

# TERMS & CONDITIONS

UPDATED MAY 2026



## INTRODUCTION

Your rental contract with Camperman Australia for the Hire of a campervan consists of the following three components:

A. **Rental Agreement Form**

The signed document outlining your personal details, rental period, and payment arrangements.

B. **Rental Terms and Conditions Agreement**

This document, which sets out the full terms and conditions under which the vehicle is hired, including your rights and responsibilities as the Hirer.

C. **Vehicle Condition Report**

A signed report completed at the start of your hire that records the condition of the vehicle. This is used to assess any changes to the vehicle's condition upon return.

These documents together constitute a legally binding agreement between Camperman Australia and the Hirer. By signing the Terms and Conditions Agreement, Rental Agreement Form or taking possession of the vehicle, the Hirer acknowledges acceptance of all terms and conditions outlined herein.

## JURISDICTION & GOVERNING LAW

Your rental contract is governed by the laws of the **state or territory** in which the rental station is located and from which you have hired the campervan. By entering into this agreement, you agree that the courts of that state or territory have **non-exclusive jurisdiction** to resolve any disputes that may arise between you and Camperman Australia.

## CONTRACTUAL RIGHTS

By signing the Rental Agreement, the Hirer acknowledges and agrees that this is an Australian contract, governed by the laws of the **state or territory** in which the agreement is entered into.

The Hirer agrees to be bound by the relevant laws of that jurisdiction.

This contract overrides any other agreement or contractual terms presented or entered in any other country.

Any amendments to this agreement must be made **in writing** and signed by both the Hirer and an authorised representative of Camperman Australia.

Camperman makes no express or implied warranties beyond those outlined in this agreement, except where required by law.

## FORCE MAJEURE

Camperman Australia will not be held liable for any failure or delay in fulfilling its obligations under this agreement where such failure or delay is caused by circumstances beyond its reasonable control ("Force Majeure Events").

These may include but are not limited to:

- Natural Disaster (flood, bushfire, earthquake, etc.)
- War, terrorism, riots, civil unrest
- Epidemics, pandemics
- Government actions (lockdowns, travel bans/restriction)
- Strikes, labour shortages
- Supply chain disruptions
- Utility/service outages

If a Force Majeure Event occurs, Camperman Australia will notify the Hirer as soon as reasonably practicable. During the duration of the Force Majeure Event, Camperman's obligations under this agreement will be suspended.

To the extent permitted by law, Camperman Australia is not obligated to offer a refund or compensation for cancellations or changes resulting from a Force Majeure Event. However, Camperman may, at its sole discretion, offer a credit or alternative arrangements where possible.

## AUSTRALIAN CONSUMER LAW

You have rights under the **Australian Consumer Law (ACL)**, including consumer guarantees that cannot be excluded, restricted, or modified by this agreement.

Nothing in this clause, or in any other part of the rental contract, limits or alters any of your rights or remedies under the ACL or any other applicable federal, state, or territory legislation.

## ELECTRONIC SIGNATURES

Camperman Australia accepts electronic signatures as a valid and legally binding form of agreement to the rental contract, including the Terms & Conditions and Rental Agreement.

By signing electronically (including via online form, touchscreen, email, or digital document), you confirm that:

- The signature is your own,
- You understand and agree to be legally bound by all terms outlined in the rental contract.
- You consent to the use of electronic communications and signatures in place of physical documents.

Electronic signatures are treated with the **same legal status** as handwritten signatures under Australian law (per the *Electronic Transactions Act 1999*).

If someone else signs on your behalf, you remain **fully responsible** for ensuring they are authorised to do so. Camperman may request further verification of identity in the event of a dispute.

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## ELIGIBILITY & DRIVER-RELATED HEADINGS

### AUTHORISED DRIVERS

A breach of any part of this clause constitutes a **major breach** of your rental contract.

Only the **Main Hirer** and those individuals listed as **authorised drivers** on the Rental Agreement are permitted to drive the campervan. Allowing any person who is **not an authorised driver** to operate the vehicle is a **serious violation** of the agreement.

Such a breach will result in the **loss of all entitlement to damage cover indemnity under all clauses**.

#### How to Become an Authorised Driver?

To be recognised as an authorised driver, the following steps must be completed:

- You must be listed and **sign the Rental Agreement online**,
- You must provide a copy of your driver's licence and passport,
- You must also **sign the agreement and acknowledgement in person** at a Camperman depot.

If you are unable to attend in person on the day of collection, please **notify the depot in advance**. Alternative arrangements can be made to have the agreement signed at another Camperman location.

### AGE LIMITS

Camperman Australia enforces both minimum and maximum age limits for all hirers and authorised drivers.

To be eligible, you and any authorised driver must:

- Must be **at least 18 years of age**, and
- Must **not be over 85 years of age**, and
- Must have a **minimum of 12 months of driving experience**.

It is the responsibility of the hirer and any authorised driver to **inform Camperman Australia if they do not meet the minimum 12 months of driving experience**. Camperman Australia accepts no responsibility for any consequences if this requirement is not met.

Any exceptions to these conditions must be **pre-approved by a Camperman Australia representative** prior to the commencement of the rental. Such approval must be **documented**

**in writing** and noted on the Rental Agreement. Camperman Australia reserves the right to refuse the rental if the conditions are not met or approved.

## LICENCE REQUIREMENTS

To drive a Camperman Australia campervan, the main hirer and any authorised drivers must meet the following licence requirements:

- A.** Hold a valid driver's licence issued by an Australian state or territory, **or**
- B.** Hold a valid international driving permit, **or**
- C.** Provide an **official English translation** of their licence if it is not issued in English, **and**
- D.** Not be subject to any restrictions or conditions that would legally prevent them from operating the vehicle.

All licence documentation must be presented **before or at the time of vehicle collection**.

Additional drivers must be listed and have **signed the Rental Agreement** prior to operating the campervan.

Drivers are required to disclose any licence restrictions, suspensions, medical conditions affecting their ability to drive, or other relevant driving conditions to Camperman Australia prior to vehicle pick-up.

## RESTRICITONS:

**Learner's permit and probationary licence holders are strictly prohibited** from driving any Camperman vehicle.

**Provisional drivers** are accepted but must:

- Clearly display the appropriate **provisional plates (P-plates)**, and
- **Comply with all road rules and licence conditions** applicable to their licence category.

The campervan **must not be driven** if:

- Your driver's licence is currently **cancelled or suspended** due to the accumulation of demerit points, Or
- Your driver's licence has been **cancelled or suspended within the three (3) years** immediately preceding the start date of the rental agreement. ***(must legally inform us)***

Driving the campervan under these conditions is strictly prohibited and constitutes a serious breach of the rental contract.

## FALSE INFORMATION

You and any authorised drivers must **not provide false, incorrect, or misleading information** when entering into the rental agreement. This includes, but is not limited to, details such as your name, age, address, or driver's licence information.

Any use of the campervan by a person who has provided false or misleading information is **strictly prohibited** and may result in immediate termination of the rental contract and loss of all damage cover entitlements.

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## BOOKING, PAYMENTS & CHARGES

### RESERVATIONS

Reservations can be made **7 days a week**, including public holidays, between **8:00 AM and 8:00 PM** or **online anytime**.

You may submit a booking request via the Camperman Australia website. Camperman will review availability and either accept or decline the request.

A booking is **not confirmed** until Camperman has:

- Received a **20% deposit**, and
- Sent you a written confirmation via email.

If you submit a booking request and Camperman confirms availability, but you later decide not to proceed, standard cancellation fees will still apply—even if the cancellation is made on the **same day** the booking is confirmed.

### RENTAL PERIOD AND DAILY CHARGES

Rental charges are calculated on a **per calendar day basis**, not by 24-hour periods. The day the campervan is collected is counted as the **first rental day**, and the day it is returned is counted as the **final rental day**.

This applies **regardless of the time of day** the vehicle is picked up or dropped off and is based on the **operating hours of the depot**, not the exact time of collection or return.

### MINIMUM RENTAL PERIOD

1. The **minimum rental period is 5 days**.
2. **Rentals of 10 days or more** are eligible for a **fixed daily rental rate**.

Short gap bookings may become available at various depots throughout the year depending on the season. These are offered at the **sole discretion of Camperman Australia** and are subject to availability.

Rates and rental conditions published on the Camperman Australia website and/or in any associated documentation are subject to change without prior notice.

However, **once a booking is confirmed by Camperman Australia, rates and conditions applicable to that booking will not be altered**, except in cases where changes are required by legislation.

All prices are quoted and payable in **Australian dollars (AUD)**. Any refunds, where applicable, will also be issued in Australian dollars.

Camperman Australia accepts no responsibility for any gains or losses resulting from **exchange rate fluctuations**.

Camperman Australia accepts most major credit and debit cards.

## RENTAL PERIOD EXTENSIONS

If you wish to extend your booking while on the road, you must contact our reservations team, who will advise if an extension is possible and inform you of any associated costs.

To secure an extension, payment for the additional days (calculated at the current daily rate) must be made by credit card over the phone at the time of the request.

Please note that any extension is **not approved** until Camperman has confirmed the change in writing and your rental agreement has been updated.

Extensions are subject to availability, future demand, and are granted at the sole discretion of Camperman staff.

## PAYMENTS & SECURITY BOND

**A 20% deposit is required to confirm you're booking.** The remaining balance and security bond are due on the day of vehicle collection.

If you wish to pay the balance prior to collection, please contact Camperman Australia to arrange a bank transfer. We recommend arranging this in advance, particularly for international transfers, as the campervan cannot be released until full cleared payment has been received.

**Payment Methods:** We accept most major credit and debit cards. Surcharges may apply to some card types.

**Security Bond:** A **\$500 security bond** is required for all rentals. This amount will be **charged** to the main hirer's credit or debit card at the time of vehicle collection. The main hirer must be present upon pickup to sign for the card.

The bond is held to cover any potential costs including, but not limited to:

- New or unreported damage to the vehicle or equipment
- Excessive cleaning or sanitation fees
- Refuelling costs
- Unpaid parking fines, or traffic infringements
- Any other charges incurred under the Rental Agreement

Provided the vehicle is returned in the same condition as at collection, and no additional charges apply, the bond will be refunded to the original payment method within 5–10 business days following the vehicle return.

Where a cash bond is accepted, the refund will be processed via card or electronic bank transfer at Camperman Australia's discretion.

If any deductions are required, you will be notified via email.

## BOND RETURN

The security deposit is fully refundable when the campervan is returned to the correct location in a clean and undamaged condition. The security deposit will be refunded to your credit card within **5 to 10 business days** following the completion of your rental.

However, if any terms of the rental contract are breached and the security deposit is insufficient to cover the costs of damage, you (the hirer) will remain liable for any additional charges.

If the campervan is returned with damage or has been involved in an accident—regardless of fault—the security bond will be retained by Camperman Australia until the full cost of repairs is determined, or until any third-party insurance claims are settled.

The security deposit will be refunded in full if it is determined that there is no liability to any third party under Australian motor vehicle laws and/or litigation.

Please note that third-party claims can take several months or even years to resolve, and Camperman Australia cannot influence the outcome of these claims, which is the responsibility of the insurance company and the involved parties.

## CONDITIONS FOR BOND REFUND

The full amount of the bond will be refunded provided that:

- All rental charges, additional fees, and refuelling costs have been paid in full.
- The campervan is returned to the correct rental station on the agreed date and by the specified time.
- No damage, accident, theft, or third-party loss has occurred.
- All equipment and accessories are returned clean and in their original condition (allowing for reasonable wear and tear), including:
  1. The **fire extinguisher is unused**
  2. The **interior, exterior, and underbody** of the campervan are **clean and undamaged**
  3. The campervan is returned with the **same fuel level** as at pick-up
  4. **No major breach** of the rental agreement has occurred

## INSUFFICIENT BOND COVERAGE

If the security bond does not fully cover the costs of damage, cleaning, third-party loss, late return, or other contractual liabilities, you **authorise Camperman Australia to debit the outstanding balance** from your nominated credit card or payment method **without further notice**.

