

Europcar



**2012
Business Direct
Corporate Package**

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EUROPCAR KEY CONTACT DETAILS

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Customer Relations/ Dispute Resolution	Ph: 1300 720 055 Email: customerrelations@europcar.com.au
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Billing Department Invoice Enquiries	Ph : 1300 361 213 Email: accounts.receivable@europcar.com.au
Infringements Toll and Infringement Enquiries	Ph : 1300 720 055 Email: infringements@europcar.com.au

ABOUT EUROPCAR

Owned by the French investment company Eurazeo, Europcar International is the European leader in passenger car and light utility vehicle rentals. Global headquarters for Europcar is located in Paris, France which serves business and leisure customers throughout Europcar, Africa, the Middle East, Latin America and Asia Pacific.

Excluding franchise operations, in 2010 Europcar signed more than 10 million rental contracts, with 8,000 employees and a fleet exceeding 225,000 vehicles. In September 2008, Europcar and U.S. market leader Enterprise Rent-A-Car joined forces in a strategic alliance to form the world's largest car rental network, with more than 1.2 million vehicles and 10,000 locations around the world.

In the USA and Canada Europcar hold the International Service Agreement with Vanguard Car Rental USA Inc. (National/Alamo), the USA's largest on-airport rental car organization. Europcar can provide an expansive global network



Australia & New Zealand

A wholly owned subsidiary of Europcar International since May 2008, Europcar Australia and New Zealand (Europcar) provides a total mobility service solution with an expansive global network to meet all your car rental requirements.

Europcar is one of Australia and New Zealand's leading car rental brands, offering service consistency across a network of over 170 locations. We operate from all major airports and capital cities, as well as many regional and remote locations.

Head office for Europcar Australia and New Zealand is located in Melbourne, Victoria with state offices in all states across Australia and stations strategically located within each state to service the requirements of its client base. Europcar Australia and New Zealand operate from all major airports and capital cities, as well as many regional and remote locations.

With a large fleet of over 8,000 quality vehicles, Europcar provide clients with a wide variety of choices including passenger and luxury vehicles, commercials, 4WD's and minibuses with our Australian rental fleet including Audi, Ford, Holden, Hyundai, Kia, Renault, Mazda, Mitsubishi, Nissan, Volkswagen, Skoda, Suzuki and Toyota with petrol and diesel engines.

EUROPCAR GROUP VISION, MISSION AND BUSINESS

Our Vision

Europcar believes that car rental will play a growing role in making people's mobile lives easier

Our Mission

Europcar gives people customised, easy and convenient access to the use of vehicles

Our Business

Europcar offers global, innovative and environmentally leading vehicle rental solutions

GROUP CORE VALUES

Trust

To maintain the trust and loyalty of our customers and other stakeholders, we act with integrity and transparency at all times and we deliver a consistently high quality of service.

Commitment

Through collective commitment to our mission, we maintain purpose and independence, while adapting to ever changing conditions.

Safety

At Europcar we believe safety and respect for the environment are paramount and are at the heart of all our practices.

Agility

Everyone at Europcar is empowered to do their best for the benefit of all internal and external customers, while recognising the Europcar Group's overall goals and guidelines. We pride ourselves on our agility and can-do spirit to move swiftly and respond to customer demand in a fast evolving environment.

Diversity

We embrace and leverage diversity in the workplace and we value every individual's contribution.



OUR KEY PARTNERSHIPS

Virgin Blue and Pacific Blue Airline



Europcar is proud to be a preferred car rental partner to the Virgin Australia Airlines Group. Virgin Australia offers guests competitive value for money, airfares to a wide range of major Australian destinations. Europcar provides Virgin Australia guests with discounted rates by simply booking online on the Virgin Australia website or presenting their boarding pass at the rental counters. Europcar counters are located at all Virgin Australia terminals for express exit.

Velocity Rewards Program



Velocity is an exciting loyalty program powered by Virgin Blue. Corporate customers can join the Velocity program free and look forward to a world where rewards happen faster; where red tape and restrictions are replaced with freedom and possibilities. Points are yours to use at any time on flights or for car rental.

Accor Hotels Worldwide



Accor is one of the worlds leading Hotel groups and the largest brand in the Asia Pacific region. Worldwide Accor has over 3,700 hotels in 90 countries. Their properties include key brands such as Sofitel, Novotel, Mercure, All Seasons, Ibis and Formule 1.

Europcar is the exclusive worldwide car rental partner to Accor Hotels & Resorts. If you are an Accor Advantage Plus member you receive special discounts with Europcar throughout the world.

COMPANY EXPERIENCE

Europcar Australia and New Zealand has a range of existing customers and partners in multiple business segments in which car rental solutions are provided.

We provide these partners with a range of rental car solutions including provision of commercially attractive vehicles for member groups, leisure needs, replacement requirements and business requirements. In addition to those outlined above, our partners include:

- LeasePlan Australia - Contracted car replacement and rental supplier 

PRIVILEGE LOYALTY PROGRAM

All frequent business travellers are invited to discover the Privilege of Privilege.

Europcar strives to improve the quality of service offered to our returning customers and in recognising the needs of frequent travellers Europcar has recently enhanced its membership program. The exciting new Privilege Loyalty Program brings Europcar customers a world of additional benefits, available not only in Australia and New Zealand but all around the world.

