



Car Health Terms and Conditions for car rentals.

Full name:

License Number:

This Agreement ('Agreement') is between the signatory to the Car Health rental agreement (the **Form**), being the renter of the **Vehicle** ('You') and **Car Health**.

1. Nature of Agreement

- a. Except to the extent otherwise implied by law, the terms and conditions made available to You at the time of rental, together with the **Form** and any **Additional Terms**, comprise the Agreement and set out all of the terms, conditions, warranties and undertakings concerning Your rental of the **Vehicle** and any **Accessories** and on which Car Health agrees to rent the Vehicle and Accessories to You for the **Rental Period**.
- b. The **Additional Terms**, if any, prevail to the extent of any inconsistency with the terms and conditions in the **Rental Wallet** or the **Form**.
- c. You must not attempt to transfer or sublease the **Vehicle**, the **Accessories** or any rights or obligations under this Agreement. Any attempted transfer or sublease of the **Vehicle** or **Accessories** by anyone other than **Car Health** is void. Neither You nor any **Authorised Drivers** are agents of **Car Health**. No one may service or repair the **Vehicle** without **Car Health's** prior express written approval.
- d. You confirm and promise **Car Health** that all information provided by You to **Car Health** at any time before and during the **Rental Period** is true and correct in every particular and the information so provided is all the information **Car Health** could reasonably require.
- e. Terms marked in **bold** throughout this Agreement are defined in clause 13 (Definitions and Interpretation).

2. Returning Vehicle and Repossession

- a. You agree to return the **Vehicle** and any **Accessories** to **Car Health** at the specified time and location noted on the **Form**, or sooner if demanded by **Car Health** on reasonable grounds, including where **Car Health** reasonably believes You have breached, or are likely to breach, the Agreement.
- b. The **Vehicle** and **Accessories** are not taken to have been returned until the end of the **Rental Period**. If You return the **Vehicle** or **Accessories** outside **Business Hours**, You remain responsible for the **Vehicle** and **Accessories** until **Car Health** has inspected and accepted their return the next **Business Day**.
- c. If You do not return the **Vehicle** or **Accessories** when required by this Agreement, then after **Car Health** sends to Your address a written demand to You to return it, **Car Health** may take steps to recover and repossess the **Vehicle** and/or **Accessories** where and when it is found. You authorise **Car Health** to enter any premises owned or occupied by You, or where necessary, You agree to make all reasonable efforts to obtain the right for **Car Health** to enter any premises in order to recover and repossess the **Vehicle** or the **Accessories**.
- d. If the **Vehicle** or **Accessories** are found illegally parked, apparently abandoned or are used or obtained as prohibited under this Agreement, **Car Health** may recover the

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Vehicle or the **Accessories** without sending a written demand under clause 2(c). To the extent permitted by law, You waive any right to any hearing or to receive any notice or legal process as a precondition of **Car Health** recovering the **Vehicle** or the **Accessories** in accordance with this clause 2(d).

- e. From the date that **Car Health** sends You a demand pursuant to clause 2(c), **Car Health** may exercise its legal rights to recover and repossess the **Vehicle** or the **Accessories**. You agree to cooperate with **Car Health** to recover the **Vehicle** or the **Accessories**.
- f. You must reimburse **Car Health** for its reasonable costs of recovering or repossessing the **Vehicle** or the **Accessories** where such costs are a consequence of Your failure to return the **Vehicle** or **Accessories** when required by this Agreement.
- g. Except to the extent that **Car Health** is at fault, You indemnify **Car Health** against any claim made by any third party resulting from **Car Health's** recovery or repossession of the **Vehicle** or the **Accessories**.
- h. **Car Health** reserves the right to terminate the rental at any time on 5 days written or verbal notice to You.

3. Maintenance and Safety

- a. You and **Car Health** acknowledge that the **Vehicle** is generally in undamaged condition save as otherwise acknowledged by You and **Car Health** in writing on the **Vehicle Condition Report**. You agree to return the **Vehicle** in the same condition, save for normal wear and tear.
- b. You agree to check the amount of engine oil and coolant in the **Vehicle** at appropriate intervals and maintain them at the levels recommended in the **Vehicle** manufacturer's specifications or otherwise as required to maintain the **Vehicle's** efficient performance.
- c. In the case of a **Long Term Rental**, You acknowledge that you accept responsibility to maintain the **Vehicle** in a roadworthy condition for the duration of the **Rental Period**. Should the **Rental Period** span the normal maintenance intervals, it is your responsibility to return the **Vehicle** to the nearest **Car Health** location for a changeover to a replacement vehicle in a serviceable condition.
- d. You and any **Authorised Driver** must comply with any applicable road safety laws and regulations (including those relating to seat belts and child restraints and use of a mobile phone whilst driving).

