



## **HERTZ AUSTRALIA**

Valid for rentals until 31 Mar '20 (all information subject to change at Hertz discretion – updated Dec '18 )

### **All Rates Include:**

Unlimited Kilometres  
Damage Cover (DC) subject to Accident Damage Excess  
Administration Fee (AF)  
Vehicle Registration Fees (VRR)  
24 Hour Breakdown Roadside Assistance (charges may apply in certain circumstances)  
Goods and Services Tax (GST)

### **Basic/Standard Rates Exclude:**

Out of Hours Pick Up  
Delivery and Collection Fees  
Fuel Purchase Options  
Additional Equipment: Child Seats  
Road Tolls  
Personal Accident and Effects Cover  
Premium Roadside Assist  
Private Parking Charges

### **In addition to the above:**

Rates titled 'Location Fee/Airport Fee' include the Location Fee (LF)  
Rates titled 'MAX' include Max Cover  
Rates titled 'Neverlost' include Neverlost GPS (NL)

A Location Fee (LF) is applicable for all rental collections at all Airport Locations and some Premium City Locations. Hertz have set their systems so that all Tour Bookings at Airport Locations can only be booked with LF inclusive rates. LF is payable on all additional items that are payable locally including but not limited to One Way Fees, Renter Protection Options and Child Seats. The LF will be added to the charges on the renters invoice at the end of their rental. Locations with Location Surcharge (i.e city locations) can be booked with either LF inclusive or exclusive rate.

**All rentals** are subject to a bond deposit which covers additional costs such as fuel, one way fees and optional extras. Hertz accepts all major credit cards and VISA debit cards and will authorize a deposit bond (ranging from \$200 - \$400) at time of rental. Any credit card transaction is subject to a credit card surcharge.

**DAMAGE COVER (DC):** Damage Cover (DC) is included in all rates and provides cover for accident damages to the Hertz vehicle and/or third party property. DC is subject to an Accident Damage Excess (ADE) as detailed below and is valid as long as the renter complies with the standard rental terms and conditions.

**ACCIDENT DAMAGE EXCESS (ADE):** In the event of an accident regardless of fault the following Accident Damage Excess will apply,

- Accident Damage Excess ranges from A\$4800 (for car groups: A/ECAR H/CCAR S/SCAR G/CFAR D/FCAR I/HFAR E/FFAR E1/GFAR, P/PCAR T/FVAR V/EFAR P1/SWAV) to A\$6001 (for car groups: F/FFMR R/FFBD) to \$6001 (for car groups: H5/HCAV F5/GDAV V5/DFDV J5/RFDD H5/DFDV B5/DSMV M5/GDAR U5/DFDD L5/ISAV K5/JTAV G5/WSAV)

#### **WHAT INJURIES AND ACCIDENTS ARE COVERED BY THE RENTAL AGREEMENT**

Hertz Australia & New Zealand rates include Damage Cover (providing the standard rental terms and conditions are not breached), for the Hertz vehicle and/or Third-Party Property Damage. An Accident Damages Excess (ADE) applies per incident. If the renter is not at fault and the damage costs are less than the ADE then the renter will be responsible for the actual cost. However, if the actual cost is higher than the ADE then the renter will only be responsible up to the level of the ADE. The renter may be charged the full ADE at vehicle return while the details of the incident or accident are being assessed and fault and costs determined.

In relation to an accident or incident if the renter has breached a prohibited use provision (and this has caused the incident/accident) then the ADE will not apply and the renter will be liable for the full costs incurred by Hertz and any third party. In relation to personal injuries by law all Australian vehicles have Compulsory Third Party (CTP) Insurance. CTP provides the renter with cover for injury and death as a result of an accident for which the renter is responsible, be it for other drivers, passengers, pedestrians or cyclists. CTP varies per state, per region, across Australia. In Australia depending on the scheme and the circumstances of the accident the driver may or may not be covered. . Any amounts paid out will be determined by the relevant statutory scheme in Australia and NZ. Please refer to the following website for further information - <https://www.greenslips.com.au/ctp-insurance.html>

**RENTER PROTECTION OPTIONS:** Hertz Australia offers a range of Renter Protection options that in the event of an accident will reduce the ADE from the amounts listed above.

