

Wednesday 18th March 2020

Re: Update COVID19

With the ever-changing situation surrounding COVID19, we wish to provide you information regarding our Cancellation Policy as it relates to your current booking with either our *Crikey Camper Hire* or *Red Dirt 4WD Rental* brands.

Our standard cancellation policy is outlined in the terms and conditions of hire and can be summarised as follows:

- If cancelled 60+ days prior to pick up. \$30 Cancellation Fee
- If cancelled 28 to 59 days prior to pick up - 20% of Total Rental
- If cancelled less than 28 days prior to pick up - 100% of Total Rental

During the current period where extenuating circumstances exist, such as government-mandated restrictions on travel, quarantine, etc. we have made the following exceptions to our cancellation policy.

Australian Government direction

We will waive the normal cancellation fee whilst the Australian Government has an official travel warning or ban in place that prevents you from reaching your collection point on the first day/ date of rental.

Bookings made on or before Sunday 15th March 2020

Our standard cancellation fees will apply (see below).

- If cancelled 60+ days prior to pick up. \$30 Cancellation Fee
- If cancelled 28 to 59 days prior to pick up - 20% of Total Rental
- If cancelled less than 28 days prior to pick up - 100% of Total Rental

What can you do if you are affected by a COVID 19 event?

Should your booking be affected by our cancellation policy there are 3 avenues to consider;

1. Reschedule your booking
2. Monitor relief packages being offered by your travel insurance provider
3. Work with us to ensure all customers have access to their entitlements based on the company's desire to deliver a sustainable outcome for everybody

Reschedule your booking

Your cancellation fee can be offset against future travel.

Our current situation is not going to last forever, and things will return to normal, including road trip holidays. You are welcome to book for the same time next year, or for different dates, duration or direction of travel.

For many customers it will be more advantageous to reschedule a booking rather than to cancel the booking altogether.

We are offering the following incentives for all clients to reschedule their holiday

Price

For rescheduled bookings made up until 30th June 2020 we will honor **2020/21 rental rates.**

Availability

Rebooking for travel within the next 18 months will ensure that preferred dates and direction of travel are secured for the client. As we are offering an incentive to reschedule rather than cancel, we anticipate 2021 fleet capacity will be taken up earlier than normal booking trends.

Get in early....

No cost changes

We do not charge fees should a booking need to be changed slightly after air travel is booked.

Changes are naturally subject to availability.

Travel Insurance

In some cases, your travel insurance provider may cover your cancellation costs.

It is becoming apparent that some providers, including those products offered by your Credit Card provider are altering their initial stance of “No cover”. This is especially in light of Government travel restrictions.

Contact your provider and stay abreast of their current claim payment policy

We are in this together

In cases where you are owed money by the company we ask you to work with us.

The unforeseeable and sudden nature of the events leading to a large number of booking cancellations over a short period of time will put significant pressure on the cash reserves of all tourism providers. We are affected by this scenario.

We ask you to work with us so we can address the scale of the company’s exposure and provide a sustainable payment plan to all those that qualify.

We wish to provide the same quality service to those that are still travelling, those that have rescheduled to travel with us in the future, whilst meeting all of our obligations.

As you can understand this is a fluid situation.

The company will be constantly monitoring official advice and work to maintain the health and safety of its clients and staff.

If you have any questions, please feel free to get in contact.

Regards,

Andrew Woodcock

Director – Crikey Campers (WA) Pty Ltd