The global Privilege Loyalty Program is recognised at over 10,000 Europcar branches across 150 countries and honours customers with exclusive status, faster service and easy to use benefits. The Europcar Privilege Program is unique within the car rental industry and sets the benchmark for frequent renter loyalty schemes. In addition to providing priority service the Program offers members exclusive benefits with Accor Hotels, only possible through Europcar's global alliances.

The Program is free to join. Members can access a personalised page on the My Europcar section of the Europcar website, to view account details, rewards and benefits with partner programs. The Privilege Program offers 3 tiers, each level rewarding members with specific advantages and benefits - the more you rent the more you get!

Privilege Club – entry level



- Express Service with dedicated line at the counter
- Partner Offers with ACCOR Hotels
- Profile access 24/7 online via My Europcar
- Guaranteed reservation

Privilege Executive – 10 rentals or 40 rental days



- Express Service with dedicated line at the counter
- Partner Offers with ACCOR Hotels
- Profile access 24/7 online via My Europcar
- Guaranteed reservation
- One car category upgrade (up to Standard Class)

Privilege Elite – 25 rentals or 85 rental days



- Express Service with dedicated line at the counter
- Partner Offers with ACCOR Hotels
- Profile access 24/7 online via My Europcar
- Guaranteed reservation
- One car category upgrade (up to Full Size Class)
- One free week-end rental per year
- Free additional driver
- Dedicated toll free telephone line with priority over other calls
- Country-based VIP services & events

EUROPCAR SERVICES

SUMMARY OF KEY BENEFITS & SERVICES

- Europcar Australia has global access to 10,000 locations and 225,000 vehicles in 160 countries throughout the world.
- Fleet of over 8,000 quality vehicles, Europcar provide clients with a wide variety of choices including passenger and luxury vehicles, commercials, 4WD's and minibuses.
- Competitive rate program – additional cost saving for all passenger and commercial vehicles.
- Join the Privilege Loyalty Program to receive express priority service at all major airport locations along with additional benefits.
- Europcar Australia is a preferred car rental provider promoted through the Virgin Australia Airlines Group including Pacific Blue Airlines, Blue Holidays and V Australia.
- Europcar Australia reservations can be made online or through our call centre.
- Europcar offer an extensive range of commercial vehicles available for both short term requests and long term contract work.

OTHER SERVICES

24 Hour Emergency Roadside Assistance

All Europcar Australia vehicles are maintained in accordance with manufacturer maintenance schedules to minimise breakdowns. However, for peace of mind, Europcar Australia has in place, a very efficient roadside assistance service network which operates 24 hours a day, 7 days a week and is accessed via a toll free number 1800 625 035. This toll free number is also listed inside every rental vehicle.

Quality Inspection

Prior to all rentals, Europcar Australia vehicles undergo extensive interior and exterior detailing in addition to a safety inspection. Europcar is committed to providing our customers with the best presented and serviced vehicles in the industry. All vehicles are stringently maintained to the manufacturer's specifications to ensure customer comfort and safety.

One-Way Rentals

One-way rentals are available between most locations. A minimum number of day's rental or a drop off fee will apply. Please contact Europcar Reservations for one way fees.

Method of Payment

All major credit cards are welcome and accepted, including American Express, Diners Club, Visa and MasterCard. Cheque or cash facilities can be arranged. Conditions do apply. The credit request is subject to acceptance by Europcar Australia.

International Rates

Europcar provides international corporate rates via the European contract agreement, which are available in 160 countries throughout the world. For further information please contact Europcar Reservations.

Account Management

Europcar have a dedicated team to assist with any service requirements.

Reporting

Europcar will provide a range of rental analysis and expenditure reports upon request.

Online Services

Europcar bookings can be conveniently accessed through its web site: www.europcar.com.au making the reservation process simple and cost effective for you.

Reservations

Europcar's Reservation Centre handles reservations and queries for Australia 24 hours a day, 7 days a week. Reservations can be made by phone, Internet, e-mail, or fax.

Europcar Australia's web site allows you to make bookings, cancellations and alterations to bookings across the Internet. It also supplies your company with instant vehicle availability and booking confirmation.

RENTAL INFORMATION, CONDITIONS AND AUXILIARY COSTS

Minimum Rental Period

The minimum rental is based on 24-hour periods rather than calendar days. A grace period of 30 minutes is offered at the end of each rental. An additional day will be charged after this period.

Vehicle Availability

Rental vehicles ECMR to FDAR are available on an immediate confirmation basis. Specialty vehicles, such as the 8 seaters, station wagons, mini buses, commercial vehicles and 4WDs are on an apply basis.

Location Trading Hours

Europcar has over 170 Europcar offices throughout Australia for your convenience in metropolitan, country and remote locations.

Minimum Rental Age and Surcharge Fee

The minimum rental age is 21 years of age. Drivers under 25 years are not permitted to rent class FDAR, FWAR, FFAR, IVAR, LDAR & PTAR. An age surcharge of \$27.50 (excl. GST) per day applies to drivers between the ages of 21-24 years old inclusive.

Vehicle Registration Recovery Fee (VRRF)

A fee of \$5.95 (excl. GST) per rental day is charged.

Administration Fee

Administration fee of 3.5% is calculated and charged as a percentage of the total cost of the rental. This is charged on each completed rental agreement.

Credit Card Surcharge

Credit Card Surcharge will be calculated and charged as a percentage of the total cost of the rental. AMEX, Diners, Master Card & VISA = 1.5% (excl. GST)

Additional Driver Fee

A fee of \$5.00 (excl. GST) applies to each additional driver per day.

