

JUCY AUSTRALIA CAR & CAMPER TERMS AND CONDITIONS



VALID FROM 27 AUGUST 2020.

THESE TERMS AND CONDITIONS APPLY TO ANY AGREEMENT BETWEEN JUCY AND THE HIRER WHOSE NAME AND ADDRESS APPEARS IN THE RENTAL AGREEMENT. JUCY AND THE HIRER AGREE AS FOLLOWS:

1. CONSUMER RIGHTS STATEMENT

All Hirers rights set out in this Agreement are in addition to the Hirer's rights as a consumer pursuant to applicable consumer protection laws, including the Australian Consumer Law. Such rights are not excluded, restricted or modified by operation of this Agreement. The Hirer may find out more about the Hirer's rights from consumer organizations and bodies including the Australian Competition and Consumer Commission and State/Territory fair trading authorities.

2. DEFINITIONS

In this Agreement, unless the context clearly indicates otherwise:

'Agreement' means any Confirmation and/or the Rental Agreement; **'Bond'** means the amount paid by the Hirer on pick-up of the Vehicle to cover any liability or other amounts owed by the Hirer under this Agreement; **'Collection Point'** means the collection point for the Vehicle specified in the Confirmation and/or Rental Agreement;

'Confirmation' means the confirmation of the Hirer's booking from JUCY confirming Vehicle type, Fee, Bond, Term of Hire, Start Date, Return Date, Collection Point and Return Location;

'Excess Reduction Cover' means the excess reduction cover described in clause 9 which only applies if it is specified in the Rental Agreement; **'Fee'** daily rental costs and any additional fees as agreed.

'Hirer' means the person or persons nominated as the customer/hirer/ Authorised Driver and any person whose credit card is presented for payment of the Hirer's charges;

JUCY' means JUCY Rentals PTY Limited;

'Rental Agreement' means the document entitled Rental Agreement which has been signed for and on behalf of the Hirer and the Terms and Conditions;

'Return Location' in respect of the Vehicle, means the return location specified in the Confirmation and/or Rental Agreement;

'Terms and Conditions' means the terms and conditions set out in this document; and

'Vehicle' means the Vehicle hired by the Hirer and includes tyres, tools, accessories, and all other equipment, documents or additional hire items related to the Vehicle and any replacement or substitute Vehicle that may be provided.

3. RENTAL DURATION

a) The term of hire ('Term of Hire') in respect of the Vehicle shall commence at the time and date specified in the Rental Agreement ('Start Date') and cease at the time and date specified in the Rental Agreement ('Return Date'). Car charges are calculated on a 24-hour basis. On the Return Date, the first hour is free; after the first hour late a full day hire applies. Campervan charges are calculated on a calendar day basis. When calculating the number of days the Vehicle is rented, the Start Date is counted as day one of the rental, regardless of pick-up time. The Return Date is counted as the final day of the rental regardless of drop off time.

b) Minimum rental periods are subject to change, and any such change will be notified to the Hirer prior to Confirmation and once a Confirmation has been received by the Hirer, JUCY may not alter the minimum rental period for that booking.

4. RATES, AMENDMENTS AND CANCELLATION CONDITIONS

a) This Agreement and the rates and conditions quoted in our website, brochures and/or documentation are subject to change without notice. However (subject to changes in legislation or system generated errors) JUCY will not alter this Agreement or the rates or conditions applicable to the Hirer's rental once the Hirer has received Confirmation, unless the booking is amended at the Hirer's request.

b) All amendments to a booking are subject to availability and approval by JUCY. If a reservation, Return Location, category or Vehicle type, Collection Point, Start Date or Return Date is amended prior to collection by the Hirer, the applicable rate for the Vehicle may in the absolute discretion of JUCY be re-calculated to the new rate applicable at time of amendment, the Hirer will be advised of any change in rate at the time. Rate recalculations are based on the rate at the time of reservation or the new rate at the time of amendment.

c) Subject to clause 4(e), if the Hirer requests to voluntarily downgrade their Vehicle type from the reserved category of Vehicle, the Hirer will not be entitled to any refund from JUCY.

d) All changes to a booking, including extensions to the Return Date, are subject to availability and approval by JUCY and must be requested through JUCY's reservations team at least 48 hours prior to the Return Date or any agreed extension thereof. In the event of any unauthorised extension to the Return Date, the Hirer shall pay the current daily rental rate for each day until the Vehicle is returned and an additional late return fee of such amount JUCY nominates as its reasonable costs in connection with such unauthorised extension being not more than \$500. In the event of any unauthorised change to the Return Location, the Hirer shall pay a relocation fee as determined by JUCY acting reasonably but in any event not in excess of \$500.

e) A 20% deposit is required at the time of booking and/or following any amendment in order to receive a Confirmation.

f) Cancellation policy:

For bookings made on or before 26 AUGUST 2020:

- If the booking is cancelled up to 22 days before the pickup date, a full refund of the deposit will be made (not including any credit card administration fee).
- If the booking is cancelled between 1 - 21 days before the pickup date, 20% deposit is non-refundable and the remainder of hire fees (if any paid) will be refunded less any credit card fee.
- If the booking is cancelled within 24 hours of departure or the Hirer does not collect the Vehicle from the Collection Point, then 100% of the gross rental is chargeable.
- If you change the pick-up date within the cancellation timeframes in (i) and (ii) above and then you cancel the amended booking; the original cancellation fee will apply.

For bookings made on or after 27 AUGUST 2020:

- If the booking is cancelled up to 7 days before the pickup date, then you will receive a full refund of the deposit and any transaction value (not including any credit card administration fee).
- If the booking is cancelled between 1 - 6 days before the pickup date, then you will receive a 100% credit towards a future booking or 50% of the booking value is chargeable as a cancellation fee and the remainder of hire fees (if any paid) will be refunded less any credit card fees.
- If the booking is cancelled within 24 hours of departure or the Hirer does not collect the Vehicle from the JUCY branch, then 100% of the booking value is chargeable.
- If you change the pick-up date within the cancellation timeframes in (v) and (vi) above and then you cancel the amended booking; the original cancellation fee will apply.

