

Part A — Website Terms and Conditions

Version 1.0 · Effective 30.09.2026

These terms apply to anyone who uses the Wombat Campers website or makes a booking. When you book, they form part of your hire contract, together with the Rental Agreement (Part B), the Cancellation Policy (Part C) and the Breakdown Policy (Part D).

1. Who we are

1. "Wombat Campers", "we", "us" and "the Owner" mean Wombat Campers, ABN 96 468 262 504, [trading address], Tasmania.
2. "You" and "the Hirer" mean the person who makes the booking. "Authorised Driver" means any driver named on the Rental Agreement.
3. "Vehicle" means the campervan hired, with its equipment, keys and accessories.

2. Your rights under Australian Consumer Law

1. Our services come with guarantees that cannot be excluded under the Australian Consumer Law (ACL), in Schedule 2 of the *Competition and Consumer Act 2010* (Cth).
2. Nothing in these terms excludes, restricts or changes those guarantees or your rights under Tasmanian fair trading law.
3. If a term here conflicts with your ACL rights, your ACL rights prevail.

3. Using the website

1. You must be 18 or older to make an enquiry, and 25 or older to hire or drive a Vehicle.
2. Prices, photos and vehicle descriptions are given in good faith. Layouts and equipment may differ slightly between vehicles of the same type.
3. All prices are in Australian dollars and include GST unless stated otherwise.
4. Content on this website is owned by Wombat Campers. You may not copy it for commercial use without our written consent.
5. We aim to keep the website available and accurate, but we do not guarantee it will be error-free. If a clearly wrong price is shown, we will contact you before confirming the booking.

4. Making a booking

1. A booking request is an offer to hire. It becomes a contract only when we have received your first payment and sent you written confirmation.
2. You must give accurate details for yourself and every driver. Incorrect details may lead to cancellation of the booking under Part C.
3. Each booking is for a specific vehicle type, not a specific vehicle. We may supply a vehicle of the same or higher standard at no extra cost.

5. Payments

When	Amount due
120 days before pick-up (or at booking, if booked 91–120 days before)	30% of the total hire value
90 days before pick-up	Remaining 50% balance
Booked 90 days or less before pick-up	100% at booking

The first 20% you pay, whenever you book, is made up of a 10% deposit and a 10% vehicle allocation fee. Both are non-refundable.

1. If a payment is not received within 7 days of its due date, we will send a reminder. If it is still unpaid 7 days later, we may cancel the booking under Part C.
2. Card payments carry a surcharge equal to our cost of acceptance, as allowed under Reserve Bank of Australia rules. The current rate is shown at checkout.

6. Security bond

1. A security bond equal to your excess (\$5,000 standard, or \$1,500 with damage waiver reduction) is held on a credit card at pick-up. Debit cards are not accepted.
2. The bond covers your liability under the Rental Agreement, including the damage excess, fuel, cleaning, kilometres, fines and fees.
3. We release the bond within 7 business days of return, less any amounts owed. Your bank may take longer to show the release.
4. We will give you an itemised statement, with photos and invoices, for any amount we deduct.

7. Insurance and damage excess

1. Each Vehicle is comprehensively insured. Your maximum liability for accidental damage or theft is the excess of \$5,000 per incident, or \$1,500 if you pay for excess reduction, unless an exclusion in Part B clause 9 applies.
2. Damage waiver costs \$40 per day and reduces the excess and bond to \$1,500. Damage waiver reduction does not cover the damage listed in Part B clause 9.
3. Our insurance does not cover your personal belongings, travel costs or lost holiday plans. We strongly recommend travel insurance.

8. Limit of our liability

1. Subject to the ACL, we are not liable for indirect or consequential loss. This includes missed flights, ferries, tours or accommodation, spoiled food, or loss of enjoyment.
2. Where the law allows us to limit our liability, it is limited to supplying the services again or refunding the amount paid for them.

9. Privacy

1. We collect personal information (names, contact details, licence and ID copies, payment details) to manage your booking, meet transport accreditation rules and recover amounts owed.

2. We handle your information in line with the Australian Privacy Principles. We share it only with our insurers, RACT, repairers, payment providers, and government agencies (for example, for traffic fines) where needed.
3. Our full Privacy Policy is at [link]. You can ask to see or correct your information at admin@wombatcampers.com.

10. Complaints and disputes

1. Please raise any concern with us first at admin@wombatcampers.com or 0491 119785. We will respond within 5 business days.
2. If we cannot resolve it within 14 days, you may contact Consumer, Building and Occupational Services (CBOS) Tasmania.

11. Governing law

These terms are governed by the laws of Tasmania. Both parties submit to the courts and tribunals of Tasmania. Where practical, any proceedings will be heard in Launceston.

12. Changes to these terms

We may update these terms from time to time. The version in force when you confirm your booking applies to that booking.