## CLEANING FEE ON RETURN OF THE CAMPERVAN

The campervan must be returned in the **same clean condition** as it was at the start of your rental, allowing for **reasonable wear and tear**.

If the vehicle is returned excessively dirty, the following **cleaning fees** will apply:

- **\$150** for interior cleaning (e.g. unclean fridge or stove, dirty kitchen or bathroom, stained upholstery, rubbish left inside)
- **\$75** for exterior cleaning (e.g. excessive mud, dirt, insect buildup or grime)

These fees are charged **at Camperman Australia's discretion**, based on the condition of the vehicle at drop-off.

Normal road dust and minor surface marks are acceptable, but **neglect, spills, stains, or heavy buildup of dirt** will result in a cleaning charge.

All rubbish must be removed from the vehicle prior to return. Any rubbish left in the vehicle or at the depot will incur an additional cleaning fee.

To avoid these fees, please ensure the campervan is returned in a **tidy, swept, and wiped-down** condition, with all rubbish removed prior to returning. If rubbish is left in the vehicle, you will be charged for disposal.

## **TOILET WASTE**

The toilet cassette must be **fully emptied and thoroughly cleaned** before returning the campervan.

If the vehicle is returned with **any toilet waste remaining** in the cassette or the cassette has not properly been cleaned, a **\$150 cleaning fee** will be charged.

If the toilet bowl itself is left dirty, **additional cleaning fees** will apply on top of the \$150 cleaning fee.

This fee is:

- **Non-negotiable**
- **Applied automatically at the discretion of the check-in depot**
- **Not waivable under any circumstances**, including time constraints or unfamiliarity with the process

This charge reflects the **health, safety, and sanitation requirements** for our staff and future customers.

### **To avoid this fee:**

- Empty the toilet cassette at an approved dump point
- Rinse and clean the cassette thoroughly before return

Instructions on how to empty and clean the toilet are provided in Camperman's instruction manual and available from staff at pickup. If you're unsure, please ask—we're happy to assist before you hit the road.

## FUEL REQUIREMENTS

All Camperman campervans must be filled with **Regular Unleaded 91, 95 or 98** fuel. Use of any other fuel type may result in **serious engine damage**, and **damage cover will not apply** in such cases. If you are unsure about the correct fuel, please contact our head office before refuelling.

Fuel economy may vary between vehicles and is influenced by multiple factors, including but not limited to:

- Driving style
- Tyre pressure
- Weather conditions
- Vehicle load

Camperman is **not responsible** for any variation in fuel consumption.

Campervans are **not supplied with a full tank**. The fuel level at pick-up is recorded on the Condition Report, and the vehicle must be **returned with the same fuel level**.

If returned with less fuel than recorded, **you will be charged** the market price for the missing fuel **plus a service fee** if the tank is below one-quarter.

If you run out of fuel while traveling and require roadside assistance, **you will be liable** for the call-out fee **and** the cost of the fuel provided.

## CANCELLATION POLICY

We understand that plans can change. However, cancellations affect our ability to offer the campervan to other customers, so cancellation fees apply based on when you notify us prior to your scheduled pick-up:

- **Cancellation 30 days or more before pick-up:** A \$200 fee applies. (Note: Deposits up to \$200 are non-refundable.)
- **Cancellation 7 to 29 days before pick-up:** 50% of the full rental charges will be charged.
- **Cancellation 1 to 6 days before pick-up:** 75% of the full rental charges will be charged.
- **Cancellation on the day of pick-up, failure to notify Camperman prior to rental start, or failure to pick up the campervan:** No refund will be issued; full rental charges are payable.

A cancellation will only be considered effective once it has been **acknowledged and confirmed** by an authorised representative of Camperman Australia. Until such confirmation, your booking remains active, and cancellation fees may apply.

## AGENT COMMISSION FORFEITED

No commission will be payable to booking agents if a customer cancels their booking for any reason.

## CREDIT CARD AUTHORITY

If any amount remains due to Camperman Australia — including but not limited to the damage excess payable under all clauses — you authorise Camperman to debit the nominated credit card for that amount within a reasonable time after the end of the rental.

The credit card you provide must be in your own name. If you choose to use another person's credit card, that person must be present at the time of pick-up to sign a credit card authorisation form.

No charges will be processed without a valid authorisation.

## INTEREST ON OUTSTANDING AMOUNTS

Any outstanding amounts owed to Camperman Australia must be paid promptly. If payment is not received within **14 days after the end of your rental period**, interest will be charged on the overdue balance at a rate of **10% per annum** (calculated daily).

This interest will continue to accrue **until the full outstanding amount is paid**.

Please ensure all charges are settled on time to avoid additional fees and potential disruptions to future bookings.

## DEFAULT IN PAYMENT

If you default in the payment of any money owed to Camperman under the rental contract, you authorise Camperman to:

- Provide information of that default to a credit reporting body, and
- Obtain an up-to-date consumer credit report on you.

Personal information may be used and disclosed by the credit reporting body in accordance with the privacy act to create or maintain a credit information file containing information about you, including defaults in excess of 60+ days and the debt owed to us.

## PAYMENT IN AUSTRALIA

All payments for campervan rentals **must be made in Australian Dollars (AUD)**.

**Camperman Australia does not accept foreign currency cash payments** under any circumstances.

Payment methods accepted include **credit/debit cards, electronic transfers, and Australian cash**.

Please ensure you have suitable payment arrangements in AUD before your rental to avoid any delays or issues.

## EXCHANGE RATE / CURRENCY FLUCTUATION

All credit card transactions are processed in Australian Dollars (AUD).

Due to exchange rate fluctuations, there may be a difference between:

- The amount debited from your credit card at the start of the rental, and
- The amount refunded upon return of the campervan.

These variations are beyond Camperman Australia's control, and we accept no liability for any differences caused by changes in currency exchange rates.

## WRITING AND CALCULATION ERRORS ON RENTAL AGREEMENT

All charges listed in the rental agreement are **subject to verification**. In the event of a **writing or calculation error**, the hirer **authorises Camperman Australia** to:

- **Charge** the nominated credit card for any **underpayment**, or
- **Refund** any **overpayment** made.

These adjustments will be processed as soon as practicable after the error is identified.

## PAYMENT OBLIGATIONS AT END OF RENTAL

At the conclusion of your rental, **you are required to pay** the following, where applicable:

- A. Any **outstanding balance** of the rental charges not already paid.
- B. The **damage excess** amount (if it has not been paid in advance).
- C. All **costs relating to damage, third-party loss, or theft** of the campervan, where you are liable under the terms of this agreement.

## ADDITIONAL COSTS PAYABLE BY THE HIRER

You are responsible for paying any costs incurred by Camperman Australia in connection with your rental. These may include, but are not limited to, the following:

1. **Refuelling costs**, where the campervan is returned with less fuel than noted at pick-up.
2. **Extra cleaning fees** - unclean interiors, exteriors, or unemptied toilet waste.
3. **Restoration costs** required to return the campervan to its pre-rental condition, **excluding fair wear and tear**.
4. **Damage repair costs** arising from a **major breach** of the rental contract.
5. **Overhead damage** repair costs.
6. **Underbody damage** repair costs.
7. Costs for **damage caused by immersion** in water, including saltwater or floodwater.
8. Any amount payable under the rental contract is **subject to verification and adjustment**, with a detailed statement of adjustments to be provided to you as soon as practicable.
9. Amounts owing to Camperman after the end of the rental pursuant will **accrue interest at 10% per annum**, beginning **14 days after the rental ends**, until full payment is received.

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## PICK-UP, USE & RETURN OF VEHICLE

## DEPOT ACCESS & TRAVEL ARRANGEMENTS

Transport to and from Camperman Australia depot locations is **not included** in the rental price.

It is the **hirer's sole responsibility** to arrange their own transportation to and from the depot for vehicle collection and return.

We recommend planning your travel in advance and considering options such as Uber, taxis, rideshares, shuttle services, or public transport to ensure timely arrival.

Customers must allow sufficient time for both vehicle collection and return appointments, including potential traffic, transport delays, public holiday disruptions, vehicle inspections, cleaning assessments, paperwork completion, and bond processing procedures.

Customers are also responsible for allowing adequate time between their scheduled vehicle return and any onward travel arrangements, including flights, transfers, tours, or accommodation check-ins.

Camperman Australia accepts no responsibility for missed flights, missed connections, late arrivals, travel disruptions, additional costs, or delays caused by transportation issues, traffic conditions, late vehicle returns, inspection or processing times, or any other circumstances outside of our control.

## ONLINE CHECK-IN

For all upcoming bookings, it is **mandatory** to complete the online check-in process **at least 7 days before** your scheduled vehicle collection date.

During the online check-in, please:

- Upload all required details and identification for all drivers
- Verify that all personal and booking details are accurate
- Confirm the nominated pick-up time

Failure to complete the online check-in process within the required timeframe may result in:

- Delays at vehicle collection
- Extended processing times
- Inability to release the vehicle until all required information has been provided and verified

Camperman Australia is not responsible for delays or disruptions caused by incomplete, incorrect, or late check-in submissions.

Completing the online check-in process in advance assists us in preparing your campervan and helps ensure a smooth and efficient pick-up experience.

## VEHICLE COLLECTION

When collecting the campervan, you must ensure the following requirements are met:

- A. **Valid Driver's Licence & Passport:** All authorised drivers must present a valid driver's licence (and passport if international) at the time of pickup.
- B. **Sign Rental Agreement:** All drivers must have signed the Rental Agreement (online and in person).
- C. **Security Bond Payment:** A \$500 security bond must be paid by card and held until the vehicle is returned in acceptable condition.
- D. **Final Payment:** Any remaining rental balance must be paid before or on the day of pickup.
- E. **Driver Verification:** Camperman may request further ID or documents for verification purposes.

The credit/debit card used for payment **must be physically present at pickup** and be in the cardholder's name, as the cardholder will be required to **sign the payment authorization**.

Failure to provide valid licences or complete payment may result in the **delay or cancellation of your vehicle release**.

Camperman is not responsible for missed tours, flights, accommodation, or other onward travel arrangements if you fail to allow adequate time for the collection or return process. All processes must be completed properly before the vehicle can be released or signed off.

## PICKUP TIMES

All vehicles must be **collected from and returned to** an official Camperman Australia branch.

If you are unable to attend your scheduled collection on the date stated in your booking confirmation, you must notify **Camperman Australia head office** as soon as possible.

**Pick-up times** are as follows for all Camperman depots:

- **Weekdays – Monday to Friday:** Between **10:00 AM and 3:00 PM**
- **Saturdays:** Between **9:00 AM and 11:00 AM**
- **Sundays: CLOSED – BY ARRANGEMENT ONLY**

Customers must confirm their pick-up time with Camperman Australia Head Office prior to the collection date. If no pick-up time has been confirmed, Camperman Australia reserves the right to allocate a collection time at its discretion.

Failure to confirm or attend the allocated pick-up time may result in delays, rescheduling, additional charges, or inability to release the vehicle until staff are available.

Camperman Australia accepts no responsibility for missed collections, delays, disruptions to travel plans, or additional expenses arising from a customer's failure to confirm or attend their allocated collection time.

Customers are responsible for allowing sufficient flexibility in their travel arrangements on the day of collection. We strongly recommend that flights, tours, ferry bookings, accommodation

check-ins, or other time-sensitive arrangements are not booked too close to the scheduled vehicle collection time.

