



# Great Ocean Road Motorbike Rentals

## Terms & Conditions

### **REQUIREMENTS FOR A MOTORCYCLE RENTAL**

You must be at least 18 years old.

You must have a valid motorcycle class driver's license.

You must have a major credit card.

Rentals are limited to motorcycles up to 500cc if on a Learners Permit.

### **WHATS INCLUDED IN THE RENTAL RATE**

Unlimited kilometres.

Use of vehicle for the period of your booking.

One Helmet- additional helmets for a passenger will be charged at \$12.00 per day.

### **CUSTOMER ORIENTATION**

Every client will receive orientation to the motorcycle. The client orientation will cover all aspects of safe motorcycle operation, the clients' maintenance responsibilities, local and state laws.

### **STORAGE**

Storage for client luggage, and other valuables will be provided free of charge, however at clients' risk.

### **FUEL**

Fuel costs are the client's responsibility. Great Ocean Road Motorbike Rentals claims no responsibility for motorcycle fuel consumption and mileage. You may purchase Prepaid Fuel at pickup time if the pickup location offers it. If Prepaid Fuel is not purchased and the vehicle needs refuelling, a fuel charge will be applied at the time of drop-off if you return the vehicle with a fuel level that is less than the pick-up fuel level or an empty tank.

### **HELMETS (INCLUDED IN THE RATE)**

Helmets are provided with all motorcycle rentals and all tours at participating locations. Clients are encouraged to bring their own helmets for comfort and style. In addition, helmets may be purchased at MCM Sales & Service. Helmets are required by law in all locations.

### **ADDITIONAL DRIVERS/ PASSENGER**

One (1) additional driver or passenger is permitted at no extra charge.

The minimum age for an additional driver is 18 and a valid motorcycle license is required.

## **MAINTENANCE RESPONSIBILITIES**

The customer is responsible for checking engine oil levels at each refuelling and reporting mechanical failures immediately. Instructions and procedures for maintenance expense reimbursement are provided at pick-up. Customers may be held responsible for mechanical damage due to negligence in motorcycle operation or failure to provide normal maintenance.

## **MOTORCYCLE SUBSTITUTION**

Great Ocean Road Motorbike Rentals (c/o: MCM Sales & Service) reserves the right to substitute the motorcycle confirmed to rental client. Should Great Ocean Road Motorbike Rentals not be able to provide confirmed motorcycle a similar or better model will be provided to the client. This constitutes the maximum liability of Great Ocean Road Motorbike Rentals.

## **SECURITY DEPOSIT**

A security deposit will be taken at pick-up (Authorisation Only) and must be processed via valid credit card.

## **RESTRICTIONS**

Violation of listed restrictions voids all Theft & Damage Waivers and client will be held liable for damages. Road Restriction: Rental street motorcycles are not allowed on gravel roads, beaches, logging or other non-public roads.

## **RESERVATIONS & DEPOSITS**

For reservations under \$500, all charges must be paid for at the time of booking. Reservations over \$500 are eligible to pay a minimum deposit of 20% at the time of booking. All remaining balances must be paid in full within 30 days from the day that your reservation starts (pick-up date). For a group booking that is paid by one credit or debit card, MCM Sales & Service will charge the remaining group balance to the same card used for payment at the time of booking.

If you would like to pay the remaining balance with another card, please contact us and make arrangements before the remaining balance due date. By clicking 'Book Reservation' at checkout, you give Great Ocean Road Motorbike Rentals permission to charge your card(s) 30 days before the pick-up date. You also authorise Great Ocean Road Motorbike Rentals to re-initiate any charge(s) to your card(s) that is dishonoured for any reason. If Great Ocean Road Motorbike Rentals does not receive the remaining balance prior to 30 days before pick-up date, then Great Ocean Road Motorbike Rentals reserves the right to cancel the rental reservation and charge a cancellation fee.

## **PICK UP, RETURNS & LATE CHARGES**

Pick-Up Time of the rental motorcycle is accepted during the rental location business hours.

Return Time of rental motorcycle is accepted during rental location business hours. One rental day is based on an 8 hour rental period starting from 8.30 am. No refunds for early motorcycle returns are granted.

Late Charge: A \$25 per hour penalty is assessed if the motorcycle is returned late from the scheduled drop off time.

**Please note:** *If the motorcycle is returned after the location rental location business hours, the customer is responsible for the motorcycle until it is satisfactorily checked in by the rental location (even if the check-in process occurs on the next business day)*

## CANCELLATION & REFUNDS

No refunds will be provided for cancellations made within 10 Days of Booking.

Refunds will not be issued for cancellations due to weather conditions. If weather conditions prevent your rental, you may re-book to a different date, subject to motorcycle availability.

## BOOKING TERMS

- Reservation must be paid in full to guarantee rate and rental date.
- Reservations deposits are non-refundable.
- Discount rates are subject to blackout dates and availability.
- All rental models and rates vary by location and season.

## ROADSIDE ASSISTANCE

Roadside Assistance Coverage provides towing and roadside assistance by a Great Ocean Road Motorbike Rentals approved vendor if your motorcycle becomes inoperable. The benefits include emergency road service towing (within 50 kilometres of occurrence) emergency fuel delivery (up to 10 litres) and jump start services. In purchasing the Roadside Assistance Coverage, we will waive the cost of any approved tow or road side assistance service unlimited.

## INSURANCE EXCESS & LIABILITY

In the event of damage, theft, or loss of property occurring during the rental period, the renter is responsible for paying an insurance excess of \$1,000.00.

This excess applies regardless of who is at fault and includes, but is not limited to:

- Damage to the motorbike or accessories (e.g., helmets, jackets).
- Theft or attempted theft of the vehicle or accessories.
- Vandalism or damage caused by a third party.
- Loss or damage resulting from improper use or failure to follow road rules.

The insurance excess will be payable immediately upon return of the vehicle or once the damage or loss has been assessed.

If the cost of repair or replacement is less than the excess amount, only the actual cost will be charged. If the cost exceeds the excess amount, the renter is only liable for the \$1,000.00 excess.

**Please note:** *Failure to comply with rental terms (including unapproved use, riding without a valid license, or riding under the influence) may result in the renter being liable for the full cost of repair or replacement, not just the excess.*

## NOT INCLUDED IN THE PRICE

- Tolls and toll fees
- Parking tickets, speeding fines and other penalties (A \$150.00 fee may be imposed for the handling of unpaid fines)
- Fuel (A \$50.00 surcharge applies for any bike returned without a full tank of fuel)