



**Rental Policies:** Please note that the full terms of our Vehicle Rental Agreement also apply to the hire of any of our vehicles, and will prevail to the extent of any inconsistency with the policies below.

---

## Hostel Hoppers @ Campervan Village

### 1. Vehicle Pick-up & Drop-off

Vehicles are available for pick-up at a designated time on the first day of the hire period and must be returned on the agreed date at the nominated depot before 3pm (12pm Saturday). All depots close 12pm Saturdays and are not open Sundays. After Hours Drop-off may be available by arrangement.

**1.1 Early & Late Returns:** Early pick-ups can be organised in advance, subject to availability. Late returns will be charged for additional days. If no extension has been authorised, we have the right to report the car stolen and press charges. Administration fees may also apply.

**1.2 Change of Drop off Location:** Campervan Village may at its discretion allow a change of drop off location once a booking has been made. A fee of up to \$700 will be charged to any booking where the drop off location is changed.

**1.3 Remote Location Fees:** Remote location fees and conditions apply at Darwin, Alice Springs, Exmouth and Broome. Full payment prior to pickup is required for all remote depots. These depots are operated by third parties and have limited facilities. Campers dropped off at these locations must: be cleaned internally and externally, have all crockery cleaned and ensure oil and water levels are correct. Cleaning and service fees of \$200 will apply for 2WD Vehicles (\$400 for 4WD / AWD) not left in the required condition.

**1.4 All Campervan Village Drop Off Depots:** Vehicles are to be returned in a clean condition or a cleaning fee of \$200 (\$400 for 4WD / AWD Vehicles) will apply.

**1.5 Depot Closures:** In the event of a Depot Closure we may be unable to satisfy bookings. You agree not to hold Campervan Village responsible for costs incurred as a result of a Depot Closure. Campervan Village will endeavour to give as much notice as possible in the event of a depot closure.

---

### 2. Rental Period, Extensions & Cancellations

**2.1 Rental Duration & Extensions:** We calculate the rental period by the number of calendar days the campervan has been on the road, regardless of the pick-up time. Extensions may be organised through the sales office, subject to availability, and at the current rental rate. The extension fee must be paid immediately via credit card or in person at a Campervan Village depot. No refunds will be given for rentals shortened on day of pick up. There is no refund for late pick up or early return.

**2.2 2WD, 4WD & AWD Vehicle Cancellations:** No refunds. There is no refunds for late pick up or early return. This policy is subject to any rights you have under any law to the contrary to the extent stated in our Vehicle Rental Agreement.

---

### 3. Taxes

All prices quoted include 10% GST.

---

### 4. Fees & Infringements

Campervan Village accepts payment via Visa and Mastercard. All hires will attract a 5% Administration and Contract Fee. American Express Cards will not be accepted.

**4.1 Infringements:** We reserve the right to charge you for any traffic infringement incurred during your possession of the Vehicle and you agree that we may charge such amounts to your credit card. You agree to pay administration costs of AU\$77 per infringement, which will be charged to the credit card provided at the time of hiring without further notice to you. You agree that personal information provided to us in connection with the rental of the Vehicle, including your credit card details, may be disclosed by Campervan Village to a third party for the purpose of contacting you in relation to any infringement incurred during your possession of the Vehicle and for administration costs incurred by Campervan Village. Any enquiries relating to infringement and administration costs are to be directed to [info@forwardau.com](mailto:info@forwardau.com).

---

### 5. Licence & Age of Hirer

**5.1 Licence:** We need to view and record details of your driving licence on collection of your vehicle. For international licence holders, the licence needs to have been valid for 6 months and you must be at least 18 years of age. A valid overseas or international driving licence is permitted. We rent to overseas drivers under the age of 21 and also rent to Australian provisional licence holders.

**5.2 Age of Hirer:** Campervan Village vehicles are available for hirers aged 18 and over who possess a valid driver's license. This excludes Australian & New Zealand license holders under the age of 21, unless authorised by the owner in writing.

---

## 6. KM Allowance

Campervan Village hires will include 250kms free per day. Any hires exceeding this daily KM Allowance will be charged \$0.25 per additional KM, to be paid immediately upon return of the vehicle.