Fuel Cost

Vehicles are supplied with a full tank of fuel on delivery. Europcar will refuel the vehicle and charge a Vehicle Refuelling Fee if the vehicle is not returned full. You can elect to refuel the rental vehicle prior to your return to avoid the Vehicle Refuelling Fee. The refuelling cost varies from state to state depending on the fuel pump price on the day.

Europcar also offers a pre-paid fuel option. You can purchase a tank of fuel at pump price and avoid needing to refuel the vehicle upon return.

GPS (Global Positioning Systems)

Europcar offers customers the option to book portable GPS units with their car rental. GPS Units must be requested at the time of the car rental reservation and is subject to availability.

The total cost for the GPS unit is \$9.95 per day (excluding other charges). The standard liability does not apply to GPS units. The customer/company is responsible for the full replacement or repair cost of the unit if it is lost or damaged. GPS units are subject to availability and may not be available at all locations.

Road Tolls

City Link Toll (Melbourne Only)

With the introduction of electronic tolls to city link roads in Melbourne in 2000, clients require a pass to use the roads. (Customers who use city link roads without a pass will be liable of fines up to \$150 per breach).

There are two options available:

Option 1: Rental Toll – This product is for users who wish to have the convenience of paying tolls as part of their rental agreement. The toll fee is purchased on the basis of a charge per calendar day (i.e. you can not nominate different days) commencing from the start of each rental agreement. The fee is \$12.35 (excl. GST) for passenger vehicles and \$24.80 (inc GST) for KPOW & KPIW and for large commercial vehicles (TMBL and larger). This provides the client unlimited usage, this fee is charged per calendar day.

Options 2: Standard Day Pass – This product can be purchased as an infrequent user of city link and is available by calling 13 26 29 (within Australia only). If you are unsure of which option best suits your clients' needs, please speak to one of our consultants who will be happy to offer advice.

Alternatively, passes can be purchased direct from city link by phoning 13 26 29 or via www.citylink.com.au.

Auxiliary Fees

Auxiliary fees may be subject to change during the course of the contract. Auxiliary items include Administration fee, Vehicle Registration Recovery fee, Premium Location Surcharge (PLS), Credit Card fees and any other optional products and services.

PREMIUM LOCATION SURCHARGE (PLS)

Europcar charge a PLS only applicable to vehicles checking out from a premium location. The table below lists the premium locations and the corresponding surcharge (fees are subject to change):

Location - Australia	Additional Fee
Adelaide Airport	15% on all rental agreement charges
Alice Springs Airport	16% on all rental agreement charges
Avalon Airport	17% on all rental agreement charges
Ballina Airport	10% on all rental agreement charges
Brisbane Airport	19% on all rental agreement charges
Brisbane Airport Trucks	18% on all rental agreement charges
Brisbane City	6% on all rental agreement charges
Broome Airport	11% on all rental agreement charges
Bundaberg Airport	3% on all rental agreement charges
Cairns Airport	18.5% on all rental agreement charges
Cairns City	5% on all rental agreement charges
Canberra Airport	22% on all rental agreement charges
Canberra City	5% on all rental agreement charges
Coffs Harbour Airport	8.5% on all rental agreement charges
Coolangatta/ Gold Coast Airport	14% on all rental agreement charges
Darwin Airport	17% on all rental agreement charges
Dubbo Airport	10% on all rental agreement charges
Esperance Airport	11% on all rental agreement charges
Exmouth Airport	\$80 per rental
Gladstone Airport	12% on all rental agreement charges
Hervey Bay Airport	10% on all rental agreement charges
Hobart Airport	12.10% on all rental agreement charges
Kalgoorlie Airport	4.73% on all rental agreement charges
Karratha Airport	14.50% on all rental agreement charges
Launceston Airport	12% on all rental agreement charges
Mackay Airport	15% on all rental agreement charges
Maroochydore Airport	14% on all rental agreement charges
Melbourne Airport	19% on all rental agreement charges
Melbourne Airport Trucks	19% on all rental agreement charges
Melbourne Southern Cross	10% on all rental agreement charges
Melbourne City	5% on all rental agreement charges
Mudgee Airport	10% on all rental agreement charges
Newcastle Airport	19.5% on all rental agreement charges
Newman Airport	14.5% on all rental agreement charges
Perth Domestic and International Airport	17% on all rental agreement charges
Perth City	3% on all rental agreement charges
Port Hedland Airport	14.5% on all rental agreement charges
Proserpine Airport/Airlie Beach	7% on all rental agreement charges
Rockhampton Airport	15% on all rental agreement charges
Roma Airport	14% on all rental agreement charges
Surfers Paradise	6% on all rental agreement charges
Sydney Airport	23% on all rental agreement charges
Sydney Central	5% on all rental agreement charges
Sydney City	5.5% on all rental agreement charges
Sydney Darling Harbour	5% on all rental agreement charges
Townsville Airport	16% on all rental agreement charges
Tullamarine	5% on all rental agreement charges

*New Zealand PLS is \$40.00 (NZD) on all airport collections in New Zealand.

