

Thrifty Moving Champs

Terms and Conditions

Thrifty Moving Champs is a free, one-day home moving service offered by Hertz Australia Pty Ltd (ACN 004 407 087) of Level 1, 105 York Street, South Melbourne VIC 3205 trading as Thrifty ("Thrifty", "we", "us"). By submitting a Moving Champs booking request, you agree to these terms and conditions and Thrifty's Privacy Policy which can be found [here](#).

1. About Thrifty Moving Champs

- 1.1 Moving Champs is a free, one-day residential moving service for one household between the two addresses specified in the booking confirmation. It includes a Thrifty truck, a professional removalist crew, and the loading, transport and unloading of your household belongings between two addresses.
- 1.2 Bradman Houston and Fura (the "Champs") are scheduled to attend each move in person alongside the removalist crew. The Champs attendance is not guaranteed and is not an essential part of the service. The Champs are not removalists and must not be asked or permitted to lift, load, drive or undertake specialist removal work. If either Champ cannot attend, your move will still proceed with the professional crew.
- 1.3 The service is available only in the cities and on the dates listed on the Moving Champs webpage at <https://trucks.thrifty.com.au/movingchamps>. Sydney moves are available on 16, 17 and 18 October 2026. Other cities and dates may be announced later.
- 1.4 Availability is strictly limited and are subject to eligibility and suitability requirements. When no availability is exhausted, no further bookings will be accepted for that unless new dates are released which shall be solely at the discretion of Thrifty.

2. Who can request a booking

- 2.1 You must be 18 years of age or over, live in Australia and be a member of the household that is moving and have the authority to make the request and accept these terms on behalf of the household. You must also have authority from each relevant owner of the goods to be moved and the legal right to access the properties at both addresses as well as to grant the lawful access to third parties.
- 2.2 The move must be a residential move from one home to another. Business, office, commercial, storage-only and deceased estate moves aren't eligible. A move is also ineligible if ownership or possession of the goods is disputed, access is unlawful, the premises present an undisclosed hoarding, biohazard, contamination or other safety risk, or the move relates to an eviction or enforcement process.
- 2.3 Both the address you're moving from and the address you're moving to must be within 25 kilometres of the central business district (CBD) of the campaign city. using standard online mapping tools stipulated by Thrifty with Thrifty's decision being final.
- 2.4 The move must be a standard three-bedroom home or smaller. As a guide, that's the contents of an average three-bedroom house or apartment that will fit in one truck load. If your move is larger, has an unusual amount of furniture or would need more than one trip, Thrifty may decline or limit a move that reasonably appears larger or more complex than the disclosed scope of the move.

- 2.5 You must be able to give the crew access to both properties on the day, including but not limited to providing keys, parking, lift access and any building or strata approvals.
- 2.6 One booking per household. Duplicate bookings, bookings made for someone else without their knowledge, and bookings made using bots or automated tools will be cancelled.
- 2.7 Employees and contractors of Thrifty, Hertz, our campaign agency and the Removalist, and their immediate families, aren't eligible.

3. How to request a booking

- 3.1 Complete the application form on the Moving Champs page and provide all requested information, including your preferred moving date, pick-up and destination post codes, access details, estimated contents and any unusual, fragile, high-value, heavy or hazardous items. All information must be complete and accurate.
- 3.2 Bookings are offered on a first-come, first served basis and are subject to eligibility requirements. Submission of a booking request does not guarantee selection. Once all available Moving Champs service slots have been allocated, no further booking requests will be accepted.
- 3.3 A booking request is not a confirmed booking. We (or our campaign agency acting on our behalf) will contact you using the details you give us to check you meet the criteria, confirm your addresses and the size of your move, and confirm your slot and start time.
- 3.4 If we can't reach you within 48 hours of your booking request, or you don't meet the criteria, we may release your slot to the next person.
- 3.5 Your booking is confirmed only when we tell you in writing (usually by email) that it's confirmed. Please don't make moving arrangements that rely on Moving Champs until then.
- 3.6 As conditions of confirmation, you must provide any reasonably requested photographs or video walk-through, item and carton inventory, replacement-value and high-value-item declaration, prohibited-goods declaration, access information, participant/property releases and information required by the insurer. Thrifty may decline, change or cancel a booking where it reasonably considers that the move differs materially from the disclosed scope, cannot be completed safely or lawfully, cannot be insured on acceptable terms or cannot be completed with the confirmed resources.
- 3.7 You must promptly notify Thrifty of any material change to the information supplied. Thrifty may require updated verification or releases before the move proceeds.