5. PERSONS WHO MAY DRIVE THE VEHICLE

a) The Vehicle may be hired and driven during the Term of Hire only by the persons specified as authorised drivers in the Rental Agreement, and only if they hold a valid driver's licence, which must be presented to JUCY at time of collection of the Vehicle ('Authorised Driver'). Only persons 18 years and over may be an Authorised Driver in respect of a Vehicle.

b) If the licence of an Authorised Driver is not printed in English it must be accompanied by an accredited English translation which is to be provided to JUCY. Please note a licence classified as, or comparable to a Green P licence will be accepted, however the Authorised Driver agrees to be bound by any restrictions or conditions imposed on or in connection with that licence and is aware that any Excess Reduction Cover may be voided and this Agreement may be terminated if such restrictions or conditions are not adhered to.

c) Once the Vehicle has been collected, if any additional persons wish to drive the Vehicle, they must call into a JUCY branch to get JUCY's prior approval and they must comply with clauses (a) and (b) above.

6. HIRER'S OBLIGATIONS

a) The Hirer acknowledges having received the Vehicle in a clean condition, with a full fuel tank and full bottle of gas (if applicable). The Hirer will return the Vehicle in a clean condition with a full fuel tank and a full bottle of gas (if applicable, and subject to any pre-purchase fuel and/or pre-purchase gas option being taken), on the Return Date at the time and at the Return Point set out in the Rental Agreement.

b) The Hirer must ensure that all reasonable care is taken in handling and parking the Vehicle and that it is left securely locked when not in use.

c) The Hirer must ensure that the recommended levels are maintained with respect to the water in the radiator and battery, the oil and the tyre pressures of the Vehicle.

d) Smoking and/or animals (excluding registered guide or assistance dogs) are not permitted in the Vehicle at any time. If this condition is breached, the Hirer must pay to JUCY a cleaning fee determined by JUCY in its reasonable opinion and being not more than \$250.

e) The Hirer must ensure that all Authorised Drivers comply with, and all Authorised Drivers shall be bound by, these terms and conditions and all Authorised Drivers must carry their driver's licence with them when driving the Vehicle.

f) In the event of any new damage to the Vehicle, the Hirer must notify JUCY of the full circumstances of the damage as soon as practicable (being not more than 48 hours) from the time the Hirer has knowledge of the damage.

g) If there is an equipment defect or mechanical failure of the Vehicle during the Term of Hire, the Hirer must notify JUCY as soon as practicable, and in any event within 48 hours, from the time the Hirer has knowledge of the defect or failure to give JUCY the opportunity to rectify the problem during the Term of Hire. JUCY does not accept liability for any claims submitted after this period.

h) The Hirer must ensure that a copy of this Agreement is kept in the Vehicle throughout the Term of Hire and produced without delay for inspection on demand by an enforcement officer.

i) The Hirer shall not:

- drive or use the Vehicle (or permit the Vehicle to be driven or used) otherwise than in a prudent and cautious manner. For the purposes of these terms and conditions, a single Vehicle rollover shall be considered a breach of this clause 6(i) unless the Stress Free Plus excess reduction has been taken out;
 - use or permit the Vehicle to be used for the carriage of passengers for hire or reward, unless JUCY has given its prior written consent;
 - sublet or hire the Vehicle to any other person;
 - permit the Vehicle to be operated outside the Hirer's authority;
 - operate the Vehicle, or permit it to be operated in any race, speed test, rally or contest;
 - operate the Vehicle or permit it to be operated for the transport of more than the number of passengers or more than the weight of passengers or more than the weight of goods specified in the certificate of loading for the Vehicle;
 - drive or permit the Vehicle to be driven by any other person that is not the holder of a current driver's licence appropriate for the Vehicle; or
 - use the Vehicle for the purpose of a courier or delivery service.
- j)** JUCY values well-being of the Hirer and the occupants of the Vehicle and, for safety purposes, JUCY 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 hire period. JUCY will advise you on pick up of any travel restrictions known at that time.
- k)** The Hirer must ensure that snow chains are fitted correctly, so as not to cause damage to the Vehicle, person or property when required due to the road conditions during the winter season (June-October) or on roads as advised by the relevant local Roads and Transport Authority or the relevant ski resort. It is a legal requirement that all vehicles travelling The Great Alpine Road and entering Mt Hotham Alpine Resort must carry Diamond Pattern chains at all times during the declared snow season and must be fitted where directed. In accordance with State Law the Hirer can be fined for not carrying and fitting chains as directed.

7. PAYMENT BY HIRER

a) Prior to collection of the Vehicle, the Hirer must pay JUCY in full fees ('Fees'), excess amount/bond ('Bond') and any other amounts specified in the Rental Agreement and present a credit card in the Hirer's name that is acceptable to JUCY for payment of such amounts.

Subject to the terms and conditions of this Agreement, the Hirer agrees to pay any additional fees and costs that are incurred by the Hirer or are payable by JUCY in connection with the hire of the Vehicle by the Hirer including parking charges and fines, toll road charges and fines, camping charges and fines, speeding and other traffic offence fines, late return fees, relocation fees, and cleaning fees. In addition, the Hirer authorises JUCY to debit the Hirer's credit card for those additional costs which become apparent following the Term of Hire.

b) The Hirer must pay for all petrol or diesel (but not oil) used in the Vehicle during the Term of Hire, except where the Hirer has paid a pre-purchased fuel option.

c) The following credit cards will be accepted: Visa, MasterCard, Union Pay International & American Express. Administration surcharges will apply as per Australian law.

d) Some banks and credit card providers may impose fees for certain transactions, including currency conversion fees. Any fees and other charges which may be charged to the Hirer or the Hirer's bank or credit card provider will be the Hirer's sole responsibility, and for the avoidance of doubt, are not included in any rate or sum provided by JUCY.

e) The Hirer accepts the risk of any currency exchange rate fluctuations (including in relation to refunds and return of Bonds) and accepts that JUCY has no control over any currency conversion rates or fees.

f) If a credit card is presented as payment, the credit card holder is jointly and severally liable as a Hirer. The Hirer agrees that:

- JUCY shall be entitled to retain the Hirer's credit card details in accordance with the Payment Card Industry - Data Security Standard and to take any action to recover from the Hirer's credit card all amounts due by the Hirer pursuant to this Agreement, including any amounts due in respect of damage to the Vehicle or property of a third party and all other additional charges as set out in this Agreement and as listed in clauses 3, 7, 12, 14, 15, 16, 17 and 18; and
- JUCY may process credit card charges relating to the Rental Agreement up to 6 months after the Term of Hire

8. HIRER'S LIABILITY

a) If multiple persons are described as the Hirer in the Rental Agreement, each person is jointly and severally responsible for all fees, charges and other obligations pursuant to this Agreement.

b) Subject to clause 8(e), the Hirer is liable to JUCY for and indemnifies JUCY against:

- any loss of, or damage to, the Vehicle (including any accessories);
 - any consequential damage, loss or costs incurred by JUCY, including salvage costs, loss of ability to re-hire and loss of revenue; and
 - any loss of, or damage to, Vehicles and property of third parties, arising from the use or misuse of the Vehicle by the Hirer, any Authorised Drivers, person whom the Hirer permits or allows to drive the Vehicle, invitee of the Hirer or passengers in the Vehicle during the Term of Hire, to the extent that such loss, damage or costs have been caused by or contributed to by the Hirer, any Authorised Driver, any person the Hirer permits or allows to drive the Vehicle, any invitee of the Hirer or any passenger in the Vehicle, provided that the Hirer's liability may be reduced to the amount of the relevant Excess Reduction Cover payable in respect of an incident subject to the terms and conditions of this Agreement.
- c)** Subject to clause 8(e), the Hirer agrees to release and indemnify JUCY from and against all actions, claims, demands, losses, damages, costs, expenses, harm or other misadventure which the Hirer may suffer or incur or become liable for as a result of any use of the Vehicle in breach of this Agreement, any reckless or negligent act, error or omission of the Hirer, any Authorised Driver, invitee of the Hirer or passenger in the Vehicle or any misuse of the Vehicle by the Hirer during the Term of Hire.
- d)** Notwithstanding any provision in this Agreement to the contrary the Hirer is not liable to JUCY for any loss to the extent that it is caused by us (for example, through our negligence or breach of contract).
- e)** This clause 8 will survive termination of this Agreement.

9. EXCESS REDUCTION OPTIONS

The Hirer may nominate the Stress Free Plus, Stress Free, or Risk Taker options for Excess Reduction Cover of the Vehicle. The Bond payable in respect of the Vehicle or any incident shall be in accordance with the Excess Reduction Cover package option selected by the Hirer at the time of renting and specified in the Rental Agreement, being either of the "Stress Free Plus", "Stress Free" or "Risk Taker" options, and the excess applicable to such option will apply together with the appropriate rate of payment for such option.

JUCY STRONGLY RECOMMENDS THAT OUR HIRERS TAKE THE STRESS FREE PLUS EXCESS REDUCTION OPTION TO TRAVEL WITH COMPLETE PEACE OF MIND.

10. EXCESS REDUCTION COVER

All Excess Reduction Options are subject to the provisions and exclusions set out below:

- The Hirer may purchase and pay the daily rental rate for one of the Excess Reduction Options to reduce the Standard Excess payable by the Hirer under JUCY's cover ('Excess Reduction Cover')
- Subject to clause 11, the Hirer's liability is covered by the relevant Excess Reduction Cover selected up to a maximum of \$2,000,000.
- The Hirer's liability for damage applies in respect of each separate accident, incident or new damage, not each rental.
- This clause 10 does not apply if the Hirer rejects Excess Reduction Cover. If the Hirer elects not to use Excess Reduction Cover, the excess payable by the Hirer is the Standard (Risk Taker) Excess as per the Rental Agreement and is payable for each and every event involving the Vehicle.

11. EXCESS REDUCTION EXCLUSIONS

Excess Reduction Cover does not apply in the following events or in respect of the following fees, damages, expenses and/or costs and the Hirer will be fully liable for all fees, damages, expenses and/or costs as specified and/or which are associated with the relevant event:

- a) The driver of the Vehicle is under the influence of alcohol or any drug that affects their ability to drive the Vehicle.
- b) The Vehicle is in an unsafe or un-roadworthy condition that arose during the Term of Hire and such condition has caused or contributed to the damage or loss, and the Hirer or driver of the Vehicle was aware or ought to have been aware of the unsafe or un-roadworthy condition of the Vehicle. c) The Vehicle is driven by any person not identified as an Authorised Driver in the Rental Agreement.
- d) The Vehicle is damaged as a result of submersion in water, including as a result of crossing creeks, rivers, flooded floors, salt water or on beaches, driving through low plain flooded areas or if there was a reasonably foreseeable risk of the Vehicle's submersion in water (for example, while parked in a below ground parking garage).
- e) The Vehicle is used in any off road conditions, including an any unsealed road (being a road not sealed with a hard material such as tar, bitumen or concrete). Off road conditions include: fire trails, beaches, sand, tracks, fields or paddocks. The only exception to this is reasonable use of access roads to recognised commercial campgrounds.
- f) The Vehicle is driven when a warning light appears or where the coolant temperature gauge enters a red zone (High).
- g) The use of roof racks and snow chains on the Vehicle where such roof racks or snow chains have not been hired through JUCY
- h) The Vehicle including its accessories and spare parts is damaged as a result of incorrect fitting or use of snow chains or ski/snowboard racks, roof racks or bicycle racks
- i) The Vehicle is driven on a road or ski resort access road without snow chains when snow chains are required to be fitted by the relevant local Roads and Transport Authority or the relevant ski resort
- j) The costs to replace keys which have been lost, broken or damaged, the cost of retrieval of keys which have been locked inside a Vehicle
- k) All costs as a result of breakages, loss, theft or defacement of the Vehicle's interior caused by or contributed to by the Hirer, any Authorised Driver, any person the Hirer permits or allows to drive the Vehicle, any invitee of the Hirer or any passenger in the Vehicle.
- l) RISK-TAKER Excess Reduction Cover does not cover any theft or attempted theft of the Vehicle or its contents resulting in damage where reasonable precautions were not taken to protect against that theft or attempted theft.
- m) An additional Damage Administration fee of \$75 will be applied for processing damage claims for Hirers who have chosen Risk Taker Excess Reduction. This fee applies to all Risk Taker damage claims regardless of fault and/or if the Hirer has separately made their own travel Insurance arrangements.
- n) All damage and costs caused by or in connection with reckless conduct or willful misconduct of the Hirer or an Authorised Driver or any invitee of the Hirer or passenger in the Vehicle. For example, Excess Reduction Cover does not apply in connection with any incidents involving sitting or standing on the bonnet, boot or roof of the Vehicle or propelling an object from the Vehicle.
- o) If the Vehicle is willfully or recklessly damaged or is lost as the result of the willful or reckless actions of the Hirer or an Authorised Driver or any invitee of the Hirer or passenger in the Vehicle (Note: Willful or reckless damage includes any punctures or damage to tyres or rims caused by or contributed to by the Hirer, any Authorised Driver, any person the Hirer permits or allows to drive the Vehicle, any invitee of the Hirer or any passenger in the Vehicle, burning out a clutch and any damage arising from using the Vehicle to propel any other vehicle).
- p) Except where JUCY is in breach of this Agreement, the costs relating to delivery of a replacement Vehicle required as a result of any of the exclusions listed in this clause 11.
- q) Any costs associated with the incorrect use of fuel or the use of: (a) fuel (fuel being diesel or petrol); (b) the use of Bio-Diesel which should not be used; or (c) water; or (d) other contamination of fuel or water of the Vehicle.
- r) The cost to retrieve or recover a Vehicle back to road level, which may include, but is not limited to a Vehicle that has become bogged, submerged, caught, trapped, stuck or restricted in anyway
- s) If the Vehicle is involved in a single vehicle rollover or the roof of the Vehicle is damaged as a result of any single vehicle incident or accident, unless the Hirer has taken Stress Free Plus excess reduction, the Hirer must pay JUCY and is responsible to JUCY for all costs and damages arising in respect of such rollover, incident or accident. The Hirer's liability under this clause is limited to an amount of \$5,000 except where they have contravened any of the other exclusions in this clause (11), in which case the Hirer is responsible for all costs and damages incurred. For the purposes of these terms and conditions a single vehicle "rollover" includes any incident or accident where the Vehicle has rolled, tipped (one or more wheels have left the ground) or fallen over without colliding with another vehicle, and this has caused damage to the Vehicle, including to the roof and/or sides of the Vehicle.
- t) The Vehicle is operated in any race, speed test, rally or contest or the Vehicle is used for the purpose of reward (for example, as a taxi or courier vehicle).
- u) The Vehicle is driven by any person who at the time when that person drives the Vehicle is disqualified from holding or has never held a driver's licence appropriate for that Vehicle, or such person is not legally entitled to drive the Vehicle in Australia
- v) The Vehicle is operated outside the Term of Hire or any agreed extension of that term.
- w) If a driver of the Vehicle is convicted of any driving offence under Australian law where the Vehicle, property or any other vehicle is damaged in circumstances which are illegal in Australia.
- x) If the Vehicle is loaded or is being loaded in excess of the manufacturer's specifications.