---

---

## 7. Fuel Consumption

Fuel consumption varies according to vehicle type, driving conditions and the how the vehicle is driven. Campervan Village vehicles run approx 6-12L/100km (subject to wind conditions and speed). All vehicles are serviced and mechanically fit at the beginning of every hire and as such our vehicles are fuel efficient. Campervan Village does not refund any hire costs related to excess fuel consumption.

---

---

## 8. Unforeseen Events

Sometimes due to unforeseen circumstances (crash, vehicle theft, etc.) we are unable to supply the vehicle requested. Campervan Village will take no responsibility if the booked vehicle is not physically present in the depot and therefore not available due to external conditions beyond our control. We will always endeavour to supply a vehicle of similar quality and characteristics.

Campervan Village is not responsible for any insect infestation such as but not limited to ants, flies, cockroaches, fleas, bedbugs and mosquitoes. No refunds will be provided for any infestations mentioned above or that could have happened during the rental time.

---

---

## 9. Rental Refusal

Campervan Village reserves the right to refuse any rental, or the continuation of any rental at its discretion.

---

---

## 10. Exchange Rate/Currency Fluctuation

All credit card transactions are conducted in Australian Dollars (AU\$). Due to exchange rate fluctuations there could be some variation in the amount initially debited against the credit card and the amount refunded when the vehicle is returned. Campervan Village accepts no liability for these variations, up or down.

---

## 12. Bank Transfers

If paying by bank transfer or depositing cash at a bank branch for your booking cleared funds need to be confirmed by Campervan Village before you collect your vehicle. Transfers from Australian Accounts normally show overnight, Transfers from International Accounts may take up to 5 days. Cash banked at the branch should show immediately. We DO NOT accept customer bank receipts or internet printouts of your account as proof of payment. We must see the funds in our account before we release a vehicle to you.

---

## 13. Hostel Hoppers Damage Cover

Campervan Village Damage Cover is not a substitute for Travel Insurance. Campervan Village strongly recommends that all hirers take out the highest level of travel insurance with their travel provider when visiting Australia.

**1.1 ^ A \$500 Bond applies applies to 2WD vehicles. A \$1000 bond applies for 4WD vehicles. This amount is required on the first day of the hire, and is held until the end of the term of credit.**

### 2WD Cars & Vans

	Price	Bond	Liability	Information & Inclusions	
Cover One	Car \$35/day*  Van \$45/day*	\$500	Single Vehicle Incident Liability \$1  Multiple Vehicle Incident Liability \$1	<ul style="list-style-type: none"><li>• Front Windscreen</li><li>• 4 x Tyres</li><li>• Roadside Assistance*</li><li>• Rollover damage</li></ul>	<ul style="list-style-type: none"><li>• Up to 4 Additional Drivers Included</li><li>• Front/Side/Rear/Underbody damage</li><li>• No Charge for Foreign Licenses</li></ul>

\*Damage cover for automatic vehicles is \$5/day extra

### 4WD & AWD Vehicles

	Price	Bond	Liability	Information & Inclusions	
Cover One	4WD SUV \$55/day*	\$1000	Single Vehicle Incident Liability \$1  Multiple Vehicle Incident Liability \$1	<ul style="list-style-type: none"><li>• Front Windscreen</li><li>• 4 x Tyres</li><li>• Roadside Assistance*</li><li>• Rollover damage</li></ul>	<ul style="list-style-type: none"><li>• Up to 4 Additional Drivers Included</li><li>• Front/Side/Rear/Underbody damage</li><li>• No Charge for Foreign Licenses</li></ul>

\*Damage cover for automatic vehicles is \$5/day extra

13.1 Damage cover is available subject to the terms of our Vehicle Rental Agreement. This means that we indemnify renters against loss and damage that renters sustain as a result of an incident whilst a permitted driver is driving the rented Campervan Village vehicle. However, we will only do this if you have complied with the terms of our Vehicle Rental Agreement and the EXCLUSIONS listed in this document and you have paid the applicable amounts set out in the Diagram above within the time frames set out in the Hirer Vehicle Rental Agreement.

