

FREQUENTLY ASKED QUESTIONS

Postponing my holiday due to COVID-19

WHY SHOULD YOU POSTPONE RATHER THAN CANCEL AND REBOOK?

To support the Australian Tourism Industry. Our current situation is not going to last forever, and things will return to normal, including road trip holidays. You are welcome to book for the same time next year or for different dates, duration or direction of travel.



IF I POSTPONE MY BOOKING HOW LONG DO I HAVE TO REDEEM IT?

Customers will have 24 months to redeem their postponed booking. If you have secured dates with us for future travel you will receive a booking confirmation. We will be in regular contact as we emerge from COVID 19 to check on how your travel plans are progressing and make changes where necessary.



IF I POSTPONE MY BOOKING WILL IT BE THE SAME PRICE?

For rescheduled bookings made up until 30th June 2020 we will honour 2020/21 rental rates and discount your rental rates by a **further 5%**.



I DON'T HAVE ANY DATES IN MIND; WHAT ARE MY OPTIONS?

If you do not have dates in mind, that's not a problem. You will be provided with a company Credit Note as a record of future travel. We will be in regular contact to help you with your travel plans.

IF I POSTPONE MY BOOKING CAN I MAKE CHANGES?

You are welcome to change your selected product to any vehicle type offered by Crikey Campers or Red Dirt 4WD Rental. We do not charge fees should a booking need to be changed slightly after air travel is booked. Changes are naturally subject to availability.



CAN I PASS MY CREDIT NOTE ONTO ANOTHER PERSON?

Yes, you may pass your credit note onto another person. Please note; terms and conditions apply.



DOES MY BOOKING NEED TO BE THE SAME DATES

Rescheduling will ensure that you secure your preferred dates and direction of travel. As we are offering an incentive to reschedule, we anticipate 2021 fleet capacity will be taken up earlier than normal. Get in early....



The health and safety of our clients and staff is at the forefront of our company.

If you have any questions, please feel free to get in contact us.


YOUR ADVENTURE AWAITS
postpone, plan, pursue