4. Charges

- a. You agree to pay to Car Health the following charges for renting the **Vehicle** :
 - i. Time Charges
The daily rental charge noted on the **Form** for each **Rental Day**. The **Extra Hours Rate** shown on the **Form** is charged for each full or partial hour in excess of a full **Rental Day** until the amount reaches the cap of the daily rental charge;
 - ii. Kilometre Charge
The charge for each kilometre driven in excess of the kilometre allowance (if any) noted on the **Form**, calculated at the appropriate kilometre rate;
 - iii. Delivery/Collection Charges
A charge noted on the **Form**, including 'one way fees' for delivering the **Vehicle** at, and/or collecting the **Vehicle** from, any location as requested by you, other than those **Car Health** rental locations for

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- which no charges apply or the reasonable costs and expenses of **Car Health** for recovery or repossession of the **Vehicle** under clause 2 ;
- iv. **Optional Renter Protection Services**
The amount for an optional renter protection service (**Renter Protection Service**) as accepted by You and noted on the Form, calculated for each full or partial Rental Day. See clause 12 for information regarding **Renter Protection Services**.
- v. **Fuel Costs**
Unless You have accepted the **Fuel Purchase Option** as noted on the Form, or unless otherwise indicated on the Form, You must either return the Vehicle with a full tank of fuel or pay for **Car Health** to refuel it at the price of:
A if the Vehicle travelled less than 250 kilometres during the Rental Period - the number of kilometres travelled multiplied by the rate per kilometre specified on the Form; or
B if the Vehicle travelled 250 kilometres or more during the Rental Period or in the event of an **Accident** during the Rental Period - the number of litres of fuel required to refill the tank multiplied by the price per litre specified on the Form.
- vi. **Collection Expenses**
Where You do not pay the charges in accordance with this Agreement, You must reimburse **Car Health** for its reasonable expenses and costs incurred in collecting from You the charges payable under this Agreement and for reasonable interest charges calculated at the rate specified in clause 14;
- vii. **Charges and Penalties**
An amount equal to all tolls, fines, penalties, charges, taxes or other imposts levied by any Government, government body or tolling company in respect of Your rental or use of the Vehicle, including stamp duty on this Agreement (except in South Australia);
- viii. **Location Fee**
A charge noted on the Form where You collect the **Vehicle** from and/or return the Vehicle to particular locations, including but not limited to airport and downtown locations. The **Location Fee** varies from location to location and is levied as a percentage of other charges as shown on the Form
- ix. **Costs Recoveries**
The charge noted on the Form in respect of operating costs including, but not limited to, vehicle registration, compulsory third party insurance, stamp duty on vehicle purchases and transport accident charges. The charge may vary in different States, Territories or other locations;
- x. **Surcharges**
The amount noted on the Form in respect of the additional further operating costs of conducting business in certain regions or at certain venues, or related to use of the Vehicle by each Additional Driver or each person less than age 25;
- xi. **Credit or Charge Card Surcharge**

