



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
- Super Saver discount voucher book with discounts to attractions, tours and activities around Australia
- Travel Wallet including road maps and travel information.
- Picnic Pack (Rookie only)
- Picnic table & two camping stools (Rookie only)

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.

KITCHEN EQUIPMENT INCLUDED:	GENERAL EQUIPMENT INCLUDED:
Plates & bowls	Toilet chemicals
Cups & glasses	Dustpan and brush
Knives, forks & spoons	Fire Extinguisher
Bottle/can opener	Bucket & hose
Mixing bowls	Broom
Saucepans & frying pan	Matches
Cooking utensils	Coat hangers
Chopping board	Vehicle Operation Guide
Kettle & teapot	First Aid Kit (to be purchased if
Ice cube tray	opened)
Tea towels	
Toaster	
Electric Jug	

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.

globalRES
Tel: +61 2 9438 3868

PO Box 1700
Fax: +61 2 9437 9069
ABN 41 087 966 489

Crows Nest NSW 1585
FreeCall: 1800 456 226
Lic. No. 2TA4947

AUSTRALIA
www.globalRES.com.au
res@globalres.com.au



If you'd prefer not to bring your own linen or sleeping gear, you can hire a Linen & Bedding Kit from us for \$35 per person per rental. We also have an extensive range of [additional hire items](#) including picnic tables, picnic chairs, awnings and baby seats.

It's a great idea to 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 (non-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?

The minimum rental period for 2WD and 4WD campervans is **5 days**, based on a calendar day. Hires with a collection date between 15 December and 5 January will require a minimum hire of **7 days**, as well as 4 and 6 berth rentals from Sydney, with a collection date between 4 October and 11 October, and 4 and 6 berth rentals from Melbourne between 13 and 18 October.

The Rookie is also based on calendar day but has a minimum rental of **3 days**, with **10 days** for one-way rentals.

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\$220 applies.

The Rookie requires a minimum of **10 days** for rental and is available from Melbourne, Sydney, Brisbane and Cairns. There are no one-way fees for the Rookie.

An additional remote location fee of AU\$450 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 from 0800 to 1630hrs, closed Christmas Day. Britz requires all vehicles to be returned to the office by 1600.

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 with the [rental agreement](#) 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\$500 (AU\$550 from 01 April 2008) may apply.

Do I have to pay for more than one driver?

Yes. Campervan rentals (and the Rookie from 01 April 2008) are subject to an Extra Driver Fee of \$3 per day (capped at 50 days) for each additional driver.

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.

globalRES
Tel: +61 2 9438 3868

PO Box 1700
Fax: +61 2 9437 9069
ABN 41 087 966 489

Crows Nest NSW 1585
FreeCall: 1800 456 226
Lic. No. 2TA4947

AUSTRALIA
www.globalRES.com.au
res@globalres.com.au



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.

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

What Accident Protection/Insurance Cover options do you offer?

Your daily rental rates include standard protection, where you leave a \$5000 bond (\$7500 from 01 April 2008), or \$1800 for the Rookie, which will be **debited** to your credit card. This amount is held as your excess. We offer options to reduce that excess:

Excess Reduction Option 1 –

For AU\$20 per day (2WD) & \$25 per day (4WD) the excess is reduced to \$2500, which is held as your security deposit. This amount will be **debited** to your credit card.

Note, this option is not available for the Rookie.

Excess Reduction Option 2 –

For AU \$38 per day (2WD) or \$19 per day for the 2WD Rookie & \$47 per day (4WD) the excess is reduced to Nil (2WD) & \$440 (4WD). The security deposit of \$220 (2WD) or \$440 (4WD) is recorded as an **imprint** against your credit card when the vehicle is collected.

No Worries Cover –

In addition to Excess Reduction Option 2, this one-off payment of AU\$50 per hire for 2WD vehicles and AU\$120 for 4WD vehicles covers you for accidental overhead and underbody damage to the vehicle. Please note that overhead and underbody damage cover is excluded unless the No Worries Cover option has been purchased.

01 April 2007 – 31 March 2008: All debited bonds (plus any other credit card transactions) are subject to a 1.5% credit card surcharge in addition to the bond amount. This surcharge is refunded when the bond is refunded. If a bond is retained the surcharge is retained.

01 April 2008 – 31 March 2009: A non-refundable 1.75% administration fee will apply to all Visa & MasterCard transactions. A non-refundable 4.5% administration fee will apply to American Express cards. Credit card administration fees also apply to debited security bonds and only the hirer's credit card is acceptable to use for the purpose of the security bond. The fee is not refunded when the bond is refunded.

globalRES
Tel: +61 2 9438 3868

PO Box 1700
Fax: +61 2 9437 9069
ABN 41 087 966 489

Crows Nest NSW 1585
FreeCall: 1800 456 226
Lic. No. 2TA4947

AUSTRALIA
www.globalRES.com.au
res@globalres.com.au



Don't forget to check that your credit card has the funds available and that the amount does not exceed your daily withdrawal allowance.

What Credit Cards do you accept?

We accept Visa Card, MasterCard and American Express. Please note, a non-refundable surcharge of 1.75% 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:

If cancelled up to 22 days prior to pick-up No Fee

If cancelled from 21 to 7 days prior to pick-up 20% of Rental

If cancelled 6 to 1 days prior to pick-up 50% of Rental

If cancelled on day of pick up or No-Show 100% of Rental

If vehicle is returned early for any reason No refund available for the unused days

Can a baby seat be fitted to any of your campervans?

Yes, booster seats can be fitted to all Britz vehicles. Baby seats can be fitted to the Britz Rookie, Voyager, Explorer, Frontier and Adventurer 4WD. Britz offer the 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 to recognized campgrounds and the roads on Kangaroo Island (South Australia).

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.

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 and the Telegraph Road section of the road to Cape York.

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.

globalRES
Tel: +61 2 9438 3868

PO Box 1700
Fax: +61 2 9437 9069
ABN 41 087 966 489

Crows Nest NSW 1585
FreeCall: 1800 456 226
Lic. No. 2TA4947

AUSTRALIA
www.globalRES.com.au
res@globalres.com.au



Where can I camp in the Britz?

Australia has an extensive network of holiday parks in all major tourist 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.

Do you have any vehicles with automatic transmission?

The Britz Voyager and Britz Frontier have automatic transmission.

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 are 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.