

# Breakdown and Accidents policy

We recommend that you purchase travel insurance prior to your rental that covers you in case of a breakdown or accident.

## Not at fault breakdown

In case of a breakdown of the bus or trailer, twenty four hour roadside assistance is provided free of charge and in the event You require assistance You must contact Our roadside assistance provider RAC on 1300 558 456 to arrange that assistance. They will supply all practical assistance as soon as practicable.

### 1. Trip continuation

In case of a breakdown or mechanical issue and the vehicle or trailer needs to go to the mechanic overnight the following compensation will be provided:

- We will pay for up to 3 nights' accommodation in a caravan park or hostel, at a value of up to \$250 per night, for up to 3 nights, for the group
- We will organise a taxi/s to the mechanic and/or accommodation
- We will supply a temporary vehicle rental for up to 3 days, to be returned to the same location. We will only cover the costs of the rental. Any additional costs (excess km, damages, etc.) are at your own expense. The rental companies agreement must be signed by a member of the group and a member of the group must provide a credit card for the rental deposit;
- You will be additionally reimbursed for \$26.00 per person for each night You are not able to use the Vehicle or trailer

In case of breakdown, We are not responsible for:

- Damage as a result of use of the incorrect fuel type;
- A flat battery because the lights or entertainment systems have been left on;
- Tyre changing;
- Lost or broken keys or remote control device;
- Keys or remote control device locked in the Vehicle,

and extra charges will apply if any of these services are provided at Your request

### 2. Trip cancellation

- We will organise transport to the nearest city
- We will refund you for the remaining rental days and inclusions not yet used, but not for the days and fuel and inclusions already used.

## At fault breakdown

There are several occasions that the vehicles could break due not using them in the correct manner

This is a list with only a few examples of at-fault breakdown:

- wrong fuel type (this causes the failure of the engine)
- driving on unsealed, steep, particular banned roads, particular roads not recommended to take (this could cause the break of tires, axels, brake pads, disk brake rotors, wheel bearings)
- not driving low gear down hills (this could cause the burnout of brake pads and disk brake rotors)
- driving the trailer non properly attached or packed not safely (this could cause damage to the vehicles)
- using the inverter without following the instructions or moving from the original position (this could cause the malfunction of the inverter, cause a fire or break, or other electrical components such as fuse, battery, ...)

There are other instances that cause at fault breakdown and the list is not limited to the point above

A breakdown could happen also a few days after the incorrect use of the vehicles. Every vehicle has a GPS and we will use it to check the journey done during the rental. An investigation will be conducted by our team, an RAC patrol, or a mechanic to judge the cause of the breakdown event.

### 1. Trip continuation after the repair or trip cancellation

- We will try our best to help you to make sure you will be able to continue the trip
- An administrative fee of \$500 will be deducted from your deposit
- All the costs for towing, accommodation, mechanic, temporary vehicle rental, and taxi need to be paid in advance by the hirer
- All other costs associated with the recovery of the vehicle will be back charged to the hirer or deducted from the deposit
- There are no reimbursements or no refunds of the remaining rental days

## Not at fault accident

In case of an accident that you can prove is not your fault and you can identify the other vehicle involved, provide its registration number, the owner's name, home address and phone number then no Damage excess is payable. Alternatively, if the damage was not due to another vehicle you must be able to identify the responsible party, provide their name(s), phone number and home or business address.

### 1. Trip continuation

- Option 1 - Continue with 1 vehicle.  
If the bus is in good condition but the trailer is not useable, you may continue the trip with the minibus only, selecting some equipment to take with you from the trailer. No refund for no use of the trailer or no use of part of the equipment will be provided. The costs or relocation/towing of the trailer to the start city or end city will be not charged.
- Option 2 - Wait for repairs.  
If the vehicle is repairable within 5 working days, you must wait near the vehicle until it is repaired, and you may use any equipment provided with the trailer at this time.
- Option 3 - Vehicle replacement if available. A vehicle/trailer replacement can be relocated to you if available. A new rental agreement need to signed.

