



# PRESTIGE RENTALS

## RENTAL TERMS








RENTER NAME

VEHICLE


REGISTRATION

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## RENTAL TERMS

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## KEY FACTS ABOUT YOUR RENTAL

This summary aims to help you understand what is included or excluded in your rental and the options available to enhance your journey. Please ask our staff if you require further clarification.

### IMPORTANT INFORMATION

<b>Damage to Vehicle</b>	You are responsible for any loss or damage to the vehicle (and related losses and fees) during the rental even if it is not your fault, subject to some exceptions. The maximum amount you must pay is the Accident Damage Excess ( <b>ADE</b> ) per incident. If the loss or damage is caused by the vehicle being used for a Prohibited Use, you are responsible for the loss or damage up to the full value of the vehicle (including related losses and fees) and third party property damage. You cannot rely on any Optional Renter Protections Services you may have purchased to reduce this liability. See <b>Damage and Loss</b> on page 10 for details.
<b>Prohibited Use</b>	Prohibited Use includes driving recklessly and striking any object, driving on unsealed roads or failing to safeguard the vehicle (eg. leaving keys in vehicle) or if the vehicle is driven by an unauthorised driver. See page 6 for full list of <b>Prohibited Uses</b> .
<b>Optional Renter Protection Services</b>	You may reduce the ADE by purchasing Accident Excess Reduction ( <b>AER</b> ). However, if the vehicle is used for a Prohibited Use, you cannot rely on AER or any other Optional Renter Protection Service to reduce or eliminate your liability. See page 22 for details of the <b>Optional Renter Protection Services</b> .
<b>Personal Possessions in the Vehicle</b>	The Owner is not responsible for any loss or damage to you and your passenger's personal possessions in the vehicle, even in the event of an accident or theft of the vehicle. You can obtain cover for this loss or damage by purchasing Personal Accident/Personal Effects Cover ( <b>PA/PE</b> ). PA/PE cover is issued by a third party and not by us. See page 22 under <b>Optional Renter Protection Services</b> for details of the Personal Accident/Personal Effects cover.
<b>Pick Up</b>	You should check the vehicle for damage before you drive away and record any variations on the Vehicle Condition Report in conjunction with a Prestige Rentals Staff Member. Time stamped photos will be taken of all four side of the vehicle at checkout and checkin and form part of the Rental Agreement.
<b>Roadside Assistance</b>	We provide basic roadside assistance with the vehicle. It will not cover you for assistance required for incidents that are your fault (eg. running out of fuel, lost keys or locking keys in the vehicle).
<b>Return</b>	You may incur additional charges if you return the vehicle at a different time or place to that agreed with us or if it is in an excessively dirty or smelly condition. Smoking in the vehicle will incur an extra charge.
<b>Out of Hours Return</b>	If we agree to you returning outside location hours, please be aware that you will be responsible for the vehicle until our staff regain possession of the vehicle when the location re-opens.

## CONTACTS AND REMEDIES

1. You may check with our **location staff** at end of rental or telephone us at any time using the number on the back of this Rental Terms booklet.
2. Post rental, you may contact **Prestige Rentals Customer Services** during office hours (using the number on the back of this Rental Terms booklet) and our team will help resolve any issues.
3. If we are unable to resolve your issue to your satisfaction, you may contact the ACCC or your local state or territory consumer protection agency.

See **Appendix 7 (Contacts)** of the Rental Terms for full details.



For full information, please read the **Rental Terms** in this booklet. You can also refer to our website [www.prestige.rentals](http://www.prestige.rentals) for the **Rental Terms** and additional details about prices, products and location information.

**Thank you for choosing Prestige Rentals**

## WHAT IS INCLUDED IN THE RENTAL RATE

<b>Kilometre</b>	You may have limited kilometres depending on your pick up location. If a limit on distance applies, the daily kilometre allowance will be shown on your Rental Agreement and may vary based on the type of vehicle and the rental location. If you exceed this daily allowance, a charge will apply for the distance covered.
<b>Accident Damage Excess (ADE)</b>	Your liability for loss or damage to the vehicle is limited to the ADE unless the vehicle is used for a Prohibited Use.
<b>Fuel</b>	Your rental is provided with a <b>full tank</b> of fuel. Where the tank is not full, a credit for the extent to which the tank is not full is provided. You can either return the vehicle full or pay for us to refill the tank for you at the rate shown on your Rental Agreement.
<b>Breakdown Roadside Assistance</b>	There is a basic breakdown service included in your rental to cover call outs for mechanical faults and accidents where you are not at fault.

## WHAT IS NOT INCLUDED IN THE RENTAL RATE

You have the option to add the following items to your rental for an additional charge:

- **Additional driver:** We will need to see their drivers licence.
- **Accident Excess Reduction:** You can reduce the ADE to a lower amount as stated in your Rental Agreement.
- **Personal Accident/Personal Effects Cover:** You can obtain cover for loss or damage to you and your passengers' possessions in the vehicle and also obtain cover for death, injury and medical expenses to you when using the vehicle. PA/PE Cover is issued by a third party, see page 12 for further details.
- **Premium Roadside Assistance Cover:** You can buy additional cover for the call out costs relating to incidents that are your fault, including for running out of fuel, lost keys or keys locked in the vehicle.

A range of **fees and charges** may apply to your rental (see **Appendix 1 (Charges Explained)**). The amounts may be specified in the Rental Agreement provided to you on pick up.

We do not cover you for:

- **Parking and traffic fines** you incur on your trip
- **Private parking charges**
- **Road tolls**

We will pass on notices for the fines and parking charges to you, and also charge a Processing Fee. Toll charges will be charged and we will also incur a Processing Fee. These charges will be processed to your Card or from your Deposit depending on our decision.





## BASICS

### AGREEMENT

- Your Rental Agreement is the mobile app you sign when you pick up your vehicle (generally headed "Rental Agreement") which includes a summary of your rental (e.g. length, services taken and an estimate of charges to be paid). By signing the Rental Agreement, you indicate that the details in the Rental Agreement are correct as well as your acceptance of:
  - the terms set out in the **Rental Agreement**;
  - these **Rental Terms** including Appendix & Key Facts; and
  - any **Additional Terms** provided, (together, the **Agreement**).

The Agreement is made with Prestige Rentals ABN 81 617 637 797 of 1005/300 Plummer Street, Port Melbourne VIC 3217, or, if an Owner is identified on the Rental Agreement, that Owner (Prestige Rentals, Owner, us or we).

