



## Rentals Rates, Terms & Conditions

2011 – 2012

### Rate Inclusions:

Item	Information
Unlimited Km's	Unlimited Km's are included for all vehicle classes. IFAR & PVAR in Perth is an exception with a 300km per day limit on these vehicles. Additional Km's are charged at 28c per Km.
Collision Damage Waiver (CDW)	Reduces the renter's financial responsibility against damage to the hired car in case of an accident. Excess of Zero
Single Vehicle Accident	Excess of Zero
Reversing Damage	Excess of Zero
Third Party Insurance	\$30 Million property damage cover. Personal injury cover for 3 <sup>rd</sup> parties and passengers (excludes driver)
Additional Driver	1 additional driver included
Toll Road Pass	Unlimited toll road use is included
Premium Location Fee (PLF) (on rental rates & options)	Premium Location Fees will not be charged on rental rates and options purchased
Registration Recovery Fee (RRF)	
Administration / Contract Fee (on rental rates & options)	Administration / Contract Fees will not be charged on rental rates and options purchased
Stamp Duty	
Goods & Service Tax (GST)	Calculated at 10%
Premium Roadside Assistance	Vehicles are covered by 24 hour road side assistance for breakdown, and problems caused by negligence e.g. running out of fuel, flat battery etc.

### Rate Exclusions, Optional Extras & Additional Information:

OPTIONAL ITEM	OPTION RATES (AUD)			
	DAILY	WEEKLY	MONTHLY	RENTAL CAP
Additional Driver (2 or more)	\$5.50	-	-	\$37.50
Young Drivers Surcharge	\$22.00	-	\$308.00	-
Probationary Drivers	\$16.50	-	\$231.00	-
GPS (Satellite Navigation)	\$11.00	-	-	\$77.00
Baby & Booster Seat	\$11.00	-	-	\$55.00
Credit Card Fee - Amex Diners	4.95%			



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**Additional Drivers:** Additional drivers are charged at a flat fee of A\$5.50 per day, per rental, with a rental cap of A\$37.50. (charged per day, not per driver)

**Young & Older Drivers:** has a minimum driver age of 21 years. There is no maximum age, however drivers over 75 and under 25 years old cannot reduce their liability to Zero for any new damage to the vehicle. Drivers of 21-24 years are restricted to vehicles ECAR, CDAR & IDAR only and are subject to a A\$22 per day fee, with a monthly cap of A\$308.

**Probationary & Restricted Licences:** Drivers holding a provisional or restricted licence are permitted, subject to payment of a daily surcharge of A\$16.50, with a monthly cap of \$A231 (this is over and above the young driver surcharge).

**Portable Satellite Navigation System:** Portable Satellite Navigation systems (mostly Tom Tom) are available for rental with vehicles. The units are supplied with cradles to fix to the windscreen of the vehicle and charging units for the batteries. The units are available at all locations subject to availability for A\$11 per day, with a rental cap of A\$77.

**Baby / Booster Seats:** can provide child restraints/booster seats for any vehicle in its fleet at a cost of A\$11 per day and a maximum of A\$55 for the period of hire per child restraint/booster seat. These staff may provide assistance, however the customer is responsible for the fitting of the seat and child. Child restraints are compulsory when transporting infants and young children by motor vehicle on Australian roads. All vehicles are fitted with child restraint anchor points. We offers 2 types of child seats for hire: child restraints and child booster seats. Each type is available at locations in limited supply. We recommend child seats are pre-booked to avoid disappointment. We offers a child booster seat which is a molded child seat and height booster; it is not a child restraint. It elevates the height of a child to enable the alignment of the sash of a lap sash seat belt across the child's shoulder and is recommended for children of 5 to 9 years of age We offers a child restraint which is the reversible type. When fitted in the reverse position it is suitable for newborn to 6-month old babies with the baby facing the rear of the vehicle. When fitted in the upright position the child restraint is recommended for infants of 6 months to 5 years of age with the infant and restraint facing forward.