Camperman Australia reserves the right to delay vehicle collection where necessary due to repairs, maintenance, safety inspections, cleaning requirements, late vehicle returns, or operational circumstances outside of our control. Vehicles must pass final preparation and safety checks prior to release.

Departure times are estimates only and are not guaranteed. Camperman Australia accepts no responsibility for delays caused by operational, mechanical, cleaning, or safety-related requirements necessary to prepare the vehicle for hire.

## **AFTER-HOURS AND UNATTENDED PICK-UP**

After-hours and unattended pick-ups **must be confirmed verbally with Camperman Australia's head office in Cairns at least two weeks prior** to your scheduled collection date to ensure all arrangements are in place.

Please contact Camperman head office by phone at **1800 216 223** or by email at **sales@campermanaustralia.com** to obtain prior written confirmation.

A fee of **\$110.00** applies for **all unattended, after-hours, Sunday, or public holiday pick-ups**.

In addition, if staff are required to **remain on-site beyond the agreed collection time due to customer delay**, an **additional after-hours staffing fee** will apply. This fee is calculated at **\$110.00 per hour or part thereof** that staff are required to remain on-site beyond the agreed collection time.

All after-hours fees are non-negotiable and cannot be waived under any circumstances.

## **PUBLIC HOLIDAYS**

Camperman Australia depots are **closed** on:

- All national and local public holidays
- Christmas Day, Boxing Day, and New Year's Day
- Good Friday through Easter Monday (including any declared public holidays during this period)

### **IMPORTANT:**

- **Customers are responsible for checking whether their pick-up or drop-off date falls on a public holiday or depot closure date.**
- **Pick-up arrangements must be confirmed with Head Office at least 10 days prior** to the scheduled collection date.
- **An after-hours/public holiday fee applies to all approved public holiday pick-ups.**
- If your scheduled pick-up or drop-off falls during a depot closure period, you must contact Head Office at least 10 days in advance to arrange alternative instructions.
- **Failure to make these arrangements may result in delays, additional fees, inability to collect the vehicle, or complications with the vehicle return process.**

- Camperman Australia accepts no responsibility where a customer fails to arrange collection/return instructions in advance or fails to familiarise themselves with depot closure dates and procedures.


Where sufficient notice of depot closures and collection/return requirements has been provided, Camperman Australia is not liable for costs, delays, missed collections, missed returns, or additional expenses arising from a customer's failure to make the required arrangements.


## SUNDAYS

By default, pick-up or drop-off on Sundays must be specially arranged with the Head Office.

### What you need to know:

- Written confirmation from Camperman is **required** for any Sunday collection or return.
- An **\$110 after-hours fee** applies to all unattended or after-hours pick-ups — this is non-negotiable.
- A minimum of **14 days' notice** is strongly recommended to secure availability.
- To arrange:

 **Phone:** 1800 216 223

 **Email:** sales@campermanaustralia.com

### No prior approval = No release:

If you arrive on a Sunday without written confirmation, your vehicle will not be released, and you will need to wait until the next business day.

## CAMPERVAN RETURN TIMES

You are required to return at the time that is indicated on your rental agreement, you are welcome to return earlier than the agreed time but no later than 3pm as this is the latest return time we offer.

Any returns after **3:00 PM**—without prior approval—will incur a **\$150 late return fee**, in addition to the applicable daily rental charge.

Drop-off times for campervans are as follows:

- **Monday to Friday:** Between **8:00 AM and 3:00 PM**
- **Saturdays:** Between **8:00 AM and 11:00 AM**

After-hours drop-offs on Saturdays are **available by prior arrangement only**. You must contact Camperman Head Office in advance to confirm availability and receive written approval along with detailed return instructions.

Failure to arrange this in advance will result in additional fees, or refusal of the after-hours return.

Any vehicle that is returned **without being formally checked in and signed off by depot staff** will remain the **full responsibility of the hirer** until the check-in process is completed and confirmed by Camperman Australia.

## FAILURE TO RETURN THE CAMPERVAN

If you fail to return the campervan **on or before the agreed return date and time** stated in your rental contract, and **do not contact Camperman to request an extension**, the following actions may be taken:

- Camperman Australia reserves the right to **immediately terminate the rental contract** due to breach of agreement.
- If the location of the campervan is known, Camperman may recover the vehicle **by lawful means** without further notice. You will be liable for all **recovery, towing, and transport costs**.
- If the location is unknown and **reasonable attempts to contact you have failed**, the campervan will be reported as **stolen to the police**, and legal action may be initiated.

This action is taken to protect our property and prevent loss. Deliberate failure to return the campervan or to communicate with Camperman about a delay may be treated as **unauthorised possession or theft**, subject to a criminal investigation

You are legally responsible for the campervan until it is returned and formally checked in by a Camperman staff member.

Continued use of the vehicle without written approval is considered **unauthorised use** and may void all insurance and damage cover.

## EARLY RETURN

If you choose to return the campervan earlier than the return date specified in your rental agreement, **no refund or credit** will be issued for the unused days.

The rental is charged as a **fixed-term contract**, meaning:

- You are responsible for payment of the **entire booked rental period**, regardless of whether you return the vehicle early.
- This policy applies even in cases of **change of plans, illness, weather disruptions**, or other unforeseen circumstances.

Early returns do not reduce operational costs for Camperman Australia, as the vehicle has been **reserved and held exclusively** for your use for the full period.

If you're unsure of your travel plans, we recommend **booking conservatively** and extending later (subject to availability) to avoid paying for unused time.

## LATE RETURN

Campervans returned **later than the agreed date** specified in the rental contract will incur:

- A charge of the daily rental rate applicable to the contract, **plus a \$150.00 late fee** for the first late day.

- For each additional day the campervan is late, the contracted daily rate will continue to be charged.

Additionally, you may be liable for any **lost revenue or other costs** incurred by Camperman Australia due to the late return.

This policy is **non-negotiable**, and all applicable fees will be deducted from your **security deposit**.

## PICK-UP INSPECTION

Before the campervan is released for hire, you and a Camperman representative will conduct a joint inspection of the vehicle. This inspection will cover:

- External panels, windscreen, and windows
- Inventory of additional equipment supplied

**A.** A Condition Report will be completed by the Camperman representative, documenting all existing damage and confirming the campervan is clean and in satisfactory condition at collection. If you believe the report does not accurately reflect the vehicle's condition, you must notify the Camperman representative **before departure** to allow any necessary corrections.

**B.** By signing the Condition Report, you agree that the campervan is received in satisfactory condition, including the tyres and keys. No refunds or claims will be accepted for issues that could reasonably have been detected at pick-up.

**C.** It is your responsibility to thoroughly inspect the campervan, including the condition of the keys, before leaving the depot. If any keys provided break during the rental, you must inform head office immediately and you will be liable for replacement costs.

**D.** We strongly encourage you to take your own photos and videos of the vehicle at pick-up to keep as a personal record.

## RETURN INSPECTION:

At drop-off, a return inspection will be conducted to assess any new damage, cleanliness, and fuel levels.

If the vehicle is returned after hours and no staff are present, you remain responsible for it until it is checked in during depot hours.

Returning the campervan clean, undamaged, and with the correct fuel level helps ensure a smooth final inspection and avoids additional charges.

## CAMPERVAN RETURN

You are required to return the campervan:

- A.** To the correct rental station as specified in your rental agreement.
- B.** On the agreed return date and by the specified return time stated in your rental agreement.

- C. In the same condition as when the rental commenced, allowing for reasonable wear and tear.
- D. With the same level of fuel as recorded in the condition report at the time of pick-up.

Failure to meet any of the above conditions may result in additional charges, including late return fees, cleaning fees, refuelling charges, or damage costs where applicable.

## AFTERHOURS RETURN

Any return of the campervan **outside of the depot's operating hours must be authorised by Camperman staff and is subject to depot availability.**

If Camperman permits you to return the vehicle after hours, you will be **liable for any damage** that occurs to the vehicle until it is inspected and accepted by Camperman staff.

Camperman reserves the right to **withdraw authorisation for after-hours returns** when necessary. In such cases, the campervan must be returned **during staffed hours**, regardless of the time stated in the rental agreement:

- **Monday to Friday: 8:00 AM to 3:00 PM**
- **Saturdays: 8:00 AM to 11:00 AM**

## ONE-WAY RENTALS

A **one-way location fee of \$250.00** applies to all pick-ups and drop-offs at Airlie Beach.

If both your pick-up and drop-off locations are Airlie Beach, **only one \$250.00 fee** will be charged for the rental.

This fee is included in the final rental price and **cannot be waived** under any circumstances.

## CHANGING PICK-UP LOCATION

If you wish to change your **pick-up location prior to collection**, the request:

- Must be made in advance,
- Will be **subject to availability**, and
- Will be **approved solely at Camperman's discretion.**

Approval is not guaranteed, especially during busy travel periods or when fleet logistics are limited. Additional fees may apply if your request is approved.

## CHANGING DROP OFF LOCATION

Any request to change your drop-off location **after pick-up** must be authorised by the Camperman reservations team at our Cairns head office.

Our team will assess the request, advise if the change is possible, and inform you of any applicable fees.

Please note, the new drop-off location is **not approved** until Camperman has confirmed the change in writing and your rental agreement has been updated accordingly.

## UNAUTHORISED DROP-OFFS

Dropping off the campervan at any location or depot other than the one specified in your rental agreement—without prior written approval from Camperman Australia—is strictly prohibited.

If you return the vehicle to an incorrect or unapproved location, this will be treated as an *unauthorised drop-off*. In such cases:

- A **relocation fee of \$1,500** will apply to cover the costs of retrieving and repositioning the vehicle.
- You will also be charged the **daily rental rate** for each additional day the vehicle is unavailable due to the delay caused by the unauthorised return.

These fees reflect the logistical costs, staffing, and scheduling disruptions involved in recovering and relocating vehicles outside our approved network.

If you need to change your drop-off location, please contact Camperman Australia **before your return date** to request authorisation and avoid these penalties.

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## USAGE RESTRICTIONS & LIABILITY

### PROHIBITED USE

A breach of any part of this clause is considered a **major breach** of your rental contract and may result in immediate termination of the hire, loss of insurance cover, and full financial liability for damages or loss.

### PROHIBITED DRIVING CONDITIONS

The campervan **must not** be driven by you or any authorised driver:

- While under the **influence of alcohol or drugs**, or with a blood alcohol content or presence of drugs in blood, urine, or oral fluid **that exceeds the legal limit**.
- **Recklessly, dangerously**, or in a manner that poses a risk to others.
- While the vehicle is **damaged, mechanically unfit, or unsafe to operate**.
- After being **instructed not to drive** by a Camperman Australia representative.
- If you or any authorised driver **fails or refuses** to undergo a required **breath, blood, urine, fluid, or drug impairment assessment**.

### PROHIBITED USES

The campervan **must not be used**:

- For any **illegal purpose**.
- To transport **dangerous, hazardous, flammable, or polluting substances** beyond quantities for domestic use.

- To **tow** or propel any other vehicle, trailer, or object.
- To **transport or carry illegal drugs or substances**.
- For **motor trade, experiments, tests, trials**, or demonstration purposes.
- In an **unsafe or unroadworthy condition**.
- To **carry animals or pets**, unless previously authorised in writing by Camperman.
- In a manner that **exceeds the legal speed limit**.
- With passengers **not seated in forward-facing seats or not properly restrained** using the seatbelts provided.

## PROHIBITED DRIVER ACTIONS

You and any authorised driver **must not**:

- **Deliberately or recklessly damage** the campervan or allow anyone else to do so.
- **Modify, tamper with, or alter** the campervan in any way.
- Attempt to **sell, lease, rent, or dispose of** the campervan.
- Register or claim any interest in the campervan under the **Personal Property Securities Act 2009**.

