

Schedule of fees and charges

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All amounts are in AUD and include GST. Where a fee covers a cost we pay (fuel, repairs, cleaning beyond the flat fee), we charge the actual cost and show you the invoice.

Fee	Amount	When it applies
Service fee	\$80 per booking	Every booking (linen, amenities, preparation)
Security bond	Standard \$5,000 / Reduced \$1,500	Held on card at pick-up, released after return. Matches the excess option you choose.
Damage excess	Standard \$5,000 / Reduced \$1,500 per incident	Accident damage or theft (Part B clause 8). Reduced applies if you pay for excess reduction.
Extra kilometres	\$0.30 per km	Over 200 km per day
Refuelling	\$60 + cost of fuel	Not returned full
Smoking, vaping or animal cleaning	\$500	Breach of Part B clause 5.4
General cleaning	\$150	Returned noticeably dirty
Toilet cassette/Porta-Poti not emptied	\$200	If a toilet is present
Late return	\$50 per hour, up to double the daily hire rate for each day late	Returned late without consent. Covers the lost hire and accommodation for the next hirer.
Infringement admin	\$100 per fine	Each fine or toll we process
Cancellation admin	\$100	Each cancellation (Part C)

Fee	Amount	When it applies
Lost keys	Cost of replacement + \$50	Keys lost or damaged
Card surcharge	Our cost of acceptance	Card payments, shown at checkout
Tyre, wheel, door, awning or vegetation damage	Actual repair or replacement cost	Part B clause 9, items 5–7 (excess reduction does not apply)
Wheel alignment	\$100	Steering off-centre or Vehicle pulling at the return test drive, when it was straight at pick-up
After-hours pick-up or return	\$50 each way	Between 6 pm and 10 pm, by prior arrangement
Additional driver	\$0 per driver per hire	Each driver after the Hirer (Part B clause 1)

Checkout notice — what your excess reduction doesn't cover

Include this box in the booking confirmation email and on the excess reduction page of your website. At pick-up, the hirer initials it on the Rental Agreement.

What your excess reduction doesn't cover

Excess reduction lowers what you pay after an accident. It does not cover damage from careless use. You pay the full repair cost for:

- **Tyres and wheels:** punctures, blowouts, kerb damage to tyres or rims, and wheel alignment
- **Scratches from trees or bushes:** driving through or close to branches
- **Doors, awning and steps:** opened into posts or walls, caught by wind, or left open while driving
- **Roof and underbody:** hitting branches, carports or overhangs, or scraping the underside
- **Prohibited roads:** gravel roads outside national parks e.g. the Western Explorer Highway, Marlborough Highway, Highlands Lake Road, Wielangta Road (East Coast) and beaches, off-road tracks, or water crossings
- **Wrong fuel:** anything other than diesel
- **Breaches:** unlisted drivers, alcohol or drugs, or ignoring warning lights

Full details are in the Rental Agreement, clause 9.