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- The percentage noted on the Form of any amount charged to a credit or charge card;
- xii. Administration Fee
The percentage noted on the Form in relation to administration functions undertaken in respect of vehicle rentals;
- xiii. Administrative Charges
An amount noted on the Form for administrative functions Car Health undertakes including the payment of, or handling of any claim for, any charges and penalties, such as infringement processing, referred to in clause 4(a)(vii) in respect of Your Rental;
- xiv. Breakdown Roadside Assistance
The cost of providing breakdown roadside assistance, where the problem (for which assistance is requested) is not caused by a problem inherent to the Vehicle
- b. Regarding the Accessories, You agree to pay to **Car Health** the daily accessory charge noted on the Form for each **Rental Day** or part thereof in which the **Accessories** are made available for rent.
- c. Where the amount of any charge is not specified on the Form, the amount or the basis of calculation of the amount as determined by **Car Health** from time to time will be as set out in clause 14
- d. **Long Term Rental** will be invoiced in advance.
- e. You agree to pay to Car Health the charges under this clause on demand. That will usually be at the end of the **Rental Period**, but may involve payments being made subsequently, after the **Vehicle** or **Accessories** have been inspected by **Car Health** and where costs and expenses are determined after the Rental Period ends. **Car Health** may charge Your Credit Card for all charges under this clause 4 in accordance with clause 11(a).
5. Full Responsibility
You should refer to clauses 5(d), 5(f) and 6 for Your potential liability resulting from any use of the **Vehicle** for, or incurred whilst the **Vehicle** is being used for, any **Prohibited Use** or by any **Prohibited Person** or for any **Full Responsibility Use** referred to in this clause. You should refer to clause 5(d) for Your liability for Accessories.
- a. Prohibited Uses The Vehicle must never be used:
- i. recklessly, or with deliberate intent to cause injury, loss or damage;
 - ii. in Tasmania unless rented from a location in Tasmania;
 - iii. on Fraser Island or north of Cooktown in Queensland;
 - iv. in the Northern Territory on the road to Jim Jim Gorge and Twin Falls or north of the Oodnadatta Track (including the following areas: Dalhousie Springs, Mount Dare, Witjira National Park and Pedirka Desert);
 - v. in any other such location or region specified by **Car Health** as an area or region which is prohibited;
 - vi. for committing an illegal or unlawful act (other than a traffic offence which does not automatically result in the loss of your drivers' license);
 - vii. for racing or undertaking reliability trials or other contests;
 - viii. for conveying passengers for hire or reward (unless Car Health consents in writing);
 - ix. for hauling any goods that are incorrectly or inappropriately loaded or for the haulage of which the Vehicle was not designed (including any hazardous

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- materials, such as any gases or substances which may form explosive mixtures); or
- x. for towing a trailer or any other vehicle, unless the Vehicle has a towbar, in which case You have permission from Car Health to tow a trailer provided the weight and dimensions of the item being towed do not exceed the specified capacity of the Vehicle.
- b. Prohibited People
- The following people must never drive the Vehicle or otherwise be in control of the Vehicle:
- i. any person who is Intoxicated by any substance; or
 - ii. any person other than an **Authorised** Driver.
- c. Full Responsibility Uses
- You will be fully responsible and liable for **Damages** under clause 6 where the Vehicle is used:
- i. on any road or other surface which is not sealed other than a road under repair, or a road notified to You by **Car Health**, unless the **Vehicle** is a **Four Wheel Drive (4WD) Vehicle**;
 - ii. in any Alpine Resort during the gazetted snow season or in any other area under conditions where a reasonable person would use snow chains, unless SNO is offered to and accepted by You as noted on the **Form**;
 - iii. on any beach or in any other area exposed to saltwater;
 - iv. in any area or under any circumstances (including crossing a waterway or transporting a **Vehicle** across a waterway) where the **Vehicle** may or does become partially or totally immersed in water;
 - v. under any circumstances where the **Vehicle** may or does sustain damage to the body or undercarriage as a result of making contact with a stationary object overhanging or on the road surface (including driving or attempting to drive under, over or around any such object);
 - vi. under any circumstances where the **Vehicle** sustains damage to the roof area including but not limited to the fitting of roof racks (or similar devices), standing or sitting on the roof or making contact with overhanging objects;
 - vii. under any circumstances where the Vehicle is refuelled with fuel other than which is recommended by the Vehicle manufacturer
 - viii. where a **Vehicle** on a **Long Term Rental** sustains mechanical damage as a consequence of non compliance with clause 3(d);
 - ix. where the **Vehicle** is driven between the hours of sunset and sunrise in the Northern Territory, the Pilbara in Western Australia or Kangaroo Island in South Australia and such Damage is caused by a collision with an animal or by the driver avoiding a collision with an animal;
 - x. under any circumstances where the **Vehicle** and its keys are unsecured; or
 - xi. in any other area or region specified to You by **Car Health** as an area or region in which the **Vehicle** must not be used.
- d. Responsibility for Accessories
- You will be fully responsible and liable for **Damages** under clause 6 to any **Accessories** even if You have accepted MAX or AER for the Vehicle. MAX OR AER DOES NOT APPLY TO ANY LOSS OF OR DAMAGE TO ACCESSORIES
- e. If the Vehicle is used for a Prohibited Use or by a Prohibited Person in breach of clause 5(a) or 5(b):

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- i. to the extent permitted by applicable law, You will lose the benefit of any limitation on Your liability for loss of or damage to the **Vehicle**, even if You have accepted MAX or AER; and
 - ii. will constitute a breach of this Agreement, making You responsible, to the fullest extent permitted by applicable law, for the actual and consequential damages to **Car Health** caused by the breach, together with **Car Health's** related costs and legal fees.
- f. If the **Vehicle** is used for a Full Responsibility Use referred to in clause 5(c), to the extent permitted by applicable law, You will lose the benefit of any limitation on Your liability for loss of or damage to the **Vehicle**, even if You have accepted MAX or AER.