If the vehicle is provided by Prestige Rentals Pty Ltd then the Agreement is governed by the laws of Victoria Australia. If the vehicle is provided by an Owner then the Agreement is governed by the laws of the State or Territory in which the relevant Owner is situated.

If any term is illegal or unenforceable, that term is severed from the Agreement and the remaining terms continue to apply.

### RESPONSIBILITY

#### Ours:

- The Owner is responsible to you for providing the vehicle in a good overall and operating condition and for replacing the vehicle in the event of breakdown, theft or accident (unless caused by a Prohibited Use).
- You have rights against us under consumer protection laws relating to the vehicle and other goods or services we provide to you under the Agreement that we cannot exclude or limit (**Consumer Law Liability**).

- Except for Consumer Law Liability, we will not cover you for indirect or consequential loss, loss of profits or loss of opportunity.
- Without limiting our Consumer Law Liability, our total liability to you under the Agreement is capped at the amount paid by you to rent the vehicle.
- We are not responsible for statements made by travel agents or third party booking services as they are not our employees or agents.

#### Yours:

- You must care for, use and return the vehicle in accordance with the Agreement and pay the amounts due. Additionally, you confirm and agree that all information provided by you such as contact details is true and correct.

**Please read the Agreement carefully to understand your obligations in full.**

### DISPUTES

We aim to resolve all complaints and disputes amicably, within 15 business days.

For further information regarding our disputes process contact:

- Prestige Rentals Customer Care Team
- Phone 0414 000 111
- Monday-Friday, 9am to 6pm
- Email - info@prestige.rentals

Refer to **Appendix 7 (Contacts)** for a list of contacts.

## PRIVACY

- When you rent with us, you consent to us collecting (including by in vehicle tracking through an In Vehicle Monitoring System), using and disclosing your personal information.
- Please see **Appendix 5 (Privacy & Credit Notice)** for further information we are required to tell you when we collect your personal information and credit related information, including the purposes for which your information is collected.

## LONGER TERM RENTALS

Where your rental is 30 days or longer you will be invoiced at the end of each 30 day period automatically or at any time agreed with Prestige Rentals. Additional funds to cover the cost of your Rental Agreement will be collected for each 30 day period.

## TERMINATION OF RENTAL AGREEMENT

- We reserve the right to terminate your Agreement at any time by providing 2 days written or verbal notice if:
  - you have not paid an invoice issued in relation to that longer term rental and you fail to pay the invoice within 24 hours of being notified by Prestige that the invoice is outstanding;
  - we reasonably believe you have breached, or are likely to breach, the Agreement; or
  - we have reasonable grounds to believe the vehicle is being used for a Prohibited Use.
- We may terminate your Agreement at any time on 30 days' notice.
- Any terms of the Agreement that are intended to apply after the termination of the Agreement, will survive including the terms in Damage and Loss on page 10.
- Any terms of the Agreement that are intended to apply after the termination of the Agreement, will survive including the terms in Damage and Loss on page 10.



## PICK UP

### CHARGES

- You agree to pay the rental rate for the vehicle, compulsory fees, fees for any optional services and other fees that may arise during your rental. Please see **Appendix 1 (Charges Explained)** for an explanation of these fees.
- Your Rental Agreement shows an estimate of any charges agreed to at the start of the rental (if the charges have not been prepaid). You agree to pay those charges and any other fees that arise by the end of the rental period.

### IMPORTANT

We typically take an amount on your credit card at least equal to the estimated charges plus a security bond (amount is shown on your Rental Agreement). The security bond is due to be refunded (or released) 7 days after return of the vehicle following payment of the rental charges. In some circumstances we will agree to take the additional charges from the bond. For a further explanation on the Rental Agreement charges, please discuss with our staff at time of pick-up.

### VEHICLE

- **Definitions:** all references in these Rental Terms to:
  - “the **vehicle**” means the motor vehicle described on the Rental Agreement including a commercial vehicle, or any alternate motor vehicle that the Owner supplies to you, whether as a replacement, upgrade or otherwise, and includes all vehicle parts, tyres, tools (supplied with the vehicle), and all other accessories or equipment in or fitted to the vehicle by the manufacturer or by us, such as keys, GPS devices and In Vehicle Monitoring Systems;
  - “**4WD**” means a vehicle capable of distributing power to all four wheels simultaneously by engaging 4 wheel drive mode and where the transmission has a high and low range option,

but excludes an all wheel drive vehicle which in normal operation distributes power differentially to each wheel; and

- “**commercial vehicle**” means a motor vehicle capable of carrying goods, 10 or more passengers and can be used for industrial and agricultural purposes
- **Condition:** It is your responsibility to check the overall condition of the vehicle at the start of the rental period and on return. We will provide a summary of any pre-existing damage including photos on our **Vehicle Condition Report** on your Rental Agreement.
- **Care:** You are responsible for looking after the vehicle and reducing the risk of breakdown and damage by making sure the vehicle is not used for a **Prohibited Use** (defined below). You must also make sure you use the correct fuel and check the tyres, oil and other fluids, refilling as necessary.

### IMPORTANT

You are responsible for returning the vehicle in the condition we provided it in, subject to fair wear and tear. Please see the Damage and Loss section on page 10 to understand your responsibility for damage and loss to the vehicle and Appendix 3 (Damage Policy) on page 20 to understand how we will process damage caused during your rental.

- **Fuel:** We will supply your vehicle with a full tank of fuel. Where the tank is not full, we will provide you with a credit for the missing fuel. You will need to return the vehicle with a full tank or pay for the additional fuel required to fill the tank on return at the price indicated on the Rental Agreement. Please ensure that the correct fuel (in some cases 98 Octane) is used for the refill. We may ask you to present your receipt for proof.



## KEY INFORMATION

### Fuel Purchase Option

#### Full Tank

You might find it more convenient to pay for a full tank at the start of the rental and save time refuelling on return by taking this option (although no refund will be given for any unused fuel).

#### Half Tank

Travelling a shorter distance, it may be more convenient to pay for a half tank at the start of the rental and save time on refuelling by returning the vehicle at half a tank (although no refund will be given for any unused fuel).

Please see **Appendix 2 (Fuel Policy)** for a full explanation of your options.

- **Child seats:** It is your responsibility to ensure that appropriate child seats have been fitted for children travelling in the vehicle. We are not responsible for any fines, injury, death or other losses caused by not having child seats fitted in the vehicle or by not restraining children in child seats fitted in the vehicle. You must first also be given consent by one of our Prestige Rentals staff member prior to installing the seat.

## IMPORTANT

You must comply with mandated seat belt and child seat restraint laws applicable to each State or Territory in Australia. Fines may be imposed by police on any occupant who does not have a seat belt or who has not fitted or properly adjusted a child seat restraint for a child.