**Premium Roadside Assistance:** This is the roadside assistance service that kicks in where standard breakdown service ends. Premium Roadside Assistance is included in the rate, and covers those times when you just need a helping hand to get on your way, like fitting a spare tyre or opening a car with the keys locked in. Services offered in the Premium Roadside Assistance program include:

- Change a flat tyre (install vehicle's spare tyre)
- Key replacement or lockout service if you are locked out of your car
- Fuel delivery - up to 15 litres at no charge if you run out of fuel
- Jump starting your car if the battery is run flat (lights left on)
- \$150 of accommodation or transport costs (reimbursement of expenses as a result of rental car breakdown)

Premium Roadside Assistance is there to help you 24/7. Please Note: In order to keep the costs for this service to a minimum, Premium Roadside Assistance will coordinate provider services for you.



You will need to be present with the vehicle for Premium Roadside Assistance services to be provided.

**Additional Credit Card Charges:** Redspot accepts all major credit cards. A fee of 4.95% of any additional charges applies to rentals settled by American Express or Diners Club.

**Fuel:** Vehicles are supplied with a full tank of fuel. Where a vehicle is returned with less than a full tank of fuel, the renter will be charged for fuel and a refuelling fee. A minimum refuelling charge of A\$25 applies if a fuel top up is required. A pre-paid fuel option is available at a discounted rate per litre. All fuel charges must be settled by the renter.

**Toll Road Passes:** Australia has a significant number of toll roads in particular Melbourne, Sydney, Brisbane & Gold Coast, many of which do not have manned tollbooths. Tolls vary dependant on the road used and the length of the journey. Every vehicle is fitted with an electronic toll pass, and unlimited toll road use is included in the rate. The benefits of this are:

- Unlimited use on all toll roads across the country.
- There will **not** be any 'surprise' charges on their credit cards at a later date, nor will their details be given to the toll road providers for toll evasion
- Do not need to ring up and pay toll charge within 48 hours of using toll road (of which many are not actually applied and infringement is then still sent to car company)
- Convenient, trouble free rental

### Terms & Conditions

**Area of Use:** All vehicles may only be driven on sealed roads. Vehicles rented in Queensland, New South Wales, Victoria, Tasmania & South Australia may only be driven in any of those states and the Australian Capital Territory. Vehicles may not be driven in the Northern Territory no matter where they are rented from. Vehicles may not be driven above the snow line (from June to October), on beaches, in watercourses or rivers. **Western Australian:** Vehicles may only be driven in Western Australia and are not allowed to travel further north than Exmouth (21.54S) and no further east than Esperance (33.455) and Kalgoorlie (30.405). **Queensland:** Vehicles are not allowed to drive either further north than Cape Tribulation (16.055) or Cooktown (15.27S) nor in a westerly direction beyond Chillagoe (17.075) and Georgetown (18.175). Vehicles are not permitted to travel along the 'Bloomfield Track' coastal route between Cape Tribulation and Cooktown. Travel outside of the permitted area of use will void insurance cover. Vehicles are not permitted on Stradbroke, Fraser or other Islands where they are required to be driven on unsealed roads. Vehicles may be taken to Kangaroo Island at the hirer's risk. Vehicles are only permitted on sealed roads. Many Australian roads become dangerous and unpassable at times of adverse weather and during bushfires, floods, snow and ice. Intended travel routes may be unsafe for travel and must be approved by car company at the time of vehicle collection. It is the responsibility of the renter to ensure conditions remain safe for travel at all times.

**Rental Period:** A rental day is 24 hours. A fifty-nine (59) minute grace period is extended beyond this time after which an additional day will be charged to the hirer. All rental extensions must be requested by the hirer and authorised and paid direct to Redspot. The rate may vary from that

originally paid. At peak times and with specialty vehicle types extensions may not be possible. No refunds are given for vehicles returned early.

**Drivers Licence and Identification:** Car company accepts current Australian, International and overseas licences. Overseas licences that are not easily identifiable as a drivers licence must be accompanied by an International Licence.

**Payment, Cash and Credit Card Bonds:** For payments and deposits car company accepts all major credit cards, debit cards and cash. Charges for rental, options and coverages must be settled at the commencement of the rental together with a deposit (bond). The credit card holder is listed as the hirer and must be present at the time of rental commencement. The credit card deposit (by way of authorisation) is A\$100. The cash / debit card deposit is A\$250. A 4.95% handling fee applies to American Express and Diners Club. An administration fee of A\$55 applies to clients who leave a cash bond. Cash Bonds will only be refunded as direct deposits into Australian bank accounts or by cheque made out in Australian Dollars. The refund process may take 14 days after return of the vehicle. Car company does not hold cash on the premises.

