



JUCY Australia - Rental Agreement

Applicable Terms Notice The terms highlighted in this Rental Agreement apply to Bookings which are Confirmed or Amended on or before **30th April 2026**. For Bookings Confirmed or Amended on or after **1st May 2026**, please refer to the applicable Rental Agreement available on our website [Terms & Conditions](#).

SUBJECT TO TERMS AND CONDITIONS BELOW

This Rental Agreement and the [Terms & Conditions](#) form the Agreement between us. You must read and understand the [Terms & Conditions](#). Below is a summary of some of the important terms. Please ask us if you have any questions.

Mechanical Repairs, Accident and Equipment failure: If the Vehicle has a single-vehicle rollover or suffers roof and/or rooftop damage the Hirer is liable for costs of up to \$5,000 unless you have taken out Stress Free Plus excess reduction. **(Clause 11)**. If the Vehicle is damaged a \$75 administration fee will apply for all claims on risk taker **(Clause 17)**.

You must call JUCY on 07 4439 9803 (+61 7 4439 9803 If calling internationally). You may have to pay an international calling fee if you are calling from an international number within 24 hours of an accident, mechanical breakdown or equipment failure **(Clause 17)**.

If there is an equipment defect or mechanical failure of the Vehicle during the Term of Hire, the Hirer must notify JUCY as soon as practicable and, in any event, within 24 hours from the time the Hirer has knowledge of the defect or failure to give JUCY the opportunity to rectify the problem during the Term of Hire **(Clause 17)**.

Infringement Fines: The Hirer is responsible for all infringement fines relating to the hire (including speeding, going through red lights, parking and freedom camping) plus a \$60 administration fee per infringement **(Clause 15)**.

Tolls: Hirers are prohibited from using or creating personal toll accounts for JUCY vehicle registrations over hire period. Your toll road usage will be recorded by the Licence Plate Number and JUCY will charge your nominated credit card for any toll roads used during your rental, plus an administration fee of **\$3.45 per toll**. For further information please see **Clause 15** in our Terms & Conditions or RMS's which are both attached to this agreement.

Approved Driver: The Vehicle may only be driven by the persons approved by JUCY as Authorised Drivers and are specified on the Rental Agreement **(Clause 5)**.

Road Safety Compliance: You must comply with all applicable road laws and regulations at all times while operating the Vehicle, including but not limited to: ensuring all occupants correctly wear seatbelts or approved child restraints as required by law, complying with all licence conditions and restrictions requirements, not using a mobile phone or other prohibited device while driving and driving on the left-hand side of the road. Failure to comply with road safety laws may result in fines, penalties, loss of insurance cover, and/or termination of this Agreement. **(Clause 19)**

Debit Card Security Bond: If you elect to use a debit card for the hire, JUCY will place a \$300 security bond hold on your debit card to cover potential tolls, infringements, fines and any additional hire charges. This bond applies regardless of whether you have purchased Stress



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Free or Stress Free Plus cover. The security bond may be used to recover any tolls, infringements or other outstanding amounts if we are unable to successfully charge the card on file. **(Clause 7).**

Cleaning Requirements: You must return the Vehicle in a reasonable state of cleanliness. You must ensure the vehicle is completely free of pet hair, sand, dirt, mud, grime, rubbish, food scraps and any other debris. The grey water tank and/or toilet cassette (where applicable) must be emptied, and the petrol/diesel/LPG tanks must be full on drop-off. If the Vehicle is not returned in the required condition, cleaning, pet cleaning and/or refuelling fees (as applicable), plus administration fees, will apply in accordance with **(Clauses 6 and 18).**

Prohibited Use – Smoking, Vaping, Drugs and Animals: Smoking, vaping, the use of illegal drugs, and the carriage of animals (unless expressly approved by us) are strictly prohibited in the Vehicle. Breach of this condition may result in cleaning fees, damage charges and/or termination of this Agreement in accordance with **(Clauses 6 and 17).**

Booking Amendments During Hire: If you wish to amend your booking during the hire period (including changes to the return date, location or vehicle type), any amendment is subject to vehicle availability and approval at JUCY's discretion. JUCY may require the Vehicle to be inspected prior to approving any amendment. Any approved amendment will result in additional or recalculated hire charges, fees and applicable rate changes. Amendment fees may also apply. **(Clause 4 and Clause 18).**

No Refunds for Early Return or if the Agreement is terminated and additional fees apply if the vehicle is returned late or to an alternative location not specified in Rental Agreement **(Clause 4 and 18).**

Lost and Replacement Keys: The Hirer is liable for costs in replacing keys that have been lost or damaged and/or locked in the Vehicle. Please note a replacement key could be up to \$1,000 plus associated costs to the event **(Clause 11, Clause 14 and Clause 17).**

Additional Products and Equipment: Additional products, including but not limited to child/booster seats, roof racks, snow chains, and picnic tables and chairs, are provided subject to availability. The renter is responsible for the replacement cost of any such items if they are damaged, lost, or not returned, as listed in the Agreement **(Clause 14).**

Lost Property: JUCY is not liable for any personal items left in or on the vehicle at the end of the rental period, or otherwise misplaced by the Hirer, whether or not such loss is caused by the Hirer's actions. The Hirer is solely responsible for ensuring all personal belongings are removed from the Vehicle **(Clause 13).**

Privacy Collection Notices and Consent JUCY and its related entities collect, use, hold and disclose the personal information you have provided above to provide you with information about us and a quote for goods and services, to provide you with the requested goods and services if you proceed with a booking, and for the reasons set out in our Privacy Policy (available here). We may not be able to provide the information you're seeking, and the terms of any booking you make with us may be impacted, if you choose not to provide the requested information. Please note our vehicles are fitted with GPS tracking and telematics systems which



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collect information about vehicle location, speed, and driving behaviour. We disclose personal information to our employees, contractors, and service providers who assist us in operating our business, and as otherwise set out in our Privacy Policy. Some of our service providers are located overseas, including the Philippines. If you provide us with your Velocity details, we disclose your personal information to Velocity Frequent Flyer. Our Privacy Policy contains more information on how we collect, use, store or disclose your personal information, and how you may access, correct it or lodge a complaint in relation to it. For more information about our [Privacy Policy](#) please visit our website.

By signing this Agreement, the Hirer: Confirms they have read and understood the [Terms & Conditions](#), including the excess reduction exclusions (**clause 11**); and authorises JUCY to debit the credit card provided for all amounts payable by the Hirer under this Agreement.

Signature of Hirer

Date