13.3 Terms & Conditions of Damage Cover: Damage Cover Options are subject to the Terms & Conditions of the hirers Vehicle Rental Agreement and will become null and void as cover in the event the Agreement is breached.

A Breach of the Hirer Vehicle Rental Agreement can include, but is not exclusive to the scenarios described in 13.3.1:

13.3.1 Incidents involving Dangerous Driving: Incidents involving Dangerous Driving are recognised as a Breach of the Terms and Conditions of the Hirer Vehicle Rental Agreement. Damage as identified below is specifically excluded from any Liability Reduction Cover (unless otherwise stated below) and the customer remains fully liable for all repair and recovery costs incurred:

- (a) Speeding
- (b) Driving while intoxicated
- (c) Driving Highways or any rural areas after sunset/before sunrise
- (d) Falling asleep at the wheel or fatigue
- (e) Single-vehicle incident
- (f) Single-vehicle rollover (exempt with SRV Cover)
- (g) Incidents involving animals

All recovery fees and repair costs are to be borne by the hirer if any of the abovementioned factors are involved in an incident.

13.3.2 Incidents and Breakdowns on Unsealed Roads Recovery fees for breakdowns and incidents on unsealed roads are not covered under the terms and conditions of Damage Cover or the Hirer Vehicle Rental Agreement.

NOTE: Only 4WD/AWD vehicles are permitted on unsealed roads.

13.3.3 Exclusions under Campervan Village Damage Cover Cover One DOES NOT protect the hirer from all liability. The hirer acknowledges that they are responsible for all repair and recovery costs for the following damage irrespective of the Liability option that may have been taken:

- (a) Stationery Incidents: Any damage sustained while the vehicle is stationery, unless there is another vehicle involved that has been identified and reported to the police. The hirer has a duty to park the vehicle in safe areas when not in use.
- (b) Reversing vehicles: Any damage incurred while reversing.
- (c) Animals: The hirer will be solely responsible for the payment of any damage and or recovery costs resultant from incidents involving animals.
- (d) Night Time Driving: Any damage sustained AFTER SUNSET and BEFORE SUNRISE outside of major cities and towns.
- (e) Roof/Underbody Coverage: Any damage to roof/underbody of our vehicles. This includes damage sustained to Rooftop Tents.
- (f) Tyres/Windows: All damage sustained to windows & tyres is not covered unless Cover One / Liability Reduction B cover is purchased (Cover One / Liability Reduction B offers coverage of 4 x Tyres and 1 x Front Windscreen ONLY).
- (g) Theft, Fire and Break-In: Any damage/loss resultant from theft, fire or Break-in. Campervan Village does not offer compensation for loss of any personal items.
- (h) Water Damage: Any damage sustained from river crossings, flooding, beach driving or contact with salt water.
- (i) Outside Agreed Area of Use: Damage sustained outside the agreed upon Area of Use as stipulated on the Hirer Vehicle Rental Agreement.

(j) Keys: Costs associated with the retrieval of keys which have been locked in the vehicle and/or recovery of broken, lost or stolen keys are to be borne by the hirer.

(k) Incorrect Fuel: Damage sustained as a result of incorrect use of fuel.

(l) Drivers: Any drivers not identified on the Hirer Vehicle Rental Agreement or in possession of a suspended/cancelled license will not qualify for any Liability Coverage.

(m) Towing & Recovery for AWD/4WD Vehicles: All costs will be at hirer expense.

(n) Dangerous Driving: Damage caused as a result of dangerous driving. Dangerous driving is constituted by, but not limited to speeding, driving while intoxicated, fatigue, single-vehicle incidents, single-vehicle rollover.

(o) Negligence: The hirer will be responsible for reparation & recovery fees if the vehicle is damaged while being used in a negligent manner.

13.3.4 Cover One and Incidents involving other vehicle/s: Incidents involving other vehicle/s must be reported immediately. If other vehicle/s are involved and details of these vehicles (and their drivers) are not identified and reported, Cover One will be voided and the hirer will be liable for the full cost of repairs and recovery.

13.3.5 Compensation for Unused Fuel: If the hirer is permitted to swap vehicles after a breakdown or incident, there will be no compensation offered for unused fuel.

