

General Terms and Conditions

Area of Use

Vehicles may be driven in Queensland (It is not allowed to drive in a westerly direction of Chillagoe (17.07s) and Georgetown (18.17s) on the Bloomfield Track, on the coastal road between Cape Tribulation (16.06s) and Cooktown (15.30s) and not in a northerly direction after Cooktown, New South Wales, the Australian Capital Territory, Victoria, Tasmania and South Australia. Vehicles rented in Western Australia may only be driven in Western Australia (It is not allowed to drive north of Exmouth (21.54s) or any further east than Esperance (33.45s) and Kalgoorlie (30.40s). Vehicles may not be driven in the Northern Territory no matter where they are rented. Vehicles must be driven on properly formed roads at all times and may not be driven on unsealed surfaces.

Payments and Deposits

Red Spot accepts most major credit cards, cash, debit card and travellers cheques for payment and security bond. The following credit cards are accepted:

Visacard	Bankcard
Mastercard	JCB
American Express	Diners Club

A 4% handling fee applies to payments made by American Express and Diners Club.

A security bond is required at the start of rental for the safe return of the vehicle and refuelling charges. The amount of the bond will be \$330 for Economy Rate. No bond is required for the Zero Liability Rate. If using a credit card for bond payment the renter must provide a credit card imprint at the point of rental.

Licence, Identification, Age and Additional Driver Requirements

Red Spot accepts current Australian, International and overseas licenses. Overseas licences that are not easily identifiable as a driver's license must be accompanied by an English translation. Red Spot requires one additional form of photographic identification in addition to the drivers licence. A passport is recommended.

Red Spot is unable to insure drivers less than 21 years of age. A surcharge of AUD \$22.00 per day applies to drivers 21 - 24 years of age. 21-24 year old drivers are restricted to vehicle class CCAR / TSA.

All drivers must be listed on the rental agreement. Additional drivers are free of charge for the Drive-Away rate and charged at AUD \$3.30 per day with a maximum charge of AUD \$33.00 for the Economy rate.

Damage Waiver

Vehicles are provided with loss or damage waiver subject to the terms and conditions of the Rental Agreement. A hirer liability amount applies. Any under-body or overhead damage is the responsibility of the hirer. Current Rental Agreement wording can be found on the following website www.redspotcar.com.

Government Charges

The primary sales tax in Australia is the Goods and Services Tax (GST) that is applied to all car rentals and included in quoted rates and prices.

Child Restraints

Child restraints are available for children aged from newborns to five (5) years of age. An additional charge of AUD \$16.50 per day applies to a maximum of AUD \$82.50 per seat per rental.

Fuel

Vehicles are supplied with a full tank of fuel. Where a vehicle is returned with less than a full tank of fuel, the renter will be charged AUD \$2.50* per litre. A minimum refuelling charge of AUD \$22.00 applies if a fuel top up is required at the end of rental. A pre-paid fuel option is available at a discounted rate per litre.

Fuel charges must be settled by the Hirer at the end of the rental.

*As at February 2008, subject to change without notice.

Multiple Hires

Should your client's itinerary have more than one hire of the same car group with Red Spot with each rental exceeding 3 days we will add together the total number of rental days and apply the lower rate tier accordingly. Please advise our reservation staff of the multiple hire at the time of reservation.

Satellite Navigation

Red Spot now offers portable satellite navigation units for rent. The units are currently available for \$16.50 per day, \$66 per week or \$220 per month all GST inclusive.

Tolls Passes

Numerous cash free toll booths are now in place in NSW and VIC. Portable remote payment devices (i.e. Toll Passes/ Etags) are now available for hire with unlimited usage. The units are currently available at Red Spot Sydney and Melbourne depots for \$16.50 per day, \$66 per week or \$220 per month all GST inclusive.

High Way Helpers

For an additional charge of \$3.30 per day (GST inclusive) road side assistance will be provided 24hrs. This will include changing of flat tyres (using the spare), cover the cost of lost key replacement, emergency fuel, flat battery due to lights left on.

Rental Period

A rental day is 24 hours. A fifty-nine (59) minute grace period is extended beyond this time after which an additional day will be charged. All rental extensions must be authorised by Red Spot.

Vehicle Collection Procedure

Listed below are the procedures that your customers should follow to collect their vehicles.

City Locations – Sydney, Mascot, Melbourne, Adelaide & Perth

All your customers have to do is find their way to our conveniently located city offices (the addresses are listed earlier in this guide) and present their credit card, driver's licence and voucher or reservation advice at the sales counter.

On-Airport Locations: Sydney, Brisbane, Gold Coast, Cairns, Launceston, Mackay Airports

Red Spot Car Rentals has rental service desks within the above airport terminals. After collecting their baggage your customer should follow the car rental signs in the arrivals section of the airport terminal to our rental desks. Once there it is simply a matter of presenting credit card, driver's licence and voucher or reservation advice at the sales counter.

Off-Airport Location: Melbourne

Once your client has arrived at the airport terminal and before they collect their luggage your client should telephone the relevant Red Spot Car Rentals office. A Red Spot representative will meet your client at the airport terminal and transfer them to the Red Spot office nearby to collect their vehicle.

Off-Airport Location: Hobart

Once your client has collected their luggage they should exit the terminal building and board the "Airport Undercover Security Parking" bus, which will transport them at no cost to the Red Spot office.

Off-Airport Location: Perth

The Red Spot Car Rentals representative will be waiting for your client holding a Red Spot sign featuring your client's surname. For domestic terminals our representative will wait at the end of the relevant baggage carousel, for international terminal our representative will wait near the customs exit gate.

Please note; for flights into Perth Airport it is necessary that you provide us with your client's flight details so our staff can anticipate delays and know which baggage carousel to be waiting at.

Vehicle Drop-off Procedure

Listed below are the procedures that your customers should follow to collect their vehicles.

Capital City Locations – Sydney, Mascot, Melbourne, Perth

Returning vehicles to our capital city locations is simply a matter of driving into the parking bays in front of our capital city locations and returning the keys to the staff at our counters.

On-Airport Locations: Sydney, Brisbane, Cairns, Gold Coast, Launceston, Mackay

Returning a vehicle to an on-airport location is a simple procedure. Your client should follow the signs marked car rental return and park the vehicle in the bays that are marked "RED SPOT" parking bays. Please advise your client that they should note the fuel level and mileage before returning the keys to our rental desks. All rental desks at on-airport locations are located in the arrivals section of the airport terminal.

Off-Airport Locations: Melbourne, Adelaide, Hobart & Perth

The Red Spot Car Rentals representative will advise vehicle return procedures at the time of vehicle rental. Vehicle return procedures vary from location to location.

Please note for after hours returns no staff member will be present to check your car in.