12. BOND

- a) If the RISK-TAKER Excess Reduction Cover has been chosen, the excess/Bond is payable by credit card only. Please note the relevant amount will be debited from the Hirer's credit card immediately. Subject to (b) below, the Bond is fully refundable provided the Vehicle is returned on time on the Return Date and to the Return Point, undamaged with a clean interior and with a full fuel tank. For dispute resolution in respect of Bonds please refer to clause 22 of this Agreement.
- b) The Hirer authorises JUCY to deduct from the Bond any amounts due by the Hirer to JUCY arising as a result of this Agreement, including the amount of any damage, the charges as set out in this Agreement and as listed in clauses 3,7,12,14,15,16,17 and 18. JUCY will give the Hirer notice, by contacting them at the email address specified in the Rental Agreement, of the deduction of such amounts.
- c) JUCY reserves the right to retain all or part of the excess/Bond for such period as JUCY may determine (acting reasonably) after the Term of Hire to cover the cost of un-notified damage, infringements or damage to third parties or their property. Once a refund is processed by JUCY, it can take between five to thirty business days for the funds to become available from the card issuer.
- d) In the event of a claim, to allow JUCY and/or its insurer to determine

who is at fault, the relevant excess amount may be retained by JUCY irrespective of who is at fault and such amount must be paid to JUCY at the time the accident report is completed and not at the expiry of the Term of Hire. The excess will be refunded only if JUCY is successful in recovering the complete cost of the damages from the third party. If JUCY is not successful in recovering the complete cost of the damages from the third party then JUCY may retain all or part of the excess/Bond being in respect of such amount of damages that JUCY was not able to recover from the third party provided that JUCY shall not be entitled to retain any amounts to the extent that any damages have been caused by or contributed to by a breach of this agreement or the negligent act, error or omission of JUCY or any of its officers, employees or agents. The Hirer acknowledges that third party claims can take many months to resolve.

- e) In the event of a replacement Vehicle being dispatched due to an accident, the applicable excess/Bond will be twice that of the excess/Bond for the original Vehicle.
- f) In the event of a replacement Vehicle is given due to an accident, any Excess Reduction Cover taken is not transferable to the replacement Vehicle.
- g) For the purposes of this clause 12, 'damage' includes any and all damage to third party property (including Vehicle(s)), damage to the Vehicle including tyres and windscreens, towing and recovery costs, theft, fire, break-in or vandalism costs and the cost of the daily rental rate for the Vehicle for the period the Vehicle is unavailable for hire by JUCY due to repair.
- h) Where the Vehicle has been returned during or outside office hours and the Vehicle has undiscovered damage to the windscreen or body that has not been reported or is not covered by the Hirer's chosen excess reduction cover, the Hirer will be charged and contacted summarizing the cost of repairs.

13. JUCY'S LIABILITY AND OBLIGATIONS

- a) JUCY shall hire the Vehicle and supply any services pursuant to this Agreement:
 - i) on the terms and conditions expressly set out in this Agreement; and
 - ii) subject to non-excludable rights under consumer protection laws. No other terms or rights apply.
- b) Except as set out in the paragraphs below, JUCY accepts its liability you for breach of contract or negligence under the principles applied by the courts and for breach of any non-excludable rights under consumer protection laws.
- c) As the hire of the Vehicle and any services JUCY may provide pursuant to this Agreement is provided to the Hirer for the primary purpose of personal, domestic or household use, JUCY does not accept liability to the Hirer for losses that result from the use of the Vehicle or any of JUCY's services in connection with the conduct of a business. However, we will accept that liability if it cannot be excluded under any legislation. If that liability cannot be excluded but can be limited under any legislation, JUCY limits its liability to resupplying, repairing or replacing the Vehicle or services (or payment of the cost of resupply, repair or replacement) where it is fair and reasonable to do so.
- d) JUCY is not liable for any loss to the extent that it is caused by the Hirer (for example, through the Hirer's negligence or breach of contract).
- e) JUCY is not liable for any loss to the extent that it results from the Hirer's failure to take reasonable steps to avoid or minimise the Hirer's loss.
- f) JUCY is not liable for any loss caused by JUCY failing to comply with its obligations in relation to the hire of the Vehicle or provision of any services where such loss is caused by events outside its reasonable control (such as a failure in equipment that is not owned or operated by us, an industrial strike or an act of God).
- g) The liability JUCY accepts to the Hirer under this clause 13 includes liability for our agents according to the principles of vicarious liability of common law.
- h) This clause 13 will survive termination of this Agreement.
- i) JUCY shall make the Vehicle available to hire by the Hirer at the nominated time on the Start Date at the Collection Point in a safe and roadworthy condition.
- j) JUCY shall provide all booking agents with updated terms and conditions and Vehicle specifications. Any discrepancies regarding the terms and conditions and/or Vehicle category must be addressed via the original booking agent.