## PASSENGER AND LOAD LIMITS

You and any authorised driver **must not**:

- Use the campervan to carry **passengers for hire, fare, reward, or rideshare purposes**.
- Carry **more passengers** than permitted in the rental agreement or than the campervan is legally licensed for.
- Carry any **load that exceeds** the campervans designed or legal capacity.

## MOBILE PHONE USE

You and any authorised driver **must not use a mobile phone** while driving to:

- **Make or receive phone calls**, use audio features, or navigate—unless the vehicle is stationary and the phone is mounted in a proper holder affixed to the vehicle.
- **Send or view text messages, video messages, emails, or similar communications**—unless the vehicle is parked and turned off.

## ANIMALS AND PETS

Pets or animals are **not permitted** in Camperman Australia vehicles **unless prior approval has been granted in writing before collection**.

We understand some travellers may wish to bring pets; however, due to **allergy risks, vehicle hygiene standards, and damage concerns**, our fleet operates under a strict **no-pets policy** unless an exception is agreed upon in advance.

Bringing a pet or animal into the vehicle **without written approval** will be treated as a **major breach of your rental agreement**, and the following conditions will apply:

- Your rental contract may be **immediately terminated**
- Your **rental bond will be retained in full** to cover any necessary **cleaning, fumigation, and odour removal**
- You may be required to **vacate the vehicle immediately**

If you wish to travel with a pet, please **contact Camperman Australia prior to your pickup date**. Any approved pet carriage will be noted in your rental agreement and may include additional cleaning conditions and fees.

## SMOKING

Smoking is strictly prohibited in all Camperman vehicles under any circumstances. This includes cigarettes, vapes, e-cigarettes, and any other smoking devices.

If there is any evidence of smoking inside the vehicle — including but not limited to smoke odour, ash, cigarette butts, burns, or residue — the **entire security bond will be retained as a cleaning and deodorising fee**.

This fee covers:

- Professional odour removal and deep cleaning
- Replacement of soft furnishings or fittings affected by smoke
- Additional time the vehicle is off-road and unavailable for hire

By signing the rental agreement, you acknowledge and accept that smoking inside the vehicle constitutes a breach of contract and authorises Camperman to retain the full bond without further notice.

## RESTRICTED AREAS

The campervan **must never** be driven or used in any of the following areas or conditions:

- A. On **unsealed roads**.
- B. Off-road or on any terrain not designated as a sealed, public road.
- C. In areas where **snow has fallen or is likely to fall**.
- D. On roads that are **prone to flooding** or currently **flooded**.
- E. On **beaches, sand dunes, streams, rivers, creeks, dams, floodwaters**, or any area exposed to **saltwater**.
- F. On any road where **police have issued a warning** against travel.

**G.** On any **closed roads**.

**H.** On any road or area where it would be **unsafe to drive the vehicle**.

Additionally, the campervan **must never be driven or used**:

On any **island off the mainland of Australia** unless **Camperman Australia has given prior written permission** and it is clearly noted on the rental agreement.

The hirer agrees the **Juliette 3** and **Paradise Family 5** must remain within Queensland, New South Wales, and Victoria.

The hirer will be fully liable for any breakdowns, accidents or any fees incurred while the van is outside of these permitted states.

The Maxie model and the Maxie-4 Deluxe model are permitted to travel Australia wide but are not allowed to drive during nighttime or during dark hours when travelling outside of Queensland, New South Wales and Victoria.

The hirer will be liable for all costs incurred for any incidents that occur in breach of these areas of use.

A breach of any part of this clause is considered a **major breach** of your rental contract and may result in termination of the agreement, loss of damage cover, and full liability for costs incurred.

## **DURING YOUR RENTAL**

To ensure hygiene, safety, and compliance, **you must not do any of the following unless you have explicit written approval from Camperman Australia**:

### **TRANSPORT ANIMALS**

- No pets or animals are permitted in the campervan at any time, except **registered assistance animals**
- Bringing an animal into the vehicle without written approval will result in a **minimum \$250 cleaning and deodorising fee**.

### **SMOKE OR USE OPEN FLAMES**

- **Smoking is strictly prohibited** inside the campervan at all times.
- You must take all reasonable steps to **prevent passengers from smoking** inside the vehicle.
- Use of **candles, incense, or mosquito coils** inside the campervan is also **strictly forbidden**.
- If smoking or unauthorised flames are detected, the **entire security bond may be withheld**, and **additional cleaning fees will apply**.

### **TRANSPORT HAZARDOUS MATERIALS**

- You may not use the campervan to transport **infectious, biohazardous, biomedical, or toxic materials**.

- Any breach will result in a **full bond forfeiture** and **additional disinfection costs**, which may exceed the bond amount.

## STATE RESTRICTIONS BY VEHICLE MODEL

### JULIETTE 2-3 AND PARADISE FAMILY 5,

These models are **restricted to travel within Queensland, New South Wales, and Victoria only.**

If the campervan is driven outside these permitted states, the **hirer will be fully liable** for:

- Any breakdowns
- Accidents
- All fees and recovery costs incurred

### MAXIE 3 AND MAXIE 4 DELUXE

These models are permitted to **travel Australia-wide.**

However, they must **not be driven during nighttime or in dark conditions** when travelling through:

- **Western Australia**
- **South Australia**
- **Tasmania**
- **Northern Territory**

## HIRER RESPONSIBILITY:

The **hirer will be fully liable** for **all costs and damages** arising from any **incidents or breakdowns** that occur in breach of these area restrictions.

## OVERHEAD AND UNDERBODY DAMAGE

Damage to the overhead or underbody sections of the campervan is not covered under standard damage liability and will be the hirer's full responsibility, regardless of fault.

This includes, but is not limited to:

### OVERHEAD DAMAGE

Damage to any part of the campervan above the windscreen, caused by:

- Collisions with tree branches, awnings, bridges, overhangs, drive-throughs, or similar
- Misjudging height clearance in car parks, underpasses, or similar
- Items placed on the roof or roof rack that become dislodged

### UNDERBODY DAMAGE

Damage to the vehicle's undercarriage or components underneath the body, including:

- Driving on unsealed, rough, or poorly maintained roads

- Striking rocks, curbs, tree stumps, or other obstacles
- Flooding or submersion in water

**IMPORTANT NOTES:** Standard damage cover does not extend to these types of damage. You will be liable for the full cost of repair or replacement, including any associated towing or relocation fees. Damage caused by failure to follow height, road, or usage restrictions outlined in the rental agreement will be treated as a major breach of contract.

To avoid these exclusions:

- Always check height clearances when entering enclosed spaces
- Avoid driving on unsealed or off-road surfaces
- Take extra care in unfamiliar or low-visibility conditions

## **INSURANCE & DAMAGE COVER**

Compulsory Third-Party (CTP) insurance is mandatory in all Australian states and territories. All campervans provided by Camperman Australia include CTP insurance coverage.

CTP insurance provides compensation for bodily injuries caused to other parties in the event of an accident involving the vehicle.

**IMPORTANT:** CTP insurance does **not** cover any damage to the campervan itself.

Standard damage cover is included in the rental charges. Subject to these terms and conditions, Camperman Australia will indemnify you and any authorised driver for:

- Theft of the campervan
- Any damage to the campervan (excluding tyre and windscreen damage)
- Third-party loss

However, you are responsible for paying the damage excess of \$500 (or the amount shown on your rental agreement) for each accident or theft claim regardless if :

- You were not at fault.
- The other party involved was insured, and their insurance company accepts liability.

The damage excess payable under this clause will be charged to your credit card in the following cases:

- For single vehicle accidents.
- If the campervan has been stolen, after we have made reasonable enquiries and, in our opinion, it is unlikely the campervan will be recovered.
- For accidents involving third-party loss,

All claims relating to accidents, attempted theft, or theft will incur a claims administration fee in addition to any damage excess payable. This fee covers the labour and associated costs Camperman incurs while processing your claim.

You (and any authorised driver) are **fully responsible** for all damage to the campervan and any third-party loss if:

- There is a **major breach** of the rental contract.
- The campervan is driven by someone **not authorised** on the rental agreement, or by a driver **under 18** or **over 85**.
- A **single-vehicle accident** occurs (only your campervan is involved).
- There is **overhead damage** – anything damaged from above the windscreen to the roof.
- There is **underbody damage** – including damage caused by rough terrain or hitting obstacles.
- The campervan is **immersed in water**, such as during flooding or river crossings.

## **TYRE AND WINDSCREEN DAMAGE EXCLUSION**

An additional insurance package is available to cover damage to the **four tyres and the front windscreen**, which is not included in the standard cover. The cost of this optional package is **\$100**.

This add-on is optional and can be paid **prior to** or **at the time of vehicle pickup**, you are unable to add this cover once you have departed with the campervan.

### **COVERAGE INCLUDES:**

- Accidental damage to the **front windscreen** only.
- Accidental damage to the **x4 tyres** on the vehicle only. (doesn't include spare tyre)

### **EXCLUSIONS:**

- All other glass or windows, are excluded from this cover.
- Any damage outside of tyres and the front windscreen is not covered by this package.

**IMPORTANT:** You are responsible for all tyre and windscreen damage not caused by reasonable wear and tear. If you do not purchase this cover, you may be liable for costs up to \$500.

You must have Camperman's written approval to replace any tyres or windscreens

### **TYPICAL REPAIR/REPLACEMENT COSTS**

- Windscreen chip repair: approximately \$150.00
- Windscreen replacement: approximately \$400.00
- Tyre replacement: approximately \$300.00

*Please note these costs are approximate and may vary depending on location within Australia. For peace of mind, we strongly recommend purchasing the tyre and windscreen cover.*

## ACCESSORIES & EQUIPMENT

Damage cover does **not** apply to the cost of replacing or repairing accessories supplied by Camperman, such as:

- Lost or broken keys (this includes but not limited to ignition, toilet cassette, gas and/or gas compartment)
- Lost or broken keyless start devices
- Lost or broken remote-control devices

**Lost, removed, or damaged vehicle accessories or fittings**, including but not limited to headrests, tools, power leads, gas bottle fittings, tables, internal components, and any other removable equipment supplied with the vehicle. Replacement costs for these items will be charged to the Hirer.

## PERSONAL PROPERTY & VALUABLES

Camperman Australia accepts **no liability** for personal property that is lost, stolen, or damaged. This includes property belonging to:

- Any relative, friend, or associate of the hirer who ordinarily resides with the hirer.
- Any relative, friend, or associate of an authorised driver.
- The hirer's employees.

## PERSONAL & MEDICAL ITEMS

Hirers are responsible for managing and storing their own personal items, including medication and temperature-sensitive goods. Camperman does not guarantee refrigeration suitability for medical products.

## TRAVEL INSURANCE & MEDICAL COVERAGE

Camperman Australia **does not provide** personal travel insurance or medical coverage.

You are solely responsible for arranging adequate insurance to cover:

- Medical expenses
- Trip cancellations or disruptions
- Lost or stolen personal property
- Injuries from accidents, natural disasters, or other causes

**Recommendation:** We strongly advise all travellers to purchase **travel insurance** before starting their rental.

## GENERAL EXCLUSIONS

Camperman Australia is **not liable for any loss, damage, or costs** arising from the following situations:

- A. Use of **incorrect fuel** when refuelling the campervan.
- B. Any **costs, delays, or inconvenience** associated with changing tyres.
- C. **Leaving the vehicle unlocked** or **leaving keys inside** the campervan.
- D. Driving the campervan **without a drive belt** in place.
- E. Operating the campervan in a **dangerous, careless, or negligent** manner.
- F. Any **breach of Camperman's rental terms and conditions** by the hirer or authorised driver.
- G. **Violations of road rules or laws** committed by the hirer.
- H. Lost or damaged **keys** or **remote-control devices**.
- I. Keys or remote devices **locked inside the vehicle**.