13.3.6 Security Bond: a bond may be required at time of collection. A valid credit card is required for all bond payments. Our depots do not accept cash as any form of payment.(PLEASE NOTE: Debit Cards and Travel Cards will not be accepted). An administration fee equal to the merchant service fee will apply to all Liability Reduction Options.

If Vehicle and extra equipment are in an acceptable condition upon return to the contracted depot, bonds will be returned via our accounts department, unless the vehicle has been in or reported to have been in an accident. PLEASE NOTE: Bond refunds can take up to 30 Working Days to process.

Our depots do not keep cash overnight and are unable to refund bonds as cash. Any bonds from a bank account (ie not credit) due for return will be transferred to a bank account nominated by the hirer. Any bank fees associated with this are to be borne by the hirer.

## 14. Areas of Use

\$1000 SAND & AREA OF USE CHARGE 4WD / AWD

To prevent use in prohibited zones all AWD / 4WD Hirers will be charged \$1000 (on top of any applicable bond amount). This amount will be refunded if no evidence of sand driving or entering prohibited zones is found, in which case this amount will be forfeited by the hirer and any resulting damage & recovery costs will be borne by the hirer.

## TOTALLY PROHIBITED



Water Crossings



Beach Or Sand Tracks



Outside Area Of Use

Liability Reduction Options DO NOT COVER any damage incurred whilst attempting to Cross Water, Driving on Beach or Sand or when vehicle is being used outside contracted Area of Use.

#### 14.1 Totally Prohibited areas for 2WD vehicles include:

- (i) Central West Australia bounded by the Great Northern, Eyre and Stuart Highways.
- (ii) Central Eastern Australia bounded by the Stuart, Barrier, Mitchell, Landsborough & Barkley Highways.
- (iii) Cape York & North of Cooktown, the Carpentaria Coast and Arnhem Land bounded by the Barkley & Stuart Highways.
- (iv) The Savannah Way.
- (v) The Bloomfield Track.
- (vi) The Kimberleys – including the Gibb River Road - bounded by the Great Northern Highway.
- (vii) Jim Jim Falls and Twin Falls in Kakadu National Park. Cape Leveque, the Bungle Bungles and the Lost City in Litchfield National Park.
- (viii) Any beach, sand or island (This includes Moreton Island and Fraser Island).
- (viii) Campervans travelling into the Karijini National Park will incur a fixed fee of \$150.00.

#### 14.2 Totally Prohibited areas for 4WD / AWD vehicles include:

- (i) Central Western Australia bounded by the Great Northern, Eyre and Stuart Highways.
- (ii) Central Eastern Australia bounded by the Stuart, Barrier, Mitchell, Landsborough & Barkley Highways.
- (iii) The Carpentaria Coast and Arnhem Land bounded by the Barkley & Stuart Highways.
- (iv) Fraser Island & Moreton Island.
- (v) The Savannah Way.

14.2.1 4WD / AWD Access Roads and Associated Fees: 4WD Vehicles are permitted on unsealed roads excluding the prohibited areas. Certain areas have been designated as special 4WD / AWD zones and require an additional fee. These areas are seasonal and are prohibited unless authorised by Campervan Village in writing and the 4WD /AWD fee is paid. They are:

