



The safety and wellbeing of our customers and employees is always our top priority.

We are closely monitoring the spread of the Coronavirus (COVID-19) and following the advice of government and health authorities to make sure we are taking the right actions to protect our customers, employees and the communities where we operate.

It is our mission to maintain the high standards for safety and cleanliness that customers expect of our brands. In addition to practicing preventative measures to reduce the spread of germs within our facilities, all our vehicles go through a rigorous, multi-step cleaning process for each rental. We remain vigilant in upholding these practices and will take additional precautions as recommended by the Centres for Disease Control & Prevention (CDC), World Health Organization (WHO) and the Australian Government to minimise the risk to our customers and employees.

## **Cancellations**

### **Is Boomerang Campers offering a refund if customer's booking is affected by COVID-19?**

Although a refund is not available on deposits, important updates have been made due to the current climate and the need for more flexibility in the marketplace.

Customers with pre-paid rentals booked prior to March 13th can cancel their reservation for no cancellation fee and transfer their balance for use towards a future booking to be used within 24 months. Customers who have made a reservation that is affected by government travel restrictions can also cancel the reservation at any time and rebook to a later date, free of charge. If the customer does not want to rebook then 50% of the amount paid, excluding the non-refundable deposit, shall be refunded as soon as financially viable as business cashflow has been severely affected by COVID-19 within our industry. The customer can also transfer the booking credit to another person.

## **Customers with COVID-19 and vehicles**

### **If a customer has contracted COVID-19 and must return the vehicle earlier than planned.**

The customer should inform Boomerang Campers ASAP if they've tested positive for COVID-19 since renting a vehicle. In this event, Boomerang Campers follows specific measures in place to decontaminate the vehicle.

Boomerang Campers staff will advise customers of what to do when returning a vehicle.

If a customer has returned a vehicle earlier than planned, they will not be refunded for the days not used they will be issued a credit for a future booking to be used within 24 Months. This credit is also transferable to another person.

### **What happens if a customer self-isolates or is quarantined and cannot return the car?**

Customers can extend their rental by calling Boomerang Campers and advising us of the need for self isolation. However, if the customer is self-isolating / quarantining and cannot return the vehicle, the customer should contact Boomerang Campers and all people should avoid contact with the car and the car keys for 12 hours. We will ask the customer to place the keys in a sealed envelope and we will arrange to pick up the vehicle from the customer's address after this time.

In situations like these, the customer should speak directly with Boomerang Campers to determine the next course of action.

Please note, the customer is responsible for the vehicle until it has been returned or retrieved. They should ensure it is parked in a safe environment and not violating road rules.

As per rental terms and conditions, failure to notify us about returning a vehicle will result in customers being charged the full amount and expenses incurred until the vehicle is returned.



### **What are the steps in place for decontaminating vehicles? / What happens if a customer with COVID-19 has used the vehicle?**

In response to COVID-19, Boomerang Campers is thoroughly cleaning and sanitising vehicles after every rental.

If Boomerang Campers knows a customer with COVID-19 has used a vehicle, the following process for cleaning is observed to protect staff and customers. For this process, Boomerang Campers has utilised the expertise of Australian and state health organisations.

- The car is isolated and not moved or touched for 60+ hrs. Health authorities claim the virus will die within 1-8hrs subject to UV exposure
- Keys are secured and then sanitized before the car is moved
- The car is recovered by Boomerang Campers staff wearing applicable protective equipment
- The car is then disinfected via a specialised clean
- The car is then put through a secondary clean and sanitisation process

### **What happens if a customer finds themselves in a confinement area and cannot return the car?**

The customer should avoid contact with the car and the car keys and contact us. We will arrange for the car to be picked up once the confinement has been lifted, or the customer can choose to return the vehicle to us at that stage.

### **Cleaning and preventive measure**

#### **What measures do you have in place to prevent COVID-19?**

It is the mission of Boomerang Campers to maintain high standards for safety and cleanliness that customers expect. In addition to practicing preventative measures to reduce the spread of germs within our facilities, all our vehicles go through a rigorous, multi-step cleaning process for each rental. We are remaining vigilant in upholding these practices and are taking additional precautions as recommended by the Centres for Disease Control & Prevention (CDC), World Health Organization (WHO) and the Australian Government to minimise the risk to our customers and employees.

We would advise all customers travelling to undertake their own information gathering and to consider their personal circumstances before deciding to travel.

