ADVENTURE RENTALS NT

Coronavirus (COVID-19) – Customer Information

Due to the evolving COVID-19 global pandemic, Adventure Rentals has restructured our cancellation policy with flexible and necessary changes to our Policy which apply to bookings whilst the Australian Government has an official travel warning or ban in place that prevents you from reaching your collection point on the first day/ date of rental.

Should your booking be affected by our cancellation policy there are 3 avenues to consider.

1. Reschedule your booking
2. Monitor relief packages being offered by your travel insurance provider
3. Work with us to ensure all customers have access to their entitlements based on the company's desire to deliver a sustainable outcome for everybody

Reschedule your booking

You are welcome to rebook for the same time next year or for different dates, duration or direction of travel.
Should you wish to Postpone your booking, 100% of any cancellation fee or deposit will be offset against future travel.
For rescheduled bookings made up until 31st July 2020 we will honor 2020/21 rental rates.

Availability

Rebooking for travel within the next 18 months will ensure that preferred dates and direction of travel are secured for the client. We anticipate 2021 fleet capacity will be taken up earlier than normal booking trends.
Get in early….

Travel Insurance

In some cases, your travel insurance provider may cover your cancellation costs.
It is becoming apparent that some providers, including these products offered by your Credit Card provider are altering their initial stance of 'No Cover' when the Government travel restrictions have been imposed.
Contact your provider and stay abreast with their current claim payment policy.

Cancellations

In the case you are unable to reschedule your booking and need to cancel. Adventure Rentals ask you to work with us.
The unforeseeable and sudden nature of the events leading to a large number of booking cancellations over a short period of time has put significant pressure on the cash reserves of all tourism providers. We are affected by this scenario.
We are working closely with government agencies to ensure we can best serve all of our clients. As such, we will look to issue any required refunds as soon as these funds come available.

The company will be constantly monitoring official advice and work to maintain the health and safety of its clients.
This information is valid as of 30.03.2020 as it is likely to change as the situation progresses, please check back regularly for updated information.

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