14. ADDITIONAL HIRE COSTS

- a) Other additional fees may apply to your hire such as for Additional Drivers, 18 - 20 underage driver surcharge, one-way fees, after hours pick-ups, premium location fees, GPS and Skoot and if they apply they will be listed in the Agreement. Baby seats, roof racks and snow chains can be requested at the time of reservation at a cost of \$40 each per rental (these are subject to availability on the Start Date).
- b) GPS - (SATELLITE NAVIGATION UNIT)
 - (i) The Hirer will return the GPS unit and is liable for not returning or damaging the GPS unit, mount, charger and carry case to a maximum charge of \$300.
 - (ii) JUCY is not responsible for any harm, damage, loss or misadventure that occurs as a result of the use or misuse of the GPS unit.
 - (iii) The Hirer agrees to follow all safety and usage guidelines provided by the GPS manufacturer and/or JUCY.
- c) When returning Vehicles after hours, please note that Vehicles must be returned to the branches, not the airport terminal car parks. The Vehicle also remains the responsibility of the Hirer until such time as JUCY takes back possession of the Vehicle during standard operational hours.
- d) After Hours pickups are available on request only. Fees may apply for After Hours pickups and will be quoted at the time of booking. The Hirer is responsible for airport car parking costs. For all After Hours pickups a Rental Agreement (including copies of all drivers' licences) must be completed and returned to JUCY at least 48 hours prior to travel.
- e) All rentals picking up or dropping off on the following days will incur an additional \$100 surcharge: New Year's Day, Australia Day, Good Friday, Easter Monday, Anzac Day, Boxing Day (or public holidays declared for those days).

15. INFRINGEMENT FEES

- a) The Hirer is liable for all infringement notices received in respect of offences committed during the Term of Hire, including in connection with any fines or charges for traffic offences and speeding offences, any failure to comply with directions given by a traffic signal, any parking offences and freedom camping offences.
- b) In the event that JUCY receives notice of an infringement and/or fine, JUCY may (in its absolute discretion) itself, or JUCY may engage a subcontractor to, either:
 - (i) transfer that infringement and/or fine into the Hirer's name and charge the Hirer an administration fee for each infringement incurred of \$60 for costs associated with the process; or
 - (ii) debit the Hirer's credit card for the amount of the infringement and/or fine and charge the Hirer an administration fee for each infringement or fine processed at a rate of \$60 per infringement or fine being in respect of costs associated with the process.
- c) The Hirer is hereby notified that, if JUCY (itself or by its appointed subcontractor) proposes to debit the Hirer's credit card for an infringement

and/or fine:

- (i) JUCY will send (or have sent) to the Hirer, including by email to the address set out in the Rental Agreement, a copy of the relevant infringement or fine notice and any reminder notice as soon as practicable after it is received by JUCY;
 - (ii) the Hirer may have the right to challenge, query or object to the alleged offence to the authority that issues the infringement notice or a court (details of the relevant process should be provided on any infringement notice or fine);
 - (iii) The Hirer may have the right to seek a court hearing (within such as specified on the notice of infringement or fine); and
 - (iv) the Hirer has the right to dispute the matter with the credit card issuer.
- d) TOLLS: If you travel on a toll road and incur any tolls, JUCY will charge any tolls and fees to your nominated credit card. You will also be charged a service fee of \$3.30 each time your vehicle incurs a toll.
- Tolls and Fees means:
- i) toll charges;
 - ii) other fees and charges, including Video Matching Fees, (in each case exclusive of GST) imposed by the operator of a toll road for or relating to, or taxes payable in respect of, each Trip taken by a Vehicle;
 - iii) the hirer is prohibited from using their personal Toll tag or Account for toll charges.

16. MECHANICAL REPAIRS, ACCIDENTS AND EQUIPMENT FAILURE

- a) If there is an equipment defect or mechanical failure of the Vehicle during the Term of Hire, the Hirer must notify JUCY as soon as practicable and in any event within 48 hours from the time the Hirer has knowledge of the defect or failure in order to give JUCY the opportunity to rectify the problem during the Term of Hire.
- b) The Hirer may contact JUCY by telephone Toll-Free on 1800 150 850 or on 3236 9882.
- c) JUCY reserves the right not to accept liability for any claims submitted after the period specified in clause 16(a) unless the Hirer is able to give a reasonable excuse (in the absolute discretion of JUCY) as to the failure to provide notice within such period.
- d) All vehicles are registered with the RAQC for 24 hour roadside assistance. This service covers all Mechanical and Non-Mechanical breakdowns. All Mechanical breakdowns are covered by JUCY's relevant Roadside Assistance program and include the following:
 - Engine Faults Electrical Faults Cooling system Vehicle recovery
 - All Non-Mechanical breakdowns are subject to the relevant call out fees being charged by RAQC, or any other third party supplier and are not covered by Stress Free Plus or Stress Free Excess Reduction Cover, an administration fee may also be applied by JUCY. This includes, but is not limited to the following:
 - Out of fuel/incorrect fuelling of the Vehicle Wheels and tyres
 - Keys being lost, broken or locked inside the vehicle Flatt batteries
 - A breakdown as a result of damage caused in an accident, including salvage
- e) The Hirer must ensure that no persons interfere with the distance recorder or speedometer, or (except in an emergency) any part of the engine, transmission, braking and/or suspension systems of the Vehicle.
- f) In the event of any accident or incident involving the Vehicle, the Hirer must:

- (i) notify JUCY of the full circumstances as soon as practicable and in any event within 48 hours from the time of the accident or incident;
 - (ii) notify the appropriate Australian Emergency Services (Police, Ambulance, Fire) by calling '000' if the accident or incident involves an injury;
 - (iii) record full details of all parties, witnesses to, and Vehicles involved in, the accident or incident;
 - (iv) prepare a written statement of the facts signed by all parties; and
 - (v) obtain a copy of any relevant Police report.
- g) In the event of an accident or incident involving the Vehicle, the Hirer must not:

