

**AUSTRALIA WHOLESALE TOURS
TERMS AND CONDITIONS
1 APRIL 2010 – 31 MARCH 2011**

1) RATES	2
2) DRIVING REGULATIONS	2
3) DEPOSITS	2
4) RENTAL PERIOD	3
5) DRIVING RESTRICTIONS	3
6) ONE WAY RENTALS	4
7) ACCIDENT DAMAGES	5
8) THIRD PARTY PROPERTY AND INJURY INSURANCE COVER	7
9) PARTICIPATING LOCATIONS/AVAILABILITY	7
10) FREESELL	Error! Bookmark not defined.
11) NEVERLOST – HERTZ PORTABLE SATELLITE NAVIGATION SYSTEM	10
12) RESERVATIONS	Error! Bookmark not defined.
13) MULTI-HIRE	11
14) DELIVERY AND COLLECTION FEES	11
15) ADDITIONAL FEES	12
16) ROADSIDE ASSISTANCE	12
17) VOUCHERS	12
18) REFUNDS	12
19) NO SHOWS	12
20) OPTIONALS	12
21) INVOICING	Error! Bookmark not defined.
22) DISCLOSURE	13
23) PAYMENT	Error! Bookmark not defined.
24) INFRINGEMENT ADMINISTRATION FEE	13
25) STANDARD TERMS AND CONDITIONS	13

AUSTRALIA WHOLESALE TOURS TERMS AND CONDITIONS 1 APRIL 2010 – 31 MARCH 2011

1) RATES

Pricing represents net wholesale rates stated in Australian Dollars (A\$), available at participating locations in the Metropolitan (including Tasmania) and Remote regions.

RATES INCLUDE:

- For specific rate inclusions please refer to contract rate sheets.

RATES EXCLUDE:

- For specific rate exclusions please refer to contract rate sheets.

2) DRIVING REGULATIONS

Minimum rental age: 21 years for car class **A, B, C, S, G, D, E, I, P, F, T, V and R**
25 years for car class **M**
Tasmania requires a min age of 21 years for all vehicle categories.

Provisional licenses held for a period of at least 12 months are accepted.

Minimum age restrictions apply.

Restricted licenses are not accepted.

Provisional licenses are not accepted in Tasmania.

Young driver surcharge: Drivers from 21 to 24 years will be required to pay a surcharge of A\$27.50 per day (inc GST).
Maximum fee A\$192.50 per rental (inc GST)

Maximum rental age: There is no set maximum driving age, however, a medical certificate is recommended from drivers over 75. Ultimately it is the location's decision if they will rent to a driver over the age of 75.

DRIVER'S LICENCE

Renters must present a valid driver's licence that has been held for at least one year. A foreign driver's licence issued in a language other than English must be accompanied by a certified English translation of the licence or a current International Drivers Permit. Both the International Drivers Permit and the driver's national driver's licence must be presented at the time of rental.

ADDITIONAL AUTHORISED DRIVER

Additional Drivers are free of charge. Minimum rental age and other requirements (including young driver surcharge) will be the same as for the renter. Additional authorised drivers must be registered on an Additional Driver Application. The Application forms part of the Rental Agreement.

3) DEPOSITS

All rentals are subject to a deposit to cover additional costs such as Optional Renter Protection Services and fuel. Hertz accepts all major credit cards (Hertz Charge Cards are not accepted). Third party credit cards are not accepted. The credit card presented must be in the name of the authorised renter. If the authorised renter does not hold a card acceptable to Hertz, please refer to the CASH DEPOSIT clause.

CASH DEPOSITS

Authorised renters presenting an Inclusive Tour Voucher (ITV) and no credit card will be required to leave a minimum deposit of A\$400 cash (A\$ Travellers Cheques acceptable). Cash deposits are only acceptable on car classes A, B, C, S, D and E.

Cash Deposits are not accepted at the Broome and Kununurra locations.

We welcome cash payments upon completion of the rental irrespective of whether a credit card has been submitted for the deposit at the beginning the rental.

4) RENTAL PERIOD

One rental day consists of 24 consecutive hours.

