

Thrifty ***Australia***

Northern Territory & Kimberley

Agents Manual

01 April 2018 – 31 March 2019



Think ***Thrifty***
Car & Truck Rental

Independent Licensee of Kingmill Pty Ltd, Trading as Thrifty Car Rental

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GENERAL INFORMATION

Thrifty NT operates from nine locations in the NT and 3 in The Kimberley which gives us complete coverage of the entire region. When travelling through the Northern Territory, Kununurra and Broome (A), our friendly staff, really are just a phone call away.

NT locations: Darwin City and Airport, Alice Springs City and Airport, Katherine, Tennant Creek, Ayers Rock Village and Airport.

WA locations: Kununurra Town and Airport and Broome Airport.

OFFICE HOURS – LOCATIONS

Please refer to the location listing at the end of this Manual.

Reservations: thrifty@rentacar.com.au

Operational: thrifty@rentacar.com.au

THRIFTY STANDARD TERMS AND CONDITIONS

All our Standard Terms and Conditions are on the website at <http://www.thrifty.com.au/terms>.

These terms and conditions regulate the contractual relationship between Thrifty and the renter. In addition to these Standard Terms and Conditions, the terms set out in this document apply to Northern Territory, Broome and Kununurra.

CLAIMS (DAMAGE RECOVERY WHERE AN ACCIDENT HAS OCCURRED)

In the event of an accident, the driver/renter must notify us immediately but due to privacy laws Thrifty can only communicate with the renter listed on the Rental Agreement contract.

Claims Department can be contacted by email: incidents@rentacar.com.au

TRAFFIC INFRINGEMENTS

Any queries relating to Infringements are to be directed to our Infringements Department by email: pa@rentacar.com.au

CUSTOMER SERVICE

All post-rental queries other than those regarding Claims or Infringements are to be directed to our Customer Service Department by email: thrifty@rentacar.com.au.

Please ensure that the customer's name and reservation number are in the subject header and attach any information or forms you may have - for example credit card statements - which can clarify and assist us in addressing your enquiry quickly.

Allow 10 working days for Customer Service to respond.

RATES

Rates provided are net rates and quoted in Australian Dollars (AUD). Please refer to your rate sheets for all Inclusions and Exclusions relating to the particular Product.

The rate applicable at the time of booking is the rate that will be applied to the duration of the rental. If a rental crosses two seasons, the season at the time of pickup will apply to the duration of the rental.

PAYMENT OF INVOICES

Invoices should be paid no later than 30 days after issue. Thrifty reserves the right to suspend or close an account if any unpaid balance exceeds 30 days without prior agreement.

FREE-SALE CONDITIONS – NT, BROOME & KUNUNURRA

Available on ECAR, CCAR, SCAR, IWAR and FCAR from Darwin, Alice Springs, Ayers Rock and Broome only up to 14 days prior to the commencement of the booking, with the exception of July and August, during which time free-sale is not available.

Free-sale on 4WDs is available up to 21 days before the commencement of the booking except for May June, July, August, September and October, during which time free-sale is not available.

All other vehicles and locations are on “apply” basis.

All one-way rentals are on application only, at all times for all vehicles and for all locations.

RESERVATION INFORMATION

Please provide as much booking details as possible. You must always quote your Thrifty Account Code (DW_ __ __) AND your Reference Number.

GPO Box 4444
Darwin NT 0801
Australia

Telephone: 1800 891 125 (within Australia)
From overseas + 61 8 8924 2455 or + 61 8 8924 2454
Facsimile: +61 8 8981 5247
Email: thrifty@rentacar.com.au

If time permits, we would appreciate receiving a booking from your Company in the form of an email or facsimile with the following information included:

Client/s Name	Date of pick-up	City/Location of pick-up
Time of pick up	Date of return	City/Location of return
Time of return	Vehicle type required	Contact phone number
Contact fax number	Number of Passengers	Options (eg baby seats)
Special Requirements	Number of persons in vehicle	
Flight number (if applicable)	Form of payment (prepaid or client paying direct)	

CONFIRMATION OF RESERVATION

Bookings for vehicles will be confirmed by email or fax to you within 24 business hours of receipt Monday to Friday Australian time, Saturdays, Sundays and Public Holidays will be confirmed within 24 hours of the first business day after. If you wish to use your own reservation request form then please do so, however we would greatly appreciate that the information as above be included in your version.

PAYMENT INFORMATION

Bookings cannot be confirmed at the rate level offered unless our Terms of Agreement are returned signed, to Thrifty NT, and are current.