6. Your Liability

- a. Subject to this clause 6, You are responsible, to the fullest extent permitted by applicable law, for **all Damages** regardless of fault which occur during the **Rental Period** or which result from Your rental or use of the **Vehicle** or **Accessories**.
Notwithstanding anything in this clause 6 or any other clause, there is no cap or limit on Your liability to **Car Health** resulting from any use of the **Vehicle** for, or incurred whilst the **Vehicle** is being used for, any Prohibited Use or by any Prohibited Person or for any Full Responsibility Use referred to in clause 5 (Full Responsibility).
- b. Your liability to **Car Health** for **Damages** to the **Vehicle** resulting from a **Single Vehicle Accident** outside capital city metropolitan **Built Up Areas** is limited to the amount of the **ADE plus \$2,200** (inclusive of GST) for a non **4WD Vehicle** and \$4,400 (inclusive of GST) for a **4WD Vehicle** or such other amount in addition to the **ADE** as is specified in the **Additional Terms**.
- c. Your liability to **Car Health** for **Damages** to the **Vehicle** resulting from water damage (other than by total or partial immersion) is limited to the amount of the **ADE** plus \$2,200 (inclusive of GST) or such other amount in addition to the **ADE** as is specified in the **Additional Terms**.
- d. Your liability to **Car Health** for **Damages** to the **Vehicle**, other than as set out in clauses 6(b) and 6(c), which occur during the **Rental Period** or which result from Your rental or use of the **Vehicle** is limited to the amount of the **ADE**. In the event of damage to the **Vehicle**, You will be charged the amount of the **ADE** and should the cost of the repairs be less than the **ADE**, You will be reimbursed the difference.
- e. If the person driving or otherwise in control of the **Vehicle** when an **Accident** occurs is an **Authorised Driver** under 25 years of age, the limit on Your liability under each of clauses 6(b), 6(c) and 6(d) will be increased by \$2,200 (inclusive of GST).
- f. Notwithstanding clauses 6(b), 6(c) and 6(d), You are liable to reimburse **Car Health** for **Damages** incurred as a result of You fitting **Accessories** to the **Vehicle** incorrectly or otherwise in a manner which causes damage to the **Vehicle**, the **Accessories** or any other vehicle or property.
- g. Notwithstanding clauses 6(b), 6(c) and 6(d), You are liable to reimburse **Car Health** to the extent that any breach by You of clause 9, including the making of any admission of liability in breach of clause 9(d), results in **Car Health** incurring greater loss, damage, liability, cost or expense than it would have incurred but for Your breach.
- h. Notwithstanding clauses 6(b), 6(c) and 6(d), You agree to indemnify and hold **Car Health** harmless to the maximum extent permitted by law from any claim against **Car Health** for loss of or damage to any personal property that is connected with the

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rental under this Agreement. This includes, without limitation, personal property left in any **Car Health** vehicle or brought onto **Car Health's** premises, but does not include the **Vehicle** or any other property damaged as a result of the **Vehicle** colliding with it and does not include any loss or damage caused by the negligence or willful default of **Car Health**.

- i. The liability of any **Authorised Driver** for causing personal injuries resulting from use of the **Vehicle** is covered by the statutory schemes relating to transport accident compensation in each State and Territory of Australia (subject to the conditions and limitations of those schemes). For details of the scope, conditions and limitations of this coverage, You should contact the relevant authority in the State or Territory in which the **Vehicle** is registered.