You are responsible for checking a child seat is fitted correctly in the vehicle.

You must not leave your child unattended in the vehicle.

## PROHIBITED USES

If the vehicle is used for a Prohibited Use, we may terminate the Agreement and take the vehicle back at any time at your expense. If the Prohibited Use has caused, or contributed to, loss or damage to the vehicle, you are liable to us for that loss or damage up to the full value of the vehicle and related losses and fees as explained in the '**Damage and Loss**' section on page 10.

**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 of the vehicle;
  - the driver caused undercarriage damage to the vehicle;
  - you or your passengers sit or stand on the roof of the vehicle;
  - driving and manoeuvring the vehicle which results in damage occurring above the windscreen line to the front, rear or side of the vehicle including but not limited to damage striking overhead or overhanging objects (such as trees and bridges) or driving into a barrier in a car park before it fully opens; or
  - 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 a excessively dirty or smelly condition;
- the fitting of objects to the interior or exterior of the vehicle that are not authorised by the Owner;





## PICK UP

- 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);
- the use of the vehicle by a person who was not authorised by the Owner 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 used to carry passengers (e.g. as a taxi or car sharing arrangement) unless the Owner consents in writing, or to carry cargo (except for commercial vehicles), for hire, reward or remuneration;
- the vehicle is used for hauling any goods that are incorrectly or inappropriately loaded or for the haulage of which the vehicle was not designed (including any hazardous materials, such as any gases or substances which may form explosive mixtures);
- the vehicle is used for towing a trailer or any other vehicle, unless the vehicle has a towbar fitted by us, in which case you have permission from us to tow a trailer provided the weight and dimensions of the item being towed do not exceed 6 foot x 4 foot in dimensions.
- the vehicle is overloaded with passengers and/or baggage;
- 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), or natural disaster which could be avoided including fire, storm or cyclone;
- the vehicle is driven in restricted areas, including airport service roads and associated areas, or on a road notified to you as prohibited by Prestige or off-road (eg on fire trails, tracks, fields or paddocks) (unless specified in writing by Prestige);
- **the vehicle is driven in the following areas:**
  - on unsealed roads (except for roads under repair, access roads to recognised camping or accommodation grounds (unless rented in Tasmania where a non-reducible unsealed roads excess is applicable.
  - in the Simpson Desert, on the Strzelecki Track and the Birdsville Track;
  - in Western Australia on the Tanami Track, Gunbarrel Hwy, Gibb River Road and the Bungle Bungles;
  - in Northern Territory on the Oodnadatta Track, the Plenty Highway, Finke Road (between Alice Springs and Oodnadatta), Central Arnhem Road and Arnhem Land in general;
  - in Queensland on Bourke Development Road from Chillagoe to Normanton, Cape York during the months from December to May inclusive, Savannah Way from Normanton to Borroloola and the Bloomfield Track;
  - any other such location or region reasonably specified by Prestige **Rentals** to you as an area or region which is prohibited.

## IMPORTANT

- You will be responsible for any damage or losses up to the full value of the vehicle and other fees, related losses and expenses including towing as explained in the 'Damage and Loss' section on page 10;
- Your liability is not limited to the Accident Damage Excess (ADE);
- You will lose the benefit of any Optional Renter Protection Services you have purchased; and
- We may terminate the Agreement and take the vehicle back at any time at your expense.

- the vehicle is driven in any of the following areas at any time:
  - in Western Australia on the Canning Stock Route and the Old Gunbarrel Hwy;
  - in Northern Territory at the Lost City in Litchfield Park;
  - in Queensland on the Old Telegraph Track section of the road to Cape York, Boggy Hole (Finke Gorge National Park), the Old South Road from Maryvale to Finke and Fraser Island at any time;

## IMPORTANT

### Alpine Regions:

- the vehicle **must** not be driven in the snow without the permission of Prestige Rentals.
- confirm with the Prestige Rentals Representative if the vehicle you are driving can be driven to the snow.
- If travelling to the snow and snow chains are required, Prestige Rentals will need to provide authorise the installation of the chains as they may cause damage to the alloy rims.
- Travel to Alpine Regions is covered by the accident damage excess included in your rental rate. You may choose to purchase an Optional Renter Protection Service. For full details see Appendix 4 (Optional Renter Protection Services).

## DRIVERS

- As the renter you may not allow other persons to drive the vehicle without our prior authority.
- Additional drivers must also present **100 points of ID** so that they can be added to the Rental Agreement. Additional Driver Fee is applicable.
- You and any person driving the vehicle must be between **the age of 25 & 75** and must hold a present and current drivers licence that:
  - is in English or, if not in English, is accompanied by a certified English translation;
  - is valid for driving the vehicle;
  - is not a learner's permit;
  - the driver has held a Probationary Licence for a minimum of 24 months
  - the driver has held an International Licence for a minimum of 24 months
  - satisfies any other conditions on the Rental Agreement or in any Additional Terms.
- Refer to the Rental Agreement for the minimum age requirement for each individual vehicle.

## IN VEHICLE MONITORING SYSTEM (IVMS)

Our vehicles may be fitted with an IVMS which tracks and records the geographical location, distance, speed and G-forces of the vehicle during the rental period. You agree that we can track and record your location and your use of the vehicle using the IVMS, which may include your personal information. Refer to **Appendix 5 (Privacy & Credit Notice)**.



## DURING YOUR RENTAL

### FINES, TOLLS AND OTHER CHARGES

- You are responsible for all fines, private parking charges, road tolls and other similar charges (including parking fines or charges) incurred in relation to the vehicle during the rental period. We will work with authorities to pass on notices of fines and parking charges to you, and also charge you a \$50 Processing Fee per fine. If you incur toll charges during the rental, we will charge for you those tolls plus a 20% Processing Fee. These charges will be processed on your Card as detailed in the Charges section on page 15.

#### IMPORTANT

In addition to any fine, parking charge or toll you incur, we may also apply an Processing Fee to reimburse us for the time and costs we incur in dealing with these matters. Please refer to Appendix 1 (Charges Explained).

### BREAKDOWN

- Assistance:** If you experience any problem with the vehicle due to mechanical failure you agree as soon as practicable to stop driving, park the vehicle and call our roadside assistance (see **Appendix 7 (Contacts)**) and they will arrange help. You must not re-commence driving the vehicle unless directed to do so by the roadside assistance service.
- You must contact the manufacturer roadside assistance service as soon as you can if:
  - the vehicle breaks down;
  - a warning light or message becomes illuminated or displayed in the vehicle; or
  - any other event occurs which affects the performance or safety of the vehicle.