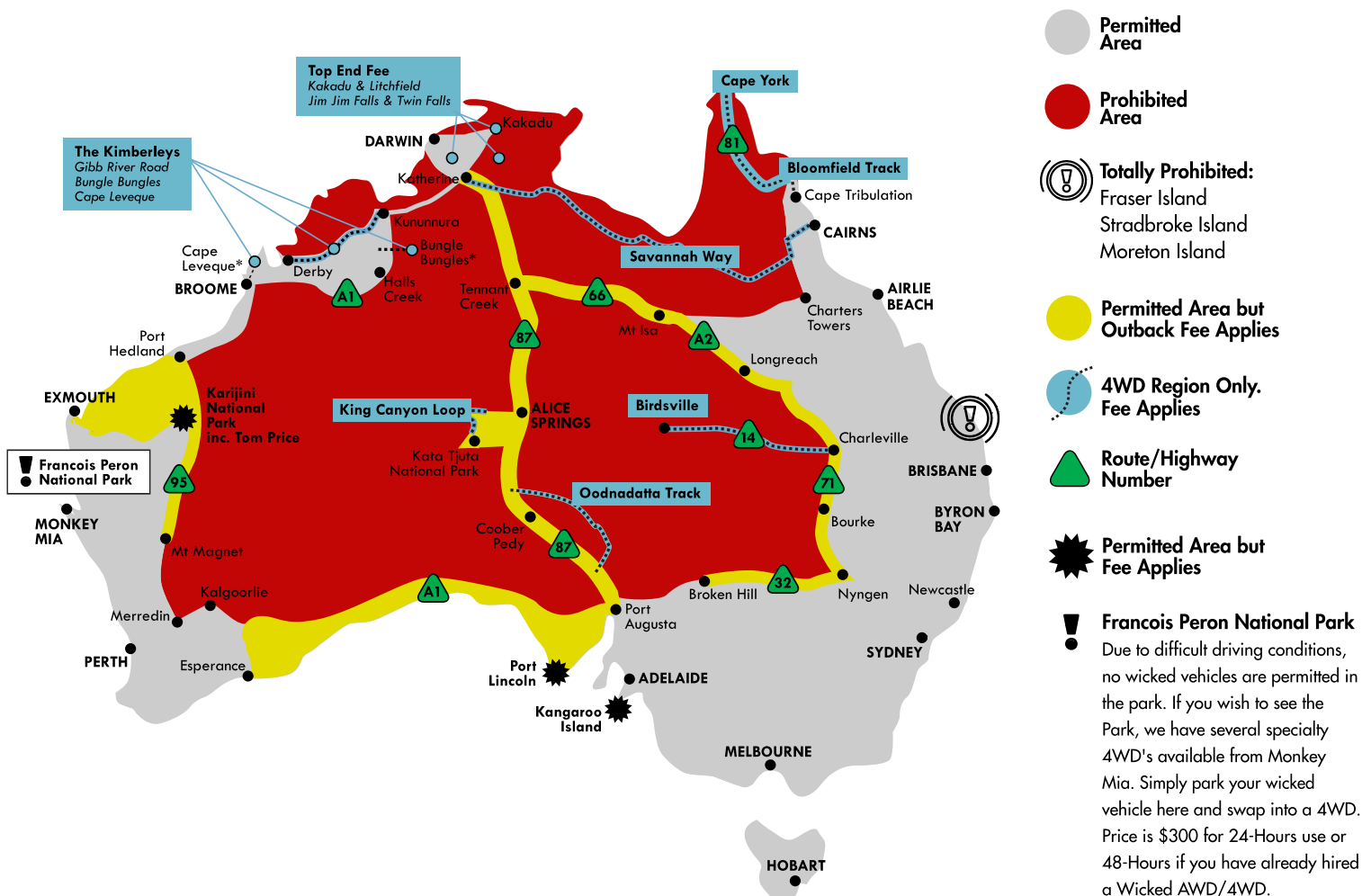
- (a) Cape Leveque, Bungle Bungles & The Gibb River Road or part of (Kimberleys Fee), WA.
- (b) Coastal Route to Cooktown (Bloomfield Track).
- (c) Kings Canyon Loop, NT.
- (d) Oodnadatta Track, SA.
- (e) Karijini National Park.
- (f) Cape York, QLD (All areas north of Cooktown).
- (g) Francois Peron National Park, WA

PLEASE NOTE: A \$500 Kimberley Fee will be applied to all 4WD / AWD hire between Darwin and Broome as it will be assumed that travel will take place on all or part of the Gibb River Road.

14.3 Outback Fees: As per the diagram below, an Outback Fee will apply to all hires traversing through areas deemed to be 'Outback'.

14.4 Route / Area Fees: Any Vehicle, including 2WD, 4WD or AWD travelling to, through or within the following locations must pay the corresponding fee:

- (a) Karijini National Park (including Tom Price) \$150
- (b) Port Lincoln or Coffin Bay National Park \$100
- (c) Kangaroo Island \$100





## 15. Maintenance & Responsibility

It is the hirers responsibility to maintain oil and water levels, by checking and maintaining. It is advisable to do this at every fuel top-up. Failure to maintain appropriate fluid levels may result in engine damage, and will constitute a breach of your obligations under the Vehicle Rental Agreement.