**Important:** Additional charges will apply if Camperman is required to assist with any of the above situations.

If you fail to notify Camperman and give us a reasonable opportunity to rectify any on-road issue (including, but not limited to, breakdowns, water leaks, or equipment malfunctions), you forfeit any right to claim a refund or compensation.

**A breach of any part of this clause constitutes a major breach of the rental agreement.** Please refer to the section "**Consequences of a Major Breach of the Rental Contract**" for further details.

If the campervan engine overheats and is **driven beyond the point of safe operation**, or if **damage is caused recklessly** by you or an authorised driver, **Camperman reserves the right to terminate the rental contract immediately.**

In this situation, you will be **responsible for all associated costs**, including but not limited to:

- Towing and vehicle recovery
- Transport and accommodation
- Mechanical repairs
- Any resulting third-party costs

**IMPORTANT:** Always monitor engine temperature. If the vehicle shows signs of overheating, please immediately pull over however but don't turn off the ignition and **contact Camperman on 1800 216 223 for assistance.**

## **KEYS**

You are responsible for the full cost of replacing any keys that are lost, damaged, or locked inside the campervan. This includes the cost of a locksmith attending the vehicle for retrieval or replacement.

Camperman is not liable for any additional expenses, delays, or inconvenience incurred as a result of lost, damaged, or inaccessible keys.

If multiple keys were issued (e.g., one, two, or three ignition keys), all must be replaced if lost. This also applies to keys for the gas bottle, water compartment, and toilet cassette. Additional fees will apply if the correct number of keys is not returned.

## WHEN BOOKING

Please review your booking details carefully before finalising your reservation. This includes the campervans manufacturer, make, model, year, model range, and listed inclusions as shown on the Camperman website.

### VEHICLE REGISTRATION

The campervans registration number may change at any time prior to collection. While the registration may differ from what is stated in your confirmation email, the vehicle supplied will belong to the **same model category** as booked.

### VEHICLE ASSIGNMENT BY CATEGORY ONLY

Campervans are booked by **vehicle category**, not by specific age, make, model, or transmission type. Requests for particular specifications outside the booked category **cannot be accommodated**.

### TRANSMISSION PREFERENCES

Customers may request a manual or automatic transmission at the time of booking. All requests are treated as preferences only and cannot be guaranteed unless the selected vehicle category is exclusively one transmission type.

While Camperman Australia will make reasonable efforts to accommodate transmission preferences, the vehicle supplied at collection may differ from the requested transmission type.

Transmission type is only guaranteed where all vehicles within a specific category are of the same transmission. For example, the Maxie 4 Deluxe is guaranteed automatic as all vehicles in this category are automatic.

Where a vehicle category includes both manual and automatic options (for example, the Maxie 3), transmission type cannot be guaranteed and will be allocated based on fleet availability at the time of collection.

Customers selecting mixed-transmission categories must ensure they are capable and legally permitted to operate either manual or automatic vehicles, as allocation may vary.

If the allocated vehicle transmission cannot be accepted by the hirer at the time of collection, this may be treated as a cancellation or amendment subject to availability and applicable fees.

### CUSTOMER RESPONSIBILITY

It is your responsibility to select the correct vehicle category and transmission type at the time of booking.

- **No refund** will be provided if the transmission type does not match your preference.
- If you refuse to accept the vehicle on this basis, it will be treated as a **same-day cancellation**, and **full cancellation fees** will apply.

## VEHICLE INFORMATION & SUITABILITY

Camperman will provide you with a campervan that matches the model category specified in your booking confirmation (e.g., Juliette 3, Maxie 4, Maxie 3). While the vehicle age, size, layout, and passenger capacity shown on our website are accurate representations of each model

category, they are not a guarantee of receiving a specific vehicle. Colours, finishes, and minor features may vary according to fleet availability.

It is your responsibility to review the campervan specifications on our website prior to booking and ensure the vehicle is suitable for your intended use, passengers, route, and storage needs.

No refunds, compensation, or exchanges will be provided if:

- The vehicle supplied matches the booked model category; or
- You later determine it is unsuitable for your route, passengers, or belongings; or
- You have personal preferences relating to layout, storage, colour, or other non-essential features.

All Camperman vehicles are high-top campervans. Due to their height, they may not be able to access:

- Underground or undercover car parks
- Drive-thrus
- Low-clearance structures
- Building overhangs, tree branches, or signs
- Carports, bridges, or ferry decks

It is your responsibility to check clearance heights before entering any structure or enclosed area. Full vehicle dimensions are available on our website. Damage to the roof or any part of the campervan above the windscreen is not covered by insurance. You will be liable for the full cost of repairs for such damage, regardless of fault.

## VEHICLE FEATURES

Vehicle features (e.g., Bluetooth, audio systems, hoses, fittings, and accessories) may vary between campervan models and production years. Functionality of optional or convenience features is not guaranteed.

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## LEGAL & MISCELLANEOUS

### RENTAL REFUSAL

Camperman Australia Group Pty Ltd reserves the right, at its sole discretion and without obligation to provide reasons, to refuse to rent a vehicle to any individual or entity, or to terminate an existing rental agreement at any time. Grounds for refusal or termination may include, but are not limited to:

- Failure to meet eligibility or licensing requirements.
- Provision of false, misleading, or incomplete information.
- Conduct that poses a safety risk or violates any applicable laws.
- Suspected or actual breach of any clause of the rental agreement.

- Behaviour that is abusive, threatening, or inappropriate towards Camperman staff or representatives.

In the event of termination, Camperman Australia may repossess the vehicle without prior notice, and the renter may be held liable for any associated costs or damages in accordance with the terms of this agreement.

## TRAFFIC INFRINGEMENTS

You and any authorised driver are responsible for paying all speeding, traffic fines, infringements, parking fines, and any charges related to the use or seizure of the campervan by any regulatory authority.

Once Camperman Australia receives an infringement notice, a **\$150 infringement administration fee** will be charged to the credit card on file. After this charge, an email detailing the infringement will be sent to the email address provided at the time of booking.

The Department of Transport will mail the infringement notice to the postal address provided on the booking. If this address is not a residential or accessible address for you, Camperman Australia does not accept responsibility for the delivery, or will we be able to change the postal address where the infringement notice is sent.

## CLAIMS

All claims relating to accidents, attempted theft, or theft will incur a claims administration fee in addition to any damage excess payable. This fee covers the labour and associated costs Camperman incurs while processing your claim.

## TOLL CHARGES

All Camperman Australia vehicles are **pre-registered for use on toll roads across Australia**. This means:

- You do **not** need to set up your own toll account or tag.
- Any tolls you incur during your rental period will be automatically charged to Camperman via the vehicle's registration.

These toll charges are then covered by the **toll administration fee** you pay at the start of your rental.

### What's included:

The administration fee is a **flat-rate charge** that covers **all tolls** during your hire period—no need to pay tolls separately or worry about surprise charges after your trip.

## ACCIDENT REPORTING

If you or an authorised driver are involved in an **accident** or if the campervan is **stolen**, you must:

1. **Report to Camperman** within **24 hours** of the incident (failure to do so may result in the hirer being fully liable for all resulting damage and costs).
  - You must fully complete an accident or theft report form in full detail.
2. **Report to the police** immediately if:
  - A person is injured.
  - Another party fails to stop or leaves the scene without exchanging details.
  - Another party appears to be under the influence of drugs or alcohol.
3. **At the scene of the accident**, you must:
  - Exchange names, addresses, contact numbers, and email addresses with all other parties involved.
  - Record the **registration numbers** of all vehicles involved.
  - Take reasonable **photographic evidence**, including:
    - Position of vehicles prior to moving (if safe to do so)
    - Damage to the campervan
    - Damage to third-party vehicles or property
    - The scene of the accident, including road conditions and signage
4. **Forward any third-party correspondence or court documents** to Camperman within **7 days** of receipt.
5. **Cooperate fully** with Camperman and legal representatives in:
  - Legal proceedings Camperman may initiate
  - Legal defence proceedings you or Camperman are involved in
  - This may include attending lawyer's offices or court hearings.

#### WHAT YOU MUST NOT DO:

- Admit fault to any party
- Promise payment to any third party
- Release the other party from any liability

#### IMPORTANT:

Failure to follow these reporting obligations may result in:

- Full liability for damage, theft, or third-party loss
- Termination of your rental contract
- Loss of insurance coverage

#### SINGLE VEHICLE ACCIDENT

A **single vehicle accident** is defined as an accident in which **only your campervan is involved**, resulting in damage to the vehicle.

This also includes situations where:

- The accident involved **another vehicle**, but
- You are **unable to provide** Camperman with **the other driver's full details** (including, contact number, licence, registration number).

## EXAMPLES OF SINGLE VEHICLE ACCIDENTS INCLUDE:

A single vehicle accident occurs when the campervan is involved in an incident without direct impact or involvement from another identifiable third-party vehicle.

This also includes situations where another vehicle may have been involved, but full and verifiable third-party details (including driver information, vehicle registration, and insurance details) are not obtained and provided at the time of the incident.

## COMMON EXAMPLES INCLUDE:

- A. Collisions with trees, guideposts, signposts, Kerbs, or other roadside structures — intentional or accidental.
- B. Collisions with animals (e.g., kangaroos, livestock, wildlife).
- C. Rollovers or overturning of the campervan.
- D. Scraping, impact, or damage caused in carparks, driveways, or confined spaces
- E. Any other damage occurring without a clearly identifiable third-party vehicle responsible

An **additional \$250.00 security bond** will be charged to the credit card on file. This charge is in addition to any applicable damage excess.

If the vehicle remains on hire at the time of processing, a total of \$750.00 will be charged to ensure the required \$500.00 security bond is maintained for the duration of the hire period.

## ACCIDENTS AND BOND RETENTION

In the event of any accident while the vehicle is in your possession, a minimum bond of **\$500** must always remain held against your booking.

1. For a **single-vehicle accident**, the standard excess of **\$750** will be charged to ensure sufficient cover is in place while the vehicle is being driven.
2. For a **collision involving another vehicle**, **\$500** will be charged immediately. Once the vehicle is returned with no further damage identified, the amount will be released.

Camperman Australia reserves the right to **charge the card on file immediately upon becoming aware of any damage** to the campervan.

## ROAD RESTRICTIONS

Camperman vehicles **must not be driven** on the following surfaces:

**Unsealed roads**, including:

- o Dirt roads
- o Gravel roads
- o Sand tracks
- o Beaches or sand dunes

## IMPORTANT NOTICE

**Travelling on any unsealed road voids all damage protection cover.**

The **hirer is fully liable for any and all damage** resulting from driving on unsealed surfaces, including:

- Damage to the campervan
- Third-party loss
- Recovery, towing, and assessment costs

## VEHICLE INSPECTION

If **Camperman has reason to believe** the vehicle has been driven on unsealed roads:

- The **security bond will be held** until a full inspection is completed.
- If **no damage is found**, the bond will be refunded **minus the cost of the inspection**.
- If **damage is found**, the **full repair cost** will be deducted from the hirer.

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## BREAKDOWNS AND REPAIRS

### BREAKDOWN

Camperman Australia provides **24-hour roadside assistance** free of charge for mechanical breakdowns (excluding accidents). This service is delivered through major national roadside assistance organisations.

If the campervan breaks down during your rental period, you must **immediately contact Camperman on the free helpline 1800 216 223**.

While all vehicles are maintained to acceptable standards and supplied in good working order, breakdowns may still occur unexpectedly.