Passenger Fleet Guide

Australia

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 Hyundai i20 3dr or similar	<p>Economy - ECMR</p> <p>Manual, 4 cylinder, power steering, A/C, multiple air bags, ABS, MP3 /CD player, AM/FM tuner, remote central locking, 3 door</p> <p>4 1 1 7.5</p>	 Holden Commodore SV6 or similar	<p>Fullsize Special - FXAR</p> <p>Automatic, 6 cylinder, power steering, A/C, air bags, ABS, Electronic Stability Control, traction control, MP3 / CD player, AM/FM tuner, remote central locking, cruise control, bluetooth, 4 door</p> <p>5 2 2 10</p>
 Hyundai i20 5dr or similar	<p>Compact - CDAR</p> <p>Automatic, 4 cylinder, power steering, A/C, multiple air bags, ABS, MP3 / CD player, AM/FM tuner, remote central locking, 5 Door</p> <p>5 1 2 7.5</p>	 Nissan X-Trail or similar	<p>Intermediate AWD - IFDR</p> <p>Automatic, 4 cylinder, power steering, A/C, multiple air bags, ABS, Electronic Stability Control, traction control, MP3 / CD player, AM/FM tuner, remote central locking, cruise control, bluetooth, 5 door</p> <p>5 4 6</p>
 Hyundai Accent Sedan or similar	<p>Intermediate - IDAR</p> <p>Automatic, 4 cylinder, power steering, A/C, multiple air bags, ABS, Electronic Stability Control, traction control, MP3 /CD player, AM/FM tuner, remote central locking, 5 door</p> <p>5 2 1 7</p>	 Subaru Outback or similar	<p>Full Size Wagon - FWAR</p> <p>Automatic, 4/6 cylinder, power steering, A/C, multiple air bags, ABS, Electronic Stability Control, traction control, MP3 / CD player, AM/FM tuner, remote central locking, cruise control, bluetooth, 5 door station wagon</p> <p>5 4 8</p>
 Volkswagen Golf Hatch or similar	<p>Intermediate Special - ICAR</p> <p>Automatic, 4 cylinder, power steering, A/C, multiple air bags, ABS, Electronic Stability Control, traction control, MP3 /CD player, AM/FM tuner, remote central locking, 5 Door</p> <p>5 2 1 6</p>	 Mitsubishi Pajero or similar	<p>Large 4WD - FFAR</p> <p>Auto, 6 cylinder turbo diesel, power steering, A/C, air bags, ABS, Electronic Stability Control, traction control, MP3 / CD player, AM/FM tuner, remote central locking, cruise control, bluetooth, 5 door, 2 fold out seats in the rear</p> <p>5 4 5.5</p>
 Volkswagen Golf Cabriolet or similar	<p>Intermediate Convertible - ITAR*</p> <p>Automatic, 4 Cylinder, power steering, A/C, multiple air bags, ABS, Electronic Stability Control, traction control, MP3 / CD player, AM/FM tuner, remote central locking, electric roof, 2 Door *Limited locations</p> <p>4 1 1 6</p>	 Kia Grand Carnival or similar	<p>Premium 8 Seater - PVAR</p> <p>Automatic, 6 cylinder, power steering, A/C, multiple air bags, ABS, Electronic Stability Control, traction control, MP3 / CD player, AM/FM tuner, remote central locking, cruise control, 8 seater, 5 door</p> <p>8 3 1 5</p>
 Hyundai Elantra or similar	<p>Standard - SDAR</p> <p>Automatic, 4 cylinder, power steering, A/C, multiple air bags, ABS, Electronic Stability Control, traction control, MP3 / CD player, AM/FM tuner, remote central locking, cruise control, 4 door</p> <p>5 2 2 7</p>	 Toyota Commuter	<p>Intermediate 12 Seater - IVAR</p> <p>Automatic, 4 cylinder, power steering, A/C, dual air bags, ABS, MP3 /CD player, AM/FM tuner, remote central locking, 12 seater, 4 door</p> <p>12 4 5</p>
 Volkswagen Passat or similar	<p>Fullsize - FDAR</p> <p>Automatic, 4 cylinder, power steering, A/C, multiple air bags, ABS, Electronic Stability Control, traction control, MP3 / CD player, AM/FM tuner, remote central locking, cruise control, Bluetooth, 4 door</p> <p>5 2 2 7</p>		

Prestige Vehicles Australia

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Hatchback

Audi A1 - CXAR

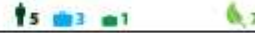
Automatic, 4 cylinder, power steering, A/C, multiple air bags, ABS, Electronic Stability Control, traction control, MP3 / CD player, AM/FM tuner, remote central locking, bluetooth, 3 door



Sportsback

Audi A5 - LCAR

Automatic, 4 cylinder, power steering, A/C, multiple air bags, ABS, Electronic Stability Control, traction control, MP3 / CD player, AM/FM tuner, remote central locking, cruise control, split fold rear seats, bluetooth, leather interior, 4 door



Hatchback

Audi A3 - DXAR

Automatic, 4 cylinder, power steering, A/C, multiple air bags, ABS, Electronic Stability Control, traction control, MP3 / CD player, AM/FM tuner, remote central locking, split fold rear seats, bluetooth, 5 door



Large size

Audi A6 - LDAR

Auto, 4 cylinder, power steering, A/C, air bags, ABS, Electronic Stability Control, traction control, MP3 / CD player, AM/FM tuner, remote central locking, cruise control, bluetooth, leather interior, multimedia system, satellite navigation, 4 door



