



Booking & Payment Terms

To make a booking, submit an enquiry and once you have paid the deposit your booking will be confirmed. Please note that your booking is NOT confirmed until payment been made linking you from our reply email once we have confirmed a date.

A booking is only confirmed once a Booking Deposit has been received (does not apply for Account Holders). The Booking Deposit is 20% of the quoted hire fee. On pick-up we will take credit card details to take the balance of the hire unless this has previously paid by arrangement.

We accept Mastercard & Visa credit card payments. Customers may also pay directly into Freedom Mobility's bank account when making a booking.

A credit card is still required at vehicle pick-up so that any traffic fines or infringement notices can be charged back to the hirer in the event that they are received by Freedom Mobility any time after vehicle return (does not apply to Account Holders).

If the hirer does not have a credit card we may arrange to retain a bond for 15 days.

Cancellation Policy

Should you cancel or amend a booking, the following fees apply

- More than one month in advance of booking – No fee; booking deposit repaid in full.
- One week to one month before booked pick-up date – 10% of hire fee (excludes relocation or one way hire fees unless non-refundable)
- Two days to one week before booked pick-up date – 50% of hire fee (excludes relocation or one way hire fees unless non-refundable)
- Less than two days before booked pick-up date – Full hire fee (excludes relocation or one way hire fees unless non-refundable)
- Late pick-up or early return of vehicle – No refund.

Freedom Mobility recommends that you talk to your travel agent or insurer about insurance to cover any cancellation fees which might apply in the event that your travel plans change.

Roadside Assistance Details

All vehicles are provided with AA 24 hour Roadside Breakdown Assistance. This provides nationwide assistance in the event of engine faults, electrical faults, cooling system faults and most other mechanical breakdowns. Where vehicles cannot be fixed at roadside (90% of breakdowns can be fixed roadside), the vehicle will be towed to safety and/or the nearest garage for repair.

Call out charges (\$65 incl GST in selected Metropolitan areas else \$140 – callout fee also applies in Metropolitan areas between 11pm and 7am) DO apply for assistance with flat tyres, flat batteries, lost keys/lock outs or if the vehicle has run out of fuel.

Any applicable callout fee is payable by the hirer with callouts for one of the above non-mechanical events. Freedom Mobility WILL cover this call out fee for flat batteries which are due to battery faults (not those arising from the user running the battery down).