If the manufacturer roadside assistance service cannot be contacted, you must contact Prestige Rentals Customer Care Team (see **Annexure 6 (Contacts)**).

- Cost:** we will provide roadside assistance without cost to you for problems with the vehicle that were not your fault. If the problem was your fault (eg. running out of fuel, keys lost or locking the keys in the vehicle), you will be responsible to us for the cost of providing roadside assistance and any parts provided. If you have purchased the Premium Roadside Assistance Cover, you will not pay the call out fee for roadside assistance. See **Annexure 1 (Charges Explained)** for charges associated with roadside assistance.
- You must not allow anyone to service or repair the vehicle without our permission.

Refer to **Annexure 1 (Charges Explained)** for more detail.

### ACCIDENTS

If you have an accident or the vehicle is stolen you agree to co-operate with us in any investigation or subsequent legal proceedings. You must also take the following steps:

- Notification:** you must inform the **Prestige Rentals location** where you picked up the vehicle in the event of any accident irrespective of whether it results in the vehicle being damaged or lost, or in the event of theft. Report the accident to the **police** as soon as you can if anyone has been injured or property has been damaged.

- **Vehicle Incident Report (VIR):** complete the VIR providing the details of your accident or the theft including any third party information even if there is no damage to the vehicle. The VIR must be completed and signed by you and provided to a member of staff when you return the vehicle.
- **Do Not Admit Fault:** if you have an accident involving another vehicle, you must obtain the other driver's name, address, telephone number, insurance company details, drivers licence number, vehicle registration, vehicle make/model and a copy of the police report if one has been created.
- Further details regarding accidents are in **Appendix 3 (Damage Policy)**.

### IMPORTANT

- You must provide all information related to the accident within 48 hours of any requests made by Prestige Rentals, including any papers or other documents received by you concerning the accident.
- You consent to and authorise Prestige Rentals to obtain copies of police witness statements or reports made in relation to the accident or for any police charges against you.
- Prestige Rentals may exercise reasonable discretion to terminate your rental of the vehicle and the accessories and not provide a replacement if the accident or theft was caused by a Prohibited Use of the vehicle. For the full list of Prohibited Uses, see page 6.

## DAMAGE AND LOSS

### Responsibility:

- If the vehicle is lost, stolen, abandoned or damaged during the rental (eg. involved in an accident), for each incident you are responsible even if it was not your fault (eg. other driver's fault). This liability applies except to the extent that:
  - the damage constitutes fair, wear and tear on the basis that it does not fall within the definition of "Damage" specified in the **Definition of Damage Flyer** found online at [www.prestige.rentals/fairweartear](http://www.prestige.rentals/fairweartear) or provided to you at the start of your rental;
  - the loss or damage is directly due to our negligence or wilful default including our failure to properly maintain the vehicle; or
  - the damage or loss was caused by a third party and you have complied with your obligations under the **Accidents** section on page 9 so that we have sufficient details about the third party and/or their insurer for us to recover the loss or damage from the third party and/or their insurer. We may charge you the estimated damages or your applicable excess (whichever is less) per incident and once the loss or damage is recovered, we will refund you any difference owed; or
  - the damages comprise of personal injuries covered by compulsory third party insurance or a statutory transport accident compensation scheme.



## DURING YOUR RENTAL

**INCIDENT DAMAGE**

If the vehicle is lost, stolen or damaged, for each incident you are responsible for:

- The loss or damage to the vehicle;
- any towing and storage charges;
- loss of rental income; and
- other losses or expenses related to the incident,

**Up to the Accident Damage Excess (ADE) amount per incident.**

**Calculation of loss of rental income**

- Loss of rental income will be calculated by multiplying the number of days the vehicle is unavailable to rent due to repairs or replacement by 70% of the Agreement daily rate of rental of that vehicle.

**Optional Renter Protection Services:**

- If you have purchased Accident Excess Reduction cover (**AER**), your liability for loss or damage to the vehicle (and other Incident Damages – see above) is capped at the reduced amount specified in the Rental Agreement.

**Consequence of using vehicle for a Prohibited Use**

- If the vehicle is used for a Prohibited Use and this caused, or contributed to, loss or damage to the vehicle, you are liable to us for that loss or damage to the vehicle up to the **full value of the vehicle**. You are also liable for:
  - the Prestige Rentals Claims Management Fee and External Damage Assessment Fee if there is damage to the body of the vehicle or the Processing Fees for other types of loss or damage (eg. cleaning due to smoking in vehicle);
  - any towing and storage charges;
  - loss of rental income; and
  - other losses or expenses related to the incident.
- Your liability to us will **not** be limited to the ADE and AER. Other Optional Renter Protection Services you may purchase will not apply to limit your liability.
- You are responsible for any third party property damage or loss arising from the Prohibited Use of the vehicle and you must indemnify us for any claim made against the Owner for that damage or loss. Your liability for personal injuries resulting from the Prohibited Use of the vehicle is covered by the statutory schemes for transport accident compensation in each State or Territory, subject to the conditions and limitations of those schemes.
- If the vehicle is used for a Prohibited Use, we may terminate the Agreement and take the vehicle back at any time at your expense.
- For details on the Prestige Rentals Claims Management Fee, the External Damage Assessment Fee or the Processing Fees, see **Appendix 1 (Charges Explained)**.



## IMPORTANT

If the vehicle is lost or damaged because of a Prohibited Use, you are responsible for:

- cost of repairs or the full value of the vehicle;
- The Prestige Rentals Claims Management Fee and the External Damage Assessment Fee, or Administration Fee; page 6.
- Any towing or storage charges;
- Loss of rental income;
- Towing and storage charges; and
- Other losses or expenses related to the incident.

If the Vehicle is used for a Prohibited Use, to the extent allowed under applicable law, your liability will not be limited to the ADE and our Optional Renter Protection Services will be void. For the full list of Prohibited Uses, see [page 6](#).

### Calculating and charging for damage

- If the vehicle is lost, stolen or damaged and AER does not apply, Prestige Rentals will charge your Card (as defined in **Appendix 1 (Charges Explained)**) with an amount that Prestige Rentals reasonably estimates as being the Incident Damages up to the level of ADE as stated on your rental agreement. If AER does apply, this amount will be capped at the applicable excess amount.
- If the actual amount of the Incident Damages is less than the amount charged to your Card, you will be reimbursed for the difference.
- For details on how Prestige calculates loss or damage to the vehicle and how we will charge you, see **Appendix 3 (Damage Policy)**.

