote Locations		Metro Locations	
Alice Springs Airport	17.00%	Adelaide Airport	15.50%
Ayers Rock Airport	19.00%	Brisbane Airport	16.00%
Ayers Rock Downtown	19.00%	Cairns Airport	17.00%
Darwin Airport	16.50%	Coolangatta Airport	14.50%
		Melbourne Airport	19.00%
		Perth Airport	16.50%
		Sydney Airport	22.00%
		Sydney City	5.00%

\*Fee subject to change without notice

**Credit Cards**

Payment made to Apollo at time of booking:  
Apollo only accepts Visa, MasterCard, American Express and Diners Club. Visa and MasterCard will incur an additional 2% surcharge on any transaction. American Express and Diners Club will incur an additional 4.5% surcharge on any transaction.

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Payment made to Hertz at pick-up:  
Hertz accept all major credit cards. All credit card payments will incur an additional fee of 1.5%.

Exchange Rate / Currency Variations

All credit card 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. We do not accept any liability for variances up or down. Refunds by credit card can take up to 15 working days depending on the renter's Financial Institution.

Rental Duration

The minimum rental period is five days. Refer to the one way rentals section for one way minimum rental periods.

Driver's Licence and Minimum Age

A current and full motor vehicle driver's licence is required. If the driver's licence is not in the English language then an international driver's licence is also required. An accredited English translation will be accepted in lieu of an international driving permit. The driver's licence must have been held for at least two years and be valid for the whole length of the rental. The original driver's licence must be shown at time of pick-up when the driver is present.

Drivers must be 21 years of age or over. For drivers 75 years of age or over, a current medical certificate stating that the customer is fit to drive for the duration of the hire is required upon vehicle collection.

One Way Rentals

One way rentals are available subject to the minimum rental periods in the table below.

ADL								
7	ASP#							
7	14	BNE*						
14	14	7	CNS					
14	7	14	14	DRW				
7	7	7	14	14	MEL			
14	21	21	21	21	14	PER		
7	14	7	14	21	7	21	SYD	

\*includes Brisbane, Coolangatta and Surfers Paradise  
#includes Alice Springs and Ayers Rock

No one way fee applies. Except for a one way rental in, into or out of the Northern Territory/Western Australia which attracts a \$750 fee.

Maps

Each vehicle is supplied with Major Capital City Maps.

Additional Products:

- Baby Seats - Baby seats (must be pre-booked) suitable for children 6 months to 3 years of age can be fitted to all vehicles. Cost is \$20 each per rental.
- Booster Seats - Booster seats (must be pre-booked) suitable for children between 3 and 8 years of age can be supplied for all vehicle models. Cost is \$20 each per rental.
- GPS - \$10 per day up to a maximum of \$100 per hire

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## Multiple Rentals

Consecutive same country rentals can be combined to qualify for a long-term discount rate. If drop off of a vehicle and pick up of a new vehicle occurs on the same day then a day each will be charged per respective vehicle. Multiple rentals are treated as separate rentals under the one way fee and minimum rental period conditions.

## Travel Restrictions

Tasmania - Vehicles cannot be driven or taken into or out of Tasmania via Ferry.

Alpine Resorts - Vehicles cannot be driven above the snowline.

Unsealed roads - cannot drive on unsealed roads, except roads under repair and direct access roads to National Parks, State Parks or holiday accommodation (excluding Kangaroo Island where cars cannot be driven on unsealed roads at all).

Beach/Salt Water - Vehicles cannot be taken on any beach or be taken into or exposed to salt.  
Vehicles cannot be taken to Fraser Island.

Northern Territory - Vehicles are not permitted to be driven into Jim Jim Falls or Twin Falls.  
- Vehicles are not permitted to be driven on the Mereenie Loop Road.

Western Australia - Vehicles are not permitted to be driven on the Gibb River Road, the Tunnel Creek Road, the Windjana, Gorge Road, the Cape Leveque Road or to the Bungle Bungles.

South Australia - No vehicle may be driven north from the Oodnadatta Track. This includes the following areas: Dalhousie Springs, Mount Dare, Witjira National Park, Pedirka Desert

Kangaroo Island - 2WD vehicles may be taken to Kangaroo Island.  
- Standard terms and conditions apply if a vehicle is damaged on the ferry.  
- One way rentals are not available to/from the Island.  
- 2wd vehicles are not to be driven on unsealed roads on Kangaroo Island. This policy is strictly enforced.  
Failure to comply will result with the renter accepting full responsibility for all damages.

Dusk to Dawn Driving - Night driving is not allowed in any region designated as remote (Northern Territory, Kimberley, Exmouth, Kangaroo Island). This is a road safety issue. If an accident occurs between dusk and dawn the renter is responsible for all damage irrespective of the circumstances.

Trains - Vehicles may be taken on trains.

## Change of Drop Off Destination

If the renter wishes to change the drop off destination after the rental has commenced, they first must obtain authorisation from Head Office. Subject to the change being approved, a minimum additional charge of \$700 will apply.

## Rental Extension

If the customer wishes to extend the rental whilst on hire, they must first obtain authorisation from Reservations who will advise of the additional costs. Rental extension is subject to fleet availability. Additional days will be charged, direct to the client, at the local "Extra Days" rate.

Failure to obtain authorisation will result in the renter being charged double the daily gross rental rate.