- (i) make any admission of liability; or
 - (ii) arrange or undertake any repairs or salvage without JUCY's prior authority except to the extent that repairs or salvage are necessary to prevent further damage to the Vehicle and/or to other property.
- h) The availability of a replacement Vehicle is not guaranteed and is subject to availability, Hirer's location, accident liability and remaining hire duration.
- i) Additional Hirer charges may be incurred including as follows:
- (i) if a replacement Vehicle is required as a result of an accident, the Hirer is responsible for making their own way to the relevant JUCY branch or pickup location;
 - (ii) the Hirer is responsible for the cost of transporting the Hirer and any accompanying passengers away from the accident location;
 - (iii) Provided JUCY has complied with clause 16(a), the Hirer must pay for any costs relating to delivery of a replacement Vehicle required as a result of any of the exclusions listed in clause 11. These costs apply irrespective of any Excess Reduction Cover applicable to this Agreement.
 - (iv) In the event that a replacement Vehicle is given due to an accident, any Excess Reduction Cover is not transferable to the replacement Vehicle.
- j) No replacement Vehicle will be provided without receipt of a completed damage claim form where one is required by JUCY.
- k) Without limiting any other provision of this Agreement, in the event of an accident, breakdown or equipment failure, whether or not a replacement Vehicle is available or accessible to the Hirer, JUCY will not be liable for any resulting accommodation or living expenses that are incurred, nor personal expenses for missed activities unless such accident, breakdown or equipment failure has been caused by or contributed to by a breach of this Agreement by or the negligent act, error or omission of JUCY.

- l) Any mechanical or towing expenses required for the Vehicle must be authorised by JUCY prior to the repairs or towing taking place or permitted in accordance with clause 16. Otherwise, JUCY reserves the right to hold the Hirer liable for such costs.

- m) An additional Damage Administration fee of \$75 will be applied for processing damage claims for Hirers who have chosen Risk Taker Excess Reduction. This fee applies to all Risk Taker damage claims regardless of fault and/or if the Hirer has separately made their own travel Insurance arrangements.

- n) If any compensation is approved by JUCY due to an accident, breakdown or equipment failure, JUCY by agreement may compensate the Hirer the proportionate daily rental rate for the period during which the Vehicle could not be used for its intended purpose.

17. RETURN OF THE VEHICLE

- a) The Hirer shall at or before the expiry of the Term of Hire, deliver the Vehicle (including Vehicle keys) to the branch or Return Location stated in the Rental Agreement, or, subject to these Terms and Conditions, obtain JUCY's consent to the amendment or continuation of the hire. (Note: No

refund is available to the Hirer if the Vehicle is returned earlier than the Return Date stated in the Rental Agreement).

b) In the event of any unauthorised extension to the Return Date, JUCY reserves the right to charge the current daily rental rate for each day until the Vehicle is returned and an additional late return fee of up to \$500. In the event of any unauthorised change to the Return Location, JUCY reserves the right to charge an additional relocation fee of up to \$500.

c) JUCY may charge the Hirer a cleaning fee of up to \$250 if, in the reasonable opinion of JUCY, the Vehicle is not returned in a clean and tidy condition (including evidence of smoking in the vehicle)

d) JUCY may charge the Hirer a fee of up to \$500 for failure by the Hirer to empty the grey water or toilet cassette (if applicable) from the Vehicle.

e) Except where the Hirer has pre-purchased gas or fuel, failure to return the Vehicle with full petrol, diesel and/or LPG tanks will result in a \$30 administration fee in addition to the cost of refilling the fuel calculated at a rate of \$3 per Litre

18. BREACH OF CONTRACT

The Hirer agrees that JUCY shall have the right to refuse any rental and/or terminate the hire and take immediate possession of the Vehicle, without notification to the Hirer, if:

a) the Hirer fails to comply with any of the material terms and conditions of this Agreement, particularly clause 6;

b) the Hirer has obtained the Vehicle through fraud or misrepresentation;

c) if the Vehicle is damaged; or

d) in the reasonable opinion of JUCY and/or the Australian Police the Authorised Driver(s) do not have sufficient skill or experience to operate the Vehicle in a safe manner or the safety of the passengers or the Vehicle is at risk. In such event the Hirer will:

(i) not be entitled to a refund of part of the rental charges; and

(ii) be responsible for the payment of any towing costs to return the Vehicle to the Return Location plus a fee to cover the reasonable costs of JUCY in arranging the return of the Vehicle up to a maximum of \$100. The termination of the hire under this clause 18 shall be without prejudice to the other rights of JUCY or the Hirer under this Agreement or otherwise at law.

19. PPSA

a) The following terms have their respective meanings in the Personal Property Securities Act 2009 (Cth) (PPSA) – financing statement, interested person, register, proceeds, security agreement and security interest.

b) The Hirer acknowledges that:

(i) by hiring the Vehicle from JUCY, the Hirer may be granting a security interest in the Vehicle (and any proceeds) to JUCY, and that this Agreement may constitute a security agreement;

(ii) any security interest arising under this Agreement attaches to the Vehicle when the Hirer obtains possession of the Vehicle and not at any other time; and

(iii) JUCY may perfect its security interest by lodging a financing statement on the PPSA register.

c) JUCY does not need to give you any notice under the PPSA (including a notice of a verification statement) unless the notice is required by the PPSA and that requirement cannot be excluded.

d) You must do anything reasonably required by JUCY to enable JUCY to register its security interest, with the priority it requires, and to maintain the registration.

20. GENERAL PROVISIONS

a) The Hirer acknowledges that JUCY retains title to the Vehicle at all times. The Hirer must not agree, attempt, offer or purport to sell, assign, sub-let, lend, pledge, mortgage, let or hire or otherwise part with or attempt to part with the possession of the Vehicle.

b) The Hirer warrants that all information supplied by them to JUCY in connection with Agreement is true and correct.

c) All charges and expenses payable by the Hirer under this Agreement are due on demand by JUCY including any collection costs and reasonable legal fees incurred by JUCY.

d) JUCY may vary this Agreement at any time, however where a booking has been confirmed, the terms and conditions applicable at the time of confirmation will continue to apply to that booking.

e) The Hirer must not assign, transfer or novate this Agreement or any rights or obligations under this Agreement, without the prior written consent of JUCY. The Hirer authorises JUCY to sub-contract the provision of any of the services under this Agreement as JUCY may require in its absolute discretion from time to time and at any time.

f) If we waive any rights available to us under this Agreement on one occasion, this does not mean that those rights will automatically be waived on any other occasion.

g) To the extent that any clause or part of any clause is in any way unenforceable, invalid or illegal, it is to be read down so as to be enforceable, valid and legal. In the event this is not possible, the clause (or where possible, the offending part) is to be severed from this Agreement without affecting the enforceability, validity or legality of the remaining clauses (or parts of those clauses as the case may be) which will continue in full force and effect.

h) In this Agreement, including and includes are not words of limitation.

i) The Terms and Conditions:

(i) are governed by the law in force in Queensland and each party irrevocably submits to the non-exclusive jurisdiction of the courts of Queensland;

(ii) do not create a relationship of principal and agent, joint venture, partnership or fiduciary relationship between the parties.

j) All references to “\$” in this Agreement are to Australian dollars and include GST.

