

# HITCH & GO TRAILER HIRE

## Rental Terms - The Short, Cheeky Version

Based on Rental Terms and Conditions V1.6 | Reviewed 30/05/2026

### Plain-English warning before the trailer leaves the yard:

This is the quick read. The full Rental Terms and Conditions V1.6 are still the boss. If this summary and the full terms ever disagree, the full terms win. Annoying, but that is how grown-up paperwork works.

## The quick version

- **Bring a proper licence.** Learners are not accepted where a licence is required for the Hire Item.
- **Use the right tow vehicle.** Towing capacity, ball weight, lights, chains, tyres and connections are your problem to get right.
- **No cowboy stuff.** No illegal use, no reckless use, no unsafe towing, no off-road adventures, no flooded roads, no beaches, no closed roads, no snow-line trips during the VIC/NSW snow season.
- **Load it properly.** Balance it, secure it, strap it, and do not overload it. Gravity is not a safety system.
- **Report issues straight away.** Faults, damage, punctures, weird noises, dodgy lights - tell us early. No surprise repairs from your mate with a welder.
- **Return it clean and on time.** Same condition as supplied, fair wear excepted. Late, dirty, damaged or missing bits may cost extra.

### Hot take:

Most trailer damage does not happen because the trailer had a bad attitude. It usually happens during loading, reversing, coupling, plugging in lights, or trying to move a loaded trailer by hand like it owes you money.

## Before the trailer leaves the yard

Thing to check	Why it matters
Coupling locked and correct	Because trailers leaving the chat is frowned upon.
Safety chains attached	Backup plan, not decoration.
Lights working	Indicators are cheaper than arguments.
Tyres look right	Do not tow on flat, damaged or obviously sad tyres.
Load balanced and secured	Loose loads are just public liability with straps missing.
Photos/condition checked	If it is already there, say so before the trailer leaves the yard.

## Money bits, bonds, fines and boring-but-important stuff

- **Payments and bonds.** Rental fees and bonds must be paid as required before handover unless agreed otherwise.
- **Card authority.** You authorise us to charge amounts owed, including damage, tolls, fines, recovery, cleaning, admin and debt recovery costs.
- **Bond refunds.** If a bond is paid, amounts owing may be deducted and any remaining balance is intended to be refunded within 24 hours of return.
- **Tolls and fines.** You pay them. A \$20 processing fee applies per toll and per infringement.
- **Late returns.** Return on time or late fees may apply. Early return does not reduce the fee.
- **Failure to return.** May be reported as stolen. That is not the fun kind of paperwork.

## Damage, theft and third-party loss

- You are responsible for damage, theft, loss, recovery costs and third-party loss unless Trailer Damage Cover applies and reduces that liability.
- If something breaks or fails, responsibility is assumed to be yours unless it is shown to be fair wear and tear or a pre-existing issue.
- If it gets stuck, bogged, inaccessible or unsafe, recovery costs are yours unless we agree otherwise.

- No unauthorised repairs. We would rather deal with the problem than deal with the problem plus your cousin's repair attempt.

## Hitch, Protect & Go - Trailer Damage Cover

### Important:

Trailer Damage Cover is optional, is not insurance, and applies to eligible trailers only. It does not apply to excavators, wood splitters, firewood processors, compactors, tools, machinery, plant, equipment, attachments or other non-trailer Hire Items.

Option	Price	What it helps cover
<b>Oops Cover</b>	\$7 + 8% of eligible trailer hire cost	Selected minor accidental trailer damage: plug, cable, adaptor, lights, lenses, marker/clearance lights, and winch rope/cable where fitted.
<b>Big Oops Cover</b>	\$12 + 13% of eligible trailer hire cost	Oops Cover plus selected body, mudguard, ramp, latch and minor non-structural trailer damage. Also one repairable tread puncture up to \$60 and jockey wheel assembly damage up to \$80.

Trailer class	Oops limit	Big Oops limit	Big Oops excess
<b>Class A - small trailers</b>	\$300	\$750	\$100
<b>Class B - medium trailers</b>	\$400	\$1,000	\$150
<b>Class C - car/winch/braked/high-risk trailers</b>	\$500	\$1,500	\$150

Cover limits are combined totals per hire, not separate buckets for every scratch, ding and trailer tantrum.

Small covered bits? No excess. Body/guard/ramp/latch type damage? The Big Oops excess only applies where the approved repair cost is above the applicable excess.

### Big Oops extras: tyres and jockey wheels

- **Repairable puncture.** Big Oops includes one repairable tread-area trailer tyre puncture per hire, up to \$60. Sidewall, shoulder, bead, blowouts, replacement tyres, wheels/rims, callouts, towing and recovery are not covered.
- **Jockey wheel assembly.** Big Oops includes accidental jockey wheel assembly damage up to \$80. It does not cover towing with it down, moving a loaded trailer on it, misuse, overloading, incorrect ball weight, missing/stolen jockey wheels, or damage to the drawbar/A-frame/chassis/mounting structure.

### Stuff Trailer Damage Cover does NOT save you from

- Theft, loss, failure to return, or missing accessories.
- Overloading, incorrect loading, unsecured loads or unsafe towing.
- Reckless, deliberate, wilful or unlawful use.
- Off-road use, prohibited roads, flooded areas, beaches, waterways or closed roads.
- Ignoring obvious faults, tyre issues, loose parts, warning signs or continuing to tow after damage happens.
- Structural damage, chassis damage, axle damage, brake damage, wheels/rims and tyre replacement except the repairable puncture contribution under Big Oops.
- Third-party property damage, damage to your tow vehicle, your load, your goods, personal injury, towing/recovery/storage/travel/after-hours costs.
- Non-trailer Hire Items: excavators, processors, splitters, compactors, tools, machinery, plant, attachments and equipment.

## Equipment hire: excavators, processors, splitters and other fun things with moving parts

- You must be competent to use the equipment safely. No training is provided unless agreed.
- Use equipment only for its intended purpose and within its limits.
- Do not use equipment near underground services without proper checks.
- Do not run damaging materials through equipment, such as metal, rocks or contaminated timber where that applies.
- Return equipment clean, with all components and attachments, in the same working condition, and topped up with the correct fuel where required.
- Damage from incorrect fuel, misuse, foreign objects, improper operation, terrain, transport or consumables beyond normal wear may be charged.

### Translation:

If it has hydraulics, tracks, blades, belts, engines or a tendency to make expensive noises, treat it nicely. Trailer Damage Cover does not wrap it in bubble wrap.

## Return checklist

Before return	Quick note
<b>On time</b>	Late fees are boring. Avoid them.
<b>Clean</b>	Mud, timber, sap, rubbish and mystery grot may cost extra.
<b>Same condition</b>	Fair wear is fine. New damage needs reporting.
<b>All accessories back</b>	Straps, remotes, locks, keys, adaptors - bring the little bits home.
<b>Equipment full of correct fuel</b>	If fuel is required, wrong or missing fuel can cost you.
<b>Tell us about issues</b>	Damage, punctures, faults or weird behaviour must be reported by return.

## Privacy, acceptance and final boss clause

- We collect and use personal information for rental services and related admin.
- Online bookings are accepted when you tick the terms checkbox. Phone, email or SMS bookings are accepted when you pay or take possession, whichever happens first.
- This short version is a guide only. The full Rental Terms and Conditions V1.6, invoices and rental agreement are the actual terms.

### Final friendly nudge:

Tow smart, load smart, return it clean, report dramas early, and everyone gets to avoid the paperwork swamp. Beautiful.