EXTENSION OF RENTAL

Should a customer wish to extend the prepaid rental period reserved, additional days will be charged, direct to the customer, at the local Hertz "Extra Days" rate.

LATE RETURN

Hertz offers a grace period of 59 minutes on the last day, after which late return charges will apply as follows:

- 1 hour late: one half of the "Extra Days" rate will apply.
- 2 hours late: one full day of the "Extra Days" rate will apply.

For any additional options, i.e. AER etc, purchased at the commencement of rental, the full cost will be due for each full or partial extra rental day.

UPGRADE

Voluntary upgrades as purchased at time of rental will be charged, direct to the customer, at the locally applicable upgrade rate. All upgrades are subject to availability.

5) DRIVING RESTRICTIONS

Damage Cover (DC) is invalid under the following circumstances:

- Tasmania - Vehicles cannot be driven into or out of Tasmania.
- Tasmania - All vehicles may be driven on unsealed roads, however, regardless of fault, if there's an accident; damage (including overhead damage) or loss on an **unsealed road**, the renter's liability will be a maximum of **\$9,900**. For example, if the liability has been reduced to \$0, and there's an accident, damage (including overhead damage) or loss on an unsealed road, then a maximum liability of \$9,900 will remain.
- Alpine Resorts - Vehicles may not be driven above the snow line without the purchase of "SNO" Option. See section 7.4, Accident Damages, for details.
- Unsealed roads - **2WD and AWD vehicles** 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). **4WD vehicles** may be taken on unsealed roads, but can only be driven on recognised roads or tracks. Off road driving is not permitted.
- Beach/Salt Water - Vehicles cannot be taken on any beach or be taken into or exposed to salt water. Vehicles may not be taken to Fraser Island.
- Class A vehicles - Class A vehicles collected from any participating location cannot be driven into or out of Western Australia or the Northern Territory.
- Northern Territory - Vehicles are not permitted to be driven into Jim Jim Falls or Twin Falls. Only class V and R vehicles may be taken on the Mereenie Loop Road.
- Western Australia - Only Class R vehicles may 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 - Both 2WD and 4WD vehicles may be taken to Kangaroo Island.
 - Hertz 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 damage.
- Trains - Hertz vehicles may be taken on trains.
- 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.

6) ONE WAY RENTALS

All One Way Fees are collected at the Hertz Location at time of rental and cannot be prepaid.

<u>DESTINATION</u>	<u>MINIMUM RENTAL DAYS</u>	<u>FEE (INC GST)</u>
<u>All One Way Rentals must be for a minimum of 7 days and will incur a fee of A\$990, with the exceptions in the table below.</u>		
A fuel surcharge of between 7% - 15% may be charged for all vehicles picked up or dropped off in the remote region.		
With the following exceptions:		
Within METRO REGION (excl Perth) Car Class: B C S D E F T Car Class: V R	3+ 7+	FREE A\$660
Within TASMANIA Car Class: B C S D E T M V	1+	FREE
BRISBANE to/from COOLANGATTA APT, SURFERS PARADISE & MAROOCHYDORE Car Class: B C S D E F T	1+	FREE
To/From MELBOURNE, SYDNEY, BRISBANE, COOLANGATTA, SURFERS PARADISE Car Class: G	3+	FREE
BROOME to/from KUNUNURRA Car Class: B D V R	3+	A\$880
Within NORTHERN TERRITORY Car Class: B S D E F T V R	1-2 3+	A\$220 FREE
ADELAIDE to/from NT LOCATIONS Car Class: B C S D E F T	7+	FREE
ADELAIDE to/from NT LOCATIONS Car Class: V R	6 7+	A\$330 FREE
From PERTH, MELBOURNE, SYDNEY, BRISBANE, CAIRNS to DARWIN, ALICE SPRINGS, AYERS ROCK Car Class: C S D E Airport or downtown pick ups Valid for rentals between 1 April 2010 – 31 July 2010 ** any rentals outside of these dates must be a minimum of 7 days and will incur a fee of \$990	7+ 14+	A\$440** A\$220**

- Reduces the ADE to zero and reduces SVA to zero
- Available at participating locations only. Refer to Section 9 – 'Participating Locations/Availability' for details
- Includes Tyre and Windscreen Cover on 2WD cars only
- Includes Windscreen Cover on 4WD/AWD only
- MAX is capped at 10 days per 30 day rental period
- MAX Cover is not available at Broome and Kununurra

AER/MAX MATRIX

<u>Region</u>	<u>Vehicle</u>	<u>Option</u>	<u>Standard Excess (ADE) (incl GST)</u>	<u>Single Vehicle Accident Excess (SVA) (incl GST)</u>	<u>AER Cost per Day (incl GST)</u>	<u>Reduced Excess (incl GST)</u>
METRO	Cars 2WD	AER	\$3300	Nil	\$27.00	\$1100 (ADE)
METRO	Cars 2WD	MAX	\$3300	Nil	\$37.00	\$0
REMOTE	Cars 2WD	AER	\$3300	\$2200	\$27.00	\$1100 + \$2200 = \$3300 (Reduced ADE + SVA = Excess)
REMOTE (excl Broome and Kununurra)	Cars 2WD	MAX	\$3300	\$2200	\$37.00	\$0
All Locations	4WD AWD M	AER	\$4400	\$4400	\$53.00	\$1100 + \$1100 = \$2200 (Reduced ADE + SVA = Excess)
Broome & Kununurra	4WD AWD	AER	\$4400	\$4400	\$53.00	\$1100 + \$4400 = \$5500 (Reduced ADE + SVA = Excess)
All locations (excl Broome and Kununurra)	4WD AWD M	MAX	\$4400	\$4400	\$63.00	\$0

All amounts are inclusive of GST and may be subject to ACFR and Admin Recovery (AR) charges.

- Driving a Hertz vehicle in any Alpine Resort during the gazetted snow season or any area under conditions where a reasonable person would use snow chains is "Full Responsibility Use" under Hertz Terms and Conditions. In other words, in the event of damage to the vehicle, there is no cap or limit to the renter's liability to Hertz. **SNO cover** reinstates the ADE and is available at \$22.00 per day. Vehicles for this option are restricted to Classes D/E and F.

Other Information

- The renter agrees to and accepts **full responsibility** for any of the following:
 - any damage arising from a collision with an animal whilst the vehicle is being driven between the hours of sunset and sunrise in the Northern Territory, the Kimberley region (including Broome and Kununurra).
 - **All Locations:**
 - damage caused by negligence of the driver or any of the passengers of the vehicle (including damage caused by total or partial immersion in water, including crossing a waterway)
 - damage caused by negligence of the driver or any of the passengers of the vehicle resulting in under body and over head damage to the vehicle

- any damage caused by an action which resulted in a criminal charge being laid
- any damage caused to the body of the vehicle by sitting on the roof or climbing on the vehicle
- All Renter Protection Services are subject to the renter complying with Hertz' standard rental terms and conditions.
- All Pricing and Rates are subject to change with 30 days written notice.

8) THIRD PARTY PROPERTY AND INJURY INSURANCE COVER

Third Party Property Liability Insurance is automatically covered under a third party property damage Master Policy executed by Hertz and is subject to the renter complying with all Terms and Conditions of the rental and payment of the Accident Damages Excess. Third Party Liability cover for personal injury is governed by separate Government legislation in each Australian State and Territory. The right to claim may be limited by the legislation and excesses may apply.

There are many factors relevant to a determination of which third party liability cover for personal injury will apply in the event of an accident, such as the state or territory in which a vehicle is registered, the state or territory in which the accident occurs and the state or territory in which another driver or injured person resides. Should an accident in which a person is injured occur, the renter must contact the police and Hertz.

This summary of the cover available throughout Australia is meant as a guide only and no warranty of accuracy or reliability is given or responsibility accepted by Hertz for the information contained below. In the event of an accident, the renter should make independent enquiries of the relevant insurer of the vehicle.

Queensland: Injured person or the dependents of a deceased person can bring claim for damages against a negligent party.

New South Wales: Compensation is available for persons injured or killed by the negligence of a motor vehicle driver. At fault drivers are not covered

Western Australia: Damages may be claimed by persons injured or by the relatives of a person killed by the negligence of a motor vehicle driver.

South Australia: Damages may be claimed by persons injured or by the relatives of a person killed by the negligence of a motor vehicle driver.

Victoria: Combination of no fault and negligence indemnity. Statutory benefits in the nature of weekly payments during incapacity for work, impairment benefit annuities, medical and like expenses and death benefits may be available regardless of the question of fault. In addition, damages may be claimed by persons seriously injured or killed by the negligence of a motor vehicle driver.

Tasmania: Combination of no fault and negligence indemnity. No fault medical benefits, death benefits, disability benefits and disability allowances may be claimable. Injured persons or dependents of deceased persons can also bring claims for damages against negligent parties.

Northern Territory: Claims for damages may be brought by persons injured by the negligence of a motor vehicle driver or by the dependents of a deceased person. Entitlement to no fault statutory benefits restricted to residents of Northern Territory. Non residents may apply to the Board of the Territory Insurance Office to be treated as a resident.

Australian Capital Territory: Injured persons or the dependents of deceased persons can bring claim for damages against a negligent party.

As specific compensation amounts vary so widely depending on the circumstances of individual claims they cannot be quoted.

9) PARTICIPATING LOCATIONS/AVAILABILITY

METROPOLITAN

LOCATION	CODE	AVAILABILITY	NEVERLOST
ADELAIDE	ADLC60/ADLT50	A,B,C,S,G,D,E,F,P,T	YES
ARTARMON	SYDN61	A,B,C,S,D,E,F,T	YES
BALWYN	MELE63	A,B,C,S,D,E,F,T,P	YES
BRISBANE	BNEC60/BNET50	A,B,C,S,G,D,E,F,P,T	YES
BROOKVALE	SYDN60	A,B,C,S,D,E,F,T	YES
BUNDABERG	BDBT50	A,B,C,S,D,E,T	YES

BURNIE	BWTC60/BWTT50	A,B,C,S,D,E,T	NO
CAIRNS	CNSC60/CNST50	A,B,C,S,G,D,E,F,P,T	YES
CANBERRA	CBRC60/CBRT50	A,B,C,S,G,D,E,F,P,T	YES
CLAYTON	MELE64	A,B,C,S,D,E,F,T,P	YES
COOLANGATTA	OOLT50	A,B,C,S,G,D,E,F,P,T	YES
DANDENONG	MELE61	A,B,C,S,D,E,F,T,P	YES
DEVONPORT	DPOC60/DPOT50/DPOC61	A,B,C,S,D,E,T	NO
FRANKSTON	MELS60	A,B,C,S,D,E,F,T,P	YES
GEELONG	GEXC60	A,B,C,S,D,E,F,T	YES
GLADSTONE	GLTT50	A,B,C,S,D,E,T	NO
HERVEY BAY	HVBC60/HVBT50	A,B,C,S,D,E,T	YES
HOBART	HBAC60/HBAT50	A,B,C,S,D,E,T	NO
KLEMZIG	ADLC81	A,B,C,S,D	NO
LAUNCESTON	LSTC60/LSTT50	A,B,C,S,D,E,T	NO
MACKAY	MKYT50	A,B,C,S,D,E,F,T	YES
MAROOCHYDORE	MCYT50	A,B,C,S,G,D,E,T	YES
MELBOURNE	MELC60/MELT50	A,B,C,S,G,D,E,F,P,T	YES
MELVILLE	PERS60	A,B,C,S,D,T	YES
MITCHAM	MELC61	A,B,C,S,D,E,F,T,P	YES
MOORABBIN	MBWC60	A,B,C,S,D,E,F,T,P	YES
NEWCASTLE	NTLC60	A,B,C,S,G,D,E,F,P,T	YES
NEWCASTLE (WILLIAMTOWN APT)	NLT50	A,B,C,S,G,D,E,F,P,T	YES
NOOSA HEADS	MCYN60	A,B,C,S,G,D,E,T	YES
PENRITH	SYDW60	A,B,C,S,D,E,F,T	YES
PERTH	PERC60/PERT50	A,B,C,S,G,D,E,F,P,T	YES
PLYMPTON	ADLC83	A,B,C,S,D	NO
PRESTON	MELN62	A,B,C,S,D,E,F,T	NO
ROCKHAMPTON	ROKT50	A,B,C,S,D,E,T	YES
ROCKLEA	BNEW60	C,S,D	NO
SOUTH YARRA	MELS65	A,B,C,S,D,E,F,T,P	YES
SURFERS PARADISE	BNEC62	A,B,C,S,G,D,E,F,P,T	YES
SYDNEY	SYDC60/SYDT50	A,B,C,S,G,D,E,F,P,T	YES
TOWNSVILLE	TSVT50	A,B,C,S,G,D,E,F,T	YES
WERRIBEE	MELS64	A,B,C,S,D,E,F,T	YES
WHITSUNDAYS (AIRLIE BEACH)	WSYC60	A,B,C,S,D,E,T	NO
WHITSUNDAYS (PROSERPINE)	PPPT50	A,B,C,S,D,E,F,T	NO