#### 1. Human Error and Non-Covered Callouts

The hirer is **fully liable** for any roadside assistance costs resulting from **non-mechanical causes**, including but not limited to:

- Lost, broken, or locked-in keys
- Flat batteries caused by driver error (e.g. leaving lights or radio on)
- Tyre changes or damage resulting from **driver negligence**
- Running out of fuel/ refilled with incorrect fuel
- Use of the vehicle **outside the contracted area of use**
- Damage or issues arising from **negligent or improper use**

- Non-mechanical or cosmetic complaints

## 2. What to Do in the Event of a Breakdown?

If the campervan breaks down during your rental period, you must:

- **Immediately contact Camperman** on the **helpline: 1800 216 223**.
- **Follow all instructions** provided by Camperman staff.
- **Do not leave or abandon the vehicle** unless expressly authorised by Camperman. You remain **fully responsible for the vehicle**, regardless of any breakdown or accident circumstances.

Failure to inform Camperman or abandoning the vehicle without authorisation will be considered a breach of the rental agreement and may result in you being held fully liable for any costs incurred.

## REPORTING ISSUES

All issues must be reported to Camperman **as soon as possible** and **within 24 hours** of discovery to allow us the opportunity to resolve the problem during your rental.

Failure to notify Camperman within this 24-hour period may affect your eligibility for compensation. **Claims submitted after 24 hours will not be accepted.**

If you do not contact Camperman or fail to provide an opportunity for the issue to be rectified during the rental period, it will be deemed a **minor inconvenience**, and you agree to waive any right to claim for lost rental time, inconvenience, or associated costs.

## HELPLINE

Camperman Australia's head office provides a **7-day-a-week, nationwide help and information service**.

For on-road assistance, please call our toll-free number: **1800 216 223**, available daily between **8:00 AM and 9:00 PM**.

If your call is not answered, the lines may be busy, or you may be calling outside these hours. Please leave a detailed message including:

- Your name
- Best contact number
- Vehicle registration number
- A description of the issue you are experiencing

**PLEASE NOTE:** If you do not leave a contact number, we will be unable to return your call.

## ROADSIDE ASSISTANCE

If you request roadside assistance and it is determined that the issue was caused by **user error** or **damage resulting from your actions**, you will be responsible for the following:

- An **\$110 call-out fee**, and
- Any **associated repair or recovery costs**

**Some examples of user error include, but are not limited to:**

- Leaving lights or appliances on and flattening the battery
- Running out of fuel/ using incorrect fuel
- Locking keys inside the vehicle
- Attempting to drive with incorrect tyre pressure or causing tyre damage through negligent use

## REPAIRS

All Camperman vehicles are regularly serviced and fully maintained. However, we understand that occasional mechanical issues or minor faults may occur during your rental.

Camperman Australia has a **24/7 nationwide roadside assistance agreement** with all major service providers. If you experience a serious issue, you must **contact Camperman immediately** on our toll-free helpline: **1800 216 223**, Please follow all instructions provided by Camperman staff.

Failure to follow Camperman's instructions, or acting independently without guidance from Camperman staff, may **compromise the rental agreement and could result in the hirer being liable for additional costs or damages.**

The hirer must take all reasonable steps to protect the vehicle and prevent further damage while awaiting assistance.

### IMPORTANT NOTES:

Malfunctions of non-safety related features or convenience items such as the **radio/stereo, DVD player, GPS, stove, fridge, water pump, or air-conditioning** systems are not classified as mechanical breakdowns, as they do not affect the drivability or safe operation of the campervan.

Where a non-safety related item is not functioning correctly, the hirer must notify Camperman Australia as soon as reasonably practicable and within 24 hours where possible.

Failure to report an issue during the rental period may limit Camperman Australia's ability to inspect, assess, and where possible, rectify the issue.

Camperman Australia will make reasonable efforts to inspect and, where possible, repair reported issues at an authorised depot or approved repair facility.

Compensation, alternative accommodation, or reimbursement of incidental expenses will not generally be provided for temporary malfunction of non-safety related features where reasonable repair options are made available within a reasonable timeframe.

Where Camperman Australia is not notified of an issue during the rental period, or is not given a reasonable opportunity to inspect and rectify the matter, this may impact the assessment of any subsequent claim, including eligibility for compensation relating to lost time, inconvenience, or related expenses.

Claims submitted after the rental period has ended, or where Camperman Australia has not been given a reasonable opportunity to address the issue during the rental period, may not be accepted or may be reduced.

## MINOR REPAIRS

You may carry out minor mechanical repairs and oil top-ups **up to the value of \$50**, and **Camperman will reimburse you**—provided:

- You retain and submit the **original tax invoice and receipt**.
- You have **not committed a major breach** of the rental contract.
- You have **notified Camperman in advance** of the purchase so it can be recorded on your rental file, and we can advise whether a follow-up inspection is required.

## IMPORTANT NOTES:

- Reimbursement **will not be issued without an official tax invoice/receipt**.
- Camperman **must be informed prior** to any mechanical purchase or repair.
- **Delays** due to weekends, public holidays, or remote locations—where spare parts and services may be limited—**do not qualify for compensation or refunds**.

## NO RESPONSIBILITY

Subject to your rights under the Australian Consumer Law, Camperman Australia is not responsible for, and does not cover, the following losses or expenses:

### 1. Personal property and consumables

- Replacement or compensation for spoiled food, medication, or personal items due to appliance performance, storage limitations, or power usage.
- Damage to, loss of, or theft of personal belongings, including water damage.

### 2. Travel and booking-related costs

- Costs associated with missed flights, tours, activities, or non-refundable bookings for any reason.
- Pre-booked accommodation, transport, or activities that cannot be accessed due to delays, schedule changes, or vehicle availability.

### 3. Delay, disruption, and inconvenience

- Financial losses arising from trip delays, cancellations, or changes to travel plans.
- Loss of enjoyment, holiday disruption, or inconvenience of any kind.
- Additional campsite fees or accommodation costs required due to delays, vehicle performance issues, or temporary unavailability.

#### 4. External events and third parties

- Losses or delays caused by third-party service providers, road closures, traffic incidents, or government restrictions.
- Losses arising from natural disasters or major events, including floods, cyclones, hailstorms, earthquakes, bushfires, or pandemics.

#### 5. Vehicle operation and repairs

- Additional fuel costs incurred during or after repairs, or due to variations in vehicle performance.
- Costs or delays arising from breakdowns or accidents where repairs, parts, or replacement vehicles are delayed due to factors outside Camperman Australia's reasonable control.
- Mechanical or operational issues where Camperman Australia has complied with its obligations to inspect, maintain, and repair the vehicle in accordance with the Rental Agreement.

#### 6. General limitation

- Any consequential, indirect, or economic loss of any kind arising from the use of the vehicle or interruption to travel plans.
- Losses incurred where continuation of the journey is affected by circumstances outside Camperman Australia's reasonable control.

### INFESTATIONS

Camperman Australia takes reasonable steps to maintain the cleanliness and hygiene of its campervans. However, due to the nature of camping and road travel in outdoor environments, we **cannot guarantee** that vehicles will remain free of insects or small animals during the rental period.

Camperman is **not responsible** for any insect or animal infestations, including but not limited to: Ants, flies, mosquitoes, fleas, bedbugs, cockroaches, spiders, rodents such as mice or rats

Infestations may occur based on environmental factors such as food storage, campsite conditions, weather, and regional wildlife. Customers are expected to:

- Store food securely at all times
- Dispose of rubbish regularly and appropriately
- Keep doors and windows closed when not in use

**No refunds, compensation, or alternative vehicles** will be provided for infestations that occur before or during the rental, provided the vehicle was clean at the time of collection. This includes infestations caused by environmental exposure or customer behaviour.

If an infestation occurs, please contact Camperman for advice. In most cases, it can be managed using standard cleaning or pest control methods.

## **CAMPERMAN LIABILITY DISCLAIMER**

Camperman Australia shall not be liable to the hirer for any **loss, damage, delay, inconvenience, or consequential loss** arising from, but not limited to:

- Late or delayed delivery of the vehicle.
- The campervan not matching photographs or descriptions provided on the website, in brochures, or by booking agents.
- The vehicle not being suitable for the hirer's specific travel needs, including—but not limited to—sleeping arrangements, driving preferences, storage space, transmission type, or onboard facilities.
- Minor changes in vehicle appearance, branding, layout, or components due to manufacturer variations, upgrades, or fleet updates.

It is the sole responsibility of the hirer to ensure the campervan booked is appropriate for their **intended use, travel party, and itinerary**, based on the specifications and features published on Camperman Australia's website.

Photographs and promotional images are updated annually by Camperman staff and represent a general guide only. Actual vehicles may vary due to manufacturer updates, fleet rotation, or minor upgrades or modifications. Such variations do not constitute grounds for cancellation, refund, or compensation.

Camperman Australia is also not liable for any delay, loss, damage, inconvenience, or personal injury resulting from events outside of its control, including but not limited to:

- Natural disasters such as floods, bushfires, earthquakes, hailstorms, cyclones, or pandemics
- Force majeure events including road closures, accidents, or traffic incidents.
- Government-imposed travel restrictions, border closures, or quarantine requirements.
- Changes in available drop-off locations due to unforeseen circumstances.

Additionally, Camperman Australia is not liable for any personal injury or damage to the hirer's property resulting from such events.

## **DISCLAIMER**

All illustrations, images, line drawings, videos, and written descriptions on our website, brochures, advertising materials, or provided by agents are for **general representational purposes only**.

While we make every effort to ensure accuracy, **variations may occur** in the actual vehicle supplied, including but not limited to:

- Interior layout
- Upholstery colours or finishes
- Equipment or accessory brands
- Storage configuration
- Minor features or vehicle age

These differences may result from **vehicle upgrades, modifications, model changes, or availability at the time of hire.**

Such variations **do not constitute a breach of contract**, and **no refunds or compensation** will be provided if the campervan delivered differs in minor ways from promotional material, provided it meets the general category and features booked.

## **CHANGE OF VEHICLE**

If the booked vehicle becomes unavailable due to unforeseen circumstances, Camperman Australia reserves the right to supply a substitute vehicle of comparable class and functionality without prior notice and at no additional cost to the renter.

The substitute vehicle will be as close as reasonably practicable to the originally booked vehicle category, taking into account size, sleeping capacity, and core features.

This substitution will not, in itself, constitute a breach of contract and will not automatically entitle the renter to a refund or compensation.

Where a substitute vehicle of comparable class is provided, Camperman Australia will not generally be liable for any incidental costs or inconvenience arising from the change.

## **REFUND FOR LOST TIME**

Subject to your rights under **Australian Consumer Law**, if the breakdown is determined to be due to **Camperman's fault**, our liability is limited to:

- A **refund for the downtime** while the vehicle is in the repair shop

Any refund or compensation related to on-road issues or vehicle downtime will only be processed after the rental period has ended. Downtime is calculated by the hour, not by the day and refunds will be credited only to the card on file, and only after Camperman receives a completed and signed compensation claim form from the customer.

No alternative accommodation or food costs will be reimbursed during this time. You may choose either a refund for lost time or accommodation expenses up to a maximum of \$80 per night.

## COMPLAINTS PROCESS

Camperman Australia values customer feedback and aims to resolve all complaints in a **fair and timely manner**. To ensure your concerns are addressed appropriately, please follow the process below:

1. **Submission Method:** Complaints must be submitted **via email only** and **after the rental period has ended**.
2. **Submission Deadline:** Complaints must be emailed to Camperman **no later than 10 business days** following the return of the campervan.
3. **Required Information:** Your complaint must include:
  - A clear summary of the issue(s) experienced
  - Any supporting evidence, such as photos, videos, or receipts
4. **Review and Response:** Camperman's management and complaints team will review your submission and provide a **written response within ten (10) business days** of receipt.
5. **Limitations:**
  - No additional compensation will be offered for any delay in email response times.
  - Refunds or compensation will only be processed once Camperman has received **all required refund documentation**, fully completed and signed by the customer.