7. Limited Liability and Indemnity

- a. You have rights under and in connection with this Agreement by reason of consumer protection legislation, including warranties that the **Vehicle** or the **Accessories** are of merchantable quality, matches any description or sample against which it is rented and any services are provided to You by **Car Health** using all due care and skill. Save for these rights **Car Health** provides no other warranties in respect of the **Vehicle** or the **Accessories** or Your rental of the **Vehicle** or the **Accessories**.
- b. For the sake of clarity, save for its obligations under clause 7(a), to the maximum extent permitted by law **Car Health** accepts no responsibility or liability to You or any **Authorised Driver** for any loss, damage, costs, expenses, damages (including for loss of use or enjoyment but excluding any loss or damage caused by the negligence or willful default of **Car Health**) or any other liabilities resulting from:
 - i. any **Accident**, breakdown or any other failure of the **Vehicle**; or
 - ii. loss of or damage to Your or anyone else's personal property, which includes, without limitation, personal property left in any **Car Health Vehicle** or brought onto **Car Health's** premises; or
 - iii. any error or omission in any street directory or other map (whether or not provided by **Car Health**), or any fault in or malfunction of any car phone or vehicle navigational system (whether installed in or otherwise provided with the **Vehicle**).
- c. Without limiting the foregoing, to the maximum extent permitted by law **Car Health** will not be liable to You or any **Authorised Drivers** for any loss of use or enjoyment of the **Vehicle**, the **Accessories** or another vehicle or any indirect, special or consequential damages arising in any way out of any matter covered by this Agreement;
- d. Unless You have rented the **Vehicle** and the **Accessories** for personal, domestic or household use, any liability of **Car Health**, including any liability for negligence, is limited to the extent permitted by law to:
 - i. in the case of goods, at the option of **Car Health**:
 - A replacement of the goods or supply of equivalent goods;
 - B repair of the goods;
 - C payment of the cost of replacing the goods or acquiring equivalent goods; or
 - D payment of the cost of having the goods repaired.
 - ii. in the case of services, at the option of **Car Health**:
 - A supplying of the services again; or
 - B payment of the cost of having the services supplied again.

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8. Representations by Travel Agents

For the sake of clarity, travel agents are not **Car Health** employees or agents of **Car Health**. Accordingly, to the extent permitted by law, **Car Health** does not accept liability for claims, statements or representations made by any travel agent concerning the **Vehicle**, the **Accessories** or **Car Health's** services under this Agreement.

9. Accidents and Fines - What You Do

- a. You must report any **Accident** (irrespective of whether it results in the **Vehicle** or any **Accessories** being damaged, lost or destroyed) to **Car Health** as soon as possible after the **Accident** occurs.
- b. You must provide all information **Car Health** reasonably requires concerning the **Accident**. Without limiting the foregoing, You must deliver to **Car Health** a correctly completed written report of the **Accident** as soon as practicable after the **Accident** or otherwise at **Car Health's** request.
- c. You agree to assist **Car Health** (at **Car Health's** cost and direction) in respect of any claim or action brought in respect of any **Accident**, including attending court to give evidence.
- d. No offer of compromise, payment, settlement, waiver, release, indemnity or any other admission of liability (other than a true statement made under compulsion of law) must be made by You or on Your behalf in relation to the **Accident**.
- e. Any papers or other documents received by You concerning the **Accident** must be promptly given to **Car Health**. You further agree to take reasonable steps to ensure that any other person who receives any such papers or documents concerning the **Accident** provides those papers and documents promptly to **Car Health**.
- f. You agree to report any traffic or parking infringement which occurs during the **Rental Period** to **Car Health** as soon as possible after it occurs.
- g. **Car Health** may, at its discretion, terminate Your renting of the **Vehicle** or the **Accessories** and not provide a replacement vehicle or replacement accessory after an **Accident**. In the event of termination, **Car Health** will refund pro-rata prepaid charges but reserves the right to set off any such prepaid charges against all charges due and payable under clause 4 and in respect of **Damages** due and payable under clause 6.

10. Consent to Use and Disclosure of Personal Information

- a. You agree that **Car Health** may use and disclose Your personal information in accordance with its **Privacy Policy**
- b. You consent to **Car Health** obtaining reports from credit reporting agencies for the purpose of assessing Your applications to rent vehicles from **Car Health** and managing Your rentals of vehicles. You also consent to **Car Health** giving Your identity particulars to credit reporting agencies for the purpose of obtaining such reports and to **Car Health** obtaining information about You from credit providers identified in such reports. You understand that if You default on payment obligations to **Car Health**, information about that default may be given to credit reporting agencies and such agencies may share this information with their subscribers.