### Security

You are responsible for the security of the vehicle and any accessories provided and should try to minimise the risk of theft or vandalism by parking in a safe place. Always remove valuable items from sight and make sure the vehicle is locked. You must also comply with our return instructions (see **Return** below).

### Purchase of insurance from third party

If you have purchased **excess waiver insurance** or similar from a third party to cover your liability to the Owner, you will remain liable for payment to us irrespective of whether you obtain reimbursement from your insurer.

### Personal possessions

- You are responsible for loss or damage to you or your passengers' personal possessions in the vehicle even if it was not your fault. Your liability will not be limited to the ADE. Loss or damage to personal possessions is not covered by AER.
- You can choose to manage the financial consequences to you if such loss or damage arises, and also obtain cover for death, injury and medical expenses to you when using the vehicle, by purchasing **Personal Accident/Personal Effects Cover (PA/PE)**. See page 12 under **Optional Renter Protection Services** for details of the Personal Accident/Personal Effects cover and how to access the Product Disclosure Statement.



## RETURN

### RETURN PROCEDURE

- **Requirements:** You must return the vehicle to the return location by the date and time stated on your Rental Agreement, or as otherwise agreed with us, or additional charges may apply (see **Variations** below).
- **Outside Operating Hours:** You may return the vehicle outside a Prestige Rentals location's opening hours with our prior agreement, in which case you must:
  - **Parking:** lock the vehicle and park in our car park or nominated position;
  - **Photographs:** Take the following **10** photos: Front Low, Front High, Left Front, Left Rear, Rear Low, Rear High, Right Rear, Right Front, Roof, Dash (Odometer & Fuel) and send to us in Whatsapp.
  - **Keys:** do not give the keys to anybody when you park the vehicle, even if they appear to be our employee, but put them in the location's key box or other such place as advised by our location staff; and
  - **Lost Property:** ensure you remove all your belongings when you return the vehicle. We are not liable for property left in the vehicle when it is returned. If property is found in the vehicle after you leave, we will take reasonable steps to recover and return lost property to you. You may be charged the cost of postage, delivery or courier plus the Processing Fee.

### IMPORTANT

You will remain responsible for the vehicle, including any damage, until we regain possession of the vehicle.

### VARIATIONS

- **Change to time or location:** If you want to change the return time or return location or arrange for us to collect the vehicle, you must call us at the number provided on the Rental Agreement. Any amendment to the agreed return arrangement is at our discretion and may involve additional charges such as the One Way Fee.
- **Wrong location:** if the vehicle is returned to the wrong location without our approval, you will be charged the One Way Fee depending on the location where the vehicle was returned.
- **Early Return:** As advertised on our website, no refund will be provided if the vehicle is returned earlier than the agreed time.

### NOTE

- Your rental charges are calculated in 24 hour periods from the time shown on the Rental Agreement. If you return the vehicle late you enter into a new 24 hour period and will be charged for that and every successive 24 hour period you enter at a current, standard rate.
- To help you, we typically allow a 1 hour '**grace period**' to return the vehicle without being charged an extra day.
- Returning to a different location may incur the One Way Fee and other charges.

See **Annexure 1 (Charges Explained)** or ask our **staff** for details.

## CHARGES

**Notification:** We will check the vehicle on your return and add any additional charges that may arise from your use of the vehicle, such as for fuel or Additional Kilometres. We will provide you with a revised invoice on return of the vehicle if the amount owing is different to the estimate of charges provided at the start of the rental. We will charge your Card (as defined in **Annexure 1 (Charges Explained)**) on return of your vehicle with the additional amounts set out in the revised invoice.

As some charges can't be finally determined on return such as the fines and tolls we receive relating to your rental or damage to the vehicle, we may recover these additional charges by charging your Card within 60 days after the rental period. We will provide notice to you of these charges by email on request.

If these charges are not paid (eg. credit card is rejected or invoice is not paid) for 7 days, you agree that this will be an application by you for credit.

If you do not pay the amounts due to under your Rental Agreement (including any credit provided to you) in accordance with this Rental Agreement, you must pay interest calculated at the rate set out in **Appendix 1 (Charges Explained)**.

Please see **Appendix 1 (Charges Explained)** for further information.

## REPOSSESSION OF THE VEHICLE

- If you fail to return the vehicle to when required under the Rental Agreement (other than due to theft or an accident), then following a written demand to you to return the vehicle,
  - We may take steps to recover and repossess the vehicle where and when it is found. You authorise the us to enter any premises owned or occupied by you in order to recover or repossess the vehicle and you agree to make all reasonable efforts to obtain the right for us to enter any premises to recover and repossess the vehicle; and/or
  - May deem the vehicle stolen and report it stolen. The Owner may then de- register the vehicle and you will be responsible for any & all loss (including third party personal and property damage associated with the vehicle).
- You will be responsible for the rental charges, loss or damage to the vehicle (up to the full value of the vehicle), the Claims Management Fee, External Damage Assessment Fee, any towing and storage charges, loss of rental income, any repossession charges incurred to recover the vehicle and other losses or expenses related to the incident.
- This liability to the Owner will not be limited to the ADE and the reduced excess under AER will not apply to reduce or eliminate this liability.

## IMPORTANT

If you fail to return the vehicle (other than due to theft or an accident), you are responsible for our loss, damage, expenses and other fees.

Any Optional Renter Protection Services you may have purchased will not apply to reduce or limit this liability.



## APPENDIX 1 – CHARGES EXPLAINED

### CHARGING YOUR CARD

- You must pay for all charges with a Visa, Mastercard or Amex via our Head Office. No payments to be accepted on site.
- You also authorise us to take the Security Bond (nominated in Rental Agreement) or other such amount advised at the time of reservation.
- We will only accept a cash deposit in certain circumstances (eg. insurance booking). If you provide a cash deposit, we may not have sufficient cash at the return location to reimburse you in full. A bank transfer will be sent within 7 business days of return of the vehicle to the address on the Rental Agreement.
- You authorise Prestige Rentals to charge the Card that you provided to pay the rental charges or for the security bond, with any amount that you owe us under the Agreement up to 60 days after the vehicle has been returned. If the Card is not in your name, you guarantee that we have the authority to charge the Card under the Agreement.

### PROVIDING CREDIT

- We may provide you with credit under the Agreement by deferring payment of your rental charges for 7 days or more. If we do, we will fall within the definition of a 'credit provider' under the Australian Privacy Act 1988, and the Credit Reporting Code registered under that Act. Depending on who you are and the purpose of your rental arrangement, we may provide you with commercial or consumer credit.
- If you do not pay the full balance of rental charges due on your return of the vehicle (for example, because we cannot process the payment on your credit card) you agree that this constitutes an application by you for credit because the payment of this balance will then be deferred by us for at least 7 days. We will notify you of the amount of credit and when payment is due. You agree that on the due date we may process the payment of the full amount on your card.

