



T-RANZ RENTALS & CHARTERS

ADVERTISING, PROMOTIONS & SPECIAL OFFERS

Terms & Conditions

Applicable to all advertised promotions, discounted rates and special offers

1. General Conditions

These Terms & Conditions apply to all promotional offers advertised by T-Ranz Rentals & Charters, operated by RAVS Complete Solutions Pty Ltd (ABN 95 169 704 545), across all marketing and advertising platforms, including:

- T-Ranz websites and online booking platforms.
- Google Ads, Google Search and Google Business Profile.
- Facebook, Instagram, TikTok and other social media platforms.
- Printed brochures, flyers, posters and banners.
- Email, SMS, WhatsApp and other promotional communications.
- Third-party advertising and marketing platforms.

All promotional offers are subject to the conditions stated in the individual advertisement, these general promotional terms and the applicable T-Ranz rental or charter agreement.

Where an individual promotion has additional or different conditions, those conditions will apply to that promotion, provided they have been clearly disclosed to customers.

2. Promotional Pricing

- Advertised promotional prices apply only to the specific vehicle category, rental duration, kilometre allowance, location and booking dates stated in the offer.
- All advertised consumer prices are in Australian dollars and include GST unless a lawful exception applies.
- Promotional rates are not automatically available for shorter rental periods.
- The minimum rental period stated in the advertisement must be satisfied to qualify for the promotional rate.
- Prices may vary between Sydney and Brisbane branches, vehicle categories and promotional periods, where clearly stated.
- The minimum total rental price, including unavoidable charges, will be displayed as required by Australian Consumer Law.

- Promotional rates cannot be combined with other discounts, promotional codes or Price Beat offers unless expressly stated.

3. Minimum Rental Periods

Certain advertised prices are available only when a vehicle is rented for a specified minimum period.

For example, a promotional daily rate may require a minimum rental period of 7, 14 or 28 consecutive days.

Where a minimum rental period applies:

- The customer must book the vehicle for at least the stated minimum period.
- The advertised daily rate does not apply to bookings shorter than the minimum period.
- Shorter bookings may be available at standard rental rates.
- Early return does not automatically entitle the customer to a refund or a reduction in the agreed rental charges, subject to applicable law and the rental agreement.

The applicable minimum rental period and minimum total rental cost will be clearly disclosed in the relevant advertisement.

4. Peak Season, Holiday and Blackout Dates

Promotional offers may exclude specified dates, including peak travel periods, public holidays and school holidays.

Depending on the individual promotion, excluded periods may include:

- December and January.
- Easter and other long weekends.
- Public holidays.
- School holiday periods.
- Special events and other high-demand dates.

Blackout dates apply only where expressly stated in the relevant advertisement or promotional offer.

For example, an offer may state that it is unavailable for rentals taking place between 1 December and 31 January.

If a booking overlaps an excluded period, the promotional rate will not apply to that booking unless the individual offer expressly permits it.

Standard or seasonal rental rates may be offered for excluded dates.

5. Vehicle Availability

- All promotional offers are subject to the availability of eligible vehicles at the nominated branch and for the requested dates.
- Promotional prices apply only to the vehicle categories specified in the advertisement.

- Vehicle images are illustrative unless a specific make and model is expressly guaranteed.
- Equivalent vehicles may be supplied in accordance with the rental agreement.
- A promotional enquiry does not guarantee a reservation.
- Bookings are confirmed only after acceptance by T-Ranz and completion of the applicable booking and payment requirements.

T-Ranz will only advertise promotional prices where it has reasonable grounds to expect that eligible vehicles can be supplied in reasonable quantities for the advertised period.

6. Kilometre Allowances

Promotional rentals may include a specified kilometre allowance, such as:

- 100 kilometres per day.
- 200 kilometres per day.
- A fixed weekly or monthly kilometre allowance.
- Unlimited kilometres, where expressly advertised.

Unless the promotion states otherwise:

- Kilometre allowances are calculated according to the conditions specified in the booking agreement.
- Unused kilometres are not refundable or redeemable for cash.
- Excess kilometres will be charged at the rate disclosed before booking and specified in the rental agreement.
- Unlimited kilometres apply only where expressly included in the offer.

Any kilometre restrictions and applicable excess kilometre rates will be disclosed before the booking is confirmed.

7. Driver Eligibility and Rental Requirements

All promotional vehicle rentals remain subject to T-Ranz Rentals' standard driver eligibility requirements.