All reservations can be prepaid by credit card (VISA, MasterCard, American Express, but excluding Diners) subject to a charge card fee. Please refer to the Standard Terms and Conditions.

NON-ACCOUNT/PRE PAYMENT ACCOUNT AGENTS

We ask that you remit the net payment due 14 days prior to the date of vehicle collection. We will accept your voucher from the client as proof of booking/identity and provide the services and vehicle as reserved. Thrifty NT does not issue vouchers for clients on Travel Agency's behalf. If a client does not have a voucher issued by a Travel Agent the client will be required to pay for the rental by credit card at the time of collection of the vehicle.

Our preferred form of payment is bank draft/transfer/deposit in Australian dollars and mailed to:

Reservations
Thrifty Car Rental
GPO Box 4444
Darwin NT 0801
Australia

or by accepted Credit Card.

If you prefer to pay by bank telegraphic transfer, our banking details are as follows:

Swift: WPACAU2S

Bank: Westpac Banking Corporation
24 Smith Street, Darwin NT 0801

Account Name: Territory Rent-A-Car Pty Limited

Our account number is available on confirmation of booking. If paying by bank telegraphic transfer, please advise reservations department and they will then advise bank details. Please fax proof of the deposit to our office (i.e. copy of the bank receipt), as this will greatly assist our office to reconcile your account.

SERVICES GUIDE

LARGE & DIVERSE FLEET

Our fleet of current model vehicles caters for all of our customers' requirements. Thrifty's fleet ranges from small economical cars to large sedans as well as a 4WDs and minibuses. All vehicles are air-conditioned.

AIRPORT DESKS

For customer convenience Thrifty is located at all major Airports throughout the Northern Territory & Kimberley. Pick-up and drop-off facilities are available at major airports, and customers can experience a speedy and efficient check-out service. Our airport desks are staffed for all scheduled domestic flights and parking is located close to the terminals.

ONE-WAY-RENTALS

A great way to see the Northern Territory and Kimberley Region is to pick up a vehicle from one location and return to another. This service is available between all Thrifty NT locations, subject to a one-way rental fee.

TOURIST INFORMATION AND MAPS

Thrifty provides free tourist maps to all customers and our local staff are always happy to provide "local knowledge" on both the popular and even the not so popular attractions.

EXTRA TYRES

For some 4WDs a second spare tyre is available. They are only available from Darwin, Alice Springs, Ayers Rock and Broome and are subject to availability. Cost is from \$22.00 (incl GST). Please note: some 4WDs do not have a great deal of space for additional spare tyres.

ROADSIDE ASSISTANCE

Standard roadside assistance is included in the rate quoted. Please see our Standard Terms and Conditions for details. *Please be aware that response times for vehicles requiring roadside assistance in remote or isolated locations may take many hours.* Thrifty maintains its vehicles to the highest possible standard with strict servicing and inspection schedules.

FLEET GUIDE

CARS AND STATION WAGONS

Group Code	Vehicle Type (all vehicles are air-conditioned) Drivers must be over 21 years No travel on dirt/unsealed roads	Seats	Max capacity with luggage
ECAR	Small Economy Hyundai i20 or similar, AUTO, 5 door-hatch – limited supply	4	2
CCAR	Compact Sedan Hyundai Accent or similar 4 door auto sedan/hatch, 4 cylinder, CD cruise control, airbags	5	3
SCAR	Standard Sedan Mitsubishi Lancer or similar auto, 4cyl, 4 door, CD, cruise control, dual airbags	5	4
FCAR	Large Sedan Toyota Camry or similar Auto, 4 door, CD, cruise control, dual airbags, ABS brakes	5	4
IWAR	Station Wagon Mitsubishi Outlander or Similar, auto, 4cyl, 5 door, CD	5	4

FOUR WHEEL DRIVES (4WD)

Group Code	Vehicle type (all vehicles are air-conditioned) Drivers must be over 25 years	Seats	Max capacity with Luggage
FFAR	4WD Wagon Mitsubishi Pajero or similar diesel, automatic, 4 door, CD, dual airbags.	5	5

PEOPLE MOVERS

Group Code	Vehicle Type (all vehicles are air-conditioned) No travel on dirt/unsealed roads	Seats	Max capacity with Luggage
IVAR	Hyundai Imax or similar 4 cylinder, auto, petrol	8	Minimal luggage behind rear seat.

Vehicles and particular vehicle groups are subject to availability and may vary by location. Not all vehicles are available from all locations.