### INTEREST

- Where interest is payable on any outstanding rental charges or other amounts due under the Agreement, this interest will be calculated daily from the next day after the due date up to and including the date of payment at the rate of 5%.

## APPENDIX 1 – CHARGES EXPLAINED

### OPTIONAL

Additional Driver	We apply a standard fee for each additional driver added to your rental. You will be advised of the surcharge at the time of reservation.
One Way Fee	May apply if you return the vehicle to a location different from the start location. You will be advised at the time of reservation if you are permitted to return the vehicle to a different location and if so, any applicable fee.
Delivery & Collection Fees	May apply if you request that your vehicle is delivered to or collected from a location other than our rental location. You will be advised of the charge at the time of the request.
Optional Renter Protection Services	<p>The Rental Agreement will show if our Optional Renter Protection Services have been <b>included</b> in your rate.</p> <p>We also show the <b>Accident Damages Excess</b> (ADE) applicable to your rental (which depends on whether you have AER coverage selected) and the full charge for the rental period, inclusive of GST.</p>
Optional equipment	The Rental Agreement lists any optional equipment you have selected, such as baby/child seats, and Neverlost (GPS), showing the full charge for the rental period.
Card surcharge	The percentage rate as noted on the Rental Agreement of any amount charged to a Card.

### TOTAL

Estimated Rental Charges	Your total estimated charges lists the rental rate, discounts and applicable kilometre charges at the start of the rental excluding GST. Charges are 'estimated' because they <u>exclude</u> any potential fuel or other charges you may incur through your use of the vehicle during your rental.
Subtotal	Your subtotal before any applicable fees are applied.
Total Estimated Rental Charges	Total of all estimated charges including GST.



## POTENTIAL ADDITIONAL FEES

You may incur additional fees as a result of your use of the vehicle or other incidents that occur during the rental (aside from your liability for damage or loss to the vehicle). These include the following:

### FUEL

Refuelling Price	If you don't fill up the vehicle tank on return we will charge you a price per litre to fill the tank.  The fuel price is specified on the Rental Agreement.
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### VEHICLE CONDITION

Prestige Claims Management Fee	Fixed charge to recover our costs for dealing with damage caused to the vehicle.
External Damage Assessment Fee	Damage assessment fee charged to Prestige Rentals by an external damage assessor.

### VEHICLE USE

Processing Fee	The amount payable for administrative functions Prestige Rentals undertakes including the payment of, or handling of any claim for, any charges and penalties, such as processing of traffic fines, penalties and toll way use (where Toll Cover is not purchased).
Breakdown or Roadside Assistance	If the driver is at fault for the problem for which assistance is requested, for example, the vehicle running out of fuel, or the keys being locked in the vehicle, the charge covers the cost of providing breakdown or roadside assistance.

## APPENDIX 1 – CHARGES EXPLAINED

### EARLY/LATE RETURN

Early Return	The discounted weekly and monthly rates (as per website) are in place to maximise your savings across the rental term. If the vehicle is returned earlier than agreed a refund will not be provided in part for our inability to re-rent the vehicle on such short notice.
Additional Rental Days	<p>You may be charged an extra day's rental for each 24 hour period entered into following the return time at then current rental rates, although you are allowed a <b>'grace period'</b> of</p> <ul style="list-style-type: none"> <li>• 0 to 60 minutes late: no charge</li> <li>• More than 60 minutes late: 1 full daily rate</li> </ul> <p>Daily rental charge for that vehicle for each additional day (or any part thereof) vehicle is returned late.</p>
Charges for and Interest on amounts due	If you do not pay the amounts due to under the Agreement (including any credit provided to you) in accordance with the Agreement, you will be required to pay interest calculated daily from the next day after the due date up to and including the date of payment at the rate equal to our Banking Corporation standard business overdraft rate plus 5%, and reimburse for our expenses and costs incurred in collecting from you the charges payable under the Agreement and in enforcing our rights.
Security Bonds	<p>Security Bonds can be paid with 2 different methods:</p> <p>Option 1 - Bank Transfer 2 business days prior with no surcharge. Prestige Rentals must have cleared funds prior to releasing the vehicle.</p> <p>Option 2 - Credit or Debit Card on arrival with a 3% non-refundable surcharge.</p> <p>Security Bonds released 5 business days after vehicle return unless damage</p>
Rental Payments	Rental Payments must be paid with Debit or Credit card. Such payments incur a 3% non-refundable surcharge.

All fees are calculated in accordance with our current rates and subject to final calculation at the end of the rental.

**Please ask one of our staff member if you require additional information.**

## APPENDIX 2 – FUEL POLICY

Fuel is not included in your rental rate. Your vehicle will be provided with a full tank of fuel or if the tank is not full, we will provide you with credit for the missing fuel and you can decide how you wish to pay for the fuel you use during your rental. You have the following options:

### BUY A FULL TANK AT THE START ...

- Often referred to as our **Fuel Purchase Option (FPO)**.
- If you purchase a full tank of fuel from us at the start of your rental, you will not need to refill the tank before returning and will have nothing more to pay for fuel.
- This is a good option for **high kilometre journeys** where you are likely to use a full tank.

### BUY A HALF TANK AT THE START ...

- It may be more convenient to pay for a half tank of fuel at the start of the rental and save time on refuelling by returning the vehicle with only a half a tank of fuel.
- This is a good option for **low kilometre journeys** where you are more likely to use less fuel.



#### KEY INFORMATION

##### FUEL PURCHASE OPTION (FPO)

We charge you at the start of your rental for a full tank of fuel at a price competitive with local fuel stations. You will have nothing more to pay to us for your fuel. **Please note that we do not provide a refund for unused fuel.**

##### HALF TANK OPTION

We charge you at the start of your rental for a half tank of fuel at a competitive price with local fuel stations and return with only half a tank of fuel. **Please note that we do not provide a refund for unused fuel.**

### RETURN WITH A FULL TANK ...

- Return the vehicle with a full tank of fuel purchased from a local fuel station.
- This is a good option for **low kilometre journeys**.

#### IMPORTANT

Fuel gauges may still indicate that the tank is "full" many kilometres after it was last re-filled. To deal with this, we ask you to refill the tank within 15 km of the return location and bring your fuel receipt with you when returning the Vehicle. We ask you to present a copy of the fuel receipt to a staff member or leave a copy in the Vehicle. If you do not do so, we reserve the right to apply a small charge – please ask at the counter for details.