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Infringements Fees

We reserve the right to charge the renter for any speeding, toll way or parking fines not reported on return of the vehicle. In addition to these costs, we reserve the right to charge for associated administration costs for processing the fines (irrespective of excess). An infringement administration fee of \$33 will be applicable.

Tollway Infringements

Most toll roads in Australia are fully electronic – i.e.: there are no toll booths to pay with cash. If a renter chooses not to purchase available “e-passes” they will be liable for any applicable toll charges plus the Hertz Infringement administration fee.

Roadside Assistance

In the unlikely event of your vehicle being disabled, we offer a 24 hour Roadside Assistance service. Please call 1800 996010 if this service is required.

If a breakdown occurs in any areas outside major cities including the Northern Territory, Roadside Assistance may take extended hours to fulfil

Change Of Vehicle

Should the vehicle booked be unavailable through unforeseen circumstances, we reserve the right to substitute an alternative vehicle without prior notification and at no extra cost. This shall not constitute a breach of contract and does not entitle the renter to a refund.

Vehicle Category

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

Voluntary Downgrade

Should the renter decide to take a lesser vehicle than booked within 14 days of pick up or during the rental then they will not be entitled to any refund.

Limit of Liability

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

Important

We reserve the right to refuse any rental at our discretion.

Animals

No animals are permitted in our vehicles, excluding guide dogs.

Smoking

Smoking is not allowed in our vehicles.

Cancellation Fees

If cancelled less than 7 days prior to pick up - 50% of Net Rental  
If cancelled on the day of pick up or no show - 100% of Net Rental  
There is no refund for late pick up or early return of vehicle.

Booking Amendments

If an amendment is made to the rental dates within 14 days of collection, no refund will be made if the length of hire is shortened (that is; the rental will be charged at the number of days originally booked). A relocation fee may apply if the collection or return location is amended within 14 days of vehicle pick up or if notification occurs during the hire.



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Travel Insurance

We strongly recommend that renters ensure they take out the highest level of Travel Insurance.

PROTECTION PACKAGE

Personal Injury

The Vehicle has third party insurance cover. It is likely that any other vehicle involved in an accident also has third party insurance cover. Depending on the circumstances of the accident, the renter 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 Apollo strongly recommends that all passengers take out their own Personal Injury Travel Insurance.

If the renter is responsible for the accident the Vehicle's third party insurance should cover the renter for the liability except where the renter has committed a breach of the Vehicle's third party insurance, eg drink driving.

Property Damage

The Vehicle is insured for damage to it or damage to the property of a third party. However the renter is responsible up to the amount of the applicable Liability for the cost of such damage to third party property, or to the rented Vehicle. The renter is also responsible for the cost of demurrage for the period the Vehicle is unavailable due to repairs. The Liability applies in respect of each claim, not per rental.

The Liability is applicable regardless of who is at fault and must be paid at the time the accident is reported to Apollo, not at the completion of the rental Period. Apollo reserves the right to charge the renter for any vehicle damage including Third Party property damage not reported on return of the vehicle.

Standard Liability

Metro Locations (based on pick-up location)

Apollo rental charge includes a Standard Liability of \$2,000.

A Bond of \$2000 will be collected at the time of entering into the Rental Contract. This Bond is payable by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) for \$2000 at time of pick-up.

*The Standard Liability can be reduced by taking the following Reduction Option:*

Liability Reduction Option (AER – Accident Excess Reduction)

A Liability of \$250 applies. The Liability Reduction Option can be purchased by paying \$12 per day at pick-up.

A Bond of \$250 will be collected at the time of entering into the Rental Contract. This Bond is payable by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) for \$250 at time of pick-up.

Remote Locations (based on pick-up location)

Apollo rental charge includes a Standard Liability of \$2,000 with a Single Vehicle Accident Liability of an additional \$1,000 (non waivable).

A Bond of \$2000 will be collected at the time of entering into the Rental Contract. This Bond is payable to by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) for \$2000 at time of pick-up.

*The Standard Liability can be reduced by taking the following Reduction Option:*

Liability Reduction Option 1

A Liability of \$250 with a Single Vehicle Accident Liability of an additional \$1,000 (non waivable).



applies. The Liability Reduction Option can be purchased by paying at pick-up \$18 per day.

A Bond of \$250 will be collected at the time of entering into the Rental Contract. This Bond is payable by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) for \$250 at time of pick-up.

### Bond

For security purposes, only a credit card can be used to provide a Bond. The credit card holder must be present and able to sign for the Bond upon vehicle collection. The credit card holder is jointly and severally liable for any damage to the rental vehicle.

The Bond is fully refundable when the vehicle is returned to the correct location on time, is full of fuel and all other terms of the Rental Contract have been complied with. If there is damage to the vehicle on its return, the Bond will be used to cover the cost of such damage up to the amount of the relevant Liability. However, if the terms of the Rental Contract are breached and the Bond is insufficient to cover the damage then any extra cost will be charged.

### Full Responsibility

At all times the renter is responsible for:

- Damage caused where the terms of Rental Contract have been breached.
- Damage caused by negligence.
- Damage caused to the Vehicle in any way by part or total water submersion or salt water.
- Damage caused due to a single vehicle roll over.
- Damage caused to the Vehicle by the renter's wilful conduct.
- Damage caused to the Vehicle when using the Vehicle in contravention of any legislation or regulation controlling vehicular traffic.
- Damage or loss caused to any personal belongings.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage to the overhead or underbody of the Vehicle.

### Rates/Terms/Conditions

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