GENERAL CONDITIONS

AMENDMENTS

Any amendments to a confirmed booking can only be made by the agent direct. We will not accept any changes from the customer, prior to vehicle collection.

EXTENSIONS

Additional day charges will be applied at the daily local rate at the time the extension starts. Payment will be required by credit card. Net rates do not apply to extensions.

ADDITIONAL HOURS

Any additional hours due to late drop off of vehicle will be collected directly from your client in Australia. Refer to our Standard Terms and Conditions for details.

REFUNDS

Refunds are not given on Thrifty Wholesale products once the rental has started and outside of cancellation periods.

Any unused days of a prepaid voucher are non-refundable.

NO SHOW FEES

Thrifty reserves the right to charge the total cost of the rental if the customer does not collect their vehicle.

CANCELLATION FEES

4WD reservations cancelled with less than 14 days prior notice will incur a \$330.00 (incl GST) fee. Passenger vehicle reservations for pick-up from Darwin, Alice Springs and Ayers Rock with cancellation of less than 7 days prior notice will incur a \$220.00 (incl GST) fee. This \$330.00 (incl GST) fee also applies with less than 14 day's notice of cancellation of passenger vehicles at all other Thrifty NT locations.

AGE QUALIFICATIONS – NT, BROOME & KUNUNURRA

Drivers must be 21yrs + for the following vehicles at all locations:

Passenger Vehicles	ECAR, CCAR, SCAR, FCAR, IWAR, IVAR
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Drivers must be 25yrs + for the following vehicles at all NT locations:

4WD	FFAR
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Drivers between the ages of 21 and 24 inclusive incur a \$27.50 (incl GST) per day surcharge.

DRIVING RESTRICTIONS

All roads are subject to closure by any statutory authority in any region at any time.

Thrifty vehicles are permitted to be driven within the Northern Territory and Kimberley region subject to area of use conditions contained in this manual. Vehicles are not permitted outside of this area unless authorised by Thrifty management.

Vehicles must not be used on any unsealed road (being a road not sealed with a hard material such as tar, bitumen or concrete) *unless the vehicle is a 4WD* in which case it may be used on graded unsealed roads.

You must never take any vehicle on any unsealed road unless it is a four wheel drive (4wd) vehicle which has a transfer case with an independent Low Range and High range capability

No vehicle (including 4WDs) may be used on off road conditions. Off road conditions include but are not limited to fire trails, beaches, sand, tracks, fields, paddocks, creeks or river crossings.

Damage to overhead, under body or damage caused by water is not covered by any damage recovery fee. All costs of damage or repair would be at the renter's own expense.

NT, BROOME AND KUNUNURRA

There are many areas and sites that Thrifty NT will not allow access to and where different damage liability conditions apply. Listed below are the areas where these vehicle types **MUST NOT** be driven at any time.

Should you decide to enter these areas Thrifty NT **WILL NOT** provide any damage liability coverage. Any damage to the vehicle, either mechanical or panel, sustained in these areas or as a result of being in these areas, will be at the **HIRER'S EXPENSE** as will any costs relating to vehicle recovery.

Thrifty reserves the right to deny access to some areas due to road conditions without notice.

Access is DENIED as per above to the areas listed within the following regions: -

Kakadu Region Jim Jim and Twin Falls: All year

Arnhem Land : Access to Arnhem Land including Gurig/Cobourg National Park

Katherine Region: Central Arnhem Road to Gove beyond Bulman.

Kimberley Region: Mitchell Plateau and Kalumburu, Kalumburu Road North of Drysdale River Station, Canning Stock Route, Tanami Track (including Wolfe Creek Crater.

Broome: Cable Beach, any roads south of Eighty Mile Beach.

Central Australia: Tanami Track west of Rabbit Flat, Gunbarrell Highway, Plenty/Donahue Highway, Canning Stock Route and the Strzelecki Track. With Thrifty's written consent and knowledge, you can travel on the Oodnadatta Track and Birdsville Track only when travelling with another vehicle.

Other Areas: Outside of the Northern Territory or Western Australian borders without Thrifty's prior consent.

Traveling outside any town or city limits between sunset and sunrise is denied.

Any Aboriginal lands which require a permit unless Thrifty have given prior written approval upon submission of a valid entry permit, entry to Aboriginal Land without a permit is illegal.

