



## Britz Australia Frequently Asked Questions

### What is included in the Britz Campervan rental rate?

Rates include:

- Unlimited kilometres
- Vehicle insurance (excess applies. See Insurance question below)
- Kitchen equipment (excluding Rookie)
- General equipment (excluding Rookie)
- 10% GST
- 24 hour Customer Care helpline
- 10% discount off powered sites at BIG4 Holiday Parks
- Travel Wallet including country map, campground guide, safe driving tips
- Picnic Pack (Rookie only)
- Picnic table & two camping stools (Rookie only)
- makeTracks complimentary magazine, including discounts to attractions
- Linen and bedding kit (from 01 April 2010)
- Extra driver fees (from 01 April 2010)

**What is the Britz Bonus Pack?** To make things even easier, we have bundled everything up for you, including full vehicle protection coverage, in the **Britz Bonus Pack**, for one simple daily fee in addition to the rental rate.

**What do I get in a Britz Campervan?** When you get your Britz Campervan you'll find a gas stove and fridge and even a microwave, toilet and shower in most models.

Plates & bowls  
Cups & glasses  
Knives, forks & spoons  
Bottle/can opener  
Mixing bowls  
Saucepans & frying pan  
Cooking utensils  
Chopping board  
Kettle & teapot  
Ice cube tray  
Tea towels  
Toaster  
Electric Jug  
Clothes pegs  
Toilet chemicals  
Dustpan and brush  
Fire Extinguisher  
Bucket & hose  
Broom  
Matches  
Coat hangers  
Vehicle Operation Guide

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First Aid Kit (to be purchased if opened)

The above Kitchen and General equipment are not included in the **Britz Rookie**. The Rookie comes with a picnic pack backpack that contains plates, cups and cutlery for two people. Two camping stools and a picnic table are also included.

If you'd prefer not to bring your own linen or sleeping gear, you can hire a Linen & Bedding Kit from us for \$38 per person per rental. From 01 April 2010, the Linen & Bedding Kit is included in the rate. We also have an extensive range of **additional hire items** including picnic tables, picnic chairs, awnings and baby seats.

We highly recommend you pack your belongings into soft bags instead of suitcases as they take up less room and can easily fit into the storage compartments in the campervans.

**Do I need a special licence to drive the Britz?** No, all you need to drive your Britz is a full (no probationary) resident country driver's licence. If your licence is not in an English format, we also need to see a valid International Drivers licence.

**How old do I need to be to drive the Britz?** Drivers must be 21 years of age or over. If you are over the age of 75 years, a medical certificate is required at time of vehicle collection stating you are medically fit to operate a motor vehicle.

**What is the minimum rental duration? 2WD AND 4WD CAMPERVANS**

- Rental days are charged per calendar day. When calculating the number of days a vehicle is rented, the day of pick-up is counted as day one of the rental. The day of the vehicle's return is counted as the final day of the rental. Vehicles are required to be collected and returned with business hours.
- Minimum rental period is **5 days (3 days for the Rookie)**, with the exception of one-way hires, which are subject to a **7-day** minimum hire requirement.
- Rentals collecting in the following dates (excluding Rookie) will have a minimum hire requirement of 7 days:
  - All rentals between the 15 December and 5 January (from 01 April 2010, the Explorer, Escape and Frontier motorhomes will have a minimum rental of 10 days during this period, with the rest of the campervans remaining at a 7 day minimum)
  - Explorer, Escape and Frontier rentals from Sydney with a collection date during the week of the V8 Supercar Bathurst round (generally held in October)
  - Explorer, Escape and Frontier rentals from Melbourne with a collection date during the week of the MotoGP event at Phillip Island (generally held in October) Minimum rental periods are subject to change during peak periods.

**Can I pick up the Britz in one city and drop it off in another?** One-way rentals are available between all our branches, including Hobart and the mainland (4WD's on request). Britz locations include Adelaide, Alice Springs, Brisbane, Broome, Cairns, Darwin, Hobart, Melbourne, Perth & Sydney. One-way hires require a minimum rental of **7 days** and a one-way fee of AU\$250 applies to Cairns, Brisbane, Sydney, Melbourne, Hobart and Adelaide with an AU\$350 fee for Darwin, Alice Springs, Perth and Broome.

The one-way fee is included in the Britz Bonus Pack from 01 April 2010.

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An additional remote location fee of AU\$650 applies to all rentals picking up or dropping off in Broome. Only one fee is charged per vehicle and it is in addition to the one-way fee, if applicable.

### Can I pick up or drop off my Britz at the airport?

**HOBART:** Our Hobart branch is located at the airport.

**ALL OTHER BRANCHES:** All other branches are located within a close proximity to the airport. Taxis and public transport services are available.

### What time can I pick up and drop off my Britz? Britz branches are open daily, closed Christmas Day.

The following branch hours apply:

#### **Brisbane, Sydney, Melbourne, Hobart, Perth, Adelaide**

1000 - 1600 hours 1 May to 31 August

0730 – 1600 hours 1 September to 30 April

#### **Alice Springs, Darwin, Broome, Cairns**

0730 - 1600 hours 1 May to 31 October

1000 – 1600 hours 1 November to 30 April

Vehicles must be collected/returned by 1530 hrs.

