

- **Can I pick up and drop off the car at the airport?**

We will collect you from the airport and bring you back to our office to complete the paperwork for your vehicle. One of our customer service staff will be waiting for you in arrivals with your name on a board. You may leave the vehicle at the airport when you depart. This is a complimentary service.

- **Can you deliver the car to my hotel?**

One of our friendly customer service staff will meet you at the reception of your accommodation and bring you back to our office to pick up your vehicle. You may leave the vehicle at your hotel when you are finished with it. This is a complimentary service.

- **Are Broome Broome cars new?**

Our cars are rotated over 2 seasons, so our oldest cars are only ever eighteen months old. Our fleet is serviced regularly, and all vehicles undergo a quality inspection before each hire.

- **Is there a charge for additional drivers?**

No. You can list as many drivers as you like for no additional charge as long as all drivers are over 25 years of age. If additional drivers are aged 21 – 25, an age surcharge will apply.

- **What is the minimum age requirement to hire a car?**

You must be 21 years of age and hold a full, current drivers licence (no P plates). An age surcharge of \$20 per day will apply to all drivers under 25 years. Please note that you must be 25 or above to hire a large 4WD (Landcruiser)

- **Can you provide me with a child seat?**

We have baby seats and booster seats available on request for \$5.50 per day. Please note you will need to fit the child restraint in the vehicle yourself, as liability reasons restrict our staff from assisting you with this matter.

- **Are there restrictions on where Broome Broome vehicles can go?**

Two wheel drive vehicles are restricted to sealed bitumen roads only. Small 4WD vehicles are permitted off road in local areas and the Minari / Willie Creek / Crab Creek roads. Large 4WD's can go on any gazetted road. **NO BROOME BROOME VEHICLES ARE PERMITTED ON ANY BEACH.**

- **Do I need a credit card to hire a car?**

You must have a credit card to hire a car. If you choose to pay the excess reduction fee, we will take an imprint of your credit card as a security bond. The imprint will be destroyed when the vehicle has been returned and thoroughly checked over. If you do not wish to reduce the excess on your hire vehicle, we need to obtain a credit card authorisation for the full excess amount as a security bond. The authorisation will be processed at the commencement of the hire and will be released when the vehicle has been returned and thoroughly checked over.

Payment for the hire can be made by EFTPOS, cash or credit card.

- **Are Broome Broome vehicles insured?**

Yes. All vehicles are fully insured for fire, theft, single and multiple vehicle accident damage. There is insurance excess applicable to every hire. This means that if the vehicle sustains any damage whilst on hire, the hirer is responsible for the cost of repair up to the amount of the excess. There is an option to reduce the insurance excess on the vehicle by paying an excess reduction fee. The insurance excess and the reduction fee vary according to the type of vehicle. It is advisable to accept the excess reduction fee, as it reduces the cost to the hirer in the event of an accident.

**THESE INSURANCE CONDITIONS ARE APPLICABLE SUBJECT TO THE TERMS AND CONDITIONS OF THE RENTAL AGREEMENT**

- **Are there any additional charges or taxes?**

GST (Goods & Services Tax) is included in the daily rate quoted. The only additional charge is a Vehicle Registration Recovery Fee of \$4.50 per day applicable to every hire.