Full size

Audi A4 - PDAR

Automatic, 4 cylinder, power steering, A/C, multiple air bags, ABS, Electronic Stability Control, traction control, MP3 / CD player, AM/FM tuner, remote central locking, cruise control, split fold rear seats, bluetooth, leather interior, 4 door



Large size

Mercedes-Benz E-Class - LXAR*

Auto, 4 cylinder, power steering, A/C, air bags, ABS, Electronic Stability Control, traction control, MP3 / CD player, AM/FM tuner, remote central locking, cruise control, bluetooth, leather interior, satellite navigation, sunroof, 4 door, limited locations*



Wagon

Audi A4 Avant - PWAR

Automatic, 4 cylinder, power steering, A/C, multiple air bags, ABS, Electronic Stability Control, traction control, MP3 / CD player, AM/FM tuner, remote central locking, cruise control, split fold rear seats, bluetooth, leather interior, 5 door



Convertible

Audi A5 Cabriolet - PTAR*

Auto, 4 cylinder, power steering, A/C, multiple air bags, ABS, Electronic Stability Control, traction control, MP3 / CD player, AM/FM tuner, remote central locking, cruise control, bluetooth, leather interior, electric roof, 2 door, limited locations*



Greenhouse ratings based on average across the class. Individual models may vary. Ratings are out of 10, the higher the score, the lower the level of carbon dioxide the car produces. All ratings taken from www.greenvehicleguide.gov.au

Contact Us

Reservations
Facsimile
Email
Online Bookings

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61 3 9335 7600
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Effective August 2012



Dual Cab 4WD - KPDS

- Manual, 4 cylinder
- Power steering, air conditioning
- CD player/radio
- 4 wheel drive, turbo diesel
- 4 door



Ute - KPOW

- Automatic
- Power steering, air conditioning
- Central locking, CD player
- 2 door
- Width 1.8m, tray length 2.1m



Ute - KPPW

- Manual
- Power steering, air conditioning
- Rear wheel drive, radio/cd
- 2 door
- Width 1.8m, tray length 2.1m



Delivery Van - KPIW / KPLW

- Automatic/manual, 4 cylinder
- Power steering, air conditioning
- 4 door
- Width of cargo area 1.5m
- Length of cargo area 2.6m
- Height of cargo area 1.3m



Moving Van - KPIW / KPLW

- Automatic/manual, ABS brakes
- Power steering, a/c,
- Driver airbag, CD player, 4 door
- Solid partition, protective lining
- Width of cargo area 1.6m
- Length of cargo area 3.6m
- Height of cargo area 1.8m



4.2 Mtr Tray Back - TMPW

- Manual, 4 cylinder
- Power steering, air conditioning
- Rear wheel drive, drop sides
- AM/FM radio
- 2 door
- Width 2.1m, tray length 4.2m



Moving Truck - TMBL

- Manual, 4 cylinder
- Power steering, air conditioning
- Rear wheel drive, hydraulic lift
- 2 door, CD player/radio
- Width and height of box 2.1m
- Length of box 4.2m



1.8 Cubic Mtr Tipper

- TMTW**
Standard Car Licence, Manual, 2 doors, ABS, a/c, CD Player, Central Locking, Drop Sides, First aid kits, Power Steering, Power Windows, RWD, Single Axle, Cargo: height 2.4m, width 2.4m, length 6.4m.



Europcar Australia and New Zealand Location Guide

Victoria

Metro Branches			
	Ph No.	Fax	Physical Address
Coburg	03 9953 7030	03 9384 2560	251 Sydney Road, Coburg VIC 3058
Maidstone	03 8318 1950	03 9318 5881	224 Ballarat Road, Maidstone VIC 3012
Melbourne Airport	03 9241 6800	03 9335 6403	Terminal Building Melbourne Airport, Tullamarine VIC 3043
Melbourne City	03 8633 0000	03 9671 4157	89-91 Franklin Street, Melbourne VIC 3000
Southern Cross Station	03 9920 6488	03 9671 4157	Southern Cross Railway Station, Spencer Street, Melbourne VIC 3000
Preston	03 9954 6200	03 9471 1573	580 High Street, Preston VIC 3072
Richmond	03 9201 0000	03 9429 5285	26 Swan Street, Richmond VIC 3121
South Melbourne	03 9669 2480	03 9699 8935	60 Clarendon Street, South Melbourne VIC 3205
St. Kilda	03 9953 5780	03 9534 4415	95 St Kilda Road, St Kilda VIC 3182
Tullamarine	03 9330 6161	03 9335 2178	157 Mickleham Road, Tullamarine VIC 3043
Tullamarine Commercials	03 9330 2350	03 9330 4067	11A Mareno Drive, Tullamarine VIC 3043
Outer Metro Branches			
	Ph No.	Fax	Physical Address
Avalon Airport	03 5227 9855	03 5282 4790	Terminal Building, Avalon Airport, Avalon VIC 3212
Bayswater	03 9720 7625	03 9738 0535	244 Canterbury Road, Bayswater VIC 3153
Blackburn	03 9894 2888	03 9877 6768	110 Whitehorse Road, Blackburn VIC 3130
Camberwell	03 9813 1877	03 9813 5603	401 Camberwell Road, Camberwell VIC 3124
Cheltenham	03 9583 0800	03 9583 0629	1285 Nepean Highway, Cheltenham VIC 3192
Clayton	03 9540 0500	03 9540 0501	2093 Princes Highway, Clayton VIC 3168
Dandenong	03 9794 8100	03 9794 8168	28-30 Lonsdale Street, Dandenong VIC 3175
Frankston	03 9770 1155	03 9770 1744	120-124 Dandenong Road, Frankston VIC 3199
Geelong	03 5229 8188	03 5222 3696	48 Mercer Street, Geelong VIC 3220
Werribee	03 9742 7490	03 9749 8127	317 Princes Highway, Hoppers Crossing VIC 3030
Country Branches			
	Ph No.	Fax	Physical Address
Ballarat	03 5339 1058	03 5339 2566	206 Burnbank Street, Wendouree VIC 3355
Sale	03 5142 4999	03 5144 9809	303 York Street, Sale VIC 3850
Remote Branches			
	Ph No.	Fax	Physical Address
Bairnsdale	03 5152 9799	03 5152 9798	449 Princes Highway, Bairnsdale VIC 3875