Areas with special conditions:

Only FFARs are permitted to travel in the following areas and routes and they are subject to seasonal road conditions, permission must be given expressly by Thrifty prior to travel:

- (a) **in the Northern Territory:**
 - (i) on Larapinta Drive or Namatjira Drive, also known as the Mereenie Loop Road; and
 - (ii) on the Tanami Road, east of Rabbit Flat;
- (b) **in Western Australia:**
 - (i) on the Spring Creek Track, (the access road to Purnululu National Park (Bungle Bungles));
 - (ii) on the Gibb River Road, and all unsealed roads adjacent to this road;
 - (iii) on the Fairfield-Leopold Downs Road, and all unsealed roads adjacent to this road; and
 - (iv) on the Duncan Highway, and all unsealed roads adjacent to this road

Even if Thrifty has granted permission to travel in these areas and routes, and you have purchased additional Loss or Damage cover that reduces the DRF, the standard, non-reducible DRF and SVA amounts apply in these areas.

The standard damage recovery fees on FFAR's is \$5500 for a multi vehicle accidents and \$7700 for a single vehicle accident always apply, Premium Protection or Ultimate Protection options purchased will NOT apply while travelling on these roads.

Gibb River Road travel between June and September is subject to seasonal road conditions. It is the responsibility of the renter to check road conditions before travel.

Driving through Australia's vast Northern Territory is a fascinating and rewarding experience. The Northern Territory boasts some of the best road conditions in Australia, with most roads sealed.

The following is a guide only to the road conditions and the vehicle type suitable to the major tourist attractions in the Top End. Thrifty Car Rental reserves the right to deny access to some areas due to road conditions without notice.

(*) Heavy local rains can close road for short periods.

(**) Large 4WD vehicles only.

Note: We do not allow any vehicles into Jim Jim or Twin Falls in Kakadu National Park and access to Cobourg Peninsular and Arnhem Land is on application and subject to Land Council permits only.

DARWIN

From Darwin to:	Road Condition	Conventional Vehicle	4WD	Access
Adelaide River	Sealed	Yes	Yes	All year*
Adelaide River Jumping Crocodiles	Sealed	Yes	Yes	All year*
Alice Springs	Sealed	Yes	Yes	All year*
Around Darwin	Sealed	Yes	Yes	All year*

Barramundi Gorge (Kakadu)	12km unsealed	No	Yes	Closed some months
Batchelor (Litchfield)	Sealed	Yes	Yes	Can be closed by local flooding
Bonrook Lodge	Sealed	Yes	Yes	Can be closed by local flooding
Borrooloola	Sealed	Yes	Yes	All year*
Broome (via Fitzroy)	Sealed	Yes	Yes	All year*
Broome (via Gibb River Rd)	Unsealed	No	Yes**	Closed some months
Cooinda/Yellow Water (Kakadu)	Sealed	Yes	Yes	All year*
Cutta Cutta Caves	Sealed	Yes	Yes	All year*
Devils Marbles	Sealed	Yes	Yes	All year*
Florence Falls (Litchfield)	Sealed	Yes	Yes	All year*
Fogg Dam	Sealed	Yes	Yes	Can be closed by local flooding
Jabiru (Kakadu)	Sealed	Yes	Yes	All year*
Katherine	Sealed	Yes	Yes	All year*
Katherine Gorge	Sealed	Yes	Yes	Can be closed by local flooding
Kununurra (West Aust)	Sealed	Yes	Yes	All year*
Lost City (Litchfield)	30km unsealed	No	Yes**	Closed some months
Manyallaluk	35km unsealed	No	Yes	All year*
Mataranka Thermal Springs	Sealed	Yes	Yes	All year*
Mount Bundy Station	Graded	On Application ONLY	Yes	Can be closed by local flooding
Nourlangie Rock (Kakadu)	Sealed	Yes	Yes	All year*
Pine Creek	Sealed	Yes	Yes	All year*
Tennant Creek	Sealed	Yes	Yes	All year*
Territory Wildlife Park	Sealed	Yes	Yes	All year
Tolmer Falls (Litchfield)	Sealed	Yes	Yes	*Can be closed by local flooding
Ubirr (Kakadu)	Sealed	Yes	Yes	*Closed some months
Wangi Falls (Litchfield)	Sealed	Yes	Yes	*Can be closed by local flooding
Waterfall Creek (Kakadu)	78km unsealed	No	Yes	*Closed some months

RED CENTRE

The following is a *guide only* to the road conditions and the vehicle type suitable to the major tourist attractions in the Red Centre. Thrifty Car Rental reserves the right to deny access to some areas due to road conditions without notice