**Cancellation Fees & Refunds:** Car company does not charge for reservation cancellations provided a 24 hour or greater notice period has been given.

**One Way Rentals:** One-way rentals are permitted to and from all car company locations other than Tasmania and Perth. One-way rentals are permitted both ways between Hobart and Launceston. Generally a relocation charge does not apply to one-way rentals provided the vehicle is rented for a minimum number of days. The same is true for rentals between city and airport locations. Relocation charges apply to all rentals to and from Cairns, Mackay and Adelaide. Details of the minimum days to avoid relocation charges and the applicable relocation charges can be found in the tables below:

To / From	Melbourne	Sydney	Brisbane/Gold Coast	<b>Free Sell Vehicle classes: ECAR, CDAR &amp; IDAR</b>  <b>Request Vehicles classes: FCAR, IFAR &amp; PVAR</b>
Melbourne	0	\$385	\$385	
Sydney	\$385	0	\$385	
Brisbane/Gold Coast	\$385	\$385	0	
<b>The one way fees above apply for any rental of less than 3 days duration</b>				
To / From	Brisbane	Gold Coast	<b>Free Sell Vehicle classes: ECAR, CDAR &amp; IDAR</b>  <b>Request Vehicles classes: FCAR, IFAR &amp; PVAR</b>	
Brisbane	0	\$110		
Gold Coast	\$110	0		
<b>One way fees apply for rentals of less than 2 days</b>				



To / From	Hobart	Launceston	Free Sell Vehicle classes: ECAR, CDAR & IDAR  Request Vehicles classes: FCAR, IFAR & PVAR
Hobart	0	\$110	
Launceston	\$110	0	

**One way fees apply for rentals of less than 2 days**

To/From	Adelaide	Brisbane	Cairns	Gold Coast	Mackay	Melbourne	Sydney	Request Vehicles classes:  ECAR, CDAR, IDAR, FCAR, IFAR, PVAR & IVAR
Adelaide	0	\$660	\$1100	\$660	\$1100	\$275	\$550	
Brisbane	\$660	0	\$550	See above	\$550	See above	See above	
Cairns	\$1100	\$550	0	\$550	\$275	\$990	\$770	
Gold Coast	\$660	See above	\$550	0	\$550	See above	See above	
Mackay	\$1100	\$550	\$275	\$550	0	\$990	\$770	
Melbourne	\$275	See above	\$990	See above	\$990	0	See above	
Sydney	\$550	See above	\$770	See above	\$770	See above	0	

**Note: The one way fees shown above apply to all rentals regardless of rental duration**

**Note: A One way fee of \$27.50 applies to 1 day duration rentals from city to airport and from airport to city locations in Sydney, Melbourne, Adelaide and Perth**

All fees include GST

**One way rentals are not permitted into or out of Western Australia or Tasmania**



**Location Guide:** Car rental is available from the following airport locations: Cairns, Mackay, Brisbane, Gold Coast (Coolangatta), Sydney, Melbourne, Launceston, Hobart, Adelaide & Perth. Car Rental is available from the following downtown locations: Sydney, Melbourne, Adelaide & Perth. A full location and contact list is below.