11. Credit, Charge or Debit Cards and Cash

- a. You authorise **Car Health** to charge the credit, charge or debit card ('**Card**'), the imprint of which or the number of which You provide to the **Car Health** representative when renting the **Vehicle** (or at any other time), in respect of all charges due and payable under clause 4 and in respect of **Damages** due and payable

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- under clause 6 or such other amount in addition to the **ADE** as is specified in the **Additional Terms**.
- b. If You present a Card at the commencement of the rental, You also authorise **Car Health** to reserve credit with, or obtain an authorisation from, the Card issuer at the time of rental in an amount up to the expected cost of the rental (less any discount, credit or rebate) plus \$200 (inclusive of GST) or other such amount advised at time of reservation.
 - c. If **Car Health** charges Your Card for **Damages** due and payable under clause 6, it will promptly notify You of the amount so charged and provide details of the **Damages**. If You dispute the **Damages** or the amount charged, You may contact the **Car Health** representative stated on the notification letter. **Car Health** will deal promptly with any dispute and, if it reasonably considers that any amount should be refunded to You, will promptly credit that amount to Your **Card**. If You are dissatisfied with any determination made by **Car Health** in this respect, You may contact **Car Health's Customer Relations Department**.
 - d. Your **Card** may be so charged within 60 days after the Vehicle has been returned, notwithstanding that any particular charge or amount of **Damages** could have been but was not charged when the Vehicle was returned.
 - e. Where it appears to **Car Health** that **Damages** resulting from Your rental of the **Vehicle** may approach or exceed the amount limited by clauses 6(b), 6(c) 6(d) or 6(e) (as qualified by clause 6(e)), **Car Health** will charge Your **Card** with that amount. If it later transpires that actual **Damages** are less than that amount, **Car Health** will promptly credit the difference to Your **Card**.
 - f. You warrant that the Card is Your's and You (whether alone or with another person or other people) are responsible for all amounts credited, charged or debited to that Card.
 - g. If You provide a cash deposit at a rental location, there is no guarantee the deposit (or part thereof) will be reimbursed in cash at the time the **Vehicle** is returned to **Car Health**. In these circumstances, a cheque will be forwarded within 14 business days to the address notated on the **Form**.

12. Optional Renter Protection Services

- a. You may purchase optional **Renter Protection Services** which may reduce Your liability under clause 6 for **Damages** which occur during the **Rental Period** or which result from Your rental or use of the Vehicle. OPTIONAL RENTER PROTECTION SERVICES WILL NOT REDUCE OR LIMIT YOUR LIABILITY FOR ANY LOSS OF OR DAMAGE TO **ACCESSORIES** or the **DAMAGES** arising therefrom.
- b. Notwithstanding anything in this clause 12 or any other clause, and irrespective of whether You purchase any Renter Protection Services, there is no cap or limit on Your liability to **Car Health**:
 - i. resulting from any use of the **Vehicle** for, or incurred whilst the **Vehicle** is being used for, any Prohibited Use or by any Prohibited Person or for any Full Responsibility Use referred to in clause 5 (Full Responsibility); or
 - ii. pursuant to clauses 6(f), 6(g) and 6(h).
- c. If Maximum Cover (**MAX**) (which is only available at some locations) is offered to and accepted by You as noted on the **Form**:
 - i. other than as set out in clauses 12(c)(ii), 12(c)(iii) and 12(c)(iv), You have no liability to **Car Health** for **Damages** which occur during the **Rental Period** or

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- which result from Your rental or use of the **Vehicle** (including tyre and/or windscreen damage);
- ii. You have no liability to **Car Health for Damages** resulting from a **Single Vehicle Accident** unless the person driving or otherwise in control of the **Vehicle** when the **Single Vehicle Accident** occurred was an **Authorised Driver** under 25 years of age, in which case Your liability to **Car Health** is limited to the amount of the **ADE** noted on the Form plus \$2,200 (inclusive of GST);
 - iii. Your liability to **Car Health for Damages** resulting from water damage (other than by total or partial immersion) is limited to the amount of \$2,200 (inclusive of GST); and
 - iv. if the person driving or otherwise in control of the **Vehicle** when an **Accident** occurs is an **Authorised Driver** under 25 years of age, the limit on Your liability to **Car Health** under each of clauses 12(c)(i) and 12(c)(iii) is increased by \$2,200 (inclusive of GST).
 - v. The charge for **MAX** will be capped at 10 days in any 30 day rental period.
- d. If **Accident Excess Reduction (AER)** is offered to and accepted by You as noted on the **Form**:
- i. other than as set out in clauses 12(d)(ii), and 12(d)(iii), Your liability to **Car Health for Damages** which occur during the **Rental Period** or which result from Your rental or use of the **Vehicle** is limited to the amount of the **ADE** noted on the **Form**;
 - ii. Your liability to **Car Health for Damages** resulting from a **Single Vehicle Accident** or water damage (other than by total or partial immersion) is limited to the amount of the **ADE** noted on the Form PLUS \$2,200 (inclusive of GST); and
 - iii. if the person driving or otherwise in control of the **Vehicle** when an **Accident** occurs is an **Authorised Driver** under 25 years of age, the limit on Your liability to **Car Health** under each of clauses 12(d)(i) and 12(d)(ii) is increased by **\$2,200** (inclusive of GST).
- e. If **SNOW Option (SNO)** (which is only available at some locations and for some vehicles) is offered to and accepted by You as noted on the **Form**:
- i. clause 5(c)(ii) does not apply; and
 - ii. Notwithstanding clause 12(e)(i), You are liable to reimburse **Car Health** in accordance with clause 6(f) for **Damages** incurred as a result of You fitting snow-chains, ski racks or roof racks to the **Vehicle** incorrectly or otherwise in a manner which causes damage to the **Vehicle** or any other vehicle or property.

