



backpacker Australia Frequently Asked Questions - 2010-2011

Australia Backpacker Campervan & Car Rentals FAQs

Taking a Backpacker campervan or car on the road allows you to explore Australia in your own style and at your own pace! Our campervan and car rental FAQ's will answer any questions you may have about your Backpacker experience.

Why choose Backpacker Campervan & Car Rentals?

Backpacker Campervans and Car Rentals is part of Australasia's largest rental vehicle operators and offers quality campervans and cars at low cost prices.

What is included in my Backpacker Campervan?

- Unlimited Kilometres.
- 24 Hour roadside service.
- Local tourist information.
- All living equipment supplied including clothes-line and pegs, plastic containers and bucket, dustpan, hand broom and matches.
- All cooking facilities including fry pan, saucepans, kitchen utensils, kettle, bowls, cutlery and crockery.

How long does the battery last?

Backpacker campervans have two batteries – one to run the engine and the other to operate the living equipment, like the lights and fridge. That battery will last approximately 12 to 14 hours, but if you flatten the battery you can start the engine to recharge.

Are the campervans automatic or manual transmission?

Transmission type can vary depending on the vehicle booked. Please see 'Transmission Type' in the Specifications list on the vehicle details pages.

Can the vehicles accommodate child / booster seats?

Booster seats (to accommodate children between four and six years) can be fitted to all Backpacker vehicles. The legal for a child between these ages to sit in the front passenger seat, Backpacker does not recommend any child under 8 years sits in the front seat.

Backpacker offers booster seats for hire if you need one. For specific details about where your child will sit during travel, please ask your consultant.

Where can I find out information on Australia Road Rules?

Check out the [Australian Automobile Associations \(AAA\) Road Safety for Overseas Visitors & Road Users hand books](#) .

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Is there a minimum rental period?

- The Sydney Downtown (SYX) location allows Breezer pick-ups only with a minimum rental period of seven days when return is to Sydney Mascot (no one-way fee applicable).
- Only Breezer vehicle collection is allowed from the Sydney Downtown (SYX) office. No vehicle returns available to the Downtown office.
- The Breezer is not available to or from the Alice Springs location.
- The Breezer has a 3-day minimum rental period when pick up and return city are the same.
- Only the Breezer and Nomad are available from our Ballina - Byron Bay branch
- All other vehicles have a 5-day rental minimum when pick up and return location are the same.

Do you offer one-way rentals?

Campervans:

- AU\$250 one-way fee applies to one-way rentals with a minimum hire requirement of 7 days, except...
- One-way rentals between Alice Springs and Darwin (and vice-versa) which have an AU\$350 one-way fee.
- AU\$350 one-way fee applies to one-way rentals with a minimum hire requirement of 14 days.
- **A 3% admin fee applies to prices listed.**

These are subject to change, please refer to our [1 April 2010-31 March 2011 terms and conditions](#) for full details.

Rental cars:

- Minimum rental varies by location. Fees may apply. Please ask your consultant for details.

How old do I need to be to drive a campervan?

The minimum driving age for the Warrior, Wanderer and Off-Roader is 21 years, and the Breezer and Nomad is 18 years.

Do I need a special license to hire a campervan?

Your standard driver's license is enough, as long as you've had it for at least a year. If it's not in English we'll need to see a valid International Drivers license as well.

What is Accident Liability?

Accident liability is the maximum dollar amount (cost) per accident the hirer is responsible for should there be an

backpacker Australia Frequently Asked Questions - 2010-2011

accident. This includes damage to the rental vehicle and any third party property. The Accident Liability Reduction Options are outlined on the vehicle details pages and can be booked online or when checking in at the branch.

What is Security Deposit?

The Security Deposit is required as a deposit upon the collection of your vehicle. The Security Deposit is a full **debit** from the credit card supplied (all funds processed against your card) or simply an **imprint** (a dollar amount recorded against your card with no payment processed). The dollar amount and whether it is to be a **debit** or an **imprint** is determined by the Liability Reduction option selected.

Is the Security Deposit refundable?

The security deposit is fully refundable provided the vehicle is returned on time, to the correct location, undamaged, in a clean condition and with full fuel tanks (fuel being petrol or diesel) and gas bottle. Except where the Pre-Purchase Gas Option (included in the Smart Pack) and/or Pre-Purchase Fuel has been pre-purchased.

Can I pull up and camp on the side of the road?

Australia has an extensive network of Holiday Parks in all major tourist centres and in most towns. Most have recreational facilities, as well as resources to dispose of waste water. They also have provision for you to plug the vehicle into electricity.

What if we have an accident in our campervan?

Any accident must be reported within 24 hours. An accident report has to be completed as soon as possible. It is important to note that you are liable for all damage costs as a result of any accident, up to the applicable excess. The applicable excess will be processed at the time of an accident. Remember, if you have an accident, regardless of who is at fault, you have to pay the applicable excess. In Australia, an accident must be reported to our Motor Claims Department on +61 3 8379 8833.

Are there any roads I cannot drive on?

Road Restrictions until 31 March 2010

- 2WD campervans can only be driven on sealed/bitumen roads. The only exceptions to this are well-maintained access roads to recognised campgrounds and well-maintained, recognised roads on Kangaroo Island (South Australia).
- 4WD campervans can also be driven on recognised unsealed roads.
- 4WD vehicles may only travel to the following areas with the written permission of Backpacker (please contact the local branch for further information): Simpson Desert, Strzelecki Track, Gunbarrel Highway, Cape

backpacker Australia Frequently Asked Questions - 2010-2011

York, the Bungle Bungles, Oodnadatta Track, Birdsville Track, Tanami Track, the Plenty Highway and Gibb River Road.

- Vehicles are NOT permitted to travel on the Canning Stock Route, the Lost City in Litchfield Park, the Old Gunbarrel Hwy and the Telegraph section of the road to Cape York at any time.
- Vehicles are NOT permitted to travel to Cape York between the months of December to May.

Road Restrictions from 01 April 2010

- 2WD campervans can only be driven on sealed/bitumen roads. The only exceptions to this are well-maintained access roads of less than two kilometres* to recognised campgrounds and well-maintained, recognised roads on Kangaroo Island (South Australia).
- Should a customer wish to travel on an unsealed road that is greater than two kilometres in length to access a recognised campground special permission can be arranged pending road condition, weather and distance. Please contact your local representative to discuss.
- 4WD campervans can also be driven on recognised unsealed roads.
- 4WD vehicles are NOT permitted to travel to the following areas: Simpson Desert, Strzelecki Track, Gunbarrel Highway, the Old Gunbarrel Hwy, Cape York, the Bungle Bungles, Oodnadatta Track, Birdsville Track, Tanami Track, the Plenty Highway, the Burke Development Road from Chillagoe to Normanton and Savannah Way from Normanton to Borroloola, Fraser Island, Finke Road (between Alice Springs and Oodnadatta), Central Arnhem Road, Arnhem Land in general, Gibb River Road, Canning Stock Route, the Lost City in Litchfield Park, Bogy Hole (Finke Gorge National Park) and the Old South Road from Maryvale to Finke.

Backpacker reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions and/or the distance to nominated destinations in relation to the length of the hire period.

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