CARWIZ
RENT A CAR

CREATING EXPERIENCES

RENTAL INFORMATION | AUSTRALIA

What is needed for vehicle pick-up?

When picking up the vehicle, the customer must present a valid passport or ID, an original valid full unrestricted driver's licence and an accepted physical payment card in the main driver's name. If the driver's licence is not in English, an acceptable English translation or valid International Driving Permit (IDP) must be provided together with the original licence, subject to the applicable Australian state or territory requirements. Eligible Visa and Mastercard debit cards are accepted for the security deposit only with Care Free Protect – Debit.

An accepted physical payment card must have sufficient available funds for the applicable security deposit: AUD 800 for Basic Protection, AUD 500 for Medium Protect, and AUD 50 for Total Protect, SCDW or Care Free Protect – Debit.

Your nominated accepted payment card may be charged for any extra costs incurred throughout the rental period.

Terms of payment

For security deposit authorisation, we accept Visa and MasterCard creditcards. Visa and MasterCard debit cards are accepted for security deposit authorisation only when the customer purchases the Care Free Protect – Debit package. The card must be a physical card presented in person at vehicle pick-up and must be in the main driver's name. UnionPay cards are accepted for rental payments and security deposits. Non-embossed, prepaid, virtual/digital and mobile-wallet payments are not accepted.

The main hirer must be the cardholder. Credit-card transactions may require PIN verification or signature.

Driver's License

Main hirer as well as every additional authorised driver must hold a full valid driver's licence with minimum 12 months driving experience.

Important Licence Requirements to Avoid Disputes: If your driving licence is not in English, you must provide an acceptable English translation or a valid International Driving Permit (IDP), in accordance with the applicable Australian state or territory requirements. You must present your original physical driving licence at vehicle pick-up. Digital/electronic licences are NOT accepted. Only full, unrestricted driving licences are accepted. Learner, provisional and probationary licences are not permitted.

At pick-up, please present valid passport / photo ID alongside your original driver licence.

Rental period, and grace period

Vehicles are rented on a 24-hour daily basis. A one-hour grace period applies to the scheduled return time. After the one-hour grace period, an additional full rental day may be charged at the applicable rental rate, inclusive of GST.

Changes in the reservation

Reservation modifications must be requested at least 48 hours before the scheduled rental commencement and are subject to availability and approval.

Reservation cancellation

Cancellation policies are subject to the specific booking channel and applicable rate conditions. Cancellations shall be sent online or by email to reservations@carwiz.au

No-show

Without prior notification, the reserved vehicle will be held for 2 hours after the scheduled pick-up time. After this period, CARWIZ may release the vehicle. No refund applies for late collection.

Age limitations

CARWIZ Australia driver age policy:

1. All vehicle groups are available for renters aged 21 up to 85 years old.

2. An additional age-related surcharge of AUD 10 per day, capped at AUD 150 per rental, applies to drivers aged 21–24 years and 80–85 years. This surcharge does not automatically increase the Damage Excess.

General terms of coverage

You may select optional extra-coverage products at vehicle pick-up. Different packages are available to suit your requirements, ranging from reduced damage excess down to zero excess liability.

Accident/Theft Documentation: All required supporting documents must be provided within 48 hours in the event of an accident or theft.

BASIC COVERAGE PACKAGE

Basic Coverage includes CDW / TP (Collision Damage Waiver /Theft Protection), which is the base protection included withinrental charges. It reduces your liability from full vehicle value down to the agreed Damage Excess amount in case of accident-related damage.

Basic Coverage does NOT cover damage arising from Off-Road driving, driving on Unsealed Roads, or travelling into Western Australia / Northern Territory.

For all car groups, standard Damage Excess is AUD 6500.

Liability for vehicle damage is subject to the applicable Damage Excess, the selected protection package and its exclusions. Damage caused by driver negligence will be charged in full, regardless of the protection package selected.

Theft protection (TP)

Theft Protection limits hirer liability for vehicle theft or attempted-theft-related damage to the Damage Excess stated in your Rental Agreement, subject to contract conditions. TP does not cover personal belongings left inside the vehicle. For all car groups, standard Damage Excess is AUD 6500.

Third Party Liability (TPL): Coverage up to AUD 10,000,000.

MEDIUM PROTECT PACKAGE

Medium Protect includes CDW+ (Collision Damage Waiver Plus). It lowers your Damage Excess for loss resulting from vehicle collision, theft or attempted theft.

