

Explore WA 4WD Adventures – Caravan Hire Terms & Conditions

Last Updated: October 2025

Introduction

These Terms & Conditions form the agreement between Explore WA 4WD Adventures (ABN 18 092 386 605) and the Hirer for the hire of caravans.

By confirming a booking or taking possession of the caravan, the Hirer agrees to comply with all terms outlined herein.

Insurance

All caravans are comprehensively insured with Australian Caravan Insurance (Zurich / NM Insurance), including Hire Out Cover. Coverage includes accidental loss or damage, fire, storm, theft, and legal liability under the insurer’s Product Disclosure Statement (PDS).

Refer to: Australian Caravan Insurance – Product Disclosure Statement

Insurance Excess Summary

Type of Incident	Applicable Excess	Notes / Hirer Responsibility
Standard Accident / Damage	\$1,000*	Payable per incident for damage or loss during hire.

Type of Incident	Applicable Excess	Notes / Hirer Responsibility
Theft / Attempted Theft	\$1,000*	Applies where the caravan or its components are stolen or vandalised.
Windscreen / Glass Damage	\$500*	Minor chips or cracks may be repaired privately at Explore WA's discretion.
Malicious Damage by Third Party	\$1,000*	Police report required.
Fire / Storm / Flood Damage	\$1,000*	Includes weather-related damage or falling trees.
Off-Road Incident	\$1,000* + additional excess	Additional excess may apply in remote or off-road use.
Fire from Lithium Battery or Accessory	\$2,500 or 5% of repair cost (whichever is higher)	Applies where a fire originates from lithium batteries or accessories (e.g., laptops, e-bikes, power stations) stored, used, or charged within the caravan.
Negligence or Policy Breach	Full cost	Insurance may not respond; hirer fully liable.

***Refer to the current Australian Caravan Insurance PDS for exact values.**

Lithium Battery Conditions

The hirer must ensure that all lithium batteries or electronic accessories charged or used within the caravan comply with manufacturer (OEM) safety and charging guidelines.

Charging must only occur using equipment supplied or approved by the original manufacturer and must be performed in a safe environment, free of ignition sources or flammable materials.

Explore WA 4WD Adventures will not be liable for fire, smoke, or heat damage arising from improper charging, storage, or use of lithium batteries.

In the event of a lithium-related fire, an additional insurance excess of \$2,500 or 5% of the repair cost (whichever is higher) applies.

Claims Administration Fee

A \$500 Claims Administration Fee applies in addition to any applicable insurance excess when an insurance claim is required. This covers administration, logistics, and coordination efforts associated with the claim.

Bond Retention

Where an insurance claim or off-road damage is under investigation, Explore WA 4WD Adventures may retain the full bond until all costs are finalised.

The Claims Administration Fee and insurance excess are deducted first, with remaining funds applied to repair, recovery, or related expenses.

Loss of Use & Liability

Explore WA 4WD Adventures accepts no liability for loss of use, enjoyment, or consequential costs arising from accidents, breakdowns, or insurance claims.

Insurance does not cover refunds, alternate accommodation, or hire replacement.

Mechanical Breakdown

Mechanical or electrical failures are not covered by insurance and are not the responsibility of Explore WA 4WD Adventures.

Towing or recovery from breakdowns remains the hirer's responsibility.

Explore WA will provide reasonable assistance or coordination where possible, but refunds or replacements are not guaranteed.

Damage, Recovery & Return Costs

Explore WA 4WD Adventures provides return to depot in Perth only. The hirer is responsible for all recovery, towing, or transport costs unless the incident is part of an accepted insurance claim.

If damage or breakdown is caused by misuse, negligence, or off-road use, the hirer is liable for all associated costs, including recovery, storage, freight, travel, and logistics.

Explore WA 4WD Adventures reserves the right to charge a Recovery Administration Fee of up to \$5 per kilometre (round trip from Perth), capped at \$5,500 AUD, in addition to fuel, accommodation, and transport expenses.

