

# **Eastern Caravan Hire - Terms and Conditions**

## **1. Hire Limitations**

All Hirers/Drivers accept full responsibility for the care and security of the Caravan/Camper Trailer and included equipment at all times.

The Hirers/Drivers must hold a full unrestricted Australian Drivers Licence and be at least 25 years of age.

All Drivers must be identified on the Hire Agreement before towing any Caravan/Camper Trailer.

The Hirers/Drivers must not have been convicted of any driving offence or refused Motor Vehicle Insurance in the past 5 years.

The Hirers/Drivers must not tow the Caravan/Camper Trailer whilst under the influence of Alcohol or Drugs.

All Hirers/Drivers need to provide current Drivers Licence and Registration number of vehicle used for towing the Caravan/Camper Trailer.

The Hirers are not permitted to lend or sub-lease the Caravan/Camper Trailer or any of its equipment to any other person.

All Eastern Caravan Hire Caravans/Camper Trailers must be towed in a safe manner according to road and weather conditions at all times.

## **2. Vehicle Compatibility**

It is the Hirers responsibility to ensure their vehicle compatibility and loading weights comply with the Caravan/Camper Trailer hired. Eastern Caravan Hire will not accept any liability if loading capacities are breached. The Hirer will not be permitted to tow the Caravan/Camper Trailer if it does not comply and the booking will be treated as a 'No show'.

## **3. Terms of Payment**

A deposit is payable upon booking of 20% or \$200.00 whichever is greater. Payment of this deposit confirms the reservation for the designated period and is non-refundable unless agreed to by Eastern Caravan Hire.

Full payment of the hire fee is required 30 days prior to hire departure.

A security bond of \$800.00 is required for all travel. The security bond will be refunded to the Hirer within 7 days of return of the Caravan/Camper Trailer provided it is returned on time and undamaged.

Eastern Caravan Hire reserves the right to cancel the Hire Agreement at any given time should the Terms of Payment not be adhered to.

Eastern Caravan Hire reserves the right to refuse hire to any persons deemed unsuitable.

#### **4. Damage**

If any damage occurs to the Caravan/Camper Trailer or Annexe/Awning, Eastern Caravan Hire will retain part or all of the Security Bond. Should the replacement/repair exceed the security bond, the hirer will be held responsible for all costs outside the bond.

The awning must not be left up in windy conditions. This is not covered under the Insurance policy and any damage will be deducted from the Security Bond.

Any damage to the Tyres and Rims of the Caravan/Camper Trailer (outside normal wear and tear) is the responsibility of the Hirer and shall be replaced by the Hirer at their expense, or will be deducted from the Security Bond.

Eastern Caravan Hire Caravan/Camper Trailers must not be tampered with or altered internally or externally in any way.

Items are not to be stored on the Caravan/Camper Trailer floor as this can cause damage to floor covering and furniture, i.e. bbq, gas bottle, esky, etc.

No items may be packed or tied to the top or any part of the Caravan/Camper Trailer.

Any items found missing, damaged, broken or substituted will be deducted from the Hirers Security Bond.

Any malicious damage incurred to the Caravan/Camper Trailer by the Hirer is the full financial responsibility of the Hirer plus any fees incurred in recovering those costs.

#### **5. Accidents**

In the event of an accident involving an Eastern Caravan Hire Caravan/Camper Trailer the Hirer must notify Eastern Caravan Hire immediately.

In the event of an accident involving another vehicle the Hirer is responsible for obtaining the following details:

Registration, make, model & colour of other vehicle, the name, address and drivers licence details of other party and the name and address of any witness.

Details must be forwarded to Eastern Caravan Hire as soon as practicable.

The Hirer must make a report to Police regarding any accident involving the Caravan/Camper Trailer including malicious damage or theft.

In the event of an accident involving an Eastern Caravan Hire van all repair costs will be the responsibility of the hirer and deducted from the bond. In the event that a third party is at fault, all bond monies will be held until liability can be determined by Eastern Caravan Hire's insurance company.

#### **6. Breakdown**

Eastern Caravan Hire must be advised in the event of a breakdown as soon as practicable.

Eastern Caravan Hire will not be held responsible for any expenses, inconvenience, loss or damage incurred by the Hirer in the event of a breakdown.

In the event of a breakdown, the Hirer is responsible for the security and care of the Caravan/Camper Trailer at all times.

## **7. Personal Items**

Eastern Caravan Hire takes no responsibility for the Hirer's personal effects. Eastern Caravan Hire's insurance policy does not cover the Hirer's personal effects in the Caravan/Camper Trailer.

## **8. Infringements**

Eastern Caravan Hire is not responsible for any traffic infringements incurred by the Hirer i.e. parking, tolls etc.

## **9. Cleaning**

The Caravan/Camper Trailer is to be returned in a clean and tidy condition both inside and out.

If the Caravan/Camper Trailer is not cleaned to a satisfactory condition, a cleaning fee will be deducted from your bond at a rate of \$80.00 per hour.

## **10. Smoking**

There is a strict no smoking policy in all our Caravan/Camper Trailers or under awnings/annexes. Any van that is deemed by us to have been smoked in, the hirer will forfeit all bond monies immediately.

## **11. Pets**

Pets are not permitted in the Caravan/Camper Trailers under any circumstances unless agreed to by Eastern Caravan Hire. Carriage of pets or animals will render the contract void, and the hirer will forfeit all bond monies immediately.

## **12. Gas Bottle**

Gas bottle is to be returned filled or cost to refill will be deducted from Security Bond.

## **13. Braking System**

Eastern Caravan Hire will provide a portable braking system with the Caravan/Camper Trailer hire. Your towing vehicle will need a 7 pin flat or round socket fitted in good working order. This must be used when towing the Caravan/Camper Trailer at all times. All lights must be operational prior to the Caravan/Camper Trailer leaving the premises.

Eastern Caravan Hire will not be responsible if the Hirers vehicle does not comply with these regulations and the hirer will be considered a 'No Show'.

## **14. Stabilisers/Mirrors**

Portable clip on towing mirrors will be supplied with hire. Weight distribution hitch can be booked with the Caravan/Camper Trailer hire subject to availability.

## **15. Returns**

Caravan/Camper Trailer must be returned by 5pm on day of drop off. A penalty rate will apply to late returns at a rate of \$200.00 per day and/or loss of bond if late return jeopardises another booking.

## **16. Early Drop-Off**

There will be no refund for early termination of hire agreement.

**17. Cancellation Fees**

If booking is cancelled within:

30 days or more prior to pick up - \$200 or 20% of gross rental charged (whichever is greater)

15 days to 29 days prior to pick up - 50% of gross rental charged

14 days or less prior to pick up - No refund will apply

No show - no refund will apply

Eastern Caravan Hire reserves the right to cancel the booking at any time should a Caravan/Camper Trailer become unroadworthy or unavailable due to unforeseen circumstances. If an alternative Caravan/Camper Trailer cannot be offered, a full refund will be given.