<b>Addresses of Redspot Locations</b>				
<b>CODE</b>	<b>Location</b>	<b>Address</b>	<b>Contact No's</b>	<b>Hours of Operation</b>
<b>CIT</b>	Cairns International Terminal	Ground Floor, Cairns International Airport, QLD, 4870	Ph: (07) 4034 9045 Fax: (07) 4034 9054	08:00 to 23:00 7 days a week
<b>CDT</b>	Cairns Domestic Terminal	Cairns Domestic Airport, QLD, 4870 (Arrivals Facility, Northern End of Domestic Terminal)	Ph: (07) 4034 9052 Fax: (07) 4034 9054	08:00 to 23:00 7 days a week
<b>MKY</b>	Mackay Airport	Arrivals Hall, Mackay Airport, QLD, 4740	Ph: (07) 4998 5799 Fax: (07) 4998 5899	07:00 to 21:00 7 days a week
<b>BIT</b>	Brisbane International Terminal	Level 2 Arrivals Hall, Brisbane International Terminal, QLD 4007	Ph: (07) 3860 5766 Fax: (07) 3860 5711	06:00 to 23:00 7 days a week
<b>BVT</b>	Brisbane Virgin Blue Domestic Terminal	Ground Floor, Virgin Blue terminal, Brisbane Domestic Terminal, QLD, 4007	Ph: (07) 3860 4272 Fax: (07) 3860 5438	06:00 to 23:00 7 days a week
<b>BQT</b>	Brisbane Jetstar, Qantas, Brindabella, Alliance Airlines Domestic Terminal	Ground Floor, common user terminal, Brisbane Domestic Terminal, QLD, 4007	Ph: (07) 3860 5316 Fax: (07) 3860 5438	06:00 to 23:00 7 days a week
<b>OOL</b>	Gold Coast Virgin Blue, Qantas, Tiger, Pacific Blue, Air Asia X, Air NZ Terminal T1	T2 Gold Coast Airport Coolangatta QLD 4225	Ph: (07) 5599 3604 Fax: (07) 5536 5696	07:00 to 21:30 7 days a week
<b>SUR</b>	Sydney City Office	38 College St, Sydney, NSW, 2000	Ph: (02) 9356 8333 Fax: (02) 9356 8444	Mon - Fri 08:00 to 18:00 Sat - 08:00 to 14:00 Sun - Closed
<b>SIT</b>	Sydney International Terminal	Ground Floor Terminal 1, Sydney Airport, NSW, 2020	Ph: (02) 9317 2233 Fax: (02) 8338 9720	06:00 to 23:00 7 days a week
<b>SAT</b>	Sydney Virgin Blue, Rex, Jetstar Domestic Terminal	Ground Floor Terminal 2, Sydney Airport, NSW, 2020	Ph: (02) 9352 7466 Fax: (02) 8338 9720	06:00 to 23:00 7 days a week



<b>SQT</b>	Sydney Qantas Terminal	Ground Floor Terminal 3, Sydney Airport, NSW, 2020	Ph: (02) 9317 4466 Fax: (02) 8338 9720	06:00 to 23:00 7 days a week
<b>MEL</b>	Melbourne City Office	34-60 Little Collins St, Melbourne, VIC, 3000	Ph: (03) 9662 2300 Fax: (03) 9662 3899	Mon - Fri 08:00 to 18:00 Sat - 08:00 to 12:00 Sun - Closed
<b>MAT</b>	Melbourne Airport	Ground Floor, Terminal 3, Melbourne Airport, VIC, 3045	Ph: (03) 9334 5455 Fax: (03) 9334 5755	05:30 - 23:00 7 days a week
<b>LST</b>	Launceston Airport	Virgin Blue Arrivals Hall, Launceston, TAS, 7250	Ph: (03) 6391 9060 Fax: (03) 6391 9330	07:00 - 22:00 7 days a week
<b>HBA</b>	Hobart Airport	Virgin Blue Arrivals Hall, Hobart, TAS, 7001	Ph: (03) 6248 4043 Fax: (03) 6248 4045	05:00 - 23:00 7 days a week
<b>ADL</b>	Adelaide Airport	413 Henley Beach Rd, Brooklyn, SA, 5032	Ph: (08) 8234 8444 Fax: (08) 8359 3078	06:30 to 22:00 7 days a week
<b>ADE</b>	Adelaide City	60 Frome St, Adelaide, SA, 5000	Ph: (08) 8359 3200 Fax: (08) 8359 3078	Mon - Fri 08:00 to 17:00 Sat - 08:00 to 12:00 Sun - 09:00 to 12:00
<b>PIT</b>	Perth International Terminal	Ground Floor, Terminal 1, Perth Airport, WA, 6105	Ph: (08) 9477 1028 Fax: (08) 9477 1068	06:00 - 03:00 7 days a week
<b>PVT</b>	Perth Virgin Blue Domestic Terminal	Ground Floor, Terminal 3, Perth Airport, WA, 6105	Ph: (08) 9479 5099 Fax: (08) 9277 4082	07:00 to 12:00 midnight 7 days a week
<b>PQT</b>	Perth Qantas Domestic Terminal	Ground Floor, Terminal 3, Perth Airport, WA, 6105	Ph: (08) 9479 5099 Fax: (08) 9277 4082	07:00 to 12:00 midnight 7 days a week
<b>PER</b>	Perth City Office	Hyatt Centre, 99 Adelaide Tce, Perth, WA, 6000	Ph: (08) 9421 1550 Fax: (08) 9421 1551	Mon - Fri 08:00 to 17:00 Sat - Sun 08:00 to 12:00