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## LIVING EQUIPMENT AND EXTRAS

### WHATS INCLUDED IN THE CAMPERVAN?

Each campervan rental includes sleeping and basic kitchen equipment at no additional cost.

#### **Sleeping equipment includes (per person):**

- 1 x pillow
- 1 x pillowcase
- 1 x sheet
- 1 x towel
- 1 x sleeping bag **OR** blanket (not optional)

**Kitchen equipment:** Full details of included kitchen equipment are available on our website and may vary depending on vehicle category.

**Please note** that only basic equipment is supplied as standard to support general travel needs.

Due to varying weather conditions across Australia, customers may choose to purchase additional items at their own discretion and expense to suit their personal comfort requirements.

Camperman Australia is not responsible for any costs associated with optional items purchased independently by the hirer, and no refunds will be provided for such purchases.

## LINEN USE AND CLEANING

All linen supplied with the vehicle, including **sheets, towels, pillowcases, pillows, blankets, and/or sleeping bags**, is for personal use only and must not be used for cleaning the vehicle or any equipment.

Each vehicle is supplied with designated cleaning items (including a washcloth and tea towel) for general cleaning purposes. Customers may also choose to purchase additional cleaning materials at their own expense.

The hirer is responsible for ensuring all supplied linen is returned in a reasonably clean and undamaged condition, allowing for fair and normal use.

Linen returned with stains, burns, bleach damage, excessive soiling, or other non-standard wear and tear will incur a replacement or cleaning fee based on the cost of repair or replacement.

## ADDITIONAL EQUIPMENT FOR HIRE

The following optional extras are available for hire at an additional cost and **must be booked in advance**:

- **Outdoor table** – \$20 per table, per rental
- **Outdoor chairs** – \$10 per chair, per rental
- **LPG gas bottle refill** – \$25 (gas bottle is not guaranteed to come full)
- **Extra Blanket** - \$15 each
- **Extra Pillow & pillowcase** - \$15 each

All items are subject to availability at the time of booking.

## LPG GAS BOTTLE AND FIRE EXTINGUISHER

At the start of your rental, Camperman will supply:

- One LPG gas bottle
- One 2kg fire extinguisher

## IMPORTANT DETAILS:

- The LPG gas bottle is **not supplied full** at pick-up.
- Refills can be purchased from Camperman for **\$25.00** at the **Cairns, Sydney, and Melbourne** depots only.
- The LPG gas bottle **may be returned empty** at the end of the rental.

## USAGE RESTRICTIONS:

- The LPG gas bottle must **not** be used with any appliances (such as lamps, BBQs, etc.) **not provided by Camperman**.
- You are responsible for any damage to Camperman property, including the campervan itself, caused by incorrect use of the LPG gas bottle or its fittings.

## **FIRE EXTINGUISHER**

At the end of the rental, you will be charged the **replacement cost** of the fire extinguisher **plus an administration fee** if it has been used in a **non-emergency situation**.

If the extinguisher was discharged in response to a **genuine emergency, no charges will apply**. However, you **must contact Camperman Head Office at the time of use** to ensure the incident is **properly recorded** on your rental file and the campervan can be **inspected if required**.

Failure to notify Camperman may result in the use being treated as non-emergency and charges being applied.

## **FIRST AID KITS**

**First aid kits are not supplied** in Camperman vehicles.

For hygiene and personal safety reasons, we recommend travellers bring their own small first aid kit with items suited to their individual needs (e.g., bandages, antiseptic, personal medication). These are widely available at supermarkets, pharmacies and service stations.

## **MISSING OR DAMAGED EQUIPMENT**

You will be charged the reasonable replacement cost for any equipment supplied with the vehicle that is missing, not returned, or returned in a damaged condition, fair wear and tear excepted.

Where any kitchen or sleeping equipment is missing or incorrect at the time of vehicle collection, the hirer must notify Camperman Australia as soon as reasonably practicable so that a replacement can be arranged where available.

Where reasonably practicable, the hirer may be required to return to the collection depot to obtain replacement items.

No refund or reimbursement will be provided for any equipment independently purchased by the hirer unless prior approval has been provided by Camperman Australia.

Failure to report missing, damaged, or defective equipment during the rental period may affect Camperman Australia's ability to assess the issue and may result in charges being applied upon return of the vehicle following inspection.

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## **TRAVELLING WITH CHILDREN**

It is the hirer's sole responsibility to ensure that the campervan they book is **legally suitable for carrying children**, based on:

- The **vehicle's seatbelt and anchor point configuration**
- The **child restraint laws in the state(s) you will be travelling through**

#### **CAMPERMAN CHILD RESTRAINT DISCLAIMER**

- Camperman Australia **does not supply, fit, or install child seats or booster seats.**
- We are **not responsible** if the vehicle booked does not legally accommodate your required restraints.
- Refusal to accept a campervan due to child restraint suitability will be treated as a **same-day cancellation**, and **no refund** will be provided.

Our staff can offer guidance based on the details you provide at the time of booking, but Camperman is **not liable** if you book a vehicle that is unsuitable for your travel needs.

Camperman Australia is not legally permitted to, and will not, fit, or provide assistance with the installation of child or booster seats. It is the sole responsibility of the hirer to ensure that all child restraints are legally compliant and correctly installed prior to travel.

#### **LEGAL REQUIREMENTS**

You must ensure that:

- All children **under 7 years of age** are seated in a **properly fitted and legally approved child restraint**, appropriate to their **age and weight**.
- Restraints are fitted only to **approved anchor points** in the vehicle.
- Restraints are used **in accordance with the law** of the state or territory where you are driving.

Misuse of anchor points (e.g., attaching to a seatbelt instead of the anchor point) may compromise passenger safety and may be considered a breach of contract.

**NOTE:** A child restraint anchor point does **not** increase the number of passengers a vehicle can carry. It is counted as one of the existing seats.

#### **CHILD RESTRAINT SUITABILITY BY VEHICLE CATEGORY**

Each vehicle listing on our website clearly outlines whether it is suitable for child restraints. Please check this before booking:

##### **MAXIE 4 DELUXE**

- 2 seatbelts in the front cabin
- 2 seatbelts in the rear
- **2 anchor points** in the rear – suitable for **forward- and rear-facing** child seats

### MAXIE 3

- 3 seatbelts in the front cabin only
- **Child restraints or booster seats are not permitted in this vehicle**

### JULIETTE 2-3

- 2 or 3 seatbelts in the front cabin only
- **Child restraints or booster seats are not permitted in this vehicle**

Please ensure you book a vehicle that is suitable and **compliant with legal child restraint requirements** for your children and your travel plans. If in doubt, contact Camperman Head Office **before finalising you're booking**.

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## MAINTENANCE OBLIGATIONS

### MANDATORY LEGAL REQUIREMENTS

You and any authorised driver must comply with all applicable road laws and safety regulations, including but not limited to:

#### SEAT BELT LAWS

- All drivers and passengers must wear seat belts that are properly adjusted and fastened at all times.
- Fines may be issued by police for non-compliance.

### VEHICLE CARE OBLIGATIONS

You and any authorised driver must take reasonable care of the campervan throughout the rental period. This includes but is not limited to:

- Preventing damage to the vehicle, whether accidental or avoidable.
- Protecting the campervan from unnecessary exposure to extreme weather where possible (e.g. hail, excessive winds, flooding).
- Regularly checking and maintaining **essential fluids** such as engine oil, coolant, and brake fluid, as well as **tyre pressure**.
- Using only the **correct fuel type: Regular Unleaded 91**.- Use of **E10**, diesel, or any incorrect fuel type may result in **damage charges**.
- Ensuring the campervan is not **overloaded** beyond its designated weight or passenger capacity limits.
- Ensure the top-bed on the Maxie 4 deluxe is clipped back and restraint before driving.

### VEHICLE SECURITY

- The campervan must be **securely locked** whenever left unattended.
- The **keys or remote-control device** must be kept in your possession or in the possession of an authorised driver at all times .

- Keys **must never be left in the ignition** or inside the vehicle when unattended.

## **MAINTENANCE AND RESPONSIBILITY – DAILY REQUIRMENTS**

You and any **authorised driver must perform the following daily checks** and maintenance tasks throughout the rental period:

- **Check all fluid levels daily**, including engine oil, coolant, and windscreen washer fluid.
- Check the radiator water level **only when the engine is cool**.
- Checking tyre condition for visible damage, wear, or obvious deflation
- Ensuring all lights, indicators, and brake lights are operating correctly prior to driving
- Maintain correct tyre pressure **40 - 50 psi** at all times.

Engine-related fluid checks, including radiator levels, must only be carried out when the engine is cold.

## **CLEANING AND GENERAL CARE**

The hirer is responsible for maintaining reasonable interior cleanliness of the campervan during the rental period.

The exterior of the vehicle should be cleaned where reasonably practicable, particularly after extended travel in heavily soiled conditions. This may be subject to environmental conditions, water availability, and local restrictions.

## **IMMEDIATE REPORTING OBLIGATIONS**

You must immediately notify Camperman Australia Head Office if you observe any of the following:

- Unusual or excessive consumption of oil or coolant
- Fluid leaks or persistently low fluid levels despite regular top-ups
- Dashboard warning lights or abnormal temperature gauge readings
- Any mechanical faults, defects, or malfunctions
- Any damage to the campervan, whether from a single-vehicle incident or collision

## **LIABILITY FOR NEGLIGENCE**

Failure to perform these daily checks and continuing to use the campervan may result in damage for which you will be held **fully liable**, including mechanical failures caused by low fluids, tyre issues, or safety hazards arising from inoperative lights. Such negligence may also incur repair or recovery costs at your expense.

## **REPAIRS AND TOWING RESTRICTIONS**

You **must not** authorise or allow any repairs, towing, or salvage work without prior **written consent** from Camperman.

After any accident, do **not leave the campervan unattended** until a tow or salvage operator arrives, unless otherwise directed by Camperman.

## CONSEQUENCES OF MAJOR BREACH OF RENTAL CONTRACT

If you or any authorised driver:

- A. Commit a **major breach** of the rental contract that causes:
- Damage to the campervan
  - Theft of the campervan
  - Third-party loss

OR

- B. Drive the campervan in a **reckless or dangerous manner** that constitutes a **serious breach of road safety laws**,

Then the following consequences apply:

### LOSS OF DAMAGE COVER

You **will no longer be covered** under the standard damage protection policy. This means:

- You have **no insurance cover** for any damage, theft, or third-party loss.
- You are **fully liable** for the **entire cost** of:
  - Repairs or replacement of the campervan
  - Third-party property damage or claims
  - Towing, storage, or recovery
  - Any resulting legal or administrative costs

### FINANCIAL LIABILITY

- You must pay **all additional costs or expenses** incurred by Camperman as a **direct result** of the breach.

### IMMEDIATE TERMINATION

Camperman, acting **reasonably**, may:

- **Terminate the rental contract immediately**
- **Take possession of the campervan** without notice

This may include towing or retrieving the campervan at your expense if any major breach has occurred.

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## DEFINITIONS

This section defines key terms used in relation to accidents, damage, and associated costs.

- **We, Us, Our:** Refers to *Camperman Australia Group Pty Ltd*, ABN 26 108 103 206.
- **You, Your, Hirer:** Refers to the individual, firm, company, or government agency renting the campervan from Camperman, whose name appears on the rental agreement.