Any problems associated with the vehicle, including equipment failure, must be reported to Roadside Assistance (1800 24 68 70) immediately, in order to give our staff time to rectify the problem during the rental period. Campervan Village will always try to rectify the problem within 24 hours of being notified.

The provision of Roadside Assistance is a gratuitous service we provide to our customers. Its availability does not release you from any of your obligations under the Vehicle Rental Agreement. If the vehicle is found to be faulty, the hirer is obliged to inform Campervan Village Roadside Assistance (1800 24 68 70) immediately. Any claims lodged after the hire is completed will be disregarded unless just cause is provided.

**15.1 Minor Accessory Malfunctions:** Malfunctions of stereo systems, interior lights, air-conditioning, sink water pumps etc., are not considered mechanical breakdowns and downtime will not be paid.

**15.2 Towing and retrieval of damaged vehicles:** Unless indemnified by the Terms & Conditions of Cover One / Liability Reduction B, as defined in this document and the Vehicle Rental Agreement - all recovery and towing costs are to be borne by the hirer.

**15.3 Packages:** All packages purchased come with a complimentary GPS. In the event that this item is malfunctioning or cannot be provided, no refund will be given.

---

## 16. Currency Variations

All rental transactions are in Australian dollars. If the need should arise for a refund, it will be applied in Australian dollars. Campervan Village accepts no responsibility for exchange rate fluctuations, positive or negative.

---

## 17. Number of People

Campervan Village vehicles can carry up to 5 people depending on the number of seatbelts fitted. The vehicle is not suitable or licensed to carry passengers in the rear whilst moving without a fitted seatbelt. People registered with signatures on the rental agreement are the only permitted drivers. No animals or pets are permitted in Campervan Village vans.

**17.1 Children:** Campervan Village does not permit child restraints or baby seats to be fitted in any of its vehicles except the Mini Camper 3-Sleeper & AWD / 4WD Vehicles (these vehicles have anchor points for restraints).

---

## 18. Repairs & Breakdowns

All Campervan Village campers have Roadside Assistance Membership, giving you the peace of mind of roadside assistance. Please note that hirers will be liable for callout fees in the following scenarios:

- (i) Locked keys in the vehicle (human error)
- (ii) Flat Battery (human error)
- (iii) Tyre Change/s (human error)
- (iv) Use outside of contracted area of use, or damage caused by negligence
- (v) Hirer's who have selected 'Standard Liability' will be liable for any & all Roadside Assistance Call Out Fees.

Excess Towing charges and recovery fees may also apply as per Articles 13 of this document - this includes costs incurred transporting hirers and passengers. Recovery from unsealed roads will be at the hirers' expense.

**18.1 Payment of Repairs:** All repairs to vehicles MUST be authorised by Campervan Village. Costs are to be at the customers' expense. Campervan Village may reimburse these costs after the completion of the hire if:

- (i) The repairs are authorised by Campervan Village Management in writing;
- (ii) The repairs are the result of vehicle fault through fair wear and tear and not the result of hirer misuse or negligence as per Article 13 of this document;
- (iii) If appropriate receipts are obtained from repairer and emailed to: [roadside@campervanvillage.com](mailto:roadside@campervanvillage.com).

Campervan Village will not reimburse repair costs for malfunctioning accessories as per Article 16 of this document (this includes items such as gas cookers, interior lights, A/C, Stereo systems, 12V Chargers, Sink Water Pumps etc).

---

## 19. Breach of Duty Fees

Under the Terms and Conditions of every hire, the hire is responsible for the welfare of the vehicle. As such, Campervan Village reserves the right to charge Breach of Duty Fees if it deems these Terms and Conditions have been breached:

**19.1 Late Dropoff Fee:** Late Dropoff Fees Apply (this applies to hirers who fail to return their vehicle by closing time at the designated dropoff depot).

- \$100 Fee Applies for dropoffs anytime after 16:00pm on the contracted due date of return.