**Reservations:** Vehicles may be reserved by vehicle class, but not by specific make and model. Car company reserves the right to allocate a higher category vehicle to the customer without additional cost. Any consequential costs, such as increased fuel costs are to be borne by the renter. If the hirer requests a downgrade it shall not be entitled to a rental refund. Please advise flight numbers for all bookings from airport locations.

**Flight Delays:** At airport locations car company will hold vehicles when flights are delayed provided the flight number has been given. Vehicles will be released if not collected 30 minutes after flights have cleared. At city locations vehicles will be held for one hour after the nominated collection time.

**Traffic Infractions:** Car company charges an administration fee of \$55 to pass on traffic infractions to the hirer of the vehicle at the time of infraction. The administration fee is charged to the hirer's credit card without prior notice and notification is sent to the hirer at the home / business address provided at the time of rental.



**Vehicle Breakdowns:** Car company regularly services and maintains its vehicle fleet. Roadside assistance is included with every rental. Car company has several different service providers for its vehicles. For roadside assistance the renter must contact the service provider shown on the rental vehicle's key tag.

**Left / Lost Property:** Car company makes every attempt but accepts no obligation or responsibility to recover and return to the owner items left in its vehicles or on its premises. Any costs in recovery or return of items will be passed on to or be the responsibility of the property's owner.

**Customer Liability:** The rental vehicle and third parties are insured for loss or damage. Provided the renter is not in breach of the rental agreement the renter is responsible for loss or damage liability (excess) of Zero for the first claim and A\$495 for each and every claim thereafter for loss or damage to a third party or the rental vehicle including damage to; windscreen, tyres, headlights, towing costs, recovery costs, fire, theft of vehicle or break-in, loss of rental use during repairs and car company's or a third party's administration charges. There is no insurance cover and the renter is responsible

for all loss and damages if the renter is in breach of the rental agreement. With car company there is no additional liability for single vehicle damage or reversing damage.

The Hirer will be liable for all costs:

- If the damage was caused by disregarding or breaching the rental conditions
- If it is a case of grossly negligent action or drink-driving or under the influence of drugs
- For personal items that have been damaged or stolen from the vehicle
- For Vehicle Parts and Accessories lost or missing (i.e. hubcaps, cigarette lighter, fuel cap, tools, spare wheel etc) If the vehicle is taken to any area outside the Permitted Area of Use
- If the vehicle is used on any off road conditions or unsealed roads
- If the vehicle is used On beaches or through snow, streams, dams, rivers, or flood waters, flood prone roads, bush fire affected areas or any roadway where the Police or any other Government authority have issued a warning or caution
- For damage to engine, transmission etc consequential to undercarriage or other damage
- For damage resulting from water immersion
- The renter is responsible for the cost of repairs to rectify overhead damage where the damage is caused as a consequence of securing objects to the turret of the rental vehicle, or wilful damage (e.g. sitting or standing on the roof or bonnet of vehicle)

Loss or damage occurring to the rental vehicle or to a third party or property is covered by car company insurance. The hirer must pay the full amount of liability (excess), as shown on the rental contract to car company regardless of which driver/s is at fault. If the renter is covered by the travel agents insurance the hirer must pay the full amount of liability (excess) to car company and recover from the travel agents insurer them-self. If Red spot's vehicle or a third party suffers loss or damage during the rental period, in addition to the amount of damage or loss a Claims Administration Fee is payable. The Claims Administration Fee ranges from \$55 to \$275 depending on the nature of the claim.