4. What is free, and what's not included

- 4.1 There is no charge to you for the Moving Champs service, the Thrifty truck, the crew, fuel or tolls. There's no bond or deposit.
- 4.2 The service can't be transferred, sold, or exchanged for cash, credit, a Thrifty rental or any other product, and can't be combined with any other Thrifty offer.
- 4.3 The following aren't included and remain your responsibility:
 - (a) packing and packing materials (boxes, tape, wrap);
 - (b) cleaning of either property;
 - (c) storage of any kind;

- (d) disconnecting or reconnecting appliances, utilities, TVs or wall-mounted and fixed items;
 - (e) dismantling or reassembling furniture, unless the crew agrees to it on the day; and
 - (f) anything else not listed in clause 1.1.
- 4.4 Any costs at your end - for example parking permits, lift bookings, strata or building fees, or keys - are yours.

5. What you need to do

- 5.1 Everything must be packed and ready to go before the crew arrives. That means all loose items in sealed, labelled boxes, drawers emptied, and fragile items wrapped and marked "fragile".
- 5.2 Appliances must be disconnected, emptied and ready to move. Fridges and freezers must be defrosted and dry, and washing machines drained.
- 5.3 Tell us in advance about stairs, narrow or difficult access, long carries, lifts, parking restrictions, and unusually heavy or awkward items (such as pianos, safes, pool tables, spas, large aquariums, gym equipment or oversized furniture). The crew may not be able to move some of these items, or may ask you to arrange a specialist.
- 5.4 You, or an adult you nominate, must be at each address while the crew is working there to direct the crew, answer questions and check everything off at the end.
- 5.5 If you aren't packed and ready at the agreed start time, the crew may wait a short while at their discretion, but they can also leave, in which case your slot is forfeited and we won't be able to reschedule it.
- 5.6 Keep valuables with you. The crew won't move cash, jewellery, passports and important documents, medication, firearms, or items of high or sentimental value. Please move these yourself.
- 5.7 You are responsible for arranging your own transport between property addresses. The removalist crew will transport your belongings in the Thrifty truck but cannot transport customers or passengers.

6. Items the crew can't move

- 6.1 For safety and legal reasons, the crew won't move:
 - (a) flammable, explosive, corrosive or hazardous goods, including gas bottles, fuel, paint, chemicals, aerosols, fireworks and ammunition;
 - (b) illegal items;
 - (c) live animals;
 - (d) plants, soil and pots with soil, unless the crew agrees on the day;
 - (e) perishable or open food; or
 - (f) anything the crew considers unsafe to lift, load or transport.
- 6.2 Items that need more than two people to lift safely, or that can't fit through doorways, lifts or stairwells without dismantling may be left behind at the crew's discretion.
- 6.3 The crew's decision about what can be safely moved is final.

7. The removalist crew and the truck

- 7.1 The move is carried out by an independent, professional removalist company engaged by or on behalf of Thrifty (the "Removalist"). Thrifty does not carry out the move itself.
- 7.2 The Removalist drives the Thrifty truck under Thrifty's standard truck rental terms and conditions. You and your household won't drive or travel in the truck.
- 7.3 The crew will use reasonable care and skill and standard removalist methods. They decide the order of loading, the route and the timing of the move.
- 7.4 One move per booking, from one address to one address, on one day. The crew won't make extra stops or pick-ups.
- 7.5 Your agreement for Moving Champs is with Thrifty under these terms. The Removalist's own terms and conditions govern its arrangement with Thrifty and our agency, not you, and the Removalist won't charge you for the move. On the day, the crew may ask you to sign a job sheet confirming what was moved and its condition, and may photograph your belongings and access points before, during and after the move for quality and insurance purposes.

