

JUCY

JUCY Australia

Pick Up and Drop Off instructions



Adelaide Airport

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| ADDRESS: | 25-27 Kinkaid Avenue, North Plympton, SA 5037 |
| RESERVATIONS: | 1800 150 850 |
| HOURS: | Monday to Friday 8am-5pm & Saturday 9am-4pm |
| BRANCH CLOSED: | Every Sunday, Christmas Day, Boxing Day, New Years Day |

When we're open: Pick Up and Drop Off

FREE SHUTTLE

Note: Our branch airport shuttle runs on demand during JUCY business hours, and the last shuttle leaves the airport 30 minutes before closing time.

Airport Pick Up

- After you have arrived at Adelaide Airport, cleared customs and collected your luggage, phone us on 1800 150 850 and select Option #1, then #6 to request our free shuttle transfer.
- Our JUCY shuttle bus will meet you at the shuttle bus collection point. To get there, walk out of the terminal and across the plaza to the left past the taxi rank, and wait by the red mail box.

Airport Drop Off

- Once you have dropped off your JUCY wheels at our Adelaide Airport branch, just jump on the next shuttle bus to the airport. We recommend returning your vehicle at least 45 minutes before you need to be at the airport.

When we're closed: Pick Up and Drop Off

After-hours pick ups are temporarily unavailable.

RETURNING YOUR VEHICLE

1. Please park in a car park outside the JUCY branch.
2. Return the keys into the key return box located on the front of the building (outside right hand side roller door).
3. Vehicle must be returned clean and tidy as per your rental T&Cs.
4. Please ensure:
 - Vehicle is refuelled
 - All electrical items are turned off
 - All windows and sunroof are closed
 - All rubbish has been removed
 - Doors are closed and locked

If you have any questions, feel free to give us a call or email us.

PHONE: 1800 150 850 **EMAIL:** res@jucyworld.com

Cairns

ADDRESS: 55 Dutton Street, Portsmith, QLD 4870

RESERVATIONS: 1800 150 850

HOURS: Monday to Friday 9am - 4pm & Saturday/Sunday 9am - 2pm

BRANCH CLOSED: Christmas Day, Boxing Day, New Year's Day

When we're open: Pick Up and Drop Off

FREE SHUTTLE

Note: Our branch airport shuttle runs on demand during JUCY business hours, and the last shuttle leaves the airport 30 minutes before closing time.

Airport Pick Up

- After you have arrived at Cairns Airport, cleared customs and collected your luggage, phone us on 1800 150 850 and select Option #1, then #5 to request our free shuttle transfer.
- **Domestic terminal:** exit the terminal, follow the blue & green lines on the ground to the Courtesy Shuttle Bus Service area.
- **International terminal:** exit the terminal, turn left and follow signs to the Bus and Tour Group Pick Up area.

Airport Drop Off

- After you have returned your vehicle, jump on board the next shuttle bus at the JUCY branch.
- We recommend returning your vehicle at least 45 minutes before you need to be at the airport.

TAXI

For a reliable taxi service, phone Cairns Taxis on 131 008

- To/from airport: approx. \$20 (7.5km)
- To/from city: approx. \$10 (2km)

When we're closed: Pick Up and Drop Off

After-hours pick ups are temporarily unavailable.

RETURNING YOUR VEHICLE

1. Please park your vehicle on the roadside grass in front of the JUCY branch.
2. Return the keys into the key return box located on the front of the building.
3. Vehicle must be returned clean and tidy as per your rental T&Cs.
4. Please ensure:
 - Vehicle is refuelled
 - All electrical items are turned off
 - All windows and sunroof are closed
 - All rubbish has been removed
 - Doors are closed and locked

If you have any questions, feel free to give us a call or email us.

PHONE: 1800 150 850 **EMAIL:** res@jucyworld.com

Hobart Airport

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|-----------------------|---|
| ADDRESS: | 1 Hawkesford Rd, Cambridge, Hobart, TAS 7170 |
| RESERVATIONS: | 1800 150 850 |
| HOURS: | 9:00am-4:00pm daily |
| BRANCH CLOSED: | Christmas Day, New Year's Day, Australia Day, Good Friday |

When we're open: Pick Up and Drop Off

FREE SHUTTLE

Airport Pick Up

- Collect your bags and call us on 1800 150 850. Select option #1, then #7 to request your free shuttle transfer. Exit the terminal and wait at the public pick-up area.
- If you see the JUCY or Star RV logo on a white van, you've found the right shuttle.

Airport Drop Off

- After you have returned your vehicle, jump on board the next shuttle bus at the JUCY branch.
- We recommend returning your vehicle at least 45 minutes before you need to be at the airport.

TAXI

- To/from airport: approx. \$15 (1.4km)
- To/from city: approx. \$55 (17.5km)

When we're closed: Pick Up and Drop Off

After-hours services are not available from this location.

If you have any questions, feel free to give us a call or email us.

PHONE: 1800 150 850 **EMAIL:** res@jucyworld.com

Perth

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|-----------------------|---|
| ADDRESS: | 65 Worrell Ave, High Wycombe, Perth, WA 6057 |
| RESERVATIONS: | 1800 150 850 |
| HOURS: | 9:00am-4:00pm daily |
| BRANCH CLOSED: | Christmas Day, New Year's Day, Australia Day, Good Friday |

When we're open: Pick Up and Drop Off

FREE SHUTTLE

Airport Pick Up

- Collect your bags and call us on 1800 150 850. Select option #1, then #8 to request your free shuttle transfer. Exit the terminal and wait at the public pick-up area.
- If you see the JUCY or Star RV logo on a white van, you've found the right shuttle.