**ACCIDENT EXCESS REDUCTION (AER):** Accident Excess Reduction is available to purchase locally at participating Hertz Locations and in the event of an accident will reduce the Accident Damage Excess as follows:

- Reduce Accident Damage Excess to A\$1100.00 on purchase of AER @ A\$24 per day (Standard Passengers Vehicles) - A\$34 per day (AWD & 4WD vehicles) or to \$1210.00 on purchase of AER @ A\$32.00 per day (Prestige, Adrenaline, Dream Collection Vehicles) at the rental counter of participating Hertz locations. Purchasing AER does not cover tyres and windscreens/glass, an optional Glass and Tyres (G&T) cover is available.

**MAX COVER (MAX):** Max Cover is available at **select participating** Hertz locations and in the event of an accident will reduce the Accident Damage Excess to A\$0. Inclusive Rates are available that include MAX Cover. Alternatively, MAX Cover can be purchased locally at the time of rental at **select participating** locations.

- Standard Passenger Vehicles - MAX Cover is A\$34 per day
- AWD and 4WD vehicles – MAX Cover is A\$50.00 per day
- Prestige, Adrenaline, Dream Collection Vehicles – MAX Cover is A\$43.00 per day

**PREMIUM ROADSIDE ASSISTANCE (PRAC):** This is an **optional** product which supplements the Roadside Assistance included in your rate. It provides cover for the vehicle recovery and call out costs a renter would otherwise be responsible for if the reason for the breakdown or call out was at their fault. PRAC does not cover the cost of replacing tyres, battery or other parts

#### **FULL RESPONSIBILITY**

In certain damage circumstances – See Driving Restrictions, the renter will be liable for the full damage costs of the vehicle regardless of purchased protection option. This includes full repair and/or repatriation costs vehicle regardless of purchased protection option.

**ONE WAY FEES**

One way rentals are permitted within Australia on most car groups, conditions and fees may apply. Hertz Australia reserves the right with notice to change fees at any time. All one way fees are payable direct to the Hertz location at time of rental. It is not possible to prepay these fees. Hertz Neverlost/Satellite Navigation Units are permitted on one way rentals – fees apply. Ask your Goway Agent if one way fees apply to your booking.

**INFANT & CHILD SEATS**

Infant and Child seats are available for rental on all vehicles, these must be prebooked to secure availability.

**SUMMARY OF RENTER PROTECTION OPTIONS AND DAMAGE EXCESS**

**DAMAGE EXCESS**

Accident Damage Excess (ADE) is included in your rental rate and reduces your liability to us for loss or damage to the vehicle to the amount of the applicable excess (stated on your Rental Agreement) which applies to each incident of damage or loss caused except in the event of loss or damage for a Prohibited Use.

Vehicle Group	Accident Damage Excess (ADE)
<b>Standard Passenger Vehicles</b> A/ECAR H/CCAR S/SCAR G/CFAR D/FCAR I/HFAR E/FFAR E1/GFAR P/PCAR T/FVAR V /EFAR P1/SWAV	\$4800
<b>4WD Vehicles</b> R/FFBD F/FFMR	\$6001
<b>Prestige, Adrenaline, Dream Collection Vehicles</b> H5/HCAV F5/GDAV V5/DFDV J5/RFDD H5/DFDV B5/DSMV M5/GDAR U5/DFDD L5/ISAV K5/JTAV G5/WSAV	\$6001