These may include:

- A valid and acceptable driver's licence.
- Applicable minimum driver age and licence class requirements.
- Verification of the customer's identity and contact details.
- An eligible payment card and satisfactory payment arrangements.
- Compliance with all applicable rental agreement conditions.

Additional driver requirements or restrictions will be disclosed before booking.

A promotional offer does not waive the standard rental eligibility requirements.

8. Security Bonds, Insurance and Additional Charges

Unless expressly stated otherwise, promotional rates do not include refundable security bonds or optional services.

Depending on the booking, additional charges may apply for:

- Refundable security bonds or pre-authorisations.
- Excess kilometres.
- Fuel or charging shortfalls.
- Toll road usage and applicable administration charges.
- Optional accessories and additional services.
- Additional drivers, where applicable.
- Cleaning, damage, late returns or other charges under the rental agreement.
- Optional insurance excess reduction products, where available.

All mandatory, quantifiable charges will be included in the advertised minimum total price as required by law.

Applicable additional charges and relevant insurance excess conditions will be disclosed before the booking is confirmed.

9. Charter Service Promotions

Special offers for T-Ranz Charters may apply to selected buses, minibuses, passenger capacities, routes or travel periods.

Charter promotional pricing may depend on:

- Passenger numbers and vehicle capacity.
- Pickup and drop-off locations.
- Travel distance and route.
- Booking date and time.
- Total charter duration.
- Driver hours and waiting time.
- Toll roads, parking and other applicable charges.

Promotional charter rates apply only to the services and inclusions stated in the advertisement or quotation.

Changes to the itinerary, passenger numbers, travel duration or other booking requirements may result in a revised quotation.

10. Booking, Payment and Confirmation

- Customers must request the promotional offer within its advertised validity period.
- Any promotional code or offer reference must be provided as required by the promotion.
- Promotional prices must be confirmed by T-Ranz before payment and booking acceptance.

- Applicable deposits, rental payments and security bond requirements must be satisfied.
- All bookings remain subject to the relevant T-Ranz Rentals or T-Ranz Charters terms and conditions.

11. Changes, Extensions and Early Returns

- Promotional rates apply to the agreed booking period and conditions.
- Extensions are subject to availability and the applicable rate confirmed by T-Ranz.
- Changes to dates, vehicle categories or rental duration may affect promotional eligibility.
- Early returns and cancellations are subject to the relevant booking agreement, cancellation policy and Australian Consumer Law.
- Promotional pricing is not automatically transferable to another vehicle, booking or customer.

12. Promotional Validity and Expiry

Each promotional offer may have its own:

- Booking commencement and expiry dates.
- Eligible travel or rental dates.
- Minimum rental duration.
- Vehicle category restrictions.
- Location restrictions.
- Blackout dates.
- Kilometre allowance.
- Promotional code or other eligibility requirements.

Where a promotion is advertised for a limited period, customers must satisfy the stated eligibility requirements during that period.

T-Ranz may amend, suspend or withdraw promotions for future bookings, subject to Australian Consumer Law. Changes will not retrospectively alter confirmed bookings.

13. Pricing Errors and Advertisement Corrections

T-Ranz takes reasonable care to ensure that advertised prices and promotional information are accurate.

If an error is identified, T-Ranz will take reasonable steps to correct the affected advertisement promptly and notify impacted customers where appropriate.

Any correction, cancellation or other response to a pricing error will be handled in accordance with Australian Consumer Law.

14. Other Offers and Discounts

Unless expressly permitted in the individual promotion:

- Promotional offers cannot be combined.

- Only one promotional discount may apply to a booking.
- Promotional rates cannot be combined with the T-Ranz Price Beat Promise.
- Promotional benefits cannot be exchanged for cash.
- Promotional offers are not transferable to another customer or booking.

15. Australian Consumer Law

Nothing in these Terms & Conditions excludes, restricts or modifies any rights, guarantees or remedies that cannot lawfully be excluded under Australian Consumer Law.

If there is any inconsistency between these terms and a customer's statutory rights, the applicable law will prevail.

16. Contact Information

For promotional enquiries, eligibility confirmation or booking assistance, please contact:

T-Ranz Rentals & Charters

Phone: +61 1800 872 699

Mobile: +61 0404 441 630

Website: www.t-ranz.com.au

Email: info@t-ranz.com.au

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