Off-Road & Remote Area Use

Travel on unsealed or gravel roads is permitted only with prior written approval.

Damage from washouts, ruts, creek crossings, or rough terrain is considered off-road misuse and not covered by insurance.

The hirer is responsible for all costs relating to repairs, towing, and recovery from such incidents.

Payment Terms

11.1 A 50% deposit is required to secure and hold your caravan booking.

11.2 The remaining 50% balance is due 30 days prior to the commencement of hire unless otherwise agreed in writing.

11.3 Failure to make payment by the due date may result in the booking being cancelled and subject to the cancellation terms below.

11.4 Hire fees are payable via approved payment methods listed on your booking invoice. No caravan will be released until all amounts due, including the security bond, have been received in full and cleared.

11.5 A \$1,500 security bond will be processed at pick-up. Provided no issues or damage are identified on return, refund of the bond will be completed within five (5) business days of the end of hire.

Handover & Return Process

At the time of collection (“handover”), a Credit Card Authorisation Form will be completed by the hirer.

This authorises Explore WA 4WD Adventures to process payment for the security bond, any applicable insurance excess, or other authorised charges in accordance with these Terms & Conditions.

A Pre-Check and Handover Checklist will be completed and signed by both parties before departure, confirming the condition of the caravan, accessories, and cleanliness.

The condition report will be supported by photographs taken immediately prior to the hire, which are uploaded to a secure OneDrive album. A link to this album will be provided to the hirer for transparency and reference.

We have a simple rule — the caravan should be returned in the same clean condition it departs in.

We respectfully ask that you treat the caravan as if it were your own property, with care and consideration for yourself and others who wish to enjoy their holiday just as you have.

The caravan must be returned in a clean, tidy, and sanitary condition, including:

- **Emptying and cleaning the toilet cassette**
- **Cleaning all internal surfaces and floors**
- **Ensuring all cutlery, crockery, and cooking equipment are washed and stored cleanly**
- **Returning all accessories and equipment to their original location and condition**

Cleaning Charges:

- **\$500 Flat Cleaning Fee (3+ hours): Applied where the caravan is returned in very poor condition. In such cases, the bond may be forfeited.**
- **\$250 Standard Clean: Applies where sand or dirt is found throughout the van, the exterior is not cleaned, or items such as muck mats or the Weber BBQ are returned dirty or soiled.**

- **\$250 Mattress or Cushion Staining:** Please alert us immediately if an incident occurs. We always check — honesty is appreciated and saves surprises.
 - **\$250 Toilet Cassette Cleaning/Emptying:** Automatically applies if the toilet cassette is not cleaned and emptied before return.
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Cancellation Policy

12.1 We appreciate that circumstances can change and that you may need to cancel your booking.

12.2 A booking is deemed cancelled when you provide written notice of cancellation (with timestamp), fail to make a required payment within 24 hours of the agreed deadline, or commit a major breach of contract.

12.3 The following applies to cancellations:

- **Change of Mind Policy**
 - (A) Cancel up to 60 days before the start of hire – full refund less any booking fees or incurred costs.
 - (B) Cancel between 60 and 31 days before – receive a 50% credit towards a future hire.
 - (C) Cancel within 30 days of pick-up – no refund or credit applies.
 - (D) For hires during Peak Periods (school holidays, Christmas & New Year), no refund or credit is provided within 60 days of hire start unless the booking can be replaced at equal value.
 - (E) Any refund entitlement due to change of mind is subject to a Refund Processing Fee of \$77 (including GST). All taxes and incurred costs remain non-refundable.

Explore WA 4WD Adventures may, at its discretion, waive or vary the cancellation policy in exceptional circumstances.

(F) Illness or Injury: We strongly recommend obtaining suitable travel insurance to cover unforeseen circumstances that may impact your travel plans.

Hirer Acknowledgment

☐ I have read, understood, and agree to these Terms & Conditions, and authorise Explore WA 4WD Adventures to deduct applicable costs, excesses, or repair charges as required.

Explore WA Representative Hirer / Customer

Explore WA 4WD Adventures

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