13. Definitions and Interpretation

'Accident' means any collision between the Vehicle and any other object, including another vehicle, or any other incident or occurrence that results in the Vehicle being damaged, lost or destroyed, and includes a Single Vehicle Accident;

'ADE' means the Accident Damages Excess noted on the Form after taking into account any reduction where AER PLUS or AER is accepted by You as noted on the Form;

'Accessories' means keys and remote door opening devices and any removable equipment supplied with the Vehicle including but not limited to child restraint seats or satellite navigation devices which may or may not attract an additional charge for usage, which are

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only to be used (i) with the Vehicle with which it is originally supplied or such vehicle as Car Health supplies as a replacement for the Vehicle and (ii) in accordance with all instructions and operational information provided;

'Additional Driver' means an additional driver nominated by You and noted on the Form

'Additional Terms' means any other terms as recorded in any document that You are required by Car Health's authorised representative to sign when You rent the Vehicle;

'Authorised Driver' means You and/or any person:

- at or over the age noted on the Form;
- who holds a current driver's 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; and
 - the driver has held for at least twelve consecutive months;
- an Additional Driver nominated by You; and
- who has Your authority to drive the Vehicle and is:
 - either a member of Your immediate family permanently living with You; Your employer, employee, fellow employee or partner incidental to their business duties; or a person or entity who has contracted to perform work for You, or an employee of such a person or entity, incidental to the performance of work for You; or
 - any other person approved in writing by Car Health;

'Built Up Area' means an area with a speed limit of less than 100 kph that has street lights;

'Business Day' means a day on which the rental location is open for business;

'Business Hours' means the hours of operation of the rental location from which the Vehicle is rented or to which it is returned, and which are posted on the Car Health website or posted at the rental location;

'Cleaning Charge' means an hourly rate charge on a cost recovery basis if the cleaning is performed by Car Health personnel or the actual fee paid by Car Health if an outside party is engaged to provide the service.

'Commencement Time' means the later of the date and time: (a) specified on the Form as the commencement time of the rental; or (b) when the Vehicle is delivered to You or to a location requested by You;

'Damages' means any expense (excluding the cost of fuel and vehicle towing), cost (including legal costs, calculated on an indemnity cost basis), penalty, impost, liability or any other financial obligation of whatsoever character (including any excess payable under relevant insurance policies) incurred by Car Health in respect of:

Initials:



(a) the loss of, damage to, or otherwise in respect of the Vehicle or Accessories, including, and without limitation, the cost of repairing the Vehicle or Accessories (or, if in Car Health's reasonable opinion, the damage is irreparable, the replacement cost of the Vehicle or Accessories), administrative, appraisal, recovery services provided by or on behalf of Car Health;

(b) any claim or demand of any third party made in respect of the Vehicle or Accessories or the loss of, or loss of the use or enjoyment of, or damage to, any other vehicle or property caused by the Vehicle or Accessories or resulting from its use;

(c) the loss of, damage to, or otherwise in respect of any property, other than the Vehicle or Accessories, which belongs to Car Health or for which Car Health is otherwise responsible or liable (in whole or part).

but does not include loss of use or enjoyment of the Vehicle or Accessories or any indirect, special or consequential loss, other than in connection with a Prohibited Use or use by a Prohibited Person in breach of clause 5(a) or 5(b);

'Excessively Dirty' means Vehicle requires cleaning beyond Car Health's standard cleaning practice.

