

We advise all customers to read these general terms and conditions prior to sending in your booking form to Aussie Rider Adventure Travel, trading as Totally Campers. By doing this, you are always up-to-date with the terms at the time of booking your vehicle. These terms are an addition to the terms of the rental company your vehicle will be booked with.

The below text also contains many answers to '*Frequently Asked Questions*'.

### **Enquiries**

The easiest way of sending in your enquiry is by using the special enquiry form on our website, we then have all your relevant travel details to send you the best possible price:

you find the enquiry form by going to the QUICK SEARCH section on our homepage. You choose one or more campers on the left and click on "GET QUOTE". Alternatively, you can send your travel details to our email-address: [enquiries@totallycampers.com](mailto:enquiries@totallycampers.com)

The most relevant details we need to be able to send you your obligation-free quotation are:

Your name; type of vehicle; pickup and drop-off cities; dates; and the number of people travelling.

The first correspondence is via email. After sending in your enquiry you can always contact us for further questions by phone. Our phone number is: (+61 0) 3 90174810 (English and Dutch speaking staff) Please note the time difference with Europe: In Australia it is between 8 and 10 hours later.

We endeavour to answer your enquiry within 24 hours. Some delay in receiving your answer can be expected in the busy months leading to the Australian and New Zealand peak seasons (Dec/Jan and Jul/Aug). We treat all enquiries on an equal basis: the requests first received will be answered first.

### **Rates**

We have a large network of vehicle suppliers Down under and work with wholesale rates. You as our customer can also profit from these lower than average rates as we can pass part of the savings on to you in the form of early booking or long term hire discounts.

Should you receive a quotation for the same vehicle and the same rental period elsewhere, please let us know and we will try to beat that rate for you.

Quotations are always free of charge and obligation-free. It can be valid for a limited time only based on specials at the time etc. If this is the case, it is always clearly stated in the quotation. Flex rates are valid until 12PM each Saturday after which time they may be adjusted upwards by the rental companies. We reserve the right to rectify possible errors in previously sent quotations. In reality, this is actually hardly ever needed.

### **Bookings**

You can book a vehicle through our website using the online booking form or via email. You can also phone us but be aware of the 10hrs time difference with Europe should you call our Australian office.

We strongly advise to book your airline tickets and then secure your camper/car/4WD rental. We always try to be as flexible as possible should your rental dates have to change a little based on the available flights.

After receipt of your booking form / email your booking details are entered into our booking system and you receive a confirmation of availability and further details on the booking process (how to pay the booking deposit) After receipt of your deposit as stated in the quotation, your vehicle has been booked, you receive the booking confirmation/receipt of deposit payment, and the fun can start. It is as easy as that...!

All final quotations and booking confirmations are sent as PDF or HTML files. Almost every computer can open PDF files with the Acrobat Reader program, but should your computer not be able to open them, you can simply download Acrobat Reader on <http://www.adobe.com/nl/products/acrobat/readstep2.html> (Dutch language version) or [http://www.adobe.com/go/EN\\_US-H-GET-READER](http://www.adobe.com/go/EN_US-H-GET-READER) (English language version)

### **Booking Deposit and balance payment**

The booking deposit, as stated in your quotation, can be paid in a number of ways: Into our Bank Account in the Netherlands, into our Bank Account in Australia (Westpac Banking Corporation), or by credit card via our PayPal account. Card payments incur a small fee. The balance payment of your rental is in most cases due on pickup of the vehicle and can be paid by card as well if you wish. Visa and Mastercard incur fees of up to 3% and Amex or Diners cards up to 4.5%. Due to their high costs for the retailers, Diners and Amex cards are not widely accepted in Australia and New Zealand and we would discourage people of using them Downunder. Visa and Mastercards are accepted virtually everywhere, from petrol stations to supermarkets! Note that if a car rental or camper rental has a value of less than \$ 2000 or \$ 2000 you can be asked to paid upfront at the time of booking. If that is the case, on pickup, only the refundable security bond is due.

If relevant, the booking deposit amount can also be stated in Euro, GBP or other currency for your convenience. Please note that the booking deposit is due within 3 working days after sending in your booking form. Has your deposit not been received after this period, we reserve the right to release the vehicle again, however, this will always happen in consultation with the client as delays in payment do happen for various reasons. Should the need arise to release a booked vehicle again, a fee of 95 Euro will be charged for this.

### **Security bond (refundable)**

On pickup of your vehicle a bond needs to be paid by creditcard. This will be refunded on return of the vehicle or as soon as the vehicle has been checked for damage. Details are in the terms and conditions for each individual rental company. Some of our suppliers only require a card imprint as bond, not a payment

### **Changes**

It is usually possible to change a date or pickup/drop-off city after booking, availability permitting. Contact us for details in case you deem it necessary to change your booking as some of the rental companies charge a fee for doing this. Some of the larger companies also will calculate the new flex rate after a change has been made. This means that the balance amount will increase. So please consider any changes carefully. If rental companies charge for a change, we must pass this on to the renter.

### **Cancellation**

In case you need to cancel your booking, please note that the paid booking deposit is forfeited, plus admin costs of 40 Euro apply. In case your vehicle is booked with supplier Apollo: Apollo charges an additional AU\$250 for cancellations on top of the paid deposit and any other cancellation fees if they apply. Apart from the booking deposit the normal cancellation fees are applicable which will be sent to you together with the booking confirmation as a link. Please note that a cancellation must be sent in writing. A valid reason is required to cancel your vehicle and a medical certificate or other valid official document may be required.

### **Vehicle pickup**

In the unlikely event that on pickup, you detect something on the vehicle that is not quite right, we advise you to report this immediately to the pickup depot. The renter should always check the inventory items and discuss possible missing/damaged items with the rental manager so it can be rectified before you leave the pickup depot. As a booking agent, Totally Campers cannot be held responsible for complaints of this

kind, which are part of the contract between renter and Rental Company. If you have any questions regarding the vehicle the depot managers and staff are always there to help you. Please note that the rental contract is between the customer and the rental company and should be adhered to. If you have a vehicle related issue and if relevant/necessary, we can translate and urge the rental company to solve it as soon as possible on your behalf. Totally Campers cannot make any payments or any decisions regarding payments to the customers on behalf of the rental company.

### **'No show' on pickup day**

If the renter does not collect his vehicle on the day mentioned in the booking confirmation, he or she will be liable for the full outstanding rental amount. This will be invoiced to you and must be paid within 3 working days. For this reason, please inform us and the rental company as soon as possible if your flight and therefore your pickup is delayed, or your absence might be treated as a no-show.

We do realise that some of the above mentioned scenarios may come across as rather unsettling. However we must mention them here, it is a fact that in reality virtually none of these issues ever arises as Totally Campers prides itself on choosing its suppliers very carefully. They all have a proven track record in reliability and customer service and have been in business for a long time.

### **Handy hints for travel, accommodation and route**

After booking your vehicle we are happy to assist you with questions you may have regarding the above matters. Our customers from Holland and Belgium are also invited to join one of our interesting and fun information sessions in Utrecht, The Netherlands.

**We are proud to have assisted many, many more of your fellow travellers to these beautiful parts of the globe before you since 1997, and we look forward to welcoming you to Australia, New Zealand, the USA/Canada or South Africa !**

