

# Car Booking Terms & Conditions

Updated 30 September 2022

## General Conditions

Your vehicle is supplied by East Coast Car Rentals who will issue you with a copy of their Rental Terms and Conditions at the commencement of your rental agreement. The most recent East Coast's Rental Terms and Conditions can be found [on our website](#). Before you book, please read the Booking Terms and conditions of our offer.

## Rate Inclusions

Your Rental includes Unlimited Kilometers (12 seat busses - 200km per day), Accident Damage, Hail and Theft cover subject to a standard damage liability fee (also referred to as an excess), 24Hr emergency breakdown roadside assistance, Goods & Services Tax (GST). Pricing is quoted in Australian Dollars (\$AUD)

## Rental Period

A rental day consists of a 24Hr period. You may be charged an extra day's rental for each 24-hr period entered following the return time at the then current rental rates, although a "grace period" is allowed.

- 0 - 29 minutes, no additional charge
- 30 - 59 minutes, ½ of the daily rental charge for the vehicle
- 60+ minutes, additional rental day applies

## Authorised Driver Requirements

Reservations must be made in the name of the Authorised driver being the main Renter. The Renter's name on the voucher must match the name in the Reservation. The Renter and any additional drivers must present a full, valid drivers' licence that meets the following requirements

- The original driver's licence must be presented
- Driver's licence must be in English. If not in English, it must be accompanied by an international driver's licence or permit or by a certified English translation. Chinese Drivers licenses are acceptable, but they must have a China Notarial Certificate (CNC)
- Is not a learner's permit.
- Has been held for a minimum 12 months
- We allow P-Plate drivers providing they have held their licence for 12 months.

## One Way Fees

One -way rentals are permitted within Australia and the following conditions apply. One- way fees are payable direct to East Coast Car Rentals at the time of collecting your vehicle. One-way fees will be quoted at the time of booking. You cannot take your car One way in or out of Tasmania from mainland Australia without written permission.

## Early Returns & Refunds

Once the vehicle has been collected and left East Coast's premises. Unused days will be refunded less an early return fee of up to 3 days.

## Rental Extensions

Rental Extensions are permitted once the rental has commenced subject to availability and may not be possible during peak periods. Extensions are completed through our call center where payment for the extension is taken over the phone.

## Minimum Driver Age

The minimum driver age is 21 years of age. Where the Driver is between 21 – 24 years of age, a young driver fee of \$9.90 (inc GST) per day applies. Under 25 must have held their Drivers licence for a minimum 12 months. P-Platers are accepted if licensed a minimum of 12 months.

## Road Tolls

Tolls are automatically assigned to your rental agreement daily and will be charged to the Credit Card listed on the Rental Agreement. Your number plate is video recorded by the Toll supplier and a video capture fee of \$1.10 (inc GST) applies to each Toll point used. The Total charges will charge daily and your toll summary sent daily.

## Security Holding Deposit

For pay direct, a pre-authorisation will be made on your debit or credit card with the funds being held by your financial institution. The maximum amount held will be \$550 Gst inc. On return of the vehicle, East Coast Car Rentals will cancel the pre-authorisation. The release of these funds is the responsibility of your financial institution and times can vary.

## Local renter policy

First time Customers only of East Coast Car Rentals living within a 150km radius of the branch from which they are collecting must provide proof of address such as a current Utility bill and the addresses must be consistent with the Customer's drivers licence. The Security Holding deposit will be increased to \$1000 and preauthorized on the nominated Credit Card for first time local renters.

## Payment Options

Visa, Master Card including Debit versions and American Express are accepted. A credit card surcharge will apply to American Express transactions of 2.4%. The actual card needs to be presented on arrival. Cash is not accepted.

## Additional Drivers

Additional Drivers fee is included. The minimum rental age and all other driver conditions are required. Additional authorised drivers must be registered on the Rental Agreement. There is no limit to additional drivers providing they all meet the above criteria and are over 25 or additional Age fee applies.

## Refueling Charges

The vehicle is provided with a full tank of fuel. A refueling service fee will apply to vehicles if you return the vehicle with less than a full tank. We recommend that you return the Vehicle full of fuel to avoid these charges.

## Car Accident Damage, Hail & Theft Cover

Your Rental is covered for Accident Damage, Hail and Theft. A Damage Liability Fee (DLF) is payable in the event of any damage or loss. The amounts are \$550(inc GST). for standard cars and \$1000 Buses (inc GST).

You as the Renter are responsible for up to the above amounts for any damage or loss unless the damage or loss including that to any Third Party in total, equates to a lesser amount or if the Renter has chosen to purchase additional excess reduction products directly from East Coast Car Rentals. If you breach any Terms and Conditions, then you may be liable for the full cost of the vehicles and any loss to a Third Party. Additional cover products are available for purchase at the time of booking and again when you arrive at the East Coast Car Rentals counter.

## Third Party Liability

Third Party Property Liability Insurance is automatically covered under a Third-Party property damage Master Policy executed by East Coast Car Rentals and is subject to the Renter complying with all Terms and Conditions of the rental and payment of the Accident Damages Excess that may apply.

Third Party Liability cover for personal injury is governed by separate Government legislation in each Australian State and Territory. The right to claim may be limited by the legislation and excesses may apply.