From Alice Springs to:	Road condition	Conventional vehicle	4WD	Access
Arltunga Goldfields *	80km sealed/ 30km unsealed	Yes No	Yes	All year
Around Alice Springs township	Sealed	Yes	Yes	All year
Ayers Rock (Uluru)	Sealed	Yes	Yes	All year
Ayers Rock Resort	Sealed	Yes	Yes	All year
Bond Springs*	15km unsealed	No	Yes	All year*
Devils Marbles	Sealed	Yes	Yes	All year
East MacDonnell Ranges *	Sealed Unsealed	Yes	Yes	All year*
Glen Helen	Sealed	Yes	Yes	All year
Kings Canyon - E/Giles Rd *	100km unsealed	No	Yes***	All year *
Kings Canyon-via Luritja Rd	Sealed	Yes	Yes	All year*
Kings Canyon Mereenie Loop *	230km unsealed	No	Yes***	All year*
Mt Olgas (Kata Tjuta)	Sealed	Yes	Yes	All year
Ormiston Gorge	Sealed	Yes	Yes	All year
Palm Valley *	50km unsealed	No	Yes***	All year *
Rainbow Valley *	18km unsealed	No	Yes	All year *
Ross River *	Sealed	Yes	Yes	All year*
Standley Chasm	Sealed	Yes	Yes	All year
Tennant Creek	Sealed	Yes	Yes	All year
West MacDonnell Ranges *	Sealed Unsealed	Yes No	Yes Yes	All year*

KIMBERLEY REGION (WESTERN AUSTRALIA)

The following is a *guide only* to the road conditions and the vehicle type suitable to the major tourist attractions in the Kimberley Region, Western Australia.

Thrifty Car Rental reserves the right to deny access to some areas due to road conditions without notice.

(**) Large 4WD vehicles only as per terms and conditions.

(*) Local Flooding

We do not allow our vehicles to go to Kalumburu, Mitchell Plateau or down the Tanami Road (not allowed to travel to Wolfe Creek Crater)

No vehicle is allowed on any beach eg Cable Beach in Broome

From Kununurra to:	Road condition	Conventional vehicle	4WD	Access
Around Kununurra township	Sealed	Yes	Yes	All year
Broome (via Fitzroy Crossing)	Sealed	Yes	Yes	All year*
Broome (via Gibb River Rd)	603km unsealed	No	Yes**	Closed some months*
Cape Leveque (Broome)	120km unsealed	No	Yes**	Closed some months*
Bungle Bungle	70km unsealed	No	Yes**	Closed some months*
El Questro	26km unsealed	No	Yes	Closed some months*
Geikie Gorge	Sealed	Yes	Yes	All year*
Lake Argyle	Sealed	Yes	Yes	All year

ESTIMATED DRIVING TIMES / DISTANCES

Darwin to Litchfield	2 hours
Darwin to Kakadu	3 hours
Darwin to Katherine	4 hours
Darwin to Alice Springs	3 days
Kakadu/Katherine	3 hours
Darwin/Litchfield/Darwin	5 hours
Darwin/Territory Wildlife Park/Darwin	2 hours
Darwin/Adelaide River/Darwin	2 hours
Darwin/Douglas Hot Springs/Darwin	2 hours
Katherine to Mataranka	1.5 hours
Mataranka to Tennant Creek	8 hours
Tennant Creek to Alice Springs	6 hours
Alice Springs to Ross River Homestead	2 hours
Alice Springs to Glen Helen Homestead	2 hours

Alice Springs to Kings Canyon via Luritja Rd 5 hours
 Alice Springs to Ayers Rock 5 hours
 Alice Springs/Kings Canyon/Ayers Rock/Alice Springs 3 days

DRW													
251	JAB												
112	302	ARV											
314	296	202	KTR										
423	405	311	109	MAT									
954	936	842	640	531	3WY								
978	960	865	664	555	24	TCK							
1482	1464	1370	1168	1059	528	504	ASP						
1808	1790	1696	1494	1385	854	830	326	KSC					
1923	1905	1811	1609	1500	969	945	441	318	AYQ				
833	815	721	519	628	1159	1183	1687	2013	2128	3237	KNX		
1885	1865	1773	1571	1462	2209	2233	2737	3063	3178	4287	1050	B M E	

DRW	Darwin	JAB	Jabiru
ARV	Adelaide River	KTR	Katherine
MAT	Mataranka	3WY	Three Ways
TCK	Tennant Creek	ASP	Alice Springs
KSC	Kings Canyon	AYQ	Ayers Rock
KNX	Kununurra	BME	Broome

ONE WAY FEES - THRIFTY NT LOCATIONS ONLY

One-way-rentals are available between the following combination of pick-up and drop-off locations. In addition to the daily rental charges, the following conditions and drop-off fees apply to conventional vehicles and 4WDs only. Drop-off fees for buses are provided on application. Drop-off fees to all other destinations other than as specified are provided on application.

