

## **Some renters receive a so called Unpaid Toll Notice, Parking Violation, Traffic Infringement Notification Letter after their rental.**

### **Why am I receiving this Letter?**

Camperman Australia has received a Parking Violation or Traffic Infringement that you have incurred during your hire.

### **What happens now?**

Camperman is required by law to nominate the responsible driver and send this back to the issuing authority. This will then be re-issued in your name and sent to the address supplied by you at the start of your hire.

### **How can I find out the details of the infringement?**

The details of the infringement, including the infringement authority, the infringement number, the vehicle registration and the date of the offence are located at the bottom of this notification email.

### **Where can I view the infringement received?**

The issuing authority will send you a new infringement by mail. Alternatively you can contact them directly using the details of the infringement at the bottom of this notification email.

### **What if I do not agree with this infringement that has been issued?**

Please contact the issuing authority directly. Camperman Australia does not issue these infringements and is unable to act on your behalf.

### **Will I be charged an administration fee?**

As outlined in the Terms and Conditions of Hire, Point 5 of the rental agreement, the vehicle Condition Report and in the Handbook of the Camper, there is an administration fee of AU\$70 per infringement received.

### **Why is there an administration fee?**

The process of transferring the liability from Camperman to you is lengthy. We are required by law to nominate the responsible driver. Once an infringement is received the process is to search for the responsible driver. Once an infringement is received the process is to search for the responsible driver, draft a statutory declaration (liability transfer), enter all details of the infringement manually, take this document to the Court House in Cairns CBD to have it witnessed by a Justice of the Peace, make copies of all documents, post this letter to the relevant infringement authority and then notify the responsible driver. All of which takes well over an hour for each fine received. We have a staff member who is employed to do this full time.

### **Does this administration fee include the cost of the Infringement?**

This is not included in the cost of the administration fee. You will still need to pay this directly to the infringement authority. For unpaid toll notices and parking violations this can be done by phone or on their website using the infringement details at the bottom of this email. All traffic infringements will need to be paid after they have been re-issued into your name, if you attempt to pay this earlier the cost will be much higher.

### **Is the administration fee refundable?**

The administration fee is non-refundable unless the infringement authority has made an error and issued the infringement by mistake. If this is the case, Camperman requires a letter from the relevant authority that states this. Once this has been received we will review the letter and provide the refund if it is deemed there has been an error made on their behalf. Camperman is unable to assist you in getting this letter, you must contact the relevant infringement authority directly to obtain this.