'Form' means the form entitled Rental Agreement and related forms on which all personal and other details are recorded, and which is completed at the time the Vehicle is rented;

'Four Wheel Drive (4WD) Vehicle' means a vehicle capable of powering all four wheels simultaneously if the 4 wheel drive mode is engaged by the driver, but excluded an "All Wheel Drive (AWD) Vehicle which in normal operation distributes power differentially to each wheel;

'Car Health' means Car Health Pty Ltd ABN 75606536645, or, if a Car Health licensee is identified on the Form, that licensee;

'Intoxicated' means where the driver is under the influence of any drug or intoxicating liquor to the extent that that person's ability to control the Vehicle is materially impaired or where the driver's blood level of any drug or alcohol is in breach of the applicable legal limit; in the context of which, a person is deemed to be in breach of this provision if, at any time, he or she refuses or fails to provide a breath, blood or other sample when lawfully required to do so by or on behalf of the Police;

'Long Term Rental' means a Rental Period of greater than 30 days;

'Rental Day' means each consecutive twenty-four (24) hour period during the Rental Period;

'Rental Period' means the period during which the Vehicle is rented by You, beginning at the Commencement Time and ending at the time:

Initials:



- (a) You return the Vehicle to Car Health during Business Hours and Car Health accepts return of the ignition key for the Vehicle;
- (b) You deposit the Rental Wallet containing the ignition key for the Vehicle into the 'drop box' at the rental location to which the Vehicle is returned outside Business Hours (and You remain responsible for the Vehicle until Car Health has inspected and accepted the return of it the next Business Day);
- (c) where You use the customer collection service, the earlier of when the Vehicle is collected and a reasonable time after the time nominated by You for its collection;
- (d) Car Health repossesses the Vehicle; or
- (e) where the Vehicle is lost, stolen or otherwise misappropriated, when the Police are notified of same (being the time recorded on the Police Report of the incident)
- (f) the Rental Period for any Accessories shall begin and end simultaneously with the Rental Period for the Vehicle;

'Rental Wallet' means the document wallet incorporating the terms and conditions of rental presented to You at the time that the Form is completed and signed and general information which is provided for Your assistance. Other than the terms and conditions of rental the Rental Wallet does not form part of the contract for the rental of the Vehicle;

'Resulting From' means resulting, whether directly or indirectly, irrespective of whether the matter referred to is the sole or partial cause; and 'results in' and similar grammatical forms have the corresponding meaning;

'Single Vehicle Accident' means an Accident not involving a collision between the Vehicle and another vehicle, other than a parked vehicle;

'Vehicle' means the motor vehicle described on the Form, or any alternate motor vehicle that Car Health supplies to You, whether as a replacement or otherwise, and includes all Vehicle parts, tyres, tools (supplied with the Vehicle), and all other equipment in or fitted to the Vehicle by the manufacturer; and

'Vehicle Condition Report' means the report incorporated into the Form or a report labelled 'Vehicle Condition Report' given to You by Car Health's representative at the time You rent the Vehicle.

14. Other Charges

Breakdown Roadside Assistance where the problem for which assistance is requested is not a problem with, or inherent to, the Vehicle, for example: the Vehicle has run out of petrol or You have locked the keys in the Vehicle	\$110.00 (inclusive of GST)
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Initials:



In the event of an Accident the cost of towing the Vehicle to a Car Health location, police compound or a vehicle assessment / repair facility	\$110.00 (inclusive of GST) depending on distance travelled
Toll Administration Fee where Car Health is invoiced for the Vehicle being used on Citylink in Victoria during the Rental Period (and the fee applies to each daily use of the toll road)	From \$5.50 (inclusive of GST)
Infringement Administration Fee for processing of all traffic and parking infringements and toll infringements excluding Citylink	\$33.00 (inclusive of GST)
Claims Administration Fee for process all Damage referred to in clause 6	\$55.00 (inclusive of GST)
Vehicle keys and remote door opening device returned to wrong location at end of Rental Period	\$110.00 (inclusive of GST)
Replacement of Vehicle keys and remote door opening devices lost during the Rental Period	From \$165 to \$1,100 (inclusive of GST) depending upon vehicle type
Return of lost and found property to You	Actual cost of postage or courier
Cleaning of Excessively Dirty Vehicle	Cleaning Charge is dependant upon time taken and resources required to clean Vehicle.
Interest charged on outstanding rental charges	Interest is calculated daily at the rate equal to Westpac Banking Corporation standard business overdraft rate plus 2%

Full name:

Date:

Signature:

Initials: