



## CAR RENTAL TERMS AND CONDITIONS

### RENTAL PERIOD

**Rental Duration:** The rental period begins at the time of pickup and ends at the time of vehicle return, as agreed upon at the time of booking.

**Rental Fees:** The rental fee will be charged at the agreed-upon rate. Any additional time or charges will be calculated based on the daily rate.

**Kilometer Allowance and Excess Mileage Charges:** The daily rental rate includes an allowance of 200 kilometers per day. Any excess kilometers will incur a **\$1.50** per kilometer charge.

**Late Return:** \$50 per hour fee for returns after the specified time.

**Extension:** Rental periods may be extended upon mutual agreement and subject to availability. Requests must be made prior to the original return time.

### VEHICLE CONDITION

**Inspection:** The Customer agrees to inspect the vehicle at the time of pickup and notify the Company of any visible damage. A copy of the inspection report will be provided to the Customer. The vehicle should be returned clean, otherwise a cleaning fee will be applied. The cleaning fee starts at \$80+ depending on the condition.

**Smoking:** Smoking inside the vehicle is strictly prohibited. If the vehicle shows tobacco odor in the interior, a fee of \$400 will be applied.

**Food:** Eating in the vehicle is strictly prohibited, any stains or marks in the interior will result in additional fees.

**Return Condition:** The vehicle must be returned in the same condition as when it was rented, except for normal wear and tear. Any damage beyond normal wear and tear will be the responsibility of the Customer.

**Fuel:** The vehicle will be provided with a full tank of gas. The Customer is required to return the vehicle with a full tank of gas, or a refueling charge will apply.

**Tolls:** The Hirer shall be liable for **a toll fee of \$6.00 (six dollars) per toll point entrance** incurred during the Rental Period. All such charges will be billed directly to the Hirer.



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## INSURANCE

**Coverage:** The vehicle is covered by comprehensive insurance.

**Customer Responsibility:** The Customer is responsible for all insurance costs (excess fee) + a fee of \$1,200 on top.

**Insurance Claims:** In the event of an accident, the Customer must report the incident to the Company immediately and follow all necessary procedures for insurance claims.

## DRIVER REQUIREMENTS

**Age:** The Customer must be at least 25 years old to rent a vehicle. Drivers under 25 years old may incur additional fees of up to \$350.

**License:** The Customer and any additional drivers must possess a valid full driver's license from their country of residence and have been licensed for at least 2 years.

**Additional Drivers:** Additional drivers must be authorised by the Company and may incur additional fees.

Provisional, learner, or probationary licences are not accepted.

## DEPOSITS AND PAYMENTS

**Security Deposit:** A **security deposit of \$1,500 is required at the time of rental**. This deposit will be refunded upon the return of the vehicle in good condition, less any charges for damage, late return, or fuel discrepancies.

**Payment:** Payment for the rental is due at the time of booking or vehicle pickup. The Company accepts payment via **Effpos or cash**.

**Refunds:** Any applicable refunds will be processed within 7-10 business days after the vehicle is returned.

## FUEL POLICY

Vehicle must be returned full. Fuel cost deducted from bond if not.

## ACCIDENTS AND DAMAGE

**Accident Reporting:** In the event of an accident, the Customer must report the incident to the Company within 24 hours. A police report may be required for certain accidents.

**Damage:** The Customer is responsible for any damage caused to the vehicle during the rental period. If the vehicle is damaged, the Customer will be charged for repairs or the replacement cost.

**Theft:** In the event of theft, the Customer must report it to the police and the Company immediately. Failure to do so may result in the Customer being held fully liable.

## CANCELLATION AND MODIFICATIONS

**Cancellation:** Customers may cancel their reservation up to 48 hours before the rental period begins for a full refund. Cancellations made after this period will incur a 70% cancellation fee.

**Modifications:** Modifications to the rental period or vehicle type are subject to availability and may incur additional charges.

## LIABILITIES AND INDEMNITIES

**Company Liability:** The Company's liability is limited to the amount of the rental fee paid by the Customer. The Company is not liable for any indirect, consequential, or punitive damages.

**Indemnity:** The Customer agrees to indemnify and hold harmless the Company, its officers, employees, and agents from any claims, damages, or losses arising from the Customer's use of the vehicle, including but not limited to accidents, injuries, or property damage.

## TRACKING & DRIVING BEHAVIOUR

**Tracking:** The vehicle is equipped with a tracking device that monitors its location, speed, and driving behavior. This device is capable of recording and flagging instances in which the vehicle exceeds specified speed limits or exhibits signs of aggressive acceleration. Such data may be used for monitoring compliance with the terms of this Agreement.

**Penalties:** In the event that the driver repeatedly exceeds posted speed limits, engages in aggressive acceleration, or exhibits unsafe driving behavior, the Company reserves the right to withhold the full amount of the security deposit as a penalty for such violations.

## RACE TRACK

**Race Track:** All vehicles offered for self-drive are not be used in a racing track by the driver.

**Penalties:** In the event that the driver enters a race track without the approval from Luxlane, the company reserves the right to withhold the full amount of the security deposit as a penalty for such violation.

**Alternatives:** Race track experiences are offered by the Company under certain conditions, please inquire for further information.

## PRIVACY & DATA COLLECTION

We collect personal information in accordance with the Privacy Act 1988 (Cth). Vehicles may be fitted with GPS tracking devices to monitor location, speed, and behaviour.

Data may be disclosed to authorities, toll operators, and insurers as required by law.

## **ROAD RULES, FINES & TOLLS**

- You are responsible for all tolls, fines, and infringements during the rental.
- We may nominate you as responsible driver or charge an admin fee for processing notices.
- All drivers must comply with road laws in the relevant state/territory.

## **FORCE MAJEURE**

We will not be liable for delays or failure to provide a vehicle due to events beyond our reasonable control (including natural disasters, pandemics, strikes, or government restrictions). In such cases, we will make reasonable efforts to provide alternatives or refunds as required by law.



## ACKNOWLEDGEMENT

By signing below, I acknowledge that I have read, understood, and accept all the terms and conditions outlined in this rental agreement. I agree to comply with all rules, fees, and responsibilities as stated above.

Duration of the rental: \_\_\_\_\_

Customer Name: \_\_\_\_\_

License No. : \_\_\_\_\_ Expiry: \_\_\_\_\_

Date of birth: \_\_\_\_\_

Address: \_\_\_\_\_

Contact number: \_\_\_\_\_

Email: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

[illegible]

Vehicle Model: \_\_\_\_\_

Registration Number: \_\_\_\_\_

Company representative: \_\_\_\_\_

Representative Signature: \_\_\_\_\_

Date: \_\_\_\_\_