



T-RANZ RENTALS & CHARTERS PRICE BEAT PROMISE

T-RANZ PRICE BEAT PROMISE – BETTER VALUE, SAME GREAT SERVICE.

Find a cheaper comparable quote? We'll beat it!

At T-Ranz Rentals & Charters, we believe quality transport should come at a competitive price.

Whether you're hiring a car, van, truck, minibus or booking a charter service, we're committed to providing great value without compromising on quality, safety or customer service.

Our Price Beat Promise is simple: If you find a lower-priced, comparable vehicle rental or charter service from an eligible Australian competitor, we'll beat their price, subject to the terms and conditions below.

1. How to Claim Our Price Beat Promise

It's as easy as 1, 2, 3!

Step 1 – Find a Lower Price

Find a cheaper advertised price or written quotation from another Australian vehicle rental or charter company.

Step 2 – Show Us the Price

Provide us with a screenshot, website link, advertised offer or written quotation showing the competitor's price and relevant booking details.

Step 3 – We'll Beat It!

Once we verify that the offer meets our Price Beat Promise conditions, we'll offer you a price lower than the eligible competitor's comparable price.

2. Eligibility Requirements

To qualify for our Price Beat Promise, the following conditions must be met:

For Vehicle Rentals:

- The vehicle must be in the same or an equivalent category, with comparable seating capacity, load capacity and vehicle specifications.
- The rental period must be identical, including pickup and return dates and times.
- The competitor must have the vehicle available for the requested rental period.
- The pickup and return locations must be the same or reasonably comparable.
- The included kilometres and excess kilometre charges must be comparable.
- The insurance coverage, standard excess, bond and other rental conditions must be comparable.

- The competitor's quoted price must be publicly available or provided in a verifiable written quotation.
- The customer must meet T-Ranz Rentals' standard eligibility and rental requirements.

For Charter Services:

- The vehicle type and passenger capacity must be equivalent.
- The travel date, pickup time, destination, itinerary and duration must be identical or substantially equivalent.
- The competitor must have a suitable vehicle available.
- Driver services, waiting time, travel distance and other included services must be comparable.
- The quoted price must include all mandatory charges applicable to the requested charter, including driver costs and applicable GST.
- The competitor must be appropriately licensed and authorised to provide the quoted service.

3. What Prices Are Eligible?

Our Price Beat Promise applies to genuine, verifiable lower prices offered by eligible Australian vehicle rental and charter businesses.

The competitor's offer must:

- Be current and valid at the time of the Price Beat request.
- Be available to the general public.
- Be supported by a published price or written quotation.
- Relate to a vehicle or charter service that is actually available for booking.
- Be quoted in Australian dollars.
- Include GST and all unavoidable fees and charges applicable to the booking.

Where additional mandatory charges apply, we will compare the total price payable for equivalent services, rather than the advertised base rate alone.

4. Exclusions – What Is Not Covered?

Our Price Beat Promise does not apply to:

1. Prices offered by private individuals or unlicensed operators.
2. Membership-only, corporate, employee, government or other negotiated rates not available to the general public.
3. Coupon codes, cashback promotions, referral rewards, loyalty points or gift vouchers.
4. Pricing errors, misprints or offers that cannot be independently verified.
5. Auction, liquidation, clearance or distressed sale offers.
6. Free upgrades, complimentary extras or promotional packages that cannot be compared on an equivalent basis.

7. Vehicles or charter services unavailable for the requested dates.
8. Quotes with materially different vehicle specifications, kilometre allowances, insurance arrangements or rental conditions.
9. Existing bookings, completed rentals or charter services already provided.
10. Additional discounts applied on top of an approved Price Beat Promise.
11. Third-party marketplace or broker offers where the underlying service provider and booking conditions cannot be verified.
12. Any offer that requires unlawful, misleading or otherwise prohibited booking conditions.

5. When Must the Price Beat Be Requested?

Price Beat requests must be submitted **before the booking is confirmed and payment is processed**.

The Price Beat Promise cannot be applied retrospectively to an existing or completed booking.

All requests are subject to verification and vehicle or charter availability at the time of booking.

6. How Is the Price Beat Calculated?

Once a competitor's lower comparable price has been verified and the request approved, T-Ranz will offer a price below the eligible competitor's price.

There is no fixed discount percentage. The final Price Beat offer will be determined by T-Ranz based on the verified comparable booking price.

Example:

- T-Ranz rental price: \$500
- Eligible competitor's price: \$450
- **Your T-Ranz Price Beat price: Less than \$450**

The exact Price Beat price will be confirmed in writing before the booking is finalised.

The reduction applies to the eligible rental or charter price, including mandatory charges that form part of the comparable booking. Refundable security bonds, tolls, fines, damage charges, optional extras and other charges arising after the booking are not discounted.

7. Vehicle Availability and Booking Conditions

All Price Beat bookings are subject to:

- Availability of a suitable T-Ranz vehicle and, where applicable, driver.
- Successful verification of the competitor's offer.
- Acceptance of T-Ranz Rentals or T-Ranz Charters' applicable terms and conditions.
- Standard identification, licence, age and payment requirements.
- Applicable security bond and insurance requirements.

A Price Beat request does not reserve a vehicle or confirm a booking. A booking is confirmed only after T-Ranz has accepted the booking and the applicable payment requirements have been satisfied.

8. Verification and Approval

T-Ranz may contact the competitor or review its website to verify the submitted offer.

We may request additional information reasonably necessary to confirm eligibility, including the vehicle category, rental duration, kilometre allowance, insurance conditions or charter itinerary.

Where an offer cannot be verified or does not meet the published eligibility criteria, the Price Beat Promise will not apply.

9. Changes and Cancellations

Once a Price Beat booking has been confirmed, any subsequent changes to dates, rental duration, vehicle category, pickup location or charter itinerary may require a new quotation.

All cancellations, refunds, extensions and other booking conditions remain subject to the applicable T-Ranz Rentals or T-Ranz Charters terms and conditions and Australian Consumer Law.

10. General Conditions

- The Price Beat Promise applies only to eligible bookings made directly with T-Ranz Rentals or T-Ranz Charters.
- Only one Price Beat reduction may be applied per eligible booking.
- The offer cannot be combined with other T-Ranz promotions unless expressly stated.
- T-Ranz may amend or withdraw the Price Beat Promise for future bookings by updating the published policy. Changes will not retrospectively affect an already accepted Price Beat booking.
- Nothing in this policy excludes, restricts or modifies any rights or remedies available under the Australian Consumer Law.

11. Contact Us

Found a better price? Give us the opportunity to beat it!

T-Ranz Rentals & Charters

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Terms and conditions apply. Eligible comparable competitor prices only. Subject to verification and availability.

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