THE FINE PRINT

WHY NOT, FEES AND CHARGES SCHEDULE

Working draft, for business, insurance and legal review
Version: 0.1
Effective date: [INSERT BEFORE PUBLICATION]

Rental provider: **Why Not Ownit Pty Ltd**, ABN **17 702 872 946**, trading as **Why Not Drive**
Enquiries: [PHONE / EMAIL]

All amounts are in **Australian dollars and include GST where applicable**. This schedule must be read with your Rental Schedule, Rental Terms and Conditions and any agreed supplement.

Your Rental Schedule records the rates and options agreed for your booking. Fees apply only in the circumstances described below. Your rights under the Australian Consumer Law remain available.

1. Rental rates and booking charges

Item	Charge	When it applies
Vehicle rental	As quoted in your Rental Schedule	For the agreed vehicle category and rental period.
Rental extension	Rate agreed before extension	When we approve an extension and confirm the revised charges in writing.
Additional kilometres	$[AMOUNT] per kilometre	Only for kilometres above the allowance recorded in your Rental Schedule. No charge where unlimited kilometres apply.
Delivery	$[AMOUNT / CALCULATION]	Where requested and agreed before delivery.
Collection	$[AMOUNT / CALCULATION]	Where requested and agreed before collection.
One-way rental	$[AMOUNT / CALCULATION]	Where collection and return locations differ and the fee was agreed before booking.
Approved after-hours collection	$[AMOUNT / NO CHARGE]	Only where expressly agreed before the service.
Approved after-hours return	$[AMOUNT / NO CHARGE]	Only where expressly agreed before the service.

Rental-day calculation: [CONFIRM BILLING PERIOD AND TREATMENT OF PART-DAYS BEFORE PUBLICATION.]

2. Driver fees

Item	Charge	Conditions
Primary driver	Included in vehicle rental	Must meet the driver eligibility requirements.
Additional authorised driver	$[AMOUNT] per driver per day / [NO CHARGE]	Must be approved and recorded before driving. [INSERT CAP, IF ANY.]

Item	Charge	Conditions
Young driver aged 21–24	**$16.50 per driver per rental day**	Capped at seven daily fees per driver in each successive 30-day rental period: **maximum $115.50 per driver per period**. Vehicle restrictions apply.

Payment of a driver fee does not waive licence, age or vehicle-category requirements.

3. Optional damage protection

Select protection before the rental begins. The selected option, price and applicable excess must be recorded in your Rental Schedule.

Protection option	Price	Ordinary passenger cars / small-medium SUVs: excess per incident	Larger SUVs / full-size 4WDs / people movers: excess per incident
Standard protection	**Included**	**$5,900**	**$6,900**
Excess Reduction	$[AMOUNT] per rental day	**$1,500**	**$2,500**
Zero Excess	$[AMOUNT] per rental day	**$0**	**$0**

Premium, specialty, electric and commercial vehicles require an approved category and protection arrangement recorded in the Rental Schedule or supplement.

These options limit liability for **covered loss** under the contract. They do not cover every type of damage. The approved protection and exclusions schedule explains the scope, including theft, glass, tyres, wheels, roof, underbody, water damage, keys, misfuelling, towing and third-party property.

The excess is not an automatic damage charge. For covered loss, liability is limited to the lesser of the substantiated recoverable loss and the applicable excess.

Drafting requirement: Finalise protection prices, exclusions and third-party property arrangements with the insurer before publication.

4. Security bonds

A bond is security for the rental, separate from the rental price and damage excess.

Renter / vehicle category	Bond
Ordinary passenger vehicle	**$200**
Larger SUV, full-size 4WD, people mover or premium vehicle	**$500**
Local renter with Standard protection or Excess Reduction	**$1,000**
Local renter with Zero Excess	**$500**

A local renter is a person whose usual residential address is within **100 kilometres of the collection location**.

The local-renter bond **replaces** the standard vehicle bond. The amounts are not added together. Approved exceptions must be recorded in the Rental Schedule.

Unpaid rental charges and agreed extras may also be included in the card pre-authorisation. We will identify the total before authorising it.

We will request release of the unused hold within **[PERIOD]** after return and finalisation of known charges. Your bank controls subsequent processing time.

5. Fuel and electric vehicle charging

Item	Charge	When it applies
Fuel returned at the recorded collection level	**No refuelling charge**	The fuel requirement has been met.
Missing fuel	$[AMOUNT] per litre	For the reasonably assessed quantity required to restore the collection level. The rate must be disclosed before rental.
Refuelling service	$[AMOUNT / INCLUDED IN PER-LITRE RATE]	If separately charged, it must be disclosed and must not duplicate a service cost already included in the fuel rate.
EV charging / return battery shortfall	As stated in approved EV supplement	Only where the return battery requirement and calculation were supplied and agreed before rental.
Missing or damaged charging equipment	Substantiated reasonable loss	Subject to the contract and applicable protection. No duplicate recovery.

6. Late return and changes

Item	Charge	Conditions
Late-return grace period	**[NUMBER] minutes**	[CONFIRM HOW THE GRACE PERIOD OPERATES.]
Return after grace period	$[AMOUNT / HOURLY CALCULATION]	[INSERT WHEN A FURTHER DAILY RATE APPLIES.]
Separate late-return administration fee	[NO FEE / AMOUNT AND BASIS]	Must reflect a distinct, reasonable cost and must not duplicate additional rental charges.
Early return	[INSERT REFUND / RECALCULATION RULE]	Must match the conditions supplied at booking and preserve consumer rights.
Booking change	[NO FEE / AMOUNT AND BASIS]	Any revised rental price must be disclosed and agreed before the change.