### **Event of Damage**

- The car rental office must be informed immediately
- If another party is involved in the accident, the police must be notified immediately and a police report made
- The Hirer must complete and sign a Collision or Damage Report Form and immediately notify & provide details to car company.

The renter is responsible for the cost of transport back to the rental depot should the vehicle become un-driveable while on any island or travelling within an area outside of the permitted area of use or on an unsealed road.

**Replacement Vehicle:** car company reserves the right to refuse to provide a replacement vehicle or refunding unused days in cases where an accident was caused by the driver of the rental car

**Maintenance, Security, Safety & Repair:** Renters must:

- Maintain all of the vehicles engine oils and engine coolant levels at the recommended level
- Maintain tyre pressures at recommended levels
- Keep the vehicle locked when not in use and the keys under personal control at all times and produce the keys if the vehicle has been stole
- Follow any reasonable instruction given by the owner relating to the vehicle

Renters must not repair nor have repairs to the Vehicle carried out unless car company authorises to do so , unless there is an emergency and car company's consent cannot reasonably be obtained. Car company will reimburse the renter for the cost of repairs if they submit the original receipts for those repairs or if car company is reasonably satisfied that the repairs occurred and the claimed amount is reasonable.

**Cleaning Fees:** All car company vehicles are strictly non-smoking. A cleaning fee of up to \$200 will be charged if a rental vehicle is returned excessively soiled, or with stained or soiled seats, or if there is smell or evidence of smoking upon return.

**Rental Charges:** All rental charges are subject to final audit. Any additional amount or shortfall identified upon audit will be payable by the hirer.

**Additional Costs:** car company will not reimburse consequential costs to the rental incurred by the renter such as; fuel, motor oil, tolls, fines, administration costs, parking fees, postal charges, phone and mobile phone calls, overnight accommodation, meals, supplementary insurance, credit card fees or currency exchange losses and rental extensions.

### **Vehicle Collection Procedure**

Listed below are the procedures that your customers should follow to collect their vehicles.

**City Locations - Sydney, Melbourne, Perth & Adelaide.** All your customers have to do is find their way to our conveniently located city offices (refer to location list) and present their credit card, drivers licence and voucher or reservation advice at the sales counter.

**On Airport Locations - Cairns, Mackay, Brisbane, Gold Coast, Sydney, Melbourne, Launceston, Hobart & Perth.** Car company has rental service desks within the above airport terminals. After collecting their baggage your customer should follow the car rental signs in the arrivals section of the airport terminal to our rental desks. Once there it is simply a matter of presenting credit card, driver's licence and voucher or reservation advice at the sales counter.



**Off Airport Location - Adelaide.** Rentals representative will be waiting for your customer holding a car company sign featuring your customer's surname at the bottom of the escalator on the ground floor of the Airport Terminal

**Customer Collection:** Redspot offers a customer collection service to and from its downtown locations only (Sydney, Melbourne, Adelaide, Perth). The service is on-request and must be prebooked at least 24 hours in advance and is only available Monday to Friday (excluding public holidays) between the hours of 0900 and 1300 to a maximum of 5 kilometers from the office location. The customer collection service is not guaranteed.

## **Vehicle Return Procedure**

Listed below are the procedures that your customers should follow to return their vehicles.

**City Locations - Sydney, Melbourne, Perth & Adelaide.** Returning vehicles to our capital city locations is simply a matter of driving into the parking bays in front of our capital city locations and returning the keys to the staff at our counters. Please note rental vehicles must be returned during office hours unless an after hour return is requested and agreed with the location manager. For after hour returns no staff member will be present to check the car in.

**On Airport Locations - Cairns, Mackay, Brisbane, Gold Coast, Sydney, Melbourne, Launceston, Hobart & Perth.** Returning a vehicle to an on-airport location is a simple procedure. Your customer should follow the signs marked car rental return and park the vehicle in the parking bays. Please advise your customer that they should note the fuel level and mileage before returning the keys to our rental desks. All rental desks at on-airport locations are located in the arrivals section of the airport terminal. Please note for after hours returns no staff member will be present to check the car in.

**Off Airport Location - Adelaide.** The Car Rentals representative will advise vehicle return procedures at the time of vehicle rental. Please note for after hours returns no staff member will be present to check the car in.