



## Terms

Our standard rates include 500 kilometres per day for passenger vehicles and 100 kilometres per day for commercial vehicles (unless specified). The kilometres are cumulative (i.e. 7-day hire of a passenger vehicle would give you 3500 kms of included use). Extra kilometres are charged at 32.5 cents per km. Our Price Beat Guarantee does not apply during school holidays or public holidays.

## Requirements

### Driver's Licences

All full current Australian and overseas, or international licences printed in English are accepted. Drivers should be at least 21 years old. Drivers between the age of 21 and 24 will incur a daily underage fee of \$21 a day and are restricted to vehicle size (intermediate car category).

### Local Renters

Please note that if you live within a 150kms radius of the depot you must collect the vehicle from our site. Our shuttle services only apply to Airport pickups in the Brisbane Airport, Tullamarine Airport, Gold Coast Airport, Adelaide Airport, and Maroochydore Airport.

Please bring two (2) forms of identification or ID. You may bring your driver's licence as long as it has your current address. You may also bring a phone bill, electricity bill, or bank statement. If your driver's licence does not have your current address, you are required to bring three (3) forms of ID – two (2) of these must have the same current address. If you cannot provide this, Alpha Car Hire cannot rent you a vehicle.

### Payments

Vehicle quotes are for cash payments. Payment via credit card will attract a 1.65% surcharge in addition to the quoted price. This surcharge will reflect in your booking confirmation and will be applied at the time of collection. We accept Visa, Mastercard, and for pre-authorisation and payment, Eftpos and cash are accepted for payment only.

### CREDIT CARD

At the time of rental please have your current drivers licence and credit card with you. We require the cost of the rental plus a pre-authorisation of \$250 for passenger vehicles or \$350 for commercial vehicles on your credit card as a security bond. The hirer's credit card must authorise for this amount for the vehicle to be rented. The security bond is held throughout the rental period and returned in full if no further changes apply (this is completed automatically by your bank).

### DEBIT CREDIT CARD

At the time of rental please have your current drivers licence and debit credit card with you. We require the cost of the rental plus a security bond equal to \$550. The security bond is held throughout the rental period and returned in full if no further changes apply (this is completed automatically by your bank).

## Cancellation Policy

Alpha Car Hire Pty Ltd will charge a minimum cancellation fee of \$50 if 7 or more days' notice is provided prior to the day of collection. If less than 7 days' notice is given or if you do not show on the day of rental the cancellation fee will be equal to 50% of your rental cost.

## Inclusions and Extra

### ***Options to Reduce Your Liability***

#### ***Passenger Vehicles (hatchbacks, sedans, family cars, SUVs, 8-seater):***

Remember that upon booking (prior to car pick up), we require a security bond of \$250 for credit card and \$550 for debit card. Take note that your rented passenger vehicle comes with a full comprehensive insurance with a standard liability of \$3,300 unless you select one of our waivers:

#### **Premium Protection Package – 25 and over**

A Premium Protection Package is available to renters over the age of 25 at an additional cost. If this package is selected it will reduce your Multi and Single Vehicle Accident liability and provide total peace of mind for as little as an additional \$19 per day (1-7 days), \$14 per day (8-14 days) or \$9 (15+ days). By selecting the Premium Protection Package you will reduce your financial responsibility for accident damage to \$750. The hirer is given the benefit of this coverage subject to the conditions of hire.

#### **Total Protection Package – 25 and over**

A Total Protection Package is available to renters over the age of 25 at an additional cost. If this package is selected it will reduce your Multi and Single Vehicle Accident liability and provide total peace of mind for as little as an additional \$30 per day (1-7 days), \$23 per day (8-14 days) or \$18 (15+ days). By selecting the Total Protection Package, you will reduce your financial responsibility for accident damage to \$250. The hirer is given the benefit of this coverage subject to the conditions of hire.

#### **Premium Protection Package – 21-24**

A Premium Protection Package is available to renters aged 21 to 24, at an additional cost. If this package is selected it will reduce your Multi Vehicle Accident liability and provide total peace of mind for as little as an additional \$28 per day (1-7 days), \$24 per day (8-14 days) or \$18 (15+ days). By selecting the Premium Protection Package, you will reduce your financial responsibility for accident damage to \$1,100. Premium Protection Package for under 25 drivers excludes Single Vehicle Accident Damage cover. The hirer is given the benefit of this coverage subject to the conditions of hire.

#### **Exclusions to Standard Protection Package**

The above offers are not available to commercial vehicles. Hirers are advised that all reversing damage, overhead, undercarriage, water, hail damage, abuse, negligence, however caused - is at the hirer's risk and is not covered by Standard Protection Package. Please note that insurance is void if the rental vehicle is driven on unsealed roads.

#### **Exclusions to Excess Waivers**

The above offers are not available to commercial vehicles. Hirers are advised that all reversing damage, overhead, undercarriage, animal damage, water, hail damage, abuse, negligence, however caused - is at the hirer's risk and is not

covered by Collision Damage Liability, Premium Protection Package or Total Protection Package. Please note that insurance is void if the rental vehicle is driven on unsealed roads.

### **Commercial Vehicles UTES (1 tonne) and Trucks (3 tonne):**

**Remember that upon booking (prior to truck or ute pick up), we require a security bond of \$350 for credit card and \$550 for debit card. Take note that your rented commercial vehicle comes with a full comprehensive insurance with a standard liability of \$3,300 for utes and \$5,500 for trucks unless you select one of our waivers:**

### **Collision Damage Liability Trucks – 25 and over**

All vehicles are insured. By selecting this optional Liability Waiver for \$40, renters over the age of 25 can reduce their financial responsibility from \$5,500 to \$770 in the event of a multi vehicle accident. The hirer is given the benefit of this coverage subject to the conditions of hire.

### **Collision Damage Liability Utes – 25 and over**

All vehicles are insured. By selecting this optional Liability Waiver for \$33 per day (1-7 days), or \$30 per day (8+ days), renters over the age of 25 can reduce their financial responsibility from \$3,300 to \$770 in the event of a multi vehicle accident. Please note that insurance is void if the rental car or vehicle is driven on unsealed roads.

### **Collision Damage Liability Utes – 21-24**

All vehicles are insured. By selecting this optional Liability Waiver for \$33 per day (1-7 days), or \$30 per day (8+ days), renters aged between 21 and 24, can reduce their financial responsibility from \$3,300 to \$1,100 in the event of a multi vehicle accident. Please note that insurance is void if the rental car or vehicle is driven on unsealed roads.

### **The following are not covered by the waiver:**

- Single Vehicle Damage
- Damage or loss caused to any part of the pantec or box section.
- Damage or loss to the tailgate lifter, ramps and associated equipment during usage of those items
- Hail
- Water Damage+k
- Damage or loss to the vehicle or third party property caused by you failing to secure properly any load or equipment.
- Damage or loss caused to the vehicle or third party property by loading or unloading to or from the vehicle.

### **Administration Charges**

In the event of an accident, the renter will be liable for a \$250 admin fee. A \$99 admin fee is charged in addition to any traffic infringements incurred by the hirer during the rental period.

### **Tolls**

All of our car hire vehicles are fitted with an eTag so you do not need to get personal eTags or road passes when you hire from us. The RMS will charge your credit or debit card a daily service fee of \$3.30 for each calendar day that you use a toll, plus the cost of any tolls that are incurred.

### **Additional Driver**

Additional drivers are covered for a \$5.50 fee per driver per day, and cap at \$27.50 (5 days). Additional drivers must provide their license when collecting the vehicle.

### **Child Restraints**

Booster seats and baby seats are \$8 per day or a cap of \$56 (7 days) per rental, each. Please call the branch to confirm availability. Take note that due to legislation Alpha Car Hire is unable to fit child restraints. The renter will be

required to fit child seats themselves. The renter agrees that Alpha Car Hire is not responsible for any liability resulting from the incorrect fitting of a child restraint.

### **GPS**

Global Positioning Systems (GPS) are \$9 per day or cap at \$63 (7 days) per rental.

### **Rental Durations**

Rental day period is 24 hours, extra hours are 1/3 daily rate until daily rate is reached. Kilometre per day of travel allowance is extended at 1/3 of daily allocation per hour until daily allocation is reached.

### **Refunds**

There are no refunds for early returns. Any change of plans including requests to extend must be notified to our office.

### **Fuel**

Your vehicle will be supplied with a full tank of fuel. We ask you to refill the tank on return; otherwise a penalty charge for refuelling will be made. This cost is \$3.30 per litre with a minimum charge of \$20.

### **Breakdown**

All vehicles are covered with 24-hour roadside assistance provided by RACQ, RACV, and NRMA.

### **Street Directory**

Available upon request. Fees may be applicable.

### **Contact Alpha Car Hire**

If you have any questions about the Terms and Conditions of Alpha Car Hire, please send an email to [info@alphacarhire.com.au](mailto:info@alphacarhire.com.au) or call 1300 22 74 73.