21. PRIVACY

JUCY will collect personal information about the Hirer as part of the rental process. JUCY may not be able to perform this Agreement if all the information requested is not provided. Any information collected by JUCY will be handled in accordance with the JUCY Privacy Policy which is on our website. The Hirer agrees JUCY may collect, use and disclose the Hirer's personal information (including but not limited to the location, usage and servicing of the Vehicle, your speed, distance travelled and locations visited) through GPS tracking and diagnostics and other electronic tools in accordance with the JUCY Privacy policy. Under the Privacy Act 1998 (Cth), individuals have rights of access to, and correction of, their personal information.

22. DISPUTE RESOLUTION

a) If you have a complaint about your JUCY experience, or if you have any feedback, our staff at the branch will use reasonable endeavours to rectify the error or resolve the issue.

b) If your concerns are not resolved to your satisfaction you may make a complaint to JUCY at one of our branches, over the telephone, by email or by post. JUCY will then refer the matter to our internal complaint handling process.

c) Upon receipt of a Hirer's complaint, JUCY will acknowledge receipt of the complaint. JUCY will try to resolve a Hirer's complaint at the time it is raised. However, if JUCY needs to investigate a Hirer's complaint further, JUCY will investigate the matter and will aim to resolve the complaint or inform the Hirer what it is doing to resolve the complaint within 14 days of receipt of the complaint.

d) The time JUCY spends investigating a complaint is determined by its seriousness and complexity. JUCY is committed to resolving all complaints within 14 days of receipt of the complaint.

e) Once JUCY has resolved any complaint with the Hirer, JUCY will aim to finish all steps to deliver that resolution within 14 days. JUCY will only

implement a resolution once it has been accepted by the Hirer.

f) If JUCY is not able to resolve a complaint within the timeframes set out above, JUCY will contact the Hirer and explain the reason for the delay and give the Hirer a new timeframe for resolution.

g) If the Hirer is not happy with how the Hirer's complaint has been resolved, the Hirer has a number of options. JUCY may escalate the complaint and review the resolution the Hirer was offered. This may involve an escalation to the next level of management. There may be external dispute resolution options available to the Hirer and you may refer trade practices issues to the Australian Competition and Consumer Commission.

h) Complaints may be made and the progress of a complaint may be checked by contacting JUCY by any of the following means:

(i) by email: feedback@jucyworld.com

(ii) by post: Feedback, JUCY PTY Limited, PO Box 566, Fortitude Valley QLD 4006

(iii) by telephone: 1 800 150 850 (toll free) or +61 07 3236 9882



AUSTRALIA ROAD RULES

WE WANT YOU TO HAVE A SAFE JOURNEY, TAKE TIME TO REVIEW OUR DRIVING RULES IN AUSTRALIA, ALWAYS REMEMBER TO KEEP LEFT!

<http://www.australia.com/en/planning/road-safety.html>

KEEP LEFT

Always drive on the left side of the road. If you drive on the right hand side in your own country, please take a moment to re-familiarise yourself with this rule before pulling out onto the road after a break – it's easy to forget where you are!

DRIVING SPEEDS

Speed limit signs show the maximum speed you can travel. However, at times you may need to drive at a slower speed due to road or weather conditions.

Different speed limits apply throughout Australia – look out for the speed limit signs.

On most of Australia's main roads the speed limit is 100km/h unless a sign says a lower speed applies. In urban areas, the speed limit is usually 50km/h unless a sign says otherwise.

ALCOHOL

Don't drink and drive – the laws against this are strictly enforced in Australia and penalties are severe.

SAFETY BELTS

By law, everyone in the vehicle must wear a safety belt – whether they're in the front or back of the vehicle.

CELLPHONES

No cellphones while driving, it's against the law to use your cellphone while driving.

DRIVERS LICENCE

You must carry your Driver Licence and/or the copy of your English Translation on you at all times while driving. Please also keep a copy of your Rental Agreement in the vehicle at all times.

HERE'S SOME HANDY INFO FOR YOU OUT ON THE ROAD...

- Watch out for wildlife, drive on sealed roads only • Please return your vehicle in a clean condition
- No refunds for early returns
- Check oil and water regularly
- Please return your vehicle full of fuel
- Please pay for Speeding and Parking Traffic fines. A \$60 admin fee applies if left unpaid
- If you have any problems or questions please call JUCY on **1800 150 850**
- At JUCY we welcome your feedback. Please email feedback@jucy.com.au

JUCY DEALS

As a valued JUCY fan you are entitled to a huge range of discounts and special offers with other tourism operators.

For the latest deals check out <http://www.jucy.com.au/specials>

AUSTRALIA TOLLS & INFRINGEMENTS

Many Australian Roads are Toll Roads and vehicles traveling on these roads are obliged by law to pay fees to the relevant Road Authority. When you use a toll road, the Registration Plate Number is automatically captured by the toll operator. If you incur a toll road charge while in your JUCY wheels, JUCY will directly charge the nominated Credit Card along with any other fees. There is an additional administration fee of \$3.30 per toll. Should you receive any other infringement fines relating to the hire, including, but not limited to speeding, going through red lights, parking and freedom camping, you will be liable for these, plus a \$60 administration fee per infringement that JUCY receives.

ACCIDENTS/INCIDENTS & BREAKDOWNS

If you are involved in an accident or incident involving the Vehicle, please contact the appropriate **Australian Emergency Services (Police, Ambulance, Fire)** by calling "000".

Please notify **JUCY** the full circumstances as soon as possible on **1800 150 850** or on **(07) 3868 3742**.

If there is an equipment failure or any problems with the vehicle, please notify JUCY as soon as possible on the numbers above.