Vehicle Group	AER Per Day	Accident Damage Excess (ADE)
<b>Standard Passenger Vehicles</b> A/ECAR H/CCAR S/SCAR G/CFAR D/FCAR I/HFAR E/FFAR E1/GFAR P/PCAR T/FVAR P1/SWAV	\$24.00 Inc GST	\$1100 Inclusive of GST
<b>AWD/4WD Vehicles</b> V /EFAR R/FFBD F/FFMR	\$34.00 Inc GST	\$1100 Inclusive of GST
<b>Prestige, Adrenaline, Dream Collection Vehicles</b> H5/HCAV F5/GDAV V5/DFDV J5/RFDD H5/DFDV B5/DSMV M5/GDAR U5/DFDD L5/ISAV K5/JTAV G5/WSAV	\$32.00 Inc GST	\$1210 Inclusive of GST

#### IMPORTANT NOTES:

- In certain damage circumstances, the renter will be liable for the full damage costs of the vehicle regardless of purchased protection option.
- Renter is responsible for ensuring the car is fueled with the correct fuel, vehicles could use either diesel or gasoline.
- If the renter has their own insurance the Accident Damage Excess must be paid to Hertz in the event of an accident. It is the renter's responsibility to claim this charge back through their own insurance company.
- A rental day is 24 consecutive hours, a grace period of 29 minutes applies. After this the renter is liable for an extra day hire and current applicable daily rate.
- A credit card surcharge currently applies on all credit card transactions processed by Hertz. Hertz Australia reserves the right with notice to change this fee at any time.
- This is not an exhaustive list of rental terms and conditions and details may change at any time. See Hertz Rental Agreement for full details - [https://www.hertz.com.au/rentacar/productservice/index.jsp?targetPage=Terms\\_and\\_Conditions\\_AU.xml](https://www.hertz.com.au/rentacar/productservice/index.jsp?targetPage=Terms_and_Conditions_AU.xml)
- Hertz Australia reserves the right with notice to update Terms and Conditions at such times where amendments are required. Any amendments will be valid for all new bookings from the release of the updates.

#### GENERAL DRIVING RESTRICTIONS

The following general driving restrictions apply. Further local driving restrictions may apply in remote areas and it is recommended that you check your intended itinerary at time of booking and/or rental collection. Failure to adhere to Hertz driving restrictions may result in Damage Cover becoming invalid. IF IN DOUBT PLEASE CHECK YOUR INTENDED ITINERARY WITH YOUR GOWAY AGENT.

#### UNSEALED ROADS – See Also State Driving Restrictions below.

Rental vehicles may be driven on unsealed roads to access Holiday Accommodation, National Parks or if roads are under repair. Renters are advised to exercise dutiful care and drive to the conditions of the road to avoid damage to the vehicles. Excess Damage may invalidate Renter Protection Options.

Any damage occurred by renters driving with 2WD/AWD on unsealed roads outside of access or roads under repair will result in Full Responsibility of any damage costs regardless of renter protection options purchased. For exceptions please refer to the Driving Restrictions below.

Certain unsealed roads are only suitable for 4WD vehicles – see below state driving restrictions for further details. For avoidance of doubt only 4WD vehicles are permitted in the following areas. These should be used as a guide only and can change at any time, please check with Hertz a time of pick up for a complete listed of current driving restrictions:

- In The Simpson Desert, on the Strzelecki Track and the Birdsville Track
- In Western Australia on the Tanami Track, Gunbarrel Highway, Gibb River Road and the Bungle Bungles
- In the Northern Territory on the Oodnadatta Track, Mereenie Loop Road, the Plenty Highway, Finke Road (between Alice Springs and Oodnadatta), Central Arnhem Road and Arnhem Land in general
- In Queensland on the Bourke Development Road from Chillagoe to Normanton, Cape York during the months of December to May inclusive. Savannah Way from Normanton to Borroloola and the Bloomfield Track

Where a booking is made for a vehicle that is not a 4WD, Hertz reserve the right to refuse the rental if they are planning to travel on any of the above routes.