Pick Up	Drop Off	Visa Versa	Rental Days	Drop Fee	Rental Days	Drop Fee
ASP	AYQ	Yes	1-3	\$385	4+	NIL
ASP	TCA	Yes	1-7	\$550	8+	NIL
ASP	KTR	Yes	1-7	\$550	8+	NIL
ASP	DWN	Yes	1-5	\$385	6+	NIL
ASP	KNX	Yes	7-13	\$770	14+	\$550
ASP	BME	Yes	7-13	\$770	14+	\$550
AYQ	TCA	Yes	1-7	\$550	8+	NIL
AYQ	KTR	Yes	1-7	\$550	8+	NIL
AYQ	DWN	Yes	1-5	\$385	6+	NIL
AYQ	KNX	Yes	7-13	\$990	14+	\$550
AYQ	BME	Yes	7-13	\$770	14+	\$550
DWN	TCA	Yes	3-7	\$550	8+	NIL
DWN	KTR	Yes	1-3	\$440	4+	NIL
DWN	KNX	Yes	3-6	\$770	7+	\$330
DWN	BME	Yes	7-13	\$770	14+	\$550
KNX	KTR	Yes	3-6	\$990	7+	NIL
KNX	TCA	Yes	7-13	\$770	14+	\$550
KNX	BME	Yes	7-13	\$770	14+	\$550
BME	KTR	Yes	7-13	\$770	14+	\$550
BME	TCA	Yes	7-13	\$770	14+	\$550
TCA	KTR	Yes	1-7	\$550	8+	NIL
MINIMUM INTERSTATE DROP FEES						
DWN	ADELAIDE			\$1,100		
DWN	ALL OTHERS			\$3,300		

SUNSET TO SUNRISE

Any damage sustained to a vehicle in the NT or WA, outside any town or city limits as a result of a collision with an animal between sunset and sunrise will not be covered by any damage recovery product. All damages and recovery costs will be the responsibility of the renter. (Excepting Uluru and Kata Tjuta National Park)

CONDITIONS OF RENTAL

RENTAL AGREEMENT

All rentals are subject to the Standard Terms and Conditions with the rental agreement.

CONTACT NUMBERS FOR CUSTOMERS

All booking requests should include a contact number for the customer. This enables us to provide a better service to your customer if we need to contact them regarding their booking.

DRIVER'S LICENSE AND AGE QUALIFICATION

Thrifty recognises all current full Australian and International licences. The driver's licence must be in English with a photo and produced at the start of the rental. Otherwise an International Driving Permit will be required or an official translation for those countries where International permits cannot be obtained. Provisional licences are not accepted. Vehicles will not be rented to anyone under the age of 21.

RENTAL DURATION

A rental day is deemed to be 24 hours from the commencement of rental. Rental rate is based on rate that the rental starts irrespective of seasonal changes.

CREDIT CARD POLICY

Thrifty NT accepts VISA, MASTERCARD, and AMERICAN EXPRESS (AMEX) but does not accept Diners. A charge card fee applies.

SECURITY DEPOSIT

Thrifty require a credit card deposit on all rentals; \$385 for all passenger vehicles including 8 seater buses and \$500 for 4WDs. The deposit is taken at the time of the rental; any unused portion of the deposit will be refunded at the completion of the rental. Please be aware that the refund may take 2-7 working days to come back into the customer's account.

NO CASH DEPOSIT WILL BE ACCEPTED

LOSS OR DAMAGE COVER

1. Loss or Damage Cover

The following is a general overview of the loss and damage cover available to a driver of a Thrifty vehicle. It is subject to exclusions and limitations - please refer to our Standard terms and conditions for full details of the exclusions and limitations.

1.1 Compulsory Third Party Insurance (CTP)

All Thrifty vehicles have Compulsory Third Party Insurance (CTP), according to legislation within each respective state or territory. CTP insurance covers all third party persons or passengers injured during an accident. CTP cover is included in the daily rate charged by Thrifty. The Claims Department does not process claims for CTP; the relevant CTP insurer will deal with these claims direct.

CTP insurance DOES NOT provide cover for injuries sustained by the driver at fault.