8. Insurance, damage and liability

- 8.1 Thrifty will arrange transit insurance for your belongings for the move, through a specialist removals insurer, with a sum insured of up to \$100,000 based on the replacement value you give us.
- 8.2 Insurance coverage is subject to the insurer's policy terms and exclusions (for example, cash, jewellery, watches and important documents aren't covered. If the insurer accepts a claim, Thrifty will pay the policy excess, so there's nothing for you to pay.
- 8.3 You must declare the full replacement value of your goods and separately identify any item above a single-item limit or requiring prior acceptance. Thrifty may exclude an item or require alternative arrangements where it cannot be insured on acceptable terms. You must not present excluded goods, and Thrifty and the removalist may rely on your inventory, valuation and prohibited-goods declarations.
- 8.4 Subject to clause 8.6 and to the extent permitted by law, Thrifty is not responsible to the extent loss or damage is caused by:
 - (a) inadequate packing performed by you or a person not engaged by Thrifty;
 - (b) inherent vice, ordinary wear and tear, pre-existing damage or latent defect;
 - (c) your unlawful, unsafe or unreasonable direction;
 - (d) an excluded or undisclosed item; or
 - (e) your failure to take reasonable steps to mitigate loss.

An exclusion applies only to the extent the stated matter caused or contributed to the loss and only so far as consistent with the applicable insurance and law.
- 8.5 Thrifty may coordinate investigation and repair or replacement with the Removalist and insurer. You must preserve damaged goods and packaging, provide reasonable inspection access and not dispose of, repair or replace an item before inspection unless reasonably necessary for safety or to prevent further loss.
- 8.6 Neither Thrifty nor the removalist is responsible for:
 - (a) damage to the contents of boxes you packed yourself, unless the box shows clear external damage caused by the crew;

- (b) items that were already damaged, worn or structurally weak, including flat-pack, particleboard and previously repaired furniture;
 - (c) internal or mechanical faults in electrical or electronic items where there's no external damage;
 - (d) items listed in clauses 8.6 and 6, or items the crew said couldn't be moved but you asked them to move anyway;
 - (e) damage caused by your own packing, dismantling or instructions, including fragile items (such as TVs, glass, mirrors and artwork) that you haven't boxed or wrapped;
 - (f) loss or damage caused by events outside our reasonable control, including weather, traffic, road incidents and third parties; or
 - (g) any indirect or consequential loss, including delays, missed appointments, lost time or lost income.
- 8.7 If anything is damaged, point it out to the crew leader on the day so it can be noted, and send us photos within 24 hours if you can. If you find damage later when unpacking, tell us in writing with photos as soon as possible and within 7 days of the move. Claims made after that may not be covered.
- 8.8 To the extent the law allows, Thrifty's total liability to you in connection with Moving Champs is limited to re-supplying the service or arranging repair or replacement of damaged items through the insurance in place for your move, including paying the policy excess.
- 8.9 Nothing in these terms excludes, restricts or modifies any consumer guarantee, right or remedy you have under the Australian Consumer Law or any other law that can't be excluded.
- 8.10 You must have the legal right to move everything you ask the crew to move. You're responsible for any loss or damage to the crew, the truck or third parties caused by your belongings, by hazardous items you didn't disclose, or by your failure to follow these terms.
- 8.11 Damage to either property, common property, lifts, driveways, gardens and fixtures must be photographed before work starts and recorded immediately if it occurs. You must not admit or settle a third-party property claim on Thrifty's behalf.