- **Rental Charges:** The total fees payable for renting the campervan from Camperman, including GST and any applicable taxes or levies, as detailed in the rental agreement.
- **Rental Station:** The location from which the campervan is hired, as specified in the rental agreement.
- **Rental Period:** The duration starting at the time specified in the rental agreement and ending at the conclusion of the rental.
- **Security Bond:** A \$500 amount collected at the start of the rental as security for rental charges and any additional fees or charges incurred during the rental period.

## **START OF THE RENTAL**

The commencement date and time of the rental as stated in the rental agreement.

## **THIRD PARTY LOSS**

Loss or damage to third-party property, including other vehicles, and any claims for third-party loss of income.

## **ACCIDENT**

An accident is an unintended and unforeseen incident, including but not limited to:

- A. Collision between the campervan and another vehicle or object (including animals and roadside infrastructure)
- B. Rollovers
- C. Weather-related events (e.g., hail damage)
- D. Any incident resulting in damage or third-party loss

## **AUTHORISED DRIVER**

An authorised driver is any person:

- Approved by Camperman prior to the rental, **and**
- Whose name and signature appear on the rental agreement

## **CAMPERVAN**

The campervan refers to the vehicle listed on your rental agreement, including:

- All parts, components, and accessories
- The GPS unit, if provided

## **DAMAGE**

Damage means any of the following, except for fair wear and tear:

- Physical loss or damage to the campervan (including all parts, accessories, and the GPS unit)
- Towing and salvage costs
- Vehicle assessment fees

- Claims administration fees
- Loss of use (downtime)

**NOTE:** Damage to the windscreen, headlights, lights, or tyres that renders the campervan unroadworthy is **not** considered fair wear and tear.

## DAMAGE EXCESS

The damage excess is the **maximum amount (including GST)** you are required to pay Camperman in the event of:

- An accident
- Attempted theft
- Third-party loss
- Theft where the campervan is not recovered

The excess amount is specified in your rental agreement.

## SINGLE VEHICLE ACCIDENT

A single vehicle accident refers to any incident involving the campervan where no other identifiable vehicle was directly involved, or where another party's full details cannot be provided. Examples include:

- **Collisions with stationary objects (trees, signs, fences, guideposts),**
- **Collisions with animals (e.g., kangaroos, livestock),**
- **Rollovers or tipping of the campervan,**
- **Damage in empty car parks or tight spaces without another vehicle being involved.**

An additional \$250 bond applies to any single vehicle accident and is charged to the card on file during or after the rental.

## OVERHEAD DAMAGE

**Overhead damage** means any damage **at or above the top edge of the front windscreen**, including:

- Impact with trees, signs, overhangs, bridges, or other overhead structures
- Damage caused by placing objects on the roof of the campervan
- Damage from standing or sitting on the roof

## INSURANCE EXCLUSIONS – YOU ARE FULLY LIABLE

Insurance **does not cover**:

- **Overhead damage**
- **Underbody damage**, which includes:

- Damage from contact with kerbs, gutters, road humps, barriers, unsealed roads, or other road obstacles

In these cases, the damage will be **inspected**, and **the hirer will be fully liable** for the total cost of repairs.

## **UNDERBODY DAMAGE**

"Underbody damage" refers to **any damage sustained to the underside of the campervan** as a result of contact with unsealed roads and/or road surfaces or obstacles, including but not limited to:

- Kerbs
- Gutters
- Speed or road humps
- Road barriers
- Wheel stops
- Large rocks or debris
- Rough terrain

This does not include damage caused by a collision with another vehicle.

### **THIS DAMAGE TYPICALLY RESULTS FROM:**

- **Driving on unsealed, uneven, or poorly maintained roads,**
- **Failing to approach obstacles cautiously,**
- **Taking the vehicle off-road or beyond its designed clearance.**

Underbody damage is not covered by standard damage cover and is considered the hirer's responsibility, unless it is caused by a collision with another vehicle.

## **UNSEALED ROAD**

A road not sealed with a hard, smooth surface such as bitumen, asphalt (tar), or concrete. This includes:

- Gravel roads
- Dirt tracks
- Sand roads
- Roads under construction or temporary maintenance that lack a sealed surface.

## **END OF THE RENTAL**

The rental period ends at whichever occurs later:

- The date and time listed on your rental agreement, **or**
- The actual return date and time of the campervan

## **MAJOR BREACH**

A **major breach** of the rental contract includes (but is not limited to):

A. Any breach of clauses that refer to:

- Damage to the campervan
- Theft of the campervan
- Third-party loss

B. Any act that prevents Camperman from:

- Investigating a claim arising from an accident or theft
- Prosecuting or defending any legal proceedings relating to a claim

## **OFF-ROAD USE – STRICTLY PROHIBITED**

**Off-road** means **any area that is not a sealed or unsealed public road**. This includes (but is not limited to):

- Unformed roads or bush tracks
- Fire trails and remote trails
- Beaches, sand dunes, deserts
- Creek beds, rivers, streams, and floodwaters
- Dams, tidal crossings
- Fields, paddocks, and rocky terrain

Use of the campervan in any of these areas is **strictly prohibited** and considered a **major breach** of the rental contract.

## **GPS TRACKING DEVICE**

A GPS tracking device is any electronic device installed in the campervan that can monitor:

- Vehicle location
- Speed
- Fuel levels
- Other relevant telemetry data

## **LOSS OF USE**

Loss of use is the financial loss Camperman incurs when the campervan is:

- Unavailable for hire due to repairs, **or**
- Written off or stolen, resulting in its permanent unavailability

Loss of use is calculated at the daily rate shown in the rental agreement.

If the campervan is written off or unrecovered due to an accident or theft, Camperman is not required to provide a replacement vehicle and may terminate the rental contract.

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## RELOCATIONS

Relocation rentals remain subject to Camperman Australia's full standard Rental Terms & Conditions, in addition to the relocation-specific terms outlined below.

Relocation rentals are offered at a discounted rate in exchange for moving a vehicle between depots. Please read the following terms carefully:

- Relocations are only permitted to travel between QLD, NSW, and VIC.
- Vehicles must not be driven between dusk and dawn.

## CHANGES AND/OR CANCELLATIONS

Relocation bookings may be changed or cancelled at any time without notice. While Camperman Australia will endeavour to inform customers as soon as possible, **Camperman Australia accepts no responsibility for cancellations.**

**All relocation bookings are subject to a non-refundable \$100 cancellation fee if cancelled at any time prior to pick up.**

## DRIVER ELIGIBILITY

**Drivers must be at least 18 years of age and no older than 85 years of age.** All drivers must hold a valid driver's licence and have a minimum of 12 months driving experience.

Camperman Australia reserves the right to refuse vehicle hire to any driver who does not meet the eligibility requirements or who, in Camperman Australia's reasonable opinion, may be unsuitable or unsafe to operate the vehicle.

## FEES & CHARGES

- A \$2,000 security bond pre-authorisation is required at the time of vehicle pick-up.
  - The bond must be processed using a physical debit or credit card presented by the cardholder in person.
  - Digital wallets, virtual cards, prepaid cards, and third-party cards are not accepted.
  - The bond is held by your financial institution, not by Camperman Australia, and release times may vary depending on your bank.
- A non-refundable \$70 administration fee applies to all relocation bookings.
- Optional linen packs are available for \$55 per person.
  - If linen is used during the rental and has not been prepaid, the applicable fee will be charged upon return of the vehicle.
  - Each linen pack includes bedding and towels for one person only.
- Any fines, infringements, damages, cleaning fees, late return fees, fuel charges, or other additional charges incurred during the rental period remain the responsibility of the hirer and may be deducted from the security bond or charged to the card provided.

## **LINEN PACK INCLUDES (PER PERSON):**

Each linen pack includes the following items for one person only:

- 1 x Pillow
- 1 x Pillowcase
- 1 x Sheet
- 1 x Sleeping Bag or Blanket
- 1 x Towel

Sleeping bags and blankets are supplied based on seasonal availability and are selected at Camperman Australia's discretion. Additional linen or replacement items may incur extra charges if lost, damaged, or excessively soiled.

## **EQUIPMENT**

The following equipment is supplied with the vehicle free of charge for the duration of the relocation rental:

- Kitchen equipment
- Water hose
- Power lead
- Bucket
- Dustpan and Brush

Linen and kitchen equipment supplied with the vehicle must not be removed from the campervan during the relocation rental. These items are transported between depots and are required to remain packed within the vehicle at all times.

All supplied equipment must be returned with the vehicle at the end of the rental period. Missing, damaged, or excessively dirty items may result in replacement or cleaning charges being applied.

**NOTE:** Relocation vehicles may not be professionally detailed prior to collection; however, all vehicles will be fully equipped, packed, and in a roadworthy condition.

## **CLEANING REQUIREMENTS**

Vehicles must be returned in a clean and tidy condition. Cleaning charges may apply where the vehicle is returned excessively dirty or not returned in the same condition as at pick-up.

The following cleaning fees may be charged:

- **Up to \$150 for excessive interior cleaning**
- **Up to \$75 for excessive exterior cleaning**
- **\$150 for an unemptied or dirty toilet cassette**

This includes, but is not limited to, excessive sand, mud, stains, rubbish, food waste, odours, spills, pet hair, smoking residue, or failure to empty wastewater or toilet facilities where applicable.

Cleaning charges may be deducted from the security bond or charged to the card provided at the time of rental.

## FUEL REFUNDS

**Where a fuel allowance is included as part of the relocation offer, this will be clearly stated at the time of booking.**

To be eligible for reimbursement, customers must:

- Present valid fuel receipts at the time of vehicle drop-off; and
- Email clear photos or copies of all fuel receipts to Camperman Australia following return of the vehicle.

Fuel reimbursements are processed within approximately two weeks of the vehicle return date. Reimbursements will not exceed the approved fuel allowance amount stated in the booking confirmation.

Camperman Australia reserves the right to decline reimbursement where receipts are not provided, are incomplete or illegible, or where fuel purchases are deemed unrelated to the relocation rental.

## BREAKDOWNS

- In the event of a breakdown, Camperman reserves the right to **terminate the contract immediately.**
- **No alternative transport, accommodation, or compensation will be provided in the event of a breakdown.**

## COMPENSATION

- **No compensation, reimbursements, or goodwill payments** will be provided for any inconvenience or disruption during a relocation.

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## INTERPRETATION

In these terms and conditions, unless the context otherwise requires:

- A. Headings are included for convenience only and do not form part of these terms and conditions nor affect their interpretation.
- B. Where the hirer comprises two or more persons, each person is jointly and severally liable under this agreement.

**Terms and Conditions and Rates** Are subject to change without notice.

## **PRIVACY POLICY**

Camperman Australia is committed to protecting your privacy and handling your personal information responsibly and in accordance with the law.

We only collect personal information that is necessary for booking, managing, and providing your campervan rental. This may include your name, contact details, driver licence, payment details, and travel plans.

If you choose not to provide certain personal details, we may not be able to process your booking or provide a campervan rental.

We take reasonable steps to ensure your personal information is:

- Accurate, complete, and up to date
- Protected from misuse, loss, unauthorised access, modification, or disclosure

We may share your information with third-party service providers, such as payment processors, insurers, roadside assistance, or government agencies, only when required to fulfil our obligations or as required by law.

Your personal data is securely stored and protected from unauthorised access or misuse. You may request access to your personal information or ask for corrections by contacting Camperman Head Office.

## **GPS TRACKING**

All Camperman vehicles are fitted with GPS and telematics devices to monitor vehicle location, usage, fuel consumption, and travel behaviour. This data may be used to assess contract breaches, verify travel in restricted areas, or confirm compliance with road safety laws and rental terms.

By signing the rental agreement, you **consent to Camperman using GPS tracking** to: Monitor the location and use of the campervan during the hire period and assist with recovery in the event of theft or breach of contract

**Tampering with or removing the GPS unit is strictly prohibited.**