

What happens if damage occurs on hire?

Modified on: Mon, 17 May, 2021 at 11:03 AM

Damage & Accidents

Mishaps may occur from time-to-time. It's really important that you familiarise yourself with the following processes to ensure you remain safe, and for us to help you get back on the road enjoying your holiday again.

Unfortunately, accidents can happen to even the most careful of drivers. If you're responsible for damage, the most you'll need to pay is your maximum Accident Excess per incident, assuming there are no breaches of the Camplify Hiring Contract.

What is common damage? Awnings, exterior panel damage, interior damage

What to do if damage occurs;

1. Be transparent and call the van owner as soon as possible. The owner will have the best advice about their van and it's important to work together.
2. Call the Camplify team on 1300 416 133 to update us on the incident and the details of your conversation with the van owner. Together we can assist you with the next steps and help you to coordinate any repairs if needed
3. Take photos of the damage
4. Once communicated and documented, enjoy the rest of your trip!

If you run into any issues, our support team is always on hand to walk you through the process.

Or for more information on hirer Accident Excess, see;

- **What if the damage is not my fault?**
(<https://camplify.freshdesk.com/en/support/solutions/articles/35000158592>)
- **What is my excess as a hirer?**
(<https://camplify.freshdesk.com/en/support/solutions/articles/35000158584>)
(<https://help.camplify.com.au/en/support/solutions/articles/35000158584-what-is-my-liability-as-a-hirer->)
(<https://help.camplify.com.au/en/support/solutions/articles/35000158584-what-is-my-liability-as-a-hirer->)
(<https://help.camplify.com.au/en/support/solutions/articles/35000158584-what-is-my-liability-as-a-hirer->)

 Preview