### ... OR WITHOUT REFUELLING

- A good option if you are in a hurry, did not take FPO or a Half Tank of fuel and do not have time to refill the tank on return.



#### KEY INFORMATION

##### REFUELLING SERVICE CHARGE

We will charge you a price per litre to refill the tank. **These prices are indicated on your Rental Agreement.**



IF YOU HAVE ANY FURTHER QUESTIONS, PLEASE ASK PRESTIGE RENTALS STAFF OR VISIT [www.PRESTIGE.RENTALS](http://www.PRESTIGE.RENTALS).

## APPENDIX 3 – DAMAGE POLICY

Your responsibility for damage to the vehicle is set out at the **Damage and Loss** section of the Rental Terms. This policy covers how we assess and charge for damage and how we deal with any disputes relating to damage assessed.

### CHECKING THE VEHICLE

We will provide a summary of any damage on the **Vehicle Condition Report (VCR)** provided or found on the Rental Agreement at the start of your rental. Please check the condition of the vehicle when you collect it and if there is any discrepancy approach a representative and request that the Vehicle Condition Report be amended or a new report be prepared. We will provide a series of photos at pickup time and the return of the vehicle to ensure that the vehicle inspection process is as fair as possible for both parties.

We will also inspect the vehicle on your return and provide a Vehicle Incident Report (VIR) to record any new damage, which will not include any fair wear and tear.

### FAIR WEAR & TEAR

This means "ordinary wear due to reasonable use" and includes minor scratches (easily buffed out), no more than 10 chips (less than 1mm) and normal wear on tyre treads and wiper blades.

### DAMAGE ASSESSMENT AND CHARGING

There are three common scenarios:

#### i. Damage – agreed on return

For damage agreed with you on return, we will take the relevant photos, create a Vehicle Incident Report (VIR) and organise a damage cost assessment through a third party.

#### ii. Damage – not agreed because you are not present

If you are not present on return, our counter staff will take the relevant photos of the vehicle, create a Vehicle Incident Report (VIR) and organise a damage cost assessment through a third party.

#### iii. Significant damage

If the damage is significant we will create a Vehicle Incident Report (VIR), refer it to our **damage assessors** for evaluation and organise a cost assessment.

## DAMAGE

We aim to deal with a damage assessment in a quick and practical way by using a 3rd party repair assessment system. The damage assessment will ensure that you are accurately charged the relevant damage cost.

## NOTIFICATION AND EVIDENCE OF DAMAGE

We will provide you with the following documents in respect damage:

- i. a system generated letter detailing the damage to the vehicle;
- ii. photos of the damage to the vehicle;
- iii. the Rental Agreement listing the date, time and return location and any pre-existing damage;
- iv. the final tax invoice/statement of charges that includes the amount charged for damage to the vehicle and other fees and losses related to the damage;
- v. the Vehicle Incident Report (VIR); and
- vi. a damage cost assessment from a repair body shop and/or the invoice for the repairs.

## CHARGING FOR DAMAGE AND OTHER ITEMS

We will use your security deposit to pay the final tax invoice that we have sent to you within 60 days of the date you returned the vehicle. If the amount of cost to rectify the damage is less than the amount of security bond held, we will reimburse you the difference of the two.

## DAMAGE DISPUTES

- Damage claims are unique and resolution time frames for each claim varies as we are required to liaise with outside parties and arrange for the repair of vehicles.

## ADDITIONAL REFERENCES

If the vehicle has been damaged during your rental, the following pages of this document can be referenced for clarity:

- Prohibited Uses refer to page 6
- Damage & Loss refer to page 10
- Accidents refer to page 11



## APPENDIX 4 – OPTIONAL RENTER PROTECTION SERVICES

We provide Optional Renter Protection Services to cover the principal risks you incur when driving the vehicle. These may be included in your rate or available as optional extra products. Key benefits, limitations and exclusions for these products are summarised below.

Accident Damage Excess (**ADE**) is included in your rental rate and reduces your liability to us for loss or damage to the vehicle to the amount of the applicable **excess** (stated on your Rental Agreement) which applies to each incident of damage or loss caused except in the event of loss or damage for a Prohibited Use.

**Examples** of damage covered by ADE include:

- Impact with a fixed or moving object (e.g. damage caused if you have an accident).
- Loss of control of the vehicle.
- Unavoidable natural events, such as snow, hail, flood or rock fall.
- Fire caused by vehicle defect, including electrical fault, or from adjacent fire or explosion, criminal or terrorism acts.

### OPTIONAL RENTER PROTECTION SERVICES

We offer the option to purchase Optional Renter Protection Services which may reduce your liability for loss or damage to the vehicle which occur during the rental period or result from your use of the vehicle.

Optional Rental Protection Services offered are not insurance policies and do not provide protection in the event of loss or damage arising from a Prohibited Use. Excludes infringements including traffic and parking fines, and private parking charges which will be on-charged to your Card, and Fuel.

#### PERSONAL ACCIDENT/PERSONAL EFFECTS or ACCIDENT EXCESS REDUCTION YOUR LIABILITY TO THE OWNER FOR LOSS OF OR DAMAGE TO THE VEHICLE

##### Personal Accident/ Personal Effects (PA/PE)

Protection for loss of/damage to your possessions

PA/PE\* is an optional cover (provided by a third party) designed to meet the needs of those seeking cover for loss or damage to personal possessions in the vehicle, even in the event of an accident or theft of the vehicle which are not met by the above Optional Renter Protection Services.

- Damage to or loss of your and your passengers' **personal possessions** in the vehicle.
- It also covers death and serious, injury (for you and your passengers up to a maximum of 12) and medical expenses to you or your passengers when using the vehicle.

**Note:** statutory transport accident compensations schemes operate in each State or Territory which cover personal injury in the event of an accident, subject to the conditions and limitations of those schemes.

##### Accident Excess Reduction (AER)

AER is an **optional** product available at selected locations, which reduces your liability to us in the event of loss of or damage to the vehicle (and other Incident Damages described in the Damage and Loss section on page 10) from the ADE to the reduced amount specified on the Rental Agreement.



## APPENDIX 5 – PRIVACY & CREDIT NOTICE

When you rent a vehicle with the Owner, we need to collect, store, use and disclose personal information about you to provide the services you request and for related purposes described below. You agree that you have read and understand that we will process your personal information in accordance with our **Privacy Policy**. We may also collect the personal information of other authorised drivers and passengers and you agree you have the authority to provide us with their personal information and that you have informed them of this **Privacy Notice** and that we will also process their personal information in accordance with its **Privacy Policy**.

