



## Retro333 Terms & Conditions

**DEFINITIONS:** This agreement means rental agreement and the following terms and conditions will apply to all areas.

**THE CUSTOMER:** Means the hiree or the hirer of the caravan and is the person or persons nominated by us at Retro333 Caravan Hire to rent our caravans.

**PAYMENTS:** Means any moneys due before and during the agreed Hire period including deposits and bonds.

**RENTAL PERIOD:** Means the agreed Hire period between the customer and Retro333 Caravan Hire.

### 1. CUSTOMER REQUIREMENTS:

- 1.1 Any persons named as the customer shall be fully responsible for the security of any caravan including all equipment and agree to keep the caravan cleaned and maintained during the Hire period.
- 1.2 The customer must be over the age of 18 and hold a full Australian Drivers Licence.
- 1.3 Retro333 Caravan Hire requires two (2) forms of Identification for each customer, a current photo driver's licence and a credit card.
- 1.4 The customers agree the caravan is the sole property of Retro333, and shall not lend, sell or sub-let out any property of Retro333 including any equipment.
- 1.5 Customers are required to follow the caravan instructions laid down by Retro333, and are required to demonstrate the correct procedures.
- 1.6 Lost property of the customers will be notified and kept by Retro333 for a period of one week, after such time if the items have not been claimed, the items will be donated to charity.

### 2. TERMS OF PAYMENT:

- 2.1 Refer to our van rates on our website.  
<https://glampercaravanhire.com.au/rates.html>
- 2.2 The caravan hired must be in the same condition as it was on the day of hiring. The security bond will be paid back in full or part within seven (7) days depending on any damage or missing items that need to be accounted for, but disregarding normal wear and tear.

2.3 Cancelling the booking must be no sooner than five (5) days prior to the day of rental. An administration fee of \$50 will apply to the cancellation of all bookings within this period.

### **3. CLEANING:**

- 3.1 It is the responsibility of the customer to leave the caravan in the same condition inside and out as the first day of hire.
- 3.2 Excessive cleaning required from Retro333 will result in an additional cleaning fee taken from the bond at \$50 per hour, (\$200 maximum).
- 3.3 In the caravan hired, the fridge and microwave must be emptied and cleaned.

### **4. ACCIDENT/DAMAGE:**

- 4.1 In the event of an accident the customer must obtain the names and addresses or contact numbers of the third parties and any witnesses. The customer must contact us at Retro333 immediately.
- 4.2 The customer must report to the caravan park management and police if any theft, accident or damage of any Retro333 property is caused by a third party during the Hire period, and contact us immediately.
- 4.3 The customer shall not be liable for normal wear and tear but be liable for any damage caused including missing, lost or replaced items, all of which will be deducted from the bond.
- 4.4 In the case where the amount of damage or replacement cost exceeds the bond already held by Retro333, the customer shall be responsible for paying any additional amounts which will be quoted and charged to the customer.
- 4.5 The customer agrees that Retro333 shall not be responsible for the customer, or in any way be liable for any costs, thefts, personal or property damages, or claims from the customer.
- 4.6 In the case of severe wet and windy weather do not leave unattended as awnings aren't covered by insurance and shall be the responsibility of the customer. Do not hesitate in calling us for help, especially for unforeseen weather events.
- 4.7 Retro333 will not be responsible nor liable for the costs associated with alternative accommodation sort due to any unforeseen circumstances that may arise during the Hire period with the repair of the caravan if required.
- 4.8 In the event of potential issues with the caravan hired, Retro333 is to be notified as soon as practical. Retro333 will advise the best course of action to rectify the situation. I agree to consult and negotiate with Retro333 and conduct the actions necessary.
- 4.9 If the affected caravan or part thereof is deemed to be essential to the functioning of the caravan, then arrangements will be made for the immediate repair to the caravan. If the issue is deemed to be not essential then the repairs will be conducted upon the caravans return.

## **5. RESTRICTIONS:**

5.1 All caravans are non-smoking and do not allow pets inside.

## **6. RENTAL PERIOD:**

6.1 Rental days are calculated on a calendar day basis. The arrival day is counted as the first rental day. On the pick up day of the caravan, the customer must vacate the caravan and return keys to the caravan park office no later than 9am of the morning of check out.

6.2 Minimum rental is for two (2) days with longer periods subject to availability and depending on times of the year.

6.3 Late check in or early departure does not entitle the customer to any refund.

6.4 A late check out may result in the customer being charged another days Hire fee by Retro333, and does not entitle the customer to stay for the extra time charged. The caravan will still be collected on the original agreed departure day. The extra fee to be taken from the bond held by Retro333.

## **7. THIS AGREEMENT:**

This agreement constitutes the entire agreement between Retro333 and the customer and no other oral undertakings, warranties or agreements between the parties relating to the subject matter of this agreement.

## **8. TERMS OF USE:**

In accessing and using our Facebook site, you acknowledge that you have read, understood and agree to be bound by the above terms and conditions.

While care has been taken to ensure that information contained at our Facebook address is true and correct at the time of publication, changes in circumstances after the time of publication may impact on the accuracy of this information. We give no warranty or assurance given and make no representation as to the accuracy of any information or advice contained, or that it is suitable for your intended use. We disclaim all responsibility and all liability including without limitation, liability in negligence for all expenses, losses, damages and costs you might incur as a result of the information being inaccurate or incomplete in any way, and for any reason. Subject to any terms implied by law, which cannot be excluded, in no event shall we be liable for any losses or damages, including incidental or consequential damages, resulting from the use of the material.