CTP insurance also DOES NOT provide cover for damage to property or motor vehicles.

1.2 Damage Recovery Fees

A fee is payable by the renter for ANY loss or damage to our vehicle regardless of cause/fault (i.e. whether it results from accident damage, hail damage, theft etc.) (Damage Recovery Fee or DRF). The DRF is payable for EACH SEPARATE incident of damage (e.g. if a vehicle sustains accident damage and hail damage within the one rental period, then 2 separate fees will apply). The amount of the DRF is calculated and then stated on the first page of the rental agreement signed by the renter at the time of collection of the vehicle. Please see below for details.

2. Standard Cover "SC"

All Thrifty vehicles have Standard Cover which covers damage caused to the vehicle and third party property. Tyre and windscreen damage is not included. Standard Cover is subject to conditions and exclusions so please see our Standard Terms and Conditions for details.

2.1 Standard Cover Fee

Standard Cover is included in the daily rate.

2.2 (Standard Cover) Damage Recovery Fee

The DRF, including GST, is set out below:

	Over 25 Years	Under 25 Years
Passenger vehicles and 8 seater minibus	\$4,000	\$4,000
4WDs, buses	\$5,500	Not permitted

In addition, a Premium Location Surcharge may also apply. These fees are subject to change.

2.3 Single Vehicle Accident Fee

In the case of a Single Vehicle Accident, the Single Vehicle Accident Fee including GST is added to the DRF.

	Single vehicle Over 25 years	Single vehicle Under 25 years
Passenger vehicles and 8 seater minibus	\$6,200	\$6,200
4WDs, buses	\$7,700	Not permitted

3. Premium Protection “PP”

The renter may tick a box accepting this additional cover on the rental agreement and pay the appropriate fee for the cover to take effect. Tyre and windscreen damage is not included (and Standard Cover is included in PP).

3.1 Premium Protection Fee

Currently, the Australia-wide Premium Protection Fee is \$27.00 per day including GST, but is subject to change.

3.2 (Premium Protection) Damage Recovery Fee

The Premium Protection reduces the applicable DRF to the following:

	Over 25 Years	Under 25 Years
Passenger vehicles and 8 seater minibus	\$500	\$500
4WDs, buses	\$1,100	Not permitted

In addition, a Premium Location Surcharge may also apply.

3.3 Single Vehicle Accident Fee

In the case of a Single Vehicle Accident, the Single Vehicle Accident Fee including GST is added to the DRF so that the maximum payable is as follows:

	Over 25 Years	Under 25 Years
Passenger vehicles and 8 seater minibus	\$2,700	\$2,700
4WDs, buses	\$5,500	Not permitted

4. Ultimate Protection “UP”

4.1 The renter may tick a box accepting this additional cover on the rental agreement and pays the appropriate fee for the cover to take effect. The renter will be provided Standard Cover. In addition:

- DRF will be NIL; and
- Tyre and windscreen damage is covered when the damage is accidental.

4.2 Ultimate Protection Fee

Currently the Ultimate Protection Fee is \$33.00 per day including GST.

4.3 Single Vehicle Accident Fee

In the case of a Single Vehicle Accident (SVA), the Single Vehicle Accident Fee will be Nil.

Ultimate Protection is not available for 4WDs and buses.

In addition to these options the renter may opt for a package including our highest additional cover applicable to the vehicle type they are hiring, for example: 2WD Damage Recovery Fee \$0, or 4WD Damage Recovery Fee \$1100 for a Multi Vehicle Accident and \$5,500 for a Dingle Vehicle Accident. .

NB: No vehicles are covered in the event of water damage or undercarriage/roof overhead damage.

NB – Subject to the exceptions set out in our Standard Terms and Conditions, or if a renter or Authorised Driver breaches our Standard Terms and Conditions, Standard Cover, Premium Protection or Ultimate Protection may not cover the driver or renter and the renter will be liable for all damages incurred by Thrifty. All fees and charges listed in the loss or damage cover section are subject to change without notice.

PERMITS

Standard Damage Cover is not valid in the event of unauthorised entry into aboriginal land or breach of permit conditions and/or regulations. If travelling is likely to be into any Aboriginal Permit area Thrifty must be advised at time of reservation so that vehicle suitability can be checked, if travel into permit areas is not noted on rental agreement the renter is liable for any/all vehicle recovery costs and damages.