New South Wales

Metro Branches			
	Ph No.	Fax	Physical Address
Alexandria	02 8374 2950	02 9313 4449	678 Botany Road, Alexandria NSW 2020
Artarmon	02 9200 2650	02 9439 0269	1 Campbell Street, Artarmon NSW 2064
Campbelltown	02 4628 3117	02 4628 9117	57A Blaxland Road, Campbelltown NSW 2560
Darling Harbour	02 9209 2840	02 9211 7335	100 Murray Street, Pyrmont NSW 2009
Milperra	02 8707 8500	02 9773 0885	299-301 Milperra Road, Milperra NSW 2214
Parramatta	02 9204 3960	02 9897 0966	180 Parramatta Road, Granville NSW 2142
Sydney City	02 8255 9050	02 8255 9084	100 William Street, Kings Cross NSW 2011
Sydney Central	02 9212 4975	02 8255 9084	818-820 George Street, Sydney NSW 2000
Sydney Airport	02 9207 9400	02 8339 0944	Terminal Building Sydney Airport NSW 2020
Outer Metro Branches			
	Ph No.	Fax	Physical Address
Ballina	02 6686 2992	02 6686 2992	204 Southern Cross Drive, Ballina NSW 2478
Ballina Airport	02 6686 2992	02 6686 2992	Terminal Building, Southern Cross Drive, Ballina NSW 2478
Brunswick Heads	02 6686 5502	02 6686 2992	Caltex Service Station, 2-3 Tweed Street, Brunswick Heads, NSW 2483
Lennox Head	02 6687 6161	02 6687 5110	Caltex Service Station, Byron Street, Lennox Head NSW 2478
Maitland	02 4934 8900	02 4933 4523	85-87 High Street, Maitland NSW 2320
Newcastle Airport	02 4965 0162	02 4965 1789	Terminal Building Newcastle Airport Williamtown Dve NSW 2318
Newcastle City	02 4940 0364	02 4940 0079	66 Hannel Street, Wickham NSW 2293
Penrith	02 4722 6650	02 4722 6651	6-8 Doonmore Street, Penrith NSW 2750
Tomago	02 4940 0364	02 4913 5315	338 Tomago Road, Tomago NSW 2323
Wollongong	02 4251 4830	02 4225 8189	49 Flinders Street, Wollongong NSW 2500
Country Branches			
	Ph No.	Fax	Physical Address
Dubbo	02 6882 2110	02 6882 8503	147 Cobra Street, Dubbo NSW 2830
Dubbo Airport	02 6884 1378	02 6882 8503	Terminal Building, Cooreena Road, Dubbo NSW 2830
Forbes	02 6851 1640	02 6852 2401	7 Oxford Street, Forbes NSW 2871
Gunnedah	02 6742 3200	02 5776 1706	1 / 78 Railway Avenue, Gunnedah NSW 2380
Merimbula	02 6495 6635	02 6495 6696	Highway Trade, Munje Street, Pambula NSW 2549
Mudgee	0419 724 722	02 6372 9274	48 Sydney Road, Mudgee NSW 2850
Mudgee Airport	0419 724 722	02 6372 9284	Terminal Building, Cassillis Road, Mudgee NSW 2850
Muswellbrook	02 6541 3700	02 6543 4198	94 Maitland Road, Muswellbrook NSW 2333
Singleton	02 6572 3900	02 6571 2159	28 George Street, Singleton NSW 2330
Remote Branches			
	Ph No.	Fax	Physical Address
Coffs Harbour Airport	02 6651 8009	02 6651 8559	Hogbin Drive, Coffs Harbour Airport, Coffs Harbour NSW 2450

North Queensland

Metro Branches

	Ph No.	Fax	Physical Address
Cairns City	07 4051 4600	07 4041 3463	Cairns Square, Corner Shield and Abbott Streets, Cairns QLD 4870
Cairns Airport	07 4034 9088	07 4034 9096	Terminal Building, Cairns Airport QLD 4870

Outer Metro Branches

	Ph No.	Fax	Physical Address
Townsville Airport	07 4760 1380	07 4728 2307	Terminal Building Townsville Airport, Townsville QLD 4810
Townsville City	07 4762 7050	07 4775 4969	305 Ingham Road, Garbutt QLD 4810