#### **WATER EXPOSURE/BEACHES**

Hertz vehicles are NOT permitted to be driven on any Beach or exposed to Salt Water. Renter will be liable for Full Responsibility for all damage relating to water exposure

**VEHICLES ON TRAINS:** Hertz permits vehicles to be taken on trains including however FULL RESPONSIBILITY applies for any damage occurred during transit.

**NORTHERN TERRITORY:** Only 4WD vehicles are permitted on the Oodnadatta Track, Mereenie Loop Road, the Plenty Highway, Finke Road (between Alice Springs and Oodnadatta), Central Arnhem Road and Arnhem Land in general. Vehicles are not permitted into Jim Jim Falls or Twin Falls and the Lost City in Litchfield Park, Birdsville and Strzelecki Tracks

**KANGAROO ISLAND:** Hertz vehicles may be taken onto the Kangaroo Island Ferry however renter will be liable for any costs for damage should vehicle damage occur on the Ferry. Only SUV AWD/4WD vehicles may be driven on Unsealed Roads with standard damage excess and renter protection options applying. Only Group R/FFBD is permitted on designated 4WD tracks.

**QUEENSLAND:** Hertz vehicles cannot be taken on the Old Telegraph Track section of the road to Cape York, Boggy Hole (Finke Gorge National Park), the Old South and on Fraser Island. Only 4WD vehicles can be used on the Bourke Development Road from Chillagoe to Normanton, Cape York during the months of December to May inclusive (wet season). Savannah Way from Normanton to Borroloola and the Bloomfield Track, Birdsville and Strzelecki Tracks

**SOUTHERN AUSTRALIA:** Hertz vehicles cannot be driven north of the Oodnadatta Track Including the following areas, Dalhousie Springs, Mount Dare, Witjira National Park, Pedirka Desert, Birdsville and Strzelecki Tracks

**TASMANIA:** Hertz vehicles are not permitted to be taken in/out of Tasmania via the Ferry Vehicles may be driven on unsealed roads however if any damage occurs regardless of fault the renter will be liable for a damage excess of up to \$9900

**WESTERN AUSTRALIA:** Only 4WD vehicles can be used on the on the Tanami Track, Gunbarrel Highway, Gibb River Road and the Bungle Bungles. A non waiverable excess of \$5500 applies if damage occurs while driving on these routes. Vehicles not permitted on the Canning Stock Route and the Old Gunbarrel Hwy.

**KIMBERLEY REGION (BROOME & KUNUNURRA)** 2WD Vehicles can only be driven on sealed bitumen roads. Only 4WD vehicles are permitted on unsealed roads. Only group V /EFAR R/FFBD F/FFMR are permitted into the Karijini Eco Resort

**AND** any other such location or region reasonably specified by a Hertz Location to you as an area or region which is prohibited as travelling to as it would have the potential to cause risk to the renter and/or vehicle due to current environmental conditions

**IMPORTANT NOTE:** Hertz reserve the right to refuse any rental where an incorrect vehicle type has been booked for the Customers itinerary. Any upgrade charges to the correct vehicle type will be charged to the customer locally. In peak season, Hertz cannot guarantee availability of a suitable vehicle unless prebooked correctly. Vehicles are not permitted any other such location or region reasonably specified by a Hertz Location to you as an area or region which is prohibited as travelling to as it would have the potential to cause risk to the renter and/or vehicle due to current environmental conditions.

**ALPINE RESORTS:** The vehicle should not be driven in the snow without the permission of Hertz. Specifically, the vehicle should not be driven above the snow line in:

- New South Wales (being Jindabyne); or
- Victoria (being Bright), or
- Tasmania.

If the vehicle is driven above the snow line then you will be liable up the amount of the excess.

This information is to be used as a guide only and can change at any time – check your rental agreement for full details. Further restrictions may apply in remote areas and it is recommended you check your intended itinerary at time of booking and rental collection.

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