There are many factors relevant to a determination of which third party liability cover for personal injury will apply in the event of an accident, such as the state or territory in which a vehicle is registered, the state or territory in which the accident occurs and the state or territory in which another driver or injured person resides. Should an accident in which a person is injured occurs, the renter must contact the police and East Coast Car Rentals.

## Additional Equipment

East Coast Car Rentals understands embarking on a road trip can involve some vital equipment. That is why we have taken great care in selecting the safest and most convenient options available for our customers.

**ISOFIX Baby Seat**- Unlike a standard baby seat which require the use of a seatbelt to secure it in place, the ISOFIX Baby Seat is directly “plugged” into the connecting points of a vehicle. ISOFIX baby seats are suitable for newborns and children up to 18 kilograms and can be installed forward or rear facing.

**Child Booster Seat** - a Booster Seat is designed to raise the child so that the lap-shoulder belt of the vehicle is correctly and safely positioned. The Booster Seat is suitable for children aged from four (4) years-old up to seven (7) years-old.

It is the responsibility of the Driver to ensure the appropriate child seat or seats are selected and properly fitted for children travelling in the rental vehicle. Our staff will assist with the fitting, but it is the Drivers responsibility to check for the proper installation and/or adjustment of child seat restraints.

## 24-hour Roadside Assistance (Mechanical Breakdown)

24-hour roadside assistance is included in the event of a breakdown due to mechanical failure (excluding vehicles involved in an accident). To arrange roadside assistance please phone **1800 648 058** and quote the East Coast Car Rentals Service Number listed on the key tag of your vehicle: **0020101366**.

## Vehicle safety & tracking

Vehicles are fitted with Telematic devices to track the vehicle's whereabouts and record accident impacts, kilometer readings, long distance drive times and speeding above road limits. These features are designed to improve customer safety and vehicle inspection practices.

## Prohibited Uses

If the vehicle is used for a prohibited use, East Coast Car Rentals may terminate the rental agreement and take the vehicle back at any time. If the prohibited use has caused or contributed to loss or damage to the vehicle the renter will be liable for the loss and damage up to the full value of the vehicle and related losses and fees. Please refer to East Coast Car Rentals Rental Terms and Conditions. <https://www.eastcoastcarrentals.com.au/booking-terms-and-conditions>

## Prohibited Uses of a vehicle are:

You or your passengers acted recklessly or with deliberate intent to cause loss or damage to the vehicle including, but not limited to, where:

- the driver caused the vehicle to roll, tip or fall over and this has caused damage to the side and/or roof area
- the driver caused undercarriage damage to the vehicle.
- you or your passengers sit or stand on the roof of the vehicle.
- the driver drove the vehicle with a flat tyre, ignored a warning light, put the wrong fuel in the vehicle or lost the keys.
- Driving the vehicle while under the influence of any drug, substance, or intoxicating liquor to the extent that driver's ability to control the vehicle is impaired or where the driver's blood level of any drug or alcohol is over the applicable State or Territory legal limit. If a person refuses or fails to provide a breath, blood or other sample when lawfully required to do so by police or as required by law, the driver is deemed to be over the legal limit.
- Smoking in the vehicle or failing to keep the vehicle clean and returning it in an excessively dirty or smelly condition.
- The fitting of objects to the interior or exterior of the vehicle that are not authorised.
- The driver fails to take reasonable precautions to safeguard the vehicle such as leaving windows open or keys in the vehicle, or failing to use the anti-theft system (if provided);
- The vehicle is used for committing an illegal or unlawful act (other than a traffic offence which does not automatically result in the loss of a drivers' licence in the applicable State or Territory);

## Prohibited Uses Cont.-

- The use of the vehicle by a person who was not authorised as the main or additional driver or did not meet the driver requirements in the Agreement.
- The vehicle is used on a racetrack or for racing or undertaking reliability trials, rallies, or other contests; The vehicle is sub-rented, transferred or sold.
- The vehicle is driven on a beach or through a flooded road or otherwise through a body of water (including but not limited to a pothole, ditch, or riverbed), fire, storm, cyclone, or other natural disasters.
- The vehicle is driven on unsealed roads, non-gazetted roads any road notified to you as prohibited or any off- road fire trails, tracks, fields, or paddocks Access roads to recognised camping or accommodation grounds on unsealed roads **must be approved in writing**.
- The vehicle is driven in the following areas:
  - in the Simpson Desert, on the Strzelecki Track and the Birdsville Track.
  - in Queensland on Bourke Development Road from Chillagoe to Normanton, Cape York, Savannah Way from Normanton to Borroloola and the Bloomfield Track.
  - North of Cooktown or Laura
  - Unsealed roads North and West of Mt Isa
  - You cannot drive into any part of Western Australia or the Northern Territory.
  - in Queensland on the Old Telegraph Track section of the road to Cape York, Boggy Hole (Finke Gorge National Park), the Old South Road and on Fraser Island or on any open beach sand.
  - The vehicle is not allowed to drive to any snow field or above the snow line in any state.

Travelling to/from Mainland Australia via Ferry customers are permitted to take vehicles to the following islands  
Magnetic Island, Stradbroke Island, Bruny Island, Phillip Island & Kangaroo Island.