Country Branches

	Ph No.	Fax	Physical Address
Airlie Beach	07 4946 4133	07 4946 4166	398 Shute Harbour Road, Airlie Beach QLD 4802
Gladstone Airport	07 4978 7787	07 4972 2488	Terminal Building, Gladstone Airport, Aerodrome Road, Gladstone QLD 4680
Mackay City	07 4952 6269	07 4952 2504	174 East Boundary Road, Mackay QLD 4740
Mackay Airport	07 4952 6269	07 4952 2504	Terminal Building, Mackay Airport, Mackay QLD 4740
Proserpine Airport	07 4946 4133	07 4946 4166	Terminal Building, Proserpine Airport, Proserpine QLD 4800
Rockhampton Airport	07 4922 0044	07 4922 0088	Terminal Building, Rockhampton Airport, Canoona Road, Rockhampton QLD 4700

South Queensland

Metro Branches

	Ph No.	Fax	Physical Address
Brendale	07 3384 1100	07 3889 9755	Corner South Pine Road and Leitchs Road, Brendale QLD 4500
Brisbane Airport	07 3874 8150	07 3860 6832	Terminal Building, Brisbane Airport, Brisbane QLD 4007
Brisbane Airport Commercials	07 3000 1781	07 3266 4317	13 Hovea Street, Eagle Farm, Brisbane QLD 4006
Brisbane City	07 3006 7440	07 3839 8080	576 Queen Street, Brisbane QLD 4000
Brisbane City Commercials	07 3262 2418	07 3630 0827	18 Hercules Street, Hamilton QLD 4007
Coopers Plains	07 3336 1320	07 3216 6829	808 Beaudesert Road, Coopers Plains QLD 4108
Ipswich	07 3282 3021	07 3282 0743	25 Brisbane Road, Ipswich QLD 4305
Kenmore	07 3336 1320	07 3216 6829	Caltex Service Station, Corner Marshall Lane and Moggill Road, Kenmore QLD 4069
Redcliffe	07 3284 5611	07 3284 2076	75 Snook Street, Clontarf QLD 4019
Roma Airport	07 4622 1730	07 4613 1403	1 Hanger Dr Roma Airport QLD 4455
Springwood	07 3884 9200	07 3386 0009	3417 Pacific Highway, Slacks Creek QLD 4127
Cannon Hill	07 3131 8720	07 3390 5300	1280 Wynnum Road, Tingalpa QLD 4173

Outer Metro Branches

	Ph No.	Fax	Physical Address
Coolangatta/ Gold Coast Airport	07 5569 3370	07 5599 3533	Terminal Building, Gold Coast Airport, Bilinga QLD 4225
Gold Coast Commercials/ Southport	07 5558 5999	07 5531 2061	63 Ferry Road, Southport QLD 4215
Maroochydore Airport	07 5448 9955	07 5448 7488	Terminal Building, Maroochydore Airport, Mudjimba QLD 4558
Maroochydore South (Warana)	07 5443 2300	07 5437 8649	294 Nicklin Way, Warana, QLD 4575
Surfers Paradise	07 5583 6430	07 5592 6846	3031 Surfers Paradise Boulevard, Surfers Paradise QLD 4217
Toowoomba	07 4639 3799	07 4613 1403	235 Ruthven Street, Toowoomba QLD 4350

Country Branches

	Ph No.	Fax	Physical Address
Bundaberg Airport	07 4155 0333	07 4155 0533	Terminal Building, Bundaberg Airport, Bundaberg QLD 4670
Hervey Bay Airport	07 4128 2100	07 4128 4988	Hervey Bay Airport, Don Adams Drive, Urangan QLD 4655
Hervey Bay	07 4128 2100	07 4128 4988	17 Ellen Gowan Street, Urangan QLD 4655

Tasmania

Metro Branches

	Ph No.	Fax	Physical Address
Burnie Wynyard	03 6442 4230	03 6427 0022	Terminal Building, Burnie Wynyard Airport, Wynyard TAS 7325
Devonport Airport	03 6427 0623	03 6427 0022	Terminal Building, Devonport Airport, Devonport TAS 7310
Devonport City	03 6427 0888	03 6427 0022	11 The Esplanade East, Devonport TAS 7310
Devonport Ferry	03 6427 0888	03 6427 0022	Devonport Ferry, Ferry Terminal Building, Devonport TAS 7310
Hobart Airport	03 6248 5849	03 6248 5972	Terminal Building, Hobart Airport, Hobart TAS 7000
Hobart City	03 6231 1077	03 6231 0120	112 Harrington Street, Hobart TAS 7000
Hobart Wrest Point Casino	03 6231 1077	03 6231 0120	Wrest Point Casino, Sandy Bay TAS 7005
Launceston Airport	03 6391 8000	03 6391 8008	Terminal Building, Launceston Airport, Launceston TAS 7250
Launceston Off Airport	03 6391 8000	03 6391 8008	216 Airport Road, Evandale TAS 7212
Launceston City	03 6331 8200	03 6331 8900	112 George Street, Launceston TAS 7250
Launceston Country Club Casino	03 6391 8000	03 6391 8008	Prospect Vale, Launceston TAS 7250
Launceston Country Club Villas	03 6391 8000	03 6391 8008	Prospect Vale, Launceston TAS 7250