Airport Drop Off

- After you have returned your vehicle, jump on board the next shuttle bus at the JUCY branch.
- We recommend returning your vehicle at least 45 minutes before you need to be at the airport.

TAXI

- To/from airport: approx. \$15 (1.4km)
- To/from city: approx. \$55 (17.5km)

When we're closed: Pick Up and Drop Off

After-hours services are not available from this location.

If you have any questions, feel free to give us a call or email us.

PHONE: 1800 150 850 **EMAIL:** res@jucyworld.com

Darwin

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|-----------------------|---------------------------------------|
| ADDRESS: | 75 McMinn Street, Darwin, NT 0800 |
| RESERVATIONS: | 1800 150 850 |
| HOURS: | Monday – Sunday 9am – 4pm |
| BRANCH CLOSED: | Seasonal Closure from 1 December 2024 |

When we're open: Pick Up and Drop Off

FREE SHUTTLE

Airport Pick Up

- Collect your bags and call us on 1800 150 850. Select option #1, then #9 to request your free shuttle transfer. Exit the terminal and wait at the public pick-up area.
- If you see the JUCY or Star RV logo on a white van, you've found the right shuttle.

Airport Drop Off

- After you have returned your vehicle, jump on board the next shuttle bus at the JUCY branch.
- We recommend returning your vehicle at least 45 minutes before you need to be at the airport.

TAXI

- To/from airport: approx. \$30 (10km)
- To/from city: approx 16 min walk (1km)

When we're closed: Pick Up and Drop Off

After-hours services are not available from this location.

If you have any questions, feel free to give us a call or email us.

PHONE: 1800 150 850 **EMAIL:** res@jucyworld.com

Brisbane Airport

ADDRESS: 771 Kingsford Smith Drive, Eagle Farm, QLD 4009

RESERVATIONS: 1800 150 850

HOURS: Monday to Friday 8am-5pm, Saturday 8am-2pm & Sunday 9am-2pm

BRANCH CLOSED: Christmas Day

When we're open: Pick Up and Drop Off

FREE SHUTTLE

Note: Our branch airport shuttle runs on demand during JUCY business hours, and the last shuttle leaves the airport 30 minutes before closing time.

Airport Pick Up

- After you have arrived at Brisbane Airport, cleared customs and collected your luggage, phone us on 1800 150 850, select option #1, then #2 to book our free shuttle transfer.
- **Domestic terminal:** exit the terminal, walk across the skywalk and go down travellator to B1/B2 on the ground floor. Wait here for the shuttle to collect you.
- **International terminal:** proceed to the left end of the arrivals hall, exit the terminal and follow the Coach Departure signs. Go down the ramp and follow the signs to the Bus and Coach area. Wait here for the shuttle to collect you.

Airport Drop Off

- After you have returned your vehicle, jump on board the next shuttle bus at the JUCY branch.
- We recommend returning your vehicle at least 45 minutes before you need to be at the airport.

TAXI

For a reliable taxi service, phone Black & White Cabs on 133 222

- To/from airport: Approx. \$25 (8.0km)
- To/from city: Approx. \$30 (12.5km)

When we're closed: Pick Up and Drop Off

After-hours pick ups are temporarily unavailable.

RETURNING YOUR VEHICLE

1. Please park your vehicle along the green and purple fence to the left of the JUCY branch.
2. Return the keys into the key return box located on the front of the building in the right corner past the office windows.
3. Vehicle must be returned clean and tidy as per your rental T&Cs.
4. Please ensure:
 - Vehicle is refuelled
 - All electrical items are turned off
 - All windows and sunroof are closed
 - All rubbish has been removed
 - Doors are closed and locked windows.

If you have any questions, feel free to give us a call or email us.

PHONE: 1800 150 850 **EMAIL:** res@jucyworld.com

Gold Coast Airport

ADDRESS: 6-10 Sunshine Ave, Tweed Heads South NSW 2486

RESERVATIONS: 1800 150 850

HOURS: Monday to Friday 8am-4pm, Saturday 9am-4pm & Sunday 9am-2pm

BRANCH CLOSED: Christmas Day, Boxing Day

When we're open: Pick Up and Drop Off

FREE SHUTTLE

Note: Our branch airport shuttle runs on demand during JUCY business hours, and the last shuttle leaves the airport 30 minutes before closing time.

Airport Pick Up

- Once you have arrived at Gold Coast Airport, collected your luggage, and cleared customs, please phone JUCY on 1800 150 850 & select option #1, then #3 to request our free shuttle transfer.
- Exit the terminal, go left to the end of the terminal and wait at the shuttle collection area for the green JUCY shuttle bus.

Airport Drop Off

- After you have returned your vehicle, jump on board the next shuttle bus at the JUCY branch.
- We recommend returning your vehicle at least 45 minutes before you need to be at the airport.

TAXI

For a reliable taxi service call Tweed Coolangatta Taxi on 133 422

- **From Airport:** please make your own way via Uber/Taxi to the JUCY Gold Coast branch (approx. 12 mins/6.7 km).

When we're closed: Pick Up and Drop Off

After-hours pick ups are unavailable.

RETURNING YOUR VEHICLE

1. Vehicle must be returned clean and tidy as per your rental T&Cs.
2. Please ensure:
 - Vehicle is refuelled
 - All electrical items are turned off
 - All windows and sunroof are closed
 - All rubbish has been removed
 - Doors are closed and locked

IMPORTANT NOTE

Our Gold Coast branch is physically located in New South Wales but operates on Queensland time (AEST). This