If we provide you with credit, our **Credit Policy** explains how we manage your **credit related** information (credit information and credit eligibility information) that we collect and hold about you and our Statement of Notifiable Matters explains disclosures we may make in relation to your credit information and certain rights you have. Please read the section below on credit-related information for further details.

If you do not provide us with the personal information, this may impact on the services we can provide you.

### HOW WE COLLECT OUR PERSONAL INFORMATION

We collect personal information from you when you request our services to rent a vehicle, when you pick up and use a vehicle (through an In Vehicle Monitoring System), when you provide us with your payment details, if the vehicle is in an accident or is reported lost or stolen, when you return the vehicle and when you incur charges.

We may take photographs of the vehicle when you pick it up and return it, and may operate CCTV cameras at our locations which may include images of you, authorised drivers and passengers.

We may also take a photo of you in person and a photo or a photocopy of your drivers licence to confirm the information provided when you request our services to rent a vehicle.

### USES AND DISCLOSURES OF YOUR PERSONAL INFORMATION

We use your personal information for our legitimate interests and operations in connection with providing vehicle rental and related services including damage monitoring and reporting, responding to accidents and other incidents involving the vehicle, processing payments and charges, debt recovery, fraud prevention, insurance claims and credit management.

We may need to disclose your personal information to our insurers, our service providers (including online), to authorities who collect toll charges, fines and other road related charges, to the police on their request, to credit reporting bodies to list commercial credit defaults on their commercial database and to our debt collection agencies.

### VEHICLE

If you use a **CDP** number (price discount) linked to a company, you agree that we may share your personal information with that company in relation to your rental.

### OVERSEAS DISCLOSURES

We may disclose your personal information to third parties who are located overseas, including insurance companies and our service providers.

### MARKETING

We may use and disclose your personal information for marketing purposes. We may, with your **consent**, send you direct marketing by one or more methods (such as by email, text message or by post) depending on what you elect to receive and how you engage with us and the contact details you provide. You can opt-out of receiving direct marketing at any time by following the unsubscribe function in the message we send.



## APPENDIX 6 - FAIR WEAR & TEAR

This summary aims to help you understand what is included or excluded in your rental and the options available to enhance your journey. Please ask our staff if you require further clarification.

AREA	ACCEPTABLE	UNACCEPTABLE
<b>Bodywork</b>	<ul style="list-style-type: none"> <li>- Less than 5 stone chips up to 2mm</li> <li>- Scuff that can be polished out</li> </ul>	<ul style="list-style-type: none"> <li>- More than 10mm dint</li> <li>- Any dint on non-flat surfaces</li> <li>- More than 1 dint regardless of size</li> <li>- Any damage affecting paint work</li> </ul>
<b>Bumpers</b>	<ul style="list-style-type: none"> <li>- Less than 5 stone chips up to 2mm</li> <li>- Scuff that can be polished out</li> </ul>	<ul style="list-style-type: none"> <li>- Any movement, dints, cracks or scratches</li> <li>- More than 5 stone chips</li> </ul>
<b>Wheels &amp; Tyres</b>	<ul style="list-style-type: none"> <li>- Near not noticable scuffs</li> </ul>	<ul style="list-style-type: none"> <li>- Noticable scratches that require painting</li> <li>- Any damage to side walls</li> <li>- Any replacement rims or tyres</li> <li>- Removal of spare wheel , trims or tools</li> </ul>
<b>Upholstery, Floors, Carpets</b>	<ul style="list-style-type: none"> <li>- Light marks that can be removed by vacuum or general cleaning</li> </ul>	<ul style="list-style-type: none"> <li>- Any tears, cuts, scratches, holes or burns</li> <li>- Any marks that require steam clean removal</li> <li>- Damage to structure, shape or positionoing</li> </ul>
<b>Dashboard, Fascia, Trim</b>	<ul style="list-style-type: none"> <li>- Light scuffing or smears that are removable by general cleaning</li> </ul>	<ul style="list-style-type: none"> <li>- Cuts, tears, dints, scratches or stains</li> <li>- Any stains that can't be removed by general</li> <li>- Removal of any item or accessory</li> </ul>
<b>Accessories, Keys</b>	<ul style="list-style-type: none"> <li>- Not covered by roadside assist</li> <li>- Must be returned operational and in the same condition as when rented</li> </ul>	<ul style="list-style-type: none"> <li>- More than 10mm dint</li> <li>- Any dint on non-flat surfaces</li> </ul>
<b>Vehicle Cleanliness</b>	<ul style="list-style-type: none"> <li>- Light day-to-day debris removable by general cleaning</li> </ul>	<ul style="list-style-type: none"> <li>- Pet hair or any kind of soil, mud or sand</li> <li>- Smoking, odours or foreign matter</li> </ul>

## APPENDIX 7 – CONTACTS

If you need to discuss any aspect of your rental or, ultimately, are not happy with your rental experience, you have the following options:

### ASK US...

#### DURING YOUR RENTAL

If you have any questions or problems during your rental (e.g. to change the Return Time or return location) you can telephone the relevant location at any time using the number provided on the **Rental Agreement**.

You can raise any other issues arising from the rental with our location staff on return.

You can raise any issues concerning PA/PE cover with our **location staff** or **the third party provider**.

#### INDEPENDENT ADVICE

You are, of course, free to continue to seek redress through any other means, such as through the courts, if you remain unsatisfied.

#### AFTER YOUR RENTAL

Ask our **Customer Care** team.

If you disagree with any charges on your return, or have a complaint relating to your rental experience or privacy, you should:

- call the **Prestige Rentals** on 0414 000 111; or
- email [info@prestige.rentals](mailto:info@prestige.rentals)

using the contact details provided on the back of the **Rental Terms** and our team will help resolve any issues.

We aim to deal with all customer contacts within 15 days.

## SAFE TRAVELS

Thankyou for choosing to hire with Prestige Rentals. Please feel free to contact us at anytime. Safe Travels.

## PRESTIGE CONTACT DETAILS

### RESERVATIONS

0414 000 111

[www.prestige.rentals](http://www.prestige.rentals)

[info@prestige.rentals](mailto:info@prestige.rentals)

### ACCOUNTS

0414 000 111

[accounts@prestige.rentals](mailto:accounts@prestige.rentals)

### AFTER HOURS

0414 000 111

### ROADSIDE ASSISTANCE

0414 000 111



PRESTIGE  
RENTALS