South Australia			
Metro Branches			
	Ph No.	Fax	Physical Address
Adelaide Airport	08 8150 3090	08 8234 3996	Terminal Building, Adelaide Airport, Adelaide 5950
Adelaide City	08 8114 6350	08 8410 1151	142 North Terrace, Adelaide SA 5000
Mt Barker	08 8398 2226	08 8398 2927	24 Adelaide Road, Mt Barker SA 5251
Victor Harbor	08 8552 2455	08 8552 5583	51 Ocean Street, Victor Harbor SA 5211
Salisbury	08 8307 5850	02 8281 5207	1766 Main North Road, Salisbury Plains SA 5109
Remote Branches			
	Ph No.	Fax	Physical Address
Port Lincoln Airport	0405 107 458	08 8682 2965	Terminal Building, Lincoln Highway, North Shields SA 5606
Western Australia			
Metro Branches			
	Ph No.	Fax	Physical Address
Fremantle	08 9336 4411	08 9430 4213	96 Queen Victoria Street, Fremantle WA 6160
Osborne Park	08 9451 6870	08 9451 7614	Comer Howe and Hutton Streets, Osborne Park WA 6017
Perth Airport Domestic	08 9237 4330	08 9277 4614	Domestic Terminal Building, Perth Domestic Airport, Perth WA 6105
Perth Airport International	08 9237 4330	08 9479 5802	International Terminal Building, Perth International Airport, Perth WA 6105
Perth City	08 9226 0026	08 9226 0027	3-5 Gordon Street, West Perth WA 6005
Remote Branches			
	Ph No.	Fax	Physical Address
Broome Airport	08 9193 7788	08 9193 6693	Terminal Building, Broome Airport, Broome WA 6725
Broome City	08 9193 7788	08 9193 6693	Terminal Building, Broome Airport, Broome WA 6725
Exmouth City	08 9949 2940	08 9949 4404	445 Murat Road, Exmouth WA 6707
Exmouth Airport	08 9949 2940	08 9949 4404	Terminal Building, Learmonth Airport, Minitia Exmouth Road, Learmonth WA 6707
Karratha Airport	08 9183 8453	08 9144 0670	1120 Coolawanyah Road, Karratha WA 6714
Newman	08 9175 0655	08 9175 0644	Great Northern Highway, Newman WA 6753
Port Hedland Airport	08 9949 2940	08 9848 3509	Terminal Building, Port Hedland Airport, Great Northern Highway, Port Hedland WA 6721
Remote South Branches			
	Ph No.	Fax	Physical Address
Geraldton City	08 99646050	08 99646852	97 Durlacher Street, Geraldton WA 6530
Geraldton Airport	08 9964 6560	08 9964 6852	Geraldton-Mount Magnet Road, Moonyoonooka, WA 6532
Esperance Airport	08 9072 0040	08 9071 5540	Esperance Airport, Coolgardie Esperance Highway, Gibson WA 6448
Esperance City	08 9072 0040	08 9071 5540	1 Rochester Street, Leonora WA 6438
Kalgoorlie Airport	08 9093 1991	08 9071 5540	Terminal Building, Kalgoorlie Airport, Broadwood WA 6430
Kalgoorlie City	08 9021 7002	08 9071 5540	240 Boulder Road, Kalgoorlie WA 6432
Australian Capital Territory			
Metro Branch			
	Ph No.	Fax	Physical Address
Canberra City	02 6284 5170	02 6257 8997	Unit 1C74 Northbourne Ave, Canberra ACT 2601
Canberra Airport	02 6213 0300	02 6230 0272	Terminal Building, Canberra Airport, Pialligo ACT 2609
Northern Territory			
Remote Branches			
	Ph No.	Fax	Physical Address
Alice Springs Airport	08 8953 3799	08 8953 3788	Terminal Building, Alice Springs Airport, Alice Springs NT 0870
Darwin Airport	08 8945 3261	08 8945 3281	Terminal Building Darwin Airport, Darwin NT 0820
Darwin City	08 8941 0300	08 8941 0306	77 Cavenagh Street, Darwin NT 0800

New Zealand			
South Island			
	Ph No.	Fax	Physical Address
Picton	03 573 8800	03 573 8588	Booth 8, Ferry Terminal, Picton
Blenheim Airport	03 573 8800	03 573 8588	Terminal Building, Blenheim Airport
Nelson Airport	03 573 8800	03 573 8588	Terminal Building, Nelson Airport
Greymouth	03 768 9980	03 768 4222	Greymouth Railway Station, Greymouth
Christchurch City	03 366 5574	03 363 8809	848 Colombo Street, P O Box 1225, Christchurch
Christchurch Airport	03 360 3433	03 360 3434	517 Wairakei Road, Christchurch
Queenstown	03 442 5887	03 442 5787	Queenstown Airport, Frankton
Dunedin Airport	03 486 2358	03 486 2101	Air New Zealand Domestic terminal
North Island			
	Ph No.	Fax	Physical Address
Auckland Airport	09 275 0066	09 275 5389	International Terminal Building, Auckland International Airport, Auckland
Auckland City	09 379 5080	09 379 5081	73 Shortland Street, Auckland
Wellington Ferry	04 473 0480	04 473 0492	Ferry Terminal, Wellington
Wellington Airport	04 380 6617	04 380 8720	Main Terminal Building, Wellington Airport
Cambridge	07 823 0990	07 823 4409	98 Queen Street, Cambridge NTH
Hamilton Airport	07 823 0990	07 823 4409	Air New Zealand Terminal, Hamilton Airport
Rotorua Airport	07 350 3150	07 350 3170	Terminal Building, Rotorua Airport
Rotorua City	07 823 0990	07 823 4409	Serviced by Cambridge
Napier Airport	06 835 8818	06 835 8823	Hawkes Bay Airport, Napier