

**EXPLORE WA CAMPER HIRE**  
**CARAVAN HIRE TERMS & CONDITIONS**

**Last Updated: March 2026**



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## **1. Introduction**

These Terms & Conditions form the agreement between **Explore WA Camper Hire (operated by 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.

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## **2. Insurance**

### **2.1 Insurance Cover**

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, subject to the terms and conditions contained within the insurer's Product Disclosure Statement (PDS).

Refer to:

Australian Caravan Insurance – Product Disclosure Statement.

Insurance coverage is subject strictly to the insurer's current policy wording and PDS.

Explore WA Camper Hire does not guarantee that any incident will be accepted as a valid insurance claim.

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### **2.2 Claims Administration Fee**

A **\$500 Claims Administration Fee** applies in addition to any applicable insurance excess where an insurance claim is required.

This fee covers administration and coordination associated with the claim.

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### **2.3 Insurance Limitations**

The Hirer acknowledges that insurance coverage is subject to the insurer's PDS and policy terms.

The Hirer is responsible for any loss or damage **not covered by the insurer**, including but not limited to damage arising from:

- wear and tear
- mechanical or structural failure
- improper use

- off-road travel or misuse
- tyre damage
- interior damage
- recovery or towing costs exceeding the insurer's limits
- recovery costs where no insured event has occurred

Any costs not paid by the insurer remain the responsibility of the Hirer.

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### **3. Hirer Liability – Insured Events**

Where an incident qualifies as an insured event under the applicable insurance policy, the Hirer's maximum liability for damage arising from that incident is:

**\$3,800 per incident (“Damage Liability Cap”).**

The Damage Liability Cap includes:

- Insurance excess
- Claims Administration Fee
- Repair costs not covered by the insurer
- Reasonable loss of hire revenue during assessment and repair

The **\$1,500 Security Bond** will be applied first toward the Damage Liability Cap.

Explore WA Camper Hire reserves the right to charge the Hirer's nominated credit card for any balance owing up to the Damage Liability Cap once costs are determined.

Recovery, towing, freight and transport costs **are not included within the Damage Liability Cap.**

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### **4. Optional Liability Reduction**

The Hirer may elect to purchase an Optional Liability Reduction prior to commencement of hire.

The Optional Liability Reduction fee is:

**\$30 per day (including GST)**

Where purchased, the Hirer's maximum liability for insured events is reduced to:

**\$1,500 per incident.**

The Security Bond satisfies the reduced liability amount.

Optional Liability Reduction:

- Must be elected prior to departure
- Is non-refundable once hire commences
- Applies per incident

- Does not apply to negligence, misuse, policy breach, excluded events or denied claims

If an insurance claim is denied for any reason, the reduced liability does not apply.

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## 5. Non-Insurable Events & Denied Claims

Where:

- A claim is denied by the insurer
- The incident falls outside the policy coverage
- The Hirer breaches these Terms & Conditions
- Damage arises from negligence, misuse or unauthorised off-road use

The Hirer is fully liable for **all resulting costs**, including but not limited to:

- Repair or replacement of the caravan
- Recovery and towing
- Freight and transport
- Storage
- Loss of hire revenue
- Administrative costs
- Any uninsured shortfall

In these circumstances liability **is not capped at \$3,800**.

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## 6. Insurer Discretion

Explore WA Camper Hire retains sole discretion as to whether an insurance claim is lodged.

The Hirer acknowledges that:

- Explore WA Camper Hire is not obliged to submit a claim
- Liability applies regardless of whether a claim is lodged
- The decision to claim or not claim does not reduce the Hirer's liability

Where repair costs are less than the applicable liability amount, **Explore WA Camper Hire may elect to repair privately and recover costs directly from the Hirer.**

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## 7. Lithium Battery Conditions

The hirer must ensure that all lithium batteries or electronic accessories used within the caravan comply with manufacturer 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 Camper Hire 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.

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## 8. Bond Retention

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

The Claims Administration Fee and insurance excess will be deducted first, with remaining funds applied to repair or recovery costs.

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## 9. Mechanical Breakdown

Mechanical or electrical failures are not covered by insurance.