- \$150 Fee + Applicable Daily Rate Applies for vehicles returned after 8am on the day following the contracted period of hire. \$150 Fee + Applicable Daily Rate will apply to every day following the contracted period hire unless Campervan Village is otherwise notified.

If hirer is going to be late or wants to request an extension of hire then it is advised that they advise our call centre on 1800 24 68 69 as soon as possible to avoid application of these fees.

**19.2 Cleaning Fee:** \$200 Cleaning Fee (\$400 for AWD / 4WD Vehicles) will be deducted from hirer Bond (this will apply to hirers who return their vehicle untidy). All hirers choosing Liability Reduction B will be required to leave a \$200 Pre-Authorisation (\$400 for AWD / 4WD) from a valid credit card at pickup. If the vehicle is returned clean internally & externally, this amount will be unfrozen in the hirers account.

19.3 Unsealed Road Fee & Recovery Costs: A \$250 Unsealed Road Fee + Any Damage and Recovery Charges. Campervan Village reserves the right to charge hirers a breach of Duty fee of \$250 if it discovers evidence that a 2WD vehicle has been driven on unsealed roads without prior authorisation. Hirers travelling to Karijini National Park (and paying the Karijini Fee \$150) will be excluded from this Breach of Duty Fee.

19.4 Unauthorised Roads Fee: All hirers (2WD & 4WD) traversing roads other than those specified on the hirers Vehicle Rental Agreement will be subject to a \$1500 Fee plus all costs that may be associated with damage and/or recovery of the vehicle.

---

## 20. Smoking

Go for it. Any fire costs or damage costs incurred as a result of Smoking in the front or rear of the vehicle are to be borne by the hirer.

---

## 21. Limit of Liability

Subject to the terms of the Vehicle Rental Agreement, we will refund all moneys renters have paid if we are unable to supply a Campervan Village vehicle at the commencement of the hire period, and we will refund the balance of all hire fees referable to the remainder of any hire period in the event that any Campervan Village vehicle hired to a renter suffers a mechanical failure rendering it unable to be driven or otherwise unsafe, provided always that any inability to supply or mechanical failure has not been caused or contributed to in any way by the renter. This is the full extent of our liability to you, and you agree to release and indemnify us in respect of any and all claims or causes of action you might otherwise have against us.

21.1 Important: The renter is fully and personally liable for any loss or damage caused to a Campervan Village vehicle or to third-party property (including consequential loss or damage) if the terms of the Vehicle Rental Agreement and any of the aforementioned policies and articles are breached in anyway. You should read the Vehicle Rental Agreement for full details of what constitutes a breach. Without limiting the terms of the Vehicle Rental Agreement, a breach will arise if:

1. Damage to the vehicle is caused by careless, wilful or reckless driving as per Article 13 of this document.
2. You drive under the influence of alcohol or drugs as per Article 13 of this document.
3. You drive on restricted roads as per Article 14 of this document.
4. The vehicle is immersed in water or damaged by saltwater.
5. The vehicle sustains overhead or underbody damage.

Campervan Village strongly cautions against standing or otherwise occupying the roof of a vehicle while in motion. Campervan Village is not liable for damage to persons or property that may result from such activities

All bookings are accepted subject to availability and subject to our right to refuse any rental in our sole and unfettered discretion.

---

## 22. Damage and/or Loss to Personal Belongings

Campervan Village accepts no liability or responsibility for damage to or loss of personal belongings left in the vehicle.

---

## 23. Unforeseen Events

If you have purchased Cover One / Liability Reduction B and your vehicle is unavailable overnight due to being held in a mechanical repair shop, you will be refunded for that nights hire. For all out of pocket expenses, we recommend you take the highest level of travel insurance.

---

## 24. Night time driving

Night time driving is not advisable on the highways - and is strictly forbidden in the outback, due to the high number of wildlife and people falling asleep while driving. Hirers will be liable for all costs of repair and recovery under Article 13.

---

## 25. Do not swerve for animals

If an animal runs out in front of you, apply the brakes, but do not swerve. If you hit the animal you may sustain damage. If you swerve, you will roll and definitely cause damage. You may even sustain serious personal injury. The hirer will be financially responsible for any damage sustained by incidents involving animals.