Medium Protect does NOT cover: interior damage, lost keys & vehicle documents, mis-fuelling, traffic fines, driver-negligence damage, burnt clutch, water-immersion damage, animal-caused damage, wind-gust door-frame damage. Medium Protect does NOT cover damage caused by Off-Road driving, Unsealed-Road use, or travel into Western Australia / Northern Territory.

For all car groups, Damage Excess under Medium Protect is AUD 550 or AUD 1500 depending on vehicle category.

TOTAL PROTECT PACKAGE

Total Protect includes SCDW (Super Collision Damage Waiver). This cover reduces your Damage Excess to zero for loss caused by collision, vehicle theft or attempted theft. Includes Basic Protection + CDW+ + SCDW + WUG

Total Protect does NOT cover: vehicle interior damage, lost / stolen car keys, lost vehicle documents, mis-fuelling (wrong fuel), parking & speeding fines, damage from driver negligence, burnt-out clutch, water-immersion damage, animal-caused damage, wind-gust related door-frame / hinge damage. Total Protect does NOT cover damage from Off-Road driving, Unsealed-Road use, or travel into Western Australia / Northern Territory.

Security Deposit: A security deposit is still required even if the Damage Excess is reduced to AUD 0.

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RENTAL CONDITIONS & SERVICES | AUSTRALIA

In case of traffic accident, theft or vehicle breakdown

The hirer is required to complete these steps:

1. Secure the vehicle and keep it attended until our recovery team arrives.
2. Collect full names, residential addresses and phone numbers of all witnesses and other involved parties.
3. Call the Police and obtain official police report document — except for mechanical breakdown events.
4. Submit a full accident / theft statement to the nearest Carwiz branch as soon as practically possible.
5. If you fail to obtain a police report when required, all purchased insurance / coverage packages will become invalid due to breach of the Rental Terms and Conditions.

Costs NOT covered by CARWIZ and cannot be offset by any optional coverage

1. Loss, theft or damage of luggage & personal belongings inside the vehicle
2. Parking fines, speeding tickets and all traffic infringements
3. Expenses caused by mis-fuelling (wrong grade fuel)
4. Costs for lost, stolen or damaged car keys
5. Costs for lost or damaged vehicle registration / paperwork
6. Charges resulting from hirer negligence (e.g. flat battery caused by leaving lights on)
7. Vehicle interior damage of any kind
8. Loss / damage of on-board equipment (spare tyre, tyre repair kit, tools, vehicle manual etc.)
9. Damage to extra fitted accessories
10. Damage arising from misuse or breach of rental contract
11. Damage caused by ignoring vehicle-manual maintenance requirements
12. Damage occurring while driving under alcohol or drug influence
13. Recovery / extraction costs for vehicles stuck in mud, sand or inaccessible terrain
14. All damage generated by driving on Unsealed Roads or Off-Road terrain
15. Damage caused by motor-sport, racing or competitive driving activities
16. Damage from passenger or cargo over-loading
17. Damage caused by persons who are NOT listed as authorised drivers on your Rental Agreement
18. Damage occurring when main / additional drivers hold invalid, suspended or banned licences
19. Other exclusions: damaged windscreen-wipers / door locks; lost exterior vehicle parts without police report; damage from fitting roof-mounted cargo / carriers; damage from improper loading of luggage on bonnet / roof; expenses resulting from ignoring vehicle warning lights and audible alerts.

Fuel Options

All vehicles run under full-to-full fuel policy. You are required to return the vehicle with fuel level matching the condition at pick-up. If you hand back the vehicle with less fuel, you will be charged per-litre fuel cost PLUS AUD 35 refuelling surcharge according to our official price list.

Additional Driver

Fee for each additional authorised driver: AUD 5 per day, capped at AUD 40 per rental.

Child Seat

Under Australian road-safety legislation, suitable child restraints are mandatory for children up to 7 years old.

1. Infant safety seat — AUD 10 per day, max AUD 80.
2. Child safety seat — AUD 10 per day, max AUD 80.
3. Child booster seat — AUD 10 per day, max AUD 80.

GPS navigation unit

GPS navigation device rental: AUD 20 per day, subject to stock availability.

Damage handling / administration fee

A Damage Handling Fee of AUD 165 applies in the event of vehicle damage or theft.

Lost car key

In case of lost vehicle key, you will be liable for full replacement cost depending on the specific vehicle model.