We suggest you allow one hour for the check-in/check-out process. To save time you can fill out our online pre-registration form. By providing us with your details in advance our branch staff can process your rental vehicle faster, allowing you to get on the road with a minimal wait time.

The Conditions Flyer (that will be presented to you to sign at time of pick-up) is also available for you to read here prior to arrival.

**Can I change the vehicle type that I originally booked?** If you would like to take a larger vehicle and your preference is available, the additional charge will be taken when you pick the vehicle up. If you want to downgrade to a smaller vehicle, you will not be given any refund.

**Can I change the date and destination of drop-off during my hire?** If you want to extend your hire, you must get authorization from the Britz reservation or scheduling departments, as it will be due to availability. The extra cost of the rental will be charged to your credit card. If you return the vehicle early, for any reason, there is no refund. If you want to change the destination of drop-off, you must get authorization first from the reservation or scheduling departments. An additional charge of up to AU\$550 (AU\$700 from 01 April 2010) may apply.

**Do I have to pay for more than one driver?** Yes. Campervan rentals and the Rookie are subject to an Extra Driver Fee of \$3 per day (capped at 50 days) for each additional driver. This fee is included in the rate from 01 April 2010.

**Do I get any discounts for hiring in Australia and New Zealand?** Yes you do. Consecutive campervan hire in Australia, New Zealand and South Africa and/or consecutive car hire in New Zealand for both Britz and Maui can be combined to qualify if the vehicle collection date/s are within a 3-month period. For all rentals to qualify each booking needs to be made at the same time. If you make another booking at a later time, the new booking can be combined to qualify if the vehicle collection date/s are within a 3-month period; however, the original booking/s will not qualify for a discount if applicable.

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2WD car hire in Australia cannot be combined with any campervan or New Zealand car hire to qualify for longer-term discounts.

**What Liability Cover options do you offer?** We have a number of different vehicle protection options for you to choose from. Please refer to the Terms & Conditions page.

**What Credit Cards do you accept?** We accept Visa Card, MasterCard and American Express. Please note, a non-refundable surcharge of 2% will apply to all Visa and Mastercard credit card transactions. A 4.5% fee is applicable to American Express cards.

**What happens if I cancel my booking?** If you cancel your Britz campervan or 4WD, the following fees will apply: Call your consultant for details.

**Can a baby seat be fitted to any of your campervans?** Booster seats (to accommodate children **between four and six years**) can be fitted to all Britz vehicles. Whilst it is legal for a child between these ages to sit in the front passenger seat, Britz does not recommend any child under 8 years sits in the front seat. Baby seats (to accommodate babies and toddlers **under four years**) can be fitted to the Britz Rookie, Voyager, Explorer, Escape, Frontier, Safari 4WD, and Adventurer 4WD. Children **under four years** of age cannot travel in the HiTop, Elite, Bushcamper 4WD or Challenger 4WD. Britz offers baby and booster seats for hire if you need one. For specific details about where your child will sit during travel, please ask your consultant.

**Are there restrictions on where I can drive the Britz?** 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 recognized campgrounds and the roads on Kangaroo Island (South Australia). Should you wish to travel on an unsealed road that is greater than two kilometres in length to access a recognized campground special permission can be arranged pending road condition, weather and distance. Please discuss with your consultant.

4WD campervans and cars can also be driven on recognised tracks.

4WD vehicles may only travel to the following areas with the written permission of Britz (please contact the local Branch for further information): Simpson Desert, Strzelecki Track, Gunbarrel Highway, Cape York, the Bungle Bungles, Oodnadatta Track, Birdsville Track, Tanami Track, the Plenty Highway and Gibb River Road.

From 01 April 2010 the following roads will also require permission: 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 and Arnhem Land in general.

Vehicles are not permitted on the Canning Stock Route, the Lost City in Litchfield Park, to Cape York between the months of December to May, the Telegraph Road section of the road to Cape York and the Old Gunbarrel Highway. From 01 April 2010 the following areas will also not be permitted: Bogy Hole (Finke Gorge National Park) and the Old South Road from Maryvale to Finke, at any time.

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

**Where can I camp in the Britz?** Australia has an extensive network of holiday parks in all major tourist

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centres and in most towns. We recommend [BIG4 Holiday Parks](#) where all Britz campervan rental customers receive a 10% discount off BIG4 site fees. They offer excellent recreational facilities, as well as resources to dispose of your waste water. They also have provision for you to plug the vehicle into electricity.

**How long does the battery system last?** Britz vehicles have two batteries – one to run the engine and the other to operate the living equipment such as the fridge and lights. This battery will remain charged for approximately 12 to 14 hours. If you flatten the battery you can switch on the engine to start it again, but, you will need to plug the vehicle into 240V mains power for the battery to fully recharge. We recommend you stay in Holiday Parks to charge the battery every night (you will at least need to charge it every second night).

**Do you have any vehicles with automatic transmission?** The Britz Voyager, Britz Explorer, Britz Escape and Britz Frontier have automatic transmission. From 01 April 2010 the Britz Elite will also be automatic.

**Do you have any Vehicle Assistance while I am on the road?** Yes. Phone FreeCall 1800 331 454. If there is a problem with the vehicle, please call within 24 hours to give us the opportunity to solve the issue. As our Customer Care Partner, [BIG4 Holiday Park](#) staff is also familiar with the Britz vehicles (non-mechanical) and can help you out on the day to day operation of the campervan, whilst you are in their Park.

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