#### **Are you cleaning your cars any differently? Have any of our operational protocols changed?**

We have a high standard for cleanliness and safety and are committed to upholding those standards with our rigorous, multi-step vehicle-cleaning process. Enhanced cleaning protocols have been put in place as a result of COVID-19. These protocols apply to our cars, customer areas and are based on current local health and government guidelines.

Additionally, we are advising our employees to take simple hygiene steps to help prevent the spread of the virus, including regular hand washing and the use of alcohol-based hand sanitizer, which we are providing at our locations.

We are also recommending that employees avoid handshakes or making any other welcoming gestures that require personal touch, and like always, they should not come to work if they feel unwell. They should stay at home and contact their local health provider. This is also the advice if they have recently been to a high-risk area or have been in contact with someone who has.



### **How is Boomerang Campers cleaning vehicles to protect customers and employees?**

Vehicles are cleaned and now sanitised after every rental and Boomerang Campers has put in place extra cleaning measures for the protection of our customers and staff.

In addition to our standard cleaning service, we are disinfecting the following hard surfaces:

- Door handles (inside and out)
- Steering wheel
- Key area
- Handbrake
- Seat belt fittings/clips
- Entire console area
- Any hard surface areas previously cleaned will now be cleaned with disinfectant

Maintenance teams have also been trained in the new procedures and have also been instructed to sanitise and wash their hands before and after each service of our vehicles.

In addition to vehicles, Boomerang Campers is actively promoting to employees and customers the importance of good hand hygiene to minimise the spread of the disease.

### **Do we sanitise every vehicle?**

Yes. In addition, we have a high standard for cleanliness and safety, and are committed to upholding those standards with our rigorous, multi-step vehicle-cleaning process. Enhanced cleaning protocols have been put in place as a result of COVID-19. These protocols apply to our cars, customer areas and buses, and are based on current local health and government guidelines.

Additionally, if we know for certain a vehicle was used by a driver/passenger confirmed positive for COVID-19, then a full decontamination occurs, and the vehicle is sanitised.

### **What extra precautions is Boomerang Campers taking to reduce the spread of COVID-19?**

In addition to all staff observing good hygiene practises and following the recommendations of the government to minimise the spread, we've implemented stricter measures around cleaning vehicles and branches:

These include:

- The introduction of sanitising cleaning
- Locations are being sanitised regularly in customer pick up/return areas
- All locations carry hand sanitisers for staff and customers
- Counters are being cleaned regularly with wipes
- pens being used to sign paperwork are sanitise after each use.
- Safe distancing line markings have been put in place

Boomerang Campers and impact of COVID-19

### **Have any Boomerang Campers staff tested positive for COVID-19?**

Currently, no Boomerang Campers staff have being infected or needed to go into self-isolation.



**Has Boomerang Campers been directly or indirectly impacted by the COVID-19 outbreak to date?**

There's a downturn in travel and Boomerang Campers is experiencing the impact of COVID-19. However, Boomerang Campers has business continuity procedures in place to protect the

company's future.

**Do you anticipate that you will be impacted by the outbreak and if you foresee any risks in being able to meet your contractual obligations?**

All appropriate procedures are being undertaken for both our staff and customer safety. Boomerang Campers does not foresee any concerns around meeting its contractual obligations.

**What happens if you need to close a building or rental location?**

We have robust business contingency plans in place to protect our business, customers and colleagues in the event of a location closure, including working from home or redistributing work to other locations. We will contact customers with information if any of these possibilities affect their rental.

**Do you have an up-to-date pandemic plan?**

Yes, Boomerang Campers does have a pandemic plan in place to help the business continue to operate and deliver its services during these turbulent times.

**To what extent have you activated your pandemic plan?**

- We have appointed a pandemic manager
- We have published Disease Control and Prevention collateral and communications to customers and employees such as "cover your cough", "wash your hands" etc.
- We have introduced social distancing measures
- We have communicated to stakeholders the measures we have in place
- We have ceased company international travel
- We have ceased external meetings
- Where possible, staff can work from home

**Can you provide services in a pandemic situation?**

Boomerang Campers will follow the directives of the Government regarding its services for the public. Depending on this, Boomerang Campers can continue to provide its services during a pandemic situation.

**What is the current position on car hire demand and meeting this demand?**

There is currently a downturn in travel and Boomerang Campers has vehicles available. We understand that the public may look to use rental vehicles more as they look for an alternative travel option to avoid public transport and crowds. Even in this scenario there is no shortage of vehicles and Boomerang Campers can meet high demands with our supply.

As a sharing community, it is equally as important that members observe official advice on personal hand hygiene, measures to protect yourself and others. Australian Government guidelines on these measures, and the latest updates on the virus, are available here

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>.