

**Dirt Trax Campers Pty Ltd**  
 ABN 82 637 752 473  
**Deposit & Cancellation Policy**

**Deposit and securing a booking:**

- To secure a booking, a 10% deposit of the full price of your booking must be pre-paid.
- The remaining balance of the booking must be received 28 days prior to commencement of the rental period dates outlined in the invoice.
- A security bond of \$5000 is payable and must be received 5 days prior to the commencement of the rental period. See Security bond details below (1.1)

- **Security Bond**

A \$5000.00 Bond will be retained by Dirt Trax Campers as a security for the performance of any of your obligations and liabilities under the Rental Contract and is fully refundable to you ten (10) business days after the End of the Rental provided that:

- (i) all amounts due to Dirt Trax Campers under the Rental Contract have been paid, including toll road charges;
- (ii) the vehicle has been returned to the Rental Station at the date and time set in the Rental Agreement;
- (iii) there is no damage (except for reasonable wear and tear) or Third Party Loss;
- (iv) the exterior and interior of the vehicle are clean;
- (v) any camping accessories are clean and in the same condition they were in at the start of rental, subject to reasonable wear and tear;
- (vi) the fire extinguisher supplied with the vehicle is unused;
- (vii) the vehicle has a full tank of fuel; and
- (viii) there has not been a major breach of the Rental Contract,

We reserve the right to retain all or part of the Security Bond if there is a breach of any of these conditions.

**Standard Cancellation Policy:**

<b>Cancellation time prior to Rental Period</b>	<b>Charge must be paid</b>
Up to 50 days	Nil Charge (minus Surcharges & credit card fees)
50 days to 28 days	10% of total booking cost
28 days to 14 days	25% of total booking cost
14 days to 2 days	50% of total booking cost
2 days to Rental Period	100% of total booking cost

## **Cancellation and 'No Show'**

(a) You will be charged the Rental Charges for the Rental Period as booked if:

(i) Your booking is cancelled within 48 hours prior to the start of the Rental; or

(ii) You fail to notify Dirt Trax Campers of your intended cancellation prior to the start of the Rental and fail to pick up the vehicle, unless Dirt Trax Campers are able to rent the vehicle to another hirer for an equivalent term and rate.

(b) A cancellation is not effective until acknowledged and confirmed by Dirt Trax Campers.

## **COVID-19 Directives**

Due to the ever-changing nature of COVID-19, Dirt Trax Campers will endeavour to be as far as reasonably practicable accommodate travel changes due to Government and State restrictions.

- If a State or Government directive restricts your ability to travel into your destination for collection or drop off during your rental period;
  - Given the Rental Period is due to commence within 14 days of the Government or State directive; Dirt Trax Campers will refund monies and deposits paid (minus surcharge fees) to the hirer.
  - Given the Rental Period is due to commence outside of 14 days of the Government or State directive; Dirt Trax Campers will work with the customer to provide different pick-up and drop locations or amend travel dates to suit, subject to vehicle and equipment availability at the time of request.
- Dirt Trax Campers has the right to cancel bookings due to Government or State directives arising from COVID-19 restrictions and lockdowns. If Dirt Trax Campers cancel bookings a full refund minus surcharges and credit card fees is applicable.
- Any other changes that are not related to Government or State directives and are cancellations due to change of mind or individual circumstances, the Standard Cancellation Policy will apply.