Vehicle Cleaning

If special deep-cleaning or odour-removal is needed upon vehicle return (animal hair, liquid spillages, heavy stains etc.), cleaning charge of AUD 250-500 will apply.

No-smoking inside vehicle

Smoking penalty fee: AUD 500.

Traffic Infringement administration fee

A processing fee of AUD 70 will be applied for each speeding / parking fine notice received.

Out-of-Hours Pick-up / Drop-off

Out of hours pick-up/drop-off (06:01 PM – 08:59 AM): AUD 50, subject to prior arrangement.

On regular public holiday, a fee of AUD 50 applies to all pick ups and drop offs.

On Christmas Day, New Year's Day and Easter, the fee is AUD 100 for all pick ups and drop offs.

Replacement-vehicle delivery cost after accident

In the event of an accident, applicable damage-related costs and an AUD 1,000 replacement vehicle delivery fee may apply, depending on the protection coverage purchased.

Extended Roadside protection

Roadside-assistance package covers breakdown support for driver-caused incidents: lock-out service, flat-tyre aid, jump-start, out-of-fuel rescue. Cost: AUD 5 per rental day, max AUD 150.

Actual vehicle damage repair expenses are still calculated according to your selected coverage plan. Any damage resulting from hirer negligence will be fully charged to you.

All prices quoted include 10% Australian GST. These listed rates are not applicable for corporate-contract customers or clients under special negotiated agreements.

Pre-Cleaning Fee

You may select Pre-Cleaning option for AUD 35. This relieves you of general cleaning duty before return. This option does NOT cover heavy contamination scenarios: animal hair, liquid spillages, stubborn stains and persistent bad odours on seats or carpet will still trigger special cleaning charges.

Additional equipment and services

All extra equipment items are subject to stock availability at pick-up location.

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PROTECTION PACKAGES & KEY RULES | AUSTRALIA

Package	Price / Day	Excess	Deposit	Key Coverage / Notes
Basic Protection	Included	AUD 6,500	AUD 800	CDW + TP + TPL. WUG excluded.
Medium Protect	AUD 29 / 35	AUD 550 / 1,500	AUD 500	Basic + CDW+. WUG excluded.
CDW+	AUD 29 / 35	AUD 550 / 1,500	AUD 500	Standalone CDW+ option. WUG excluded.
Total Protect	AUD 39 / 49	AUD 0	AUD 50	Basic + CDW+ + SCDW + WUG.
SCDW	AUD 34 / 44	AUD 0	AUD 50	Zero excess for eligible loss; WUG not included.
Care Free Protect – Debit	AUD 60	AUD 0	AUD 50	Total Protect-type eligible cover; eligible Visa/Mastercard debit accepted for deposit.
WUG	AUD 15 / 18 / 20	Depends on package	Depends on package	Eligible wheels/tyres, underbody and glass damage; general exclusions apply.

BOOKING & RENTAL RULES

Minimum advance booking notice: 12 hours.

- Vehicle hold without notice: 2 hours after scheduled pick-up.
- Grace period: 1 hour; after this an additional full rental day may be charged.
- No refund for early return or late collection.
- Unlimited mileage.

Additional Driver: AUD 5 per day, capped at AUD 40 per rental.
Child Seats: AUD 10 per day, capped at AUD 80 per rental.
Snow Chains: AUD 15 per day, capped at AUD 150 per rental, available on request.
Extended Roadside Assistance: AUD 5 per day, capped at AUD 150 per rental.
Wrong Fuel Fee: AUD 250 plus any additional associated costs.
Island/Ferryboat Fee: AUD 60, mandatory for permitted ferry or island travel. If the customer travels without the required coverage and vehicle damage occurs, all other insurance coverage is invalid and the customer is liable for all damage.
Unattended Drop-off Fee: AUD 100, subject to prior approval.
Toll Processing Fee: AUD 2.20 per toll transaction.

ONE-WAY & PAYMENT

One-way: Melbourne Airport to/from Brisbane Airport: AUD 2,550 each direction. The rental branch office should be informed of any one-way rental before you pick up the vehicle.

Different pick-up/return location without prior agreement: additional AUD 500 plus applicable one-way fee.

Payment: Visa/Mastercard credit cards accepted. Visa/Mastercard debit cards for deposit only with Care Free Protect – Debit. Physical card in main driver's name required. AMEX, Maestro, Electron, Diners, prepaid cards, cash and virtual payments are not accepted. UnionPay cards are accepted for rental payments and security deposits. Non-embossed cards are not accepted.