In the event of a breakdown during the hire period, Explore WA Camper Hire will provide reasonable assistance and guidance to help coordinate inspection, assessment and repair where possible.

This may include liaising with service providers or assisting the Hirer in arranging suitable repair or recovery services.

However, Explore WA Camper Hire cannot guarantee the availability, timing or outcome of third-party repair or recovery services, and any associated costs remain the responsibility of the Hirer unless otherwise covered by insurance.

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## 10. Damage, Recovery & Return Costs

Explore WA Camper Hire provides **return to depot in Perth only**.

The hirer is responsible for recovery, towing, freight, storage and transport costs required to return the caravan to Perth, except to the extent those costs are paid by the insurer under an accepted claim.

Without limitation, the hirer is responsible for:

- recovery or towing costs **not covered by the insurer**
- recovery costs **exceeding the insurer's limits**
- recovery costs **where no insured event occurred**

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

Explore WA Camper Hire 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.

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### **11. Off-Road & Remote Area Use**

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

All off-road usage must be conducted **in a safe and measured manner and not beyond the driver's experience, capability, or the safe operating limits of the towing vehicle and caravan.**

Damage resulting from washouts, ruts, creek crossings or rough terrain may not be covered by insurance.

The hirer remains responsible for all resulting repair and recovery costs.

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### **12. Payment Terms**

12.1 A **50% deposit** is required to secure and hold your booking.

12.2 The remaining **50% balance is due 30 days prior** to the commencement of hire.

12.3 Failure to make payment by the due date may result in cancellation.

12.4 No caravan will be released until all hire fees and the security bond are received in full.

12.5 A **\$1,500 Security Bond** will be processed at pick-up and refunded within **seven (7) business days** of return if no issues are identified.

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### **13. Handover & Return Process**

13.1 At the time of collection a **Credit Card Authorisation Form** will be completed by the Hirer.

13.2 A **Pre-Check and Handover Checklist** will be completed and signed by both parties before departure.

13.3 Photographs will be taken immediately prior to the hire and stored electronically as part of the condition report.

A link to the inspection record may be provided to the Hirer for transparency.

The caravan should be returned in the **same clean condition in which it departed.**

#### **13.4 Authorisation for Charges**

The Hirer authorises Explore WA Camper Hire to charge the nominated credit card for any amounts payable under this Agreement, including but not limited to:

- insurance excess
- damage or repair costs
- accessory replacement

- cleaning charges
- recovery, towing or transport costs
- freight, storage or administrative fees

Where damage or loss is identified after return of the Caravan, Explore WA Camper Hire may obtain repair quotes, invoices or assessments before determining the final cost.

The Hirer acknowledges that such charges may be processed **after the hire period has ended** and agrees that these charges are authorised under this Agreement.

Photographs, inspection reports and repair invoices may be relied upon as evidence of damage or condition.

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#### 14. Cleaning Requirements

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

- wiping internal surfaces
- sweeping out the floor area
- ensuring kitchen equipment and utensils are cleaned
- ensuring all supplied accessories and equipment are properly stowed

Cleaning Charges:

- **\$500 Flat Cleaning Fee (3+ hours)** for excessive cleaning
- **\$250 Standard Clean** for sand, dirt or unclean exterior
- **\$250 Mattress or Cushion Staining**
- **\$250 Toilet Cassette Cleaning / Emptying**

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#### 15. Cancellation Policy

15.1 Cancellations must be provided in writing.

15.2 Cancellation terms:

(A) Cancel **60+ days prior** – full refund less booking costs.

(B) Cancel **60–31 days prior** – 50% credit toward a future hire.

(C) Cancel **within 30 days** – no refund or credit.

(D) Peak Period bookings (**WA school holidays, public holiday long weekends, Christmas, New Year and Easter periods**) receive **no refund within 60 days** unless the booking is replaced at equal value.

(E) Refund Processing Fee **\$77 (including GST)** applies.

(F) We strongly recommend travel insurance to cover unforeseen circumstances which may affect your holiday.

Explore WA Camper Hire may at its discretion vary the cancellation policy in exceptional circumstances.

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### 16. Hirer Acknowledgment

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

Explore WA Representative \_\_\_\_\_

Hirer / Customer \_\_\_\_\_

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