

FEES AND CHARGES GUIDE

ITEM	DESCRIPTION	AMOUNT
Refuelling Fee	The vehicle is supplied with a full tank of fuel where possible. If you return the vehicle without a full tank of fuel or less fuel than when it was rented.	\$4.40 per litre, with a minimum fee of \$55.
Cleaning Fee	Charge associated with cleaning the vehicle or optional equipment (e.g. child car seats) if returned in a dirty and untidy manner.	Variable - \$85 for standard sized vehicles to \$175 for larger vehicles (e.g. SUVs and 8 seater vehicles).
Cleaning Fee (Extended)	Charge associated with cleaning (e.g. shampooing and deodorizing) the vehicle or optional equipment (e.g. washing and deodorizing child car seats) if returned in an extremely dirty and untidy manner (e.g. spilt liquids or food, mud, or smoking). Smoking or the carriage of animals is strictly prohibited in the vehicle.	Variable - \$275 for standard sized vehicles to \$550 for larger vehicles (e.g. SUVs and 8 seater vehicles), or such other amount as reasonably determined depending on the circumstance and severity of cleaning services required.
Breakdown or Roadside Assistance Call Out Fee	If the problem for which assistance requested is not a problem with, or inherent to, the vehicle (e.g. the vehicle has run out of fuel, or you have locked the keys in the vehicle, or you have left the lights on), you will be charged a breakdown or roadside assistance fee.	Variable - \$175, or such other amount as reasonably determined depending on the circumstance and severity of the call out event.
Fines & Infringement Administration Processing Fee	The amount payable for administrative functions undertaken for processing parking, speeding and other traffic infringements and demand notices.	\$110 per infringement
Toll Administration Processing Fee	The amount payable for administrative functions undertaken for processing toll infringements and demand notices.	\$55 per toll notice
Multi Vehicle Liability	The multi vehicle liability waiver indicates the amount payable in the event of an accident with another vehicle, other than a parked vehicle, regardless of fault.	As noted on the Rental Agreement
Single Vehicle Liability	The single vehicle liability waiver indicates the amount payable in the event a single vehicle accident, theft, hail or storm damage. The waiver is applicable regardless of fault.	As noted on the Rental Agreement
Claims Administration Processing Fee	A claims administration fee to recover our costs for dealing with and processing damage caused to the vehicle.	Variable - \$175, or such other amount as reasonably determined depending on the circumstance and severity of the damage or loss.
Damage Assessment Fee	External Assessor's fees.	Assessor fees vary depending on circumstances. Fees are passed on at cost.
Towing	Fee for recovering the vehicle where the driver is at fault or a breach of the rental agreement has occurred.	Variable - Charges passed on at cost
Goods and Services Tax	GST is a broad-based tax on most goods, services and other items sold or consumed in Australia.	10%
Card Surcharge	A percentage rate applied for use of credit cards and debit cards.	Rates vary



Additional Driver	Fee applied for each additional driver added to your rental. Subject to prior arrangement.	Variable
Delivery & Collection Fees	Applied if you request that your vehicle is delivered to or collected from a location other than our rental location. Subject to prior arrangement and our agreement to provide the service. You will be advised of the charge at the time of request.	Rates vary
Early Return Fee	May apply if you return the vehicle or any optional equipment early. You may lose the benefit of any special offers or discounts if you no longer meet the requirements, which may result in the rental costing you more. There will no refund for any unused days. Charges may apply to compensate us for our inability to rent the vehicle during the remaining time reserved for your use. Additional charges may apply depending on other circumstances (e.g. location or car park fees).	Variable - Charges passed on at cost
Excess Kilometres	You may have limited kilometres. If a limit applies, the daily kilometre allowance will be shown on your Rental Agreement. If you exceed this daily allowance, a charge will apply for the additional kilometres travelled.	As noted on the Rental Agreement
Excess Kilometres when a breach has occurred	If you breach your Rental Agreement (e.g. the vehicle has travelled outside the permitted Area of Use, as shown on your Rental Agreement) or any Unauthorised or Prohibited Use has occurred, unlimited kilometre allowance will be cancelled. An allowance of 100 kilometre per day will instead apply. If you exceed this daily allowance, a charge will apply for the additional kilometres travelled.	Variable - \$0.30 to \$0.50 per kilometre, depending on the circumstance or severity of the breach.
Location Service Fee	Additional fees may apply at certain locations (e.g. airports and off airport locations) to reflect the higher cost of providing services from there. This fee varies from location to location and may either be a flat or percentage fee.	Fees vary
Late Return Fee	If you think you will be late, it is required of you to request an extension from us. Fees will apply if you return the vehicle or any optional equipment late. You may lose the benefit of any special offers or discounts if you no longer meet the requirements, which may result in the rental costing you more. If you return the vehicle late outside our operating hours or to another location (e.g. airports or off airport locations), you will remain responsible for the vehicle until such later time it has been checked-in and you will be charged the location and car park fees.	Variable - As noted on the Rental Agreement
Late Return Fee when a breach has occurred	If you return the vehicle or any optional equipment late without our permission, you will be charged a rate equivalent to the double the rental rate for the vehicle and any optional equipment for each day you are late. If you return the vehicle late outside our operating hours or to another location (e.g. airports or off airport locations), you will remain responsible for the vehicle until such later time it has been checked-in and you will be charged the location and car park fees.	Variable - As noted on the Rental Agreement. Charges passed on at cost.
One Way Fee	Applied if you request to return the vehicle to a location different from the start location. Subject to prior arrangement and our agreement to provide the service. You will be advised of the charge at the time of request.	Rates vary
Optional Equipment	Fee for optional equipment available for hire, for e.g., baby seats, booster seats and GPS units.	Variable
Replacement - Baby Seat or Booster Seat	The amount payable to replace a baby seat or booster seat if it is lost, damaged or stolen.	\$275 per unit
Replacement - GPS	The amount payable to replace the GPS unit if it is lost, damaged or stolen.	\$475 per unit
Young Driver Surcharge	Applies if you or any additional driver is below 25 years old. Subject to prior arrangement and our agreement to provide the service. You will be advised of the surcharge at the time of request.	Surcharges vary