REMOTE

LOCATION	CODE	AVAILABILITY	NEVERLOST
ALICE SPRINGS	ASPC60/ASPT50	A,B,C,S,D,E,T	NO
AYERS ROCK	AYQC60/AYQT50	A,B,C,S,D,E,T	NO
BROOME	BMET50	B,D	NO
DARWIN	DRWC60/DRWT50	A,B,C,S,D,E,T	YES
EXMOUTH/LEARMONTH APT	EXMT50/EXMC60	C,S,D,E,T	NO
KATHERINE	KTRC60	A,B,C,S,D,E,T	NO
KINGSCOTE (KANGAROO ISLAND)	KGCC60/KGCT50	C,D,E	YES
KUNUNURRA	KNXT50	B,D	NO
MT GAMBIER	MGBT50	B,C,S,D	NO
PENNESHAW WHARF (KANG IS.)	KGCC61	C,D,E	YES

FOUR WHEEL DRIVE/ALL WHEEL DRIVE/BUSES

LOCATION	CODE	AVAILABILITY	NEVERLOST
ALICE SPRINGS	ASPC60/ASPT50	V,R	NO
AYERS ROCK	AYQC60/AYQT50	V,R	NO
BALWYN	MELE63	V,R,M	YES
BOONDALL (BRISBANE)	BNEN60	V,R,M	NO
BOTANY (SYDNEY)	SYDC81	V,R,M	NO
BROOME	BMET50	V,R	NO
BURNIE	BWTC60/BWTT50	V,M	NO
CAIRNS	CNSC60/CNST50	V,R	YES
CLAYTON	MELE64	V,R,M	YES
DANDENONG	MELE61	V,R,M	YES
DARWIN	DRWC60/DRWT50	V,R	YES
DEVONPORT	DPOC60/DPOT50/DPOC61	V,M	NO
EXMOUTH/LEARMONTH APT	EXMT50/EXMC60	R	NO
FRANKSTON	MELS60	V,R,M	YES
HOBART	HBAC60/HBAT50	V,M	NO
KATHERINE	KTRC60	V,R	NO
KINGSCOTE (KANGAROO ISLAND)	KGCC60/KGCT50	V,R	YES
KLEMZIG (ADELAIDE)	ADLC80	V,R,M	NO
KUNUNURRA	KNXT50	V,R	NO
LAUNCESTON	LSTC60/LSTT50	V,M	NO
MITCHAM	MELC61	V,R,M	YES
MELBOURNE	MELT50	V,M	YES
MOORABBIN	MBWC60	V,R,M	YES
PENNESHAW WHARF (KANG IS.)	KGCC61	V,R	YES
PLYMPTON	ADLC83	V,R,M	NO
SOUTH YARRA	MELS65	V,R,M	YES
WERRIBEE (MELBOURNE)	MELS64	V,R,M	YES
WELSHPOOL (PERTH)	PERC80	V,R,M	YES

- Locations and Availability are subject to change without notice.
- All class R & M vehicles must be collected at a 4WD depot during business hours. No deliveries available.
- Class V vehicles may be collected at airports, except Welshpool (Perth).
- Class E vehicles (Ford Territory/Toyota Kluger) have higher than usual ground clearance. Some renters may have difficulty accessing these vehicles.
- Hertz reserves the right at its own discretion to capacity control any location, at any time, and for specific programs, according to vehicle availability, demand levels and/or program performance. Hertz will notify accounts in writing seven (7) days in advance prior to taking action.