JUCY BRANCH LOCATIONS



BRISBANE AIRPORT

HOURS

Mon - Fri: 8am - 5pm
Sat: 8am - 2pm
Sun: 9am - 2pm
Closed: Christmas Day

ADDRESS

771 Kingsford Smith Drive
Eagle Farm QLD 4009

NEAREST PETROL STATION

Caltex, 647 Kingsford Smith Drive

DISTANCE FROM

AIRPORT: 8 Kilometers
CITY: 12.5 Kilometers

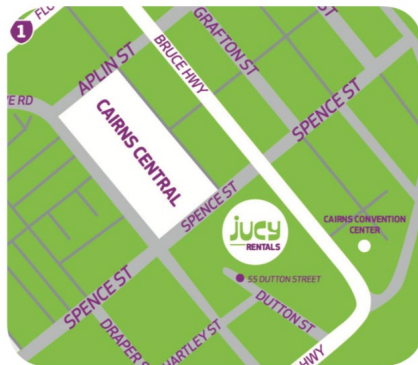
TAXI FARE

AIRPORT: \$25 (Approx) CITY: \$30 (Approx)

AFTER HOURS DROP OFF:

 Service available for CARS ONLY.

Please park inside the gates in front of the JUCY Branch. Return keys in the After Hours Key Return box located in the front right corner of the building. Please phone us on 1800 150 850 and press OPTION1 then OPTION2 if you require a shuttle to the airport.



CAIRNS

HOURS

Mon - Fri: 9am - 4pm
Sat-Sun: 9am - 2pm
Closed: Christmas Day (25th December),
Boxing Day (26th Dec), New Year's Day
(1st Jan).

ADDRESS

55 Dutton Street Portsmith
QLD 4870

NEAREST PETROL STATION

Caltex, Corner Bunda St and Kenny Street

DISTANCE FROM

AIRPORT: 7.5 Kilometers
CITY: 2 Kilometers

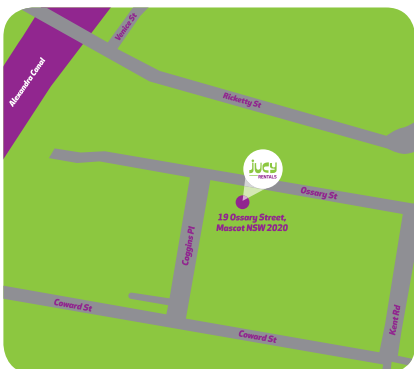
TAXI FARE

AIRPORT: \$25 (Approx) CITY: \$10 (Approx)

AFTER HOURS DROP OFF:

 Service available for CARS ONLY.

Please park on the roadside grass in front of the JUCY branch. Return keys through the key drop hole located on the front of the building.



SYDNEY AIRPORT

HOURS

Mon - Fri: 8am - 5pm
Sat: 8am - 2pm
Sun: 9am - 2pm
Closed: Christmas Day

ADDRESS

19 Ossary Street, Mascot, NSW 2020

NEAREST PETROL STATION

BP: BP Mascot, 1077 Botany Rd, Mascot NSW 2020
(5min drive from JUCY Sydney Branch)

DISTANCE FROM

AIRPORT: 2 Kilometers
CITY: 10 Kilometers

TAXI FARE

AIRPORT: \$20 (Approx) CITY: \$25 (Approx)

AFTER HOURS DROP OFF:

 Service available for Cars only from all locations.

Enter JUCY Sydney Branch via Coggins Place and proceed up the driveway. Please park your vehicle in the open front area of our yard. Return the keys into the Key Return Box located on the wall on the right-hand side of the entrance gate.



GOLD COAST AIRPORT

HOURS

Mon - Fri: 8am - 5pm
Sat: 9am - 4pm
Sun: 9am - 2pm
Closed on Christmas Day (25th December),
Boxing Day (26th Dec), New Year's Day
(1st Jan)

ADDRESS

37 McLean Street Coolangatta, QLD 4225

NEAREST PETROL STATION

Shell/Coles Express, 36 Wharf Street

DISTANCE FROM

AIRPORT: 2.6 Kilometers
CITY: 23.6 Kilometers

TAXI FARE

AIRPORT: \$15 (Approx)

AFTER HOURS DROP OFF:

 Service available for CARS ONLY.

Please park your vehicle in a JUCY carpark space outside our JUCY branch. Return keys in the After Hours Key Return box (located on the wall on the right hand side outside the gate).

JUCY BRANCH LOCATIONS



MELBOURNE CITY

HOURS

Mon - Fri: 8am - 4pm
Sat - Sun: 9am - 2pm
Closed: Christmas day

ADDRESS

87 Inkerman Street St Kilda VIC 3182

NEAREST PETROL STATION

Shell/Coles Express, 120-134 Barkley Street

DISTANCE FROM

AIRPORT: 30.4 Kilometers
sCITY: 7.8 Kilometers

TAXI FARE

AIRPORT: \$67 (Approx) CITY: \$22 (Approx)

AFTER HOURS DROP OFF:

 Service available for CARS ONLY.

Please park your vehicle in the JUCY carpark. Access via laneway on Market Street. Return keys in the After Hours Key Return box located on the wall outside the Branch.



MELBOURNE AIRPORT

HOURS

Mon - Fri: 8am - 6pm
Sat: 8am - 2pm
Sun: 10am - 2pm

ADDRESS

1 Silicon Place Tullamarine VIC 3043

NEAREST PETROL STATION

Caltex, Cnr. Assembly Dr, Sharps Rd, Tullamarine, VIC 3043.

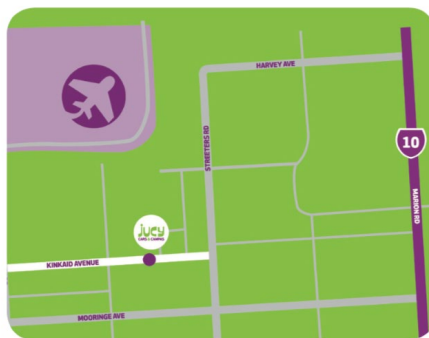
DISTANCE FROM

AIRPORT: 7 Kilometers
CITY: 20 Kilometers

TAXI FARE

CITY: \$60 (Approx)

AFTER HOURS DROP OFF: After-hours pick up or drop off is not available from JUCY Melbourne Airport.



ADELAIDE AIRPORT

HOURS

Mon - Fri: 8am - 5pm
Sat: 9am - 4pm
Sun: Close
Closed on Christmas Day (25th), Boxing Day (26th Dec), New Year's Day (1st Jan)

ADDRESS

25 - 27 Kinkaid Avenue North Plympton

NEAREST PETROL STATION

Caltex - Morphett Rd & Mooringe Ave Camdem, SA 5038

DISTANCE FROM

AIRPORT: 7 Kilometers
CITY: 8 Kilometers

TAXI FARE

CITY: \$25 (Approx)

AFTER HOURS DROP OFF:

 Service available for CARS ONLY.

Please park your vehicle in the carparks outside our JUCY Branch. Return keys in the Key Return Box located on the front left-hand side of the JUCY Branch.