An unapproved late return does not automatically create an agreed extension. Contact Why Not promptly if delayed.

7. Cancellation and no-show charges

Complete this section before accepting bookings.

Circumstance	Charge / refund
Pay at Collection, cancellation before collection	[INSERT POLICY]
Prepaid booking, cancellation at least [HOURS] before collection	[INSERT CHARGE / REFUND CALCULATION]
Prepaid booking, cancellation within [HOURS] of collection	[INSERT CHARGE / REFUND CALCULATION]
No-show	[DEFINE NO-SHOW, CONTACT PROCESS AND CHARGE / REFUND RULE]
Why Not cannot supply a suitable agreed vehicle	Refund for services not supplied, without limiting other legal rights.

Cancellation charges must reasonably reflect legitimate loss or costs, accounting for costs saved and relevant replacement bookings.

8. Cleaning and vehicle condition

Item	Charge	Conditions
Normal cleaning following ordinary use	**Included**	No additional charge.
Extraordinary cleaning	Reasonable actual cost, supported by evidence	Applies to soiling beyond ordinary use requiring additional cleaning.
Smoking or vaping remediation	Reasonable actual remediation cost, supported by evidence	Applies where smoking or vaping has caused additional cleaning or treatment requirements.
Animal-related cleaning	Reasonable additional cost, supported by evidence	Only for cleaning beyond ordinary use, subject to applicable assistance-animal rights.
Damage to interior or accessories	Assessed under the damage provisions	Must not also be charged as cleaning for the same work.

We will provide photographs and an explanation of additional cleaning charges. A prohibited activity does not itself trigger an automatic cleaning penalty where no additional cleaning or loss occurred.

9. Keys, accessories and optional equipment

Item	Charge
Child seat	$[AMOUNT] per day; maximum $[AMOUNT] per rental
Booster seat	$[AMOUNT] per day; maximum $[AMOUNT] per rental
Other optional equipment: [DESCRIPTION]	$[AMOUNT / BASIS]
Lost or damaged key / remote	Reasonable replacement and necessary programming cost, supported by evidence
Lost or damaged accessory	Reasonable repair or replacement loss, accounting for age and condition
Necessary key delivery / recovery	Reasonable substantiated cost, where payable under the contract

Charges remain subject to applicable protection and liability limits. We will not recover the same cost through both a replacement charge and a damage claim.

10. Roadside assistance, recovery and repairs

Item	Charge	Conditions
Assistance for an inherent mechanical fault or our maintenance failure	**No customer charge**	Contact our nominated assistance service.
Customer-caused callout: lockout, lost key, fuel exhaustion or similar	$[AMOUNT / DISCLOSED CALCULATION]	Only where the service and responsibility are established under the contract.
Optional roadside assistance protection	$[AMOUNT] per rental day	Available only with an approved supplement explaining covered services and exclusions.
Towing or recovery	Reasonable substantiated cost	Only where payable under the contract and after applying relevant protection.
Repairs	Assessed under the damage provisions	Subject to evidence, liability limits and applicable protection.

Do not arrange repairs without approval unless urgent action is reasonably necessary to protect people or prevent further damage and Why Not cannot be reached.

11. Tolls and infringements

Item	Charge	Conditions
Road toll	Actual applicable toll	Attributable to use during the rental.
Toll processing	$[AMOUNT] per [TOLL / DAY / RENTAL]	[INSERT PROVIDER AND EXACT BASIS.]
Infringement administration	$[AMOUNT] per notice processed	For a distinct administration service; must be reasonable and disclosed.
Fine or infringement	Amount determined by the authority	Subject to nomination procedures and the driver's legal right to dispute it.

Third-party toll terms must be supplied before acceptance where applicable. We will not charge duplicate administration fees for the same service.

12. Damage claims and other losses

Damage charges are determined under the Rental Terms and Conditions and approved protection schedule.

Before seeking payment, we will provide relevant evidence, which may include condition reports, photographs, repair assessments or invoices and an explanation of other claimed costs.

Any loss-of-use charge must reflect **actual substantiated loss**, accounting for costs saved. There is no automatic flat daily loss-of-use charge under this schedule.

We will account for insurance proceeds, third-party recoveries and other payments relating to the same loss. Estimates will be reconciled when final amounts are known.

Damage claim administration fee: [NO SEPARATE FEE / INSERT REASONABLE AMOUNT AND DISTINCT SERVICE, SUBJECT TO LEGAL REVIEW.]

13. Payment fees

Item	Charge
Accepted payment methods	[INSERT METHODS]
Card surcharge	[NO SURCHARGE / INSERT RATE FOR EACH CARD TYPE]
Other payment fee	[NONE / INSERT DETAILS]

Any payment surcharge must be disclosed before payment and comply with applicable law. Do not add an undisclosed percentage administration fee to the amounts in this schedule.

14. Notice, disputes and refunds

Before processing additional post-rental charges, we will provide:

- an itemised explanation;
- supporting information; and
- at least **[NUMBER] business days** to raise a dispute.

We will review disputed amounts before debiting them, as required by the T&Cs. Undisputed amounts remain payable.

We will refund overpayments promptly and will not recover the same loss twice.

Charge enquiries and disputes:
[EMAIL / PHONE / POSTAL ADDRESS]

15. Booking record

Agreement number: [NUMBER]
Schedule version supplied: [VERSION / DATE]
Date supplied to renter: [DATE]

Any booking-specific variation must be recorded in the Rental Schedule and expressly agreed. Changes published after the rental contract is entered do not automatically apply to that rental.