11) NEVERLOST – HERTZ PORTABLE SATELLITE NAVIGATION SYSTEM

11.1) RATES AND RESPONSIBILITY

Neverlost is available at participating locations at a cost of \$11.00 (incl GST) per day, payable at the rental counter.

This will be subject to ACFR, stamp duty and Admin Recovery charges.

Each Neverlost unit comes in a kit made up of the following components:

- Neverlost Carry Bag - AUD\$49.00 (incl GST) replacement cost
- Windscreen Mount - AUD\$89.00 (incl GST) replacement cost
- Charger - AUD\$40.00 (incl GST) replacement cost
- Neverlost Unit (only) - AUD\$321.00 (incl GST) replacement cost

- **Total Loss or Damage - AUD\$499.00 (incl GST) replacement cost**

The renter is liable for all damage and/or loss of these units. The above charges will be applied should damage and/or loss occur.

Purchase of AER/MAX does not cover the renter for damage and/or loss to the Neverlost units.

Rates incorporating the Neverlost Unit do not cover the unit for loss or damage.

It is the renter's responsibility to ensure the equipment is returned to the rental counter upon completion of their rental. This is not to be left in the car for collection.

11.2) BENEFITS

- The Neverlost units are a portable unit which provide full touch screen availability
- Maps are available in either 2D or 3D views
- Includes all Hertz Australia locations
- Provides safety camera alerts
- Available in the following languages
 - English
 - French
 - Turkish
 - Italian
 - Danish
 - Dutch
 - Swedish
 - German
 - Spanish

11.3) AVAILABILITY

Neverlost units are available on all car classes, subject to availability and can be confirmed at the time of booking.

11.4 RENTAL CONDITIONS

These units **MUST** be hired as part of a rental and cannot be hired separately

13) MULTI-HIRE

Tour Operators with clients who have more than one rental, in their itinerary, may add together the total number of rental days to take advantage of the applicable cheaper rate.

EG: 4 days Alice Springs, 4 days Sydney, 5 days Perth (13 days total) can be charged the 7-13 day rate in lieu of 3 x 1-6 day rate.

It is mandatory for the words "Multi Hire" and the total numbers of multi hire days to be included in the remarks field of your reservation for each multi hire booking.

Multi Hire is available on cars only.

Only rentals of 3 or more days can be included in multi-hire. There is no time limit between rentals, provided they form part of the same Australian visit.

Multi Hire is not available for group bookings. For group bookings please refer to [Section 12 - Reservations](#).

Multi Hire will now accommodate differing IT codes and differing car classes on the same multi hire itinerary.

Multi-Hire bookings can be collected from the following locations only:

Adelaide City	Adelaide Airport	Alice Springs City
Alice Springs Airport	Ayers Rock City	Ayers Rock Airport
Brisbane City	Brisbane Airport	Bundaberg Airport
Cairns City	Cairns Airport	Canberra City
Canberra Airport	Coolangatta Airport	Darwin City
Darwin Airport	Katherine City	Katherine Airport
Maroochydore City	Maroochydore Airport	Melbourne City
Melbourne Airport	Noosa Heads	Perth City
Perth Airport	Rockhampton City	Rockhampton Airport
Surfers Paradise	Sydney City	Sydney Airport
Townsville City	Townsville Airport	Whitsundays (Proserpine)
Whitsundays (Airlie Beach)		

A SEPARATE RENTAL VOUCHER AND RESERVATION IS REQUIRED FOR EACH SECTOR.

EACH VOUCHER AND EACH PARTICIPATING RESERVATION **MUST** INCLUDE THE NUMBER OF DAYS FOR THAT PARTICULAR HIRE AND THE TOTAL NUMBER OF MULTI-HIRE DAYS.

VOUCHERLESS BOOKINGS MUST INCLUDE THE TOTAL NUMBER OF MULTI HIRE DAYS IN EACH SEPARATE BOOKING.