9. Filming, photography and publicity

- 9.1 Moving Champs is a filmed promotional campaign. Thrifty, its agencies and media partners may film, photograph and record the move, including your belongings, both properties (inside and out) and the people present.
- 9.2 Before confirmation, the booking participant must sign the participant release and procure signed releases from each adult whom Thrifty intends to feature and each relevant owner or occupier. A parent or legal guardian must sign a specific release before a minor is deliberately featured.
- 9.3 By booking, you agree that you and any adult members of your household who are present may appear in this content, and that Thrifty and its partners may use, edit and publish it worldwide, in any media (including social, web, advertising, PR and news media), without payment to you and without further approval.
- 9.4 Thrifty will not intentionally publish your full street address, and we'll take reasonable care not to show identity documents or personal information. If there's something specific you

don't want shown, tell us before the move and we'll seek to accommodate such requests where we reasonably can.

- 9.5 Journalists and media may attend your move. You're welcome to share your own photos and posts about your move on your own channels.
- 9.6 As a condition of receiving the Moving Champs service, participants agree not to publish, post, share or communicate any false, misleading, defamatory or disparaging statements about Thrifty, its related entities, employees, contractors, products or services, including on social media platforms, websites, blogs, review sites or other public forums. This clause does not prevent participants from providing honest feedback directly to Thrifty or from complying with a legal obligation.

10. Changes, postponements and cancellations

- 10.1 Thrifty may change, suspend, postpone or cancel the Moving Champs campaign or any part of it (including cities, dates, slots, inclusions, the Champs' attendance and these terms) at any time and for any reason, including weather, safety, talent or crew availability, or circumstances outside our reasonable control. We'll publish any changes on the Moving Champs page and, if you have a booking, we'll contact you directly.
- 10.2 If we cancel or postpone your confirmed slot, we'll try to offer you another date. If we can't, or the new date does not suit you, your booking simply ends. Thrifty isn't liable for any costs or losses you incur as a result, including arrangements you've made based on your booking.
- 10.3 Thrifty may refuse, change or cancel any booking that does not meet these terms, that we reasonably believe is fraudulent, duplicated, abusive or dishonest, or where we believe the move can't be completed safely.
- 10.4 If you need to cancel or change your move, tell us as soon as you can and at least 48 hours before your slot, so it can go to someone else.
- 10.5 Moving Champs is a limited promotional service. We'll do everything we can to deliver it, but we strongly recommend you have a back-up plan especially for property settlements, lease-expiry or other time-critical arrangements in case your move can't go ahead.

11. Your privacy and data

- 11.1 We collect the information you provide when requesting the Moving Champs service, including your name, email address, phone number, current and destination addresses, preferred moving date and details about your move. We collect this information to assess your eligibility, administer the Moving Champs program, contact you regarding your application, and arrange and deliver the Moving Champs service.
- 11.2 You consent to Thrifty and its representatives contacting you by phone, email or SMS for the purposes of assessing your application, confirming your booking, obtaining additional information required to deliver the service, and administering the Moving Champs program.
- 11.3 Personal information collected solely for the purpose of administering the Moving Champs campaign will be deleted or de-identified within a reasonable period following the conclusion of the campaign on 19 October 2026. However, where an applicant is selected to receive the Moving Champs service, their personal information may be retained and used in accordance with Thrifty's Privacy Policy and any applicable legal or business record-keeping requirements.

- 11.4 We share those details only with the people who need them to deliver the campaign: our campaign agency, which manages bookings on our behalf; the Removalist, so it can plan and carry out your move; our insurer, if there's a claim; and, on the day, the Champs and any media attending, who get your address only. We won't share your details with anyone else unless the law requires it.
- 11.5 All personal information will be handled in accordance with Thrifty's Privacy Policy, which is available [here](#).

12. General

- 12.1 These terms, together with Thrifty's Privacy Policy, are the full terms of the Moving Champs service. If there's any inconsistency between these terms and anything on the Moving Champs page, in a media release or on social media, these terms apply.
- 12.2 Thrifty's decisions about eligibility, bookings and how the campaign runs are final.
- 12.3 If any part of these terms can't be enforced, the rest still applies.
- 12.4 These terms are governed by the laws of the Australian state or territory in which your move takes place.
- 12.5 Questions about Moving Champs? Contact us at thriftymovingchamps@campaignlab.com.au