OPTIONAL EXTRAS AND INCIDENTAL CHARGES

PLS - PREMIUM LOCATION SURCHARGE

PLS is a levy applied to rentals commencing at certain premium locations throughout Australia. These charges are subject to change at any time. PLS will also apply to any optional extras and incidental charges. Please see table below for details:

LOCATION	PREMIUM LOCATION SURCHARGE
Alice Springs Airport	20%
Ayers Rock Airport & City	19%
Broome Airport	11%
Darwin Airport	20%
Darwin Downtown (Mitchell Street)	5.5%
Katherine Airport	20%
Kununurra	12%
Tennant Creek Airport	20%

PLS is calculated on a time and kilometre charges.

ADMINISTRATION FEE

Each rental is subject to an administration fee which is included in your rate. However, an administration fee may apply to other charges incurred for the rental.

ADDITIONAL DRIVER SURCHARGE

No surcharges apply to additional drivers.

INFANT AND CHILD BOOSTER SEATS

Are available at most Thrifty locations and must be requested at time of booking. Infant and Child Booster seats are available at a cost of \$11.00 (incl GST) per day per seat with a maximum charge of \$77.00 (incl GST) per seat, per rental. Subject to availability.

GPS UNITS

Are available from selected Thrifty locations and must be requested at time of booking.

GPS Units are available at a cost of \$11.00 (incl GST) per day. The cost of the GPS unit is capped at 10 days per 30-day rental. Subject to availability.

GPS Units must be handed to the counter staff upon return of the vehicle. Failure to do so may result in a replacement fee being billed to the customer if the GPS is missing from the vehicle.

TRAFFIC INFRINGEMENTS

The renter is responsible for any/all traffic infringements incurred during the course of the rental. If incurred, Thrifty will transfer these infringements into the name of the renter who then becomes responsible for nominating and transferring the responsibility to the driver of the vehicle at the time of the infringement, and for paying the fine. In addition to the stated fine a \$66.00 (incl GST) administration fee is payable for each speeding or parking infringement transfer. This administration fee will be charged to the renter's credit card and advised in the notification letter and infringement notice sent.

NORTHERN TERRITORY - FRANCHISE REMOTE LOCATIONS

Opening hours may change due to operational requirements.

Location	Address	Hours
ALICE SPRINGS	Cnr Stott St & Hartley St Phone: 08 8952 9999	Mon - Fri 0800 - 1700 Sat/Sun 0800 - 1400 Closed 25/12
ALICE SPRINGS AIRPORT	Terminal Building Phone: 08 8955 5233	Mon - Fri 0830 - 1700 Sat/Sun 0900 - 1700 Closed 25/12
AYRES ROCK (ULURU)	Tourist Information Centre, Town Square, Yulara Drive Phone: 08 8956 2030	Mon - Fri 0800 - 1700 Sat/Sun 0900 - 1500 Closed 25/12
AYRES ROCK AIRPORT (meets flights only)	Terminal Building Phone: 08 8956 2556	Mon - Fri 0900 - 1500 Sat/Sun 0900 - 1500 Closed 25/12 and 26/12

BROOME AIRPORT	Terminal Building Phone: 08 9193 7712	Mon – Fri & Sun 0800 – 1700 plus domestic flights with bookings up to 1830 Sat 0800 – 1500 Closed 25/12
DARWIN - CITY - STUART PARK	64 Stuart Highway Phone: 08 8924 0000	Mon - Fri 0730 - 1730 Sat 0730 - 1400 Sun 0800 - 1400 Closed 25/12
DARWIN - AIRPORT	Terminal Building Phone: 08 8924 2480	Mon - Fri 0600 - 0200 Sat/Sun 0600 - 0200
DARWIN - DOWNTOWN	50 Mitchell Street Phone: 08 8924 0000	Mon - Fri 0800 - 1700 Sat/Sun 0800 - 1130 Closed 25/12
KATHERINE	Travel North, 6 Katherine Terrace Phone: 08 8972 3183	Mon - Fri 0800 - 1630 Sat 0900 – 1300 Sun Closed Closed 25/12
KUNUNURRA	Lot 317 Laine-Jones Drive Kununurra Airport Phone (08) 9169 1911	Mon - Fri 0800 - 1700 Sat/Sun 0800 - 1200 Closed 25/12
KUNUNURRA AIRPORT	Terminal Building Phone: 08 9169 1911	Mon – Tues 0800 – 1700 Sat/Sun Closed Closed 25/12/ and 26/12
TENNANT CREEK	Safari Lodge Motel, 12 Davidson St Phone: 08 8962 3040	Mon - Fri 0830 - 1700 Sat/Sun 0900 - 1700 Closed public holidays