Conditions that apply to all the options

- Costs for your accommodation, meals, taxi, ... will be not refunded
- Your rental period may be extended by up to 2 days at no cost, at our discretion and availability

### 2. Trip cancellation

- Remaining days of the rental will be refunded
- Costs for your accommodation, meals, taxi, ... will be not refunded
- Retrieval, cleaning, repair or replacement of any equipment will be charged

## At fault accident

In case of an 'at fault' or single vehicle accident resulting in the bus or trailer or both being unrepairable/unusable the following conditions apply. The same applies if:

- you believe are not at fault, but you are not able to identify the other vehicle and provide its registration number, the owner's name, home address and phone number.
- we cannot determine the fault and a police report has been issued. The time to get the Freedom of Information Report or Abridged Crash Report from the Police Information Release Centre could take up to 45 working days.

### 1. Trip continuation

- Option 1 - Continue with 1 vehicle.  
If the bus is in good condition but the trailer is not useable, you may continue the trip with the minibus only, selecting some equipment to take with you from the trailer. No refund for no use of the trailer or no use of part of the equipment will be provided. The costs or relocation/towing of the trailer to the start city or end city will be charged.
- Option 2 - Wait for repairs.  
If the vehicle is repairable within 5 working days, you must wait near the vehicle until it is repaired, and you may use any equipment provided with the trailer at this time.
- Option 3 - Vehicle replacement if available.  
A vehicle/trailer replacement can be relocated to you if available. A new rental agreement will need to signed and new rental fees and security deposits will need to be paid in advance. All relocation costs including any preparation, travel time, fuel, meals, accommodation, and flights/taxi needed will need to be paid in advance. Alternatively, the hirer can travel to pick up the vehicle and pay only for preparation cost and fuel from the point of pick up to the place where they can continue the trip.

Conditions that apply to all the options

- Costs for your accommodation, meals, taxi, ... will be not refunded
- Retrieval, cleaning, repair or replacement of any equipment will be charged and are not included in the Damage cover

- Your rental period may be extended by up to 2 days at no cost, at our discretion and availability

## 2. Trip cancellation

- 90% of the remaining days of the rental will be kept and 10% of the remaining days will be refunded, this considers all the inclusions of the rental (i.e. fuel, national park, ferry ticket if applicable)
- Costs for your accommodation, meals, taxi, ... will be not refunded
- Retrieval, cleaning, repair or replacement costs of any equipment will be charged and are not included in the Damage Cover

## Damage policy

*We recommend that you purchase travel insurance prior to your rental that covers you in case of damage to the vehicle.*

### Damage to vehicle or equipment

If damage has occurred to the vehicle or equipment, you are required to notify us as soon as possible so that we have sufficient time to organise for the damage to be fixed. You are responsible for the cost of getting the damage fixed, our additional costs to organise and complete the vehicle repairs, and the cost of any rental days lost while the vehicle is under repair.

#### 1. We repair the vehicle

We will organise one quote for the damage, pick up and drop off the vehicle to be fixed, and pay for the damage. The following will be deducted from your security bond:

- An administration fee of \$500.
- The cost of the damage as quoted by the panel beater, mechanic, auto electrician, etc.
- The cost of rental days lost while repairs are being completed.
- Your security deposit will be kept until the repair has completed and the vehicle has been returned to our workshop.

#### 2. You repair the vehicle

You are to organise a quote for the damage from a reputable business, pick up and drop off the vehicle to be fixed, and pay for the damage. Whether or not the business you select to complete the repairs is a reputable business will be at our discretion. You must notify us of your plans and receive permission from us before any repairs are undertaken. You are responsible for the following costs:

- The cost of the damage as quoted by the panel beater, mechanic, auto electrician, etc.
- The cost of rental days lost while repairs are being completed.
- Your security deposit will be kept until the repair has completed and the vehicle has been returned to our workshop.