Vouchers/reservations which do not show the additional multi-hire days information will be charged at the normal rate for the rental. It is important to note that no retrospective credits can be considered if vouchers are incorrectly issued.

4WD/AWD vehicles are not available for multi-hire.

14) DELIVERY AND COLLECTION FEES

A delivery and collection service can be requested at most Hertz locations but is subject to availability.

- No deliveries are available at Ayers Rock, Exmouth and Learmonth.
- Class R is not available for delivery.
- Deliveries are not available in Tasmania.
- Delivery of class V, R is not available to the airport in Perth.

A fee of A\$22 incl GST applies for each delivery and collection and can only be paid direct to Hertz via a credit card.

15) ADDITIONAL FEES

The following location fees apply:

- Concession Fee Recovery (CFR) - will be applied at the rental counter for rentals commencing at Ayers Rock Downtown.
- Airport Concession Fee Recovery (ACFR) is charged on rentals commencing at most Airports throughout Australia. This charge is a percentage of the rental charges and varies from Airport to Airport. ACFR may be charged on all additional amounts payable at the rental counter.
- Administration Recovery (AR) – This fee relates to administrative functions undertaken in respect of any rentals. The administrative functions include the costs of collection and payment of taxes and duties for government bodies, the provision of IT systems and other administration costs associated with the rental. Administration Recovery may be charged on all additional amounts payable at the rental counter.
- A credit card surcharge of 0.8% will apply to all amounts paid by credit card at the rental counter.
- Learmonth Airport – There will be an A\$30 plus GST, service charge applicable to rentals commencing at Learmonth Airport and an A\$30 plus GST service charge applicable for all returns to Learmonth Airport.

16) ROADSIDE ASSISTANCE

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

17) VOUCHERS

Hertz Australia accepts Hertz Tour Vouchers or Hertz Approved Tour Operator Vouchers. One voucher is applicable for each rental irrespective of length.

Voucherless programs are available. Please contact your Hertz Tours Representative for further information.

Gift Certificates and other promotional vouchers are not acceptable as payment for additional services.

Frequent Flyer points are not offered against the value of Inclusive Tour programs.

18) REFUNDS

No refunds will be issued on any unused portion of the inclusive tour voucher.

19) NO SHOWS

Where a client does not pick up his rental vehicle at the date and time confirmed on the reservation, Hertz reserves the right to charge a No Show fee equal to the cost of one rental day as per the reservation.

For Class M vehicles a \$110 (inc GST) no show fee will apply.

20) OPTIONALS

Child Seats: Available on request, at A\$8.80 per day. Cost capped at A\$61.60 per rental. Rates inclusive of GST. Rates are subject to change.

Baby Seats: 0-6 months

Child Seats: 6 months – 2 years

Booster Seats: 2 years and above

Luggage racks: Not available

Mobile/ in car phones: Not available

Hand Controls: Available on request for class D (Ford Falcon) vehicles only. Available at all major airport and downtown locations. Three (3) day advanced notice is required for installation. Hand controls are fitted to the brakes and accelerator via the steering column. There is no fee for this service.

Hand controls are not available in the NT. Or any regions designated as remote.

22) DISCLOSURE

Hertz Australia agrees to provide 30 days written notice, or other such notice, of any major changes as set out in these Terms and Conditions.

24) INFRINGEMENT ADMINISTRATION FEE

An Infringement Administration Fee may be applied to rentals where the renter has incurred a fine and where Hertz is required to process that fine. The Infringement Administration Fee is \$33.00 including GST.

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.

25) STANDARD TERMS AND CONDITIONS

All rentals will be subject to Hertz standard Rental Terms and Conditions. Renters must execute and accept these terms and conditions (in the form prevailing at the time of rental) when they collect vehicles.

In the event that any of the information published in these Wholesale Tours Terms and Conditions is inconsistent with Hertz Standard Rental Terms and Conditions (as varied from time to time) the latter prevail. It is the Tour Operator's obligation to ensure that any information you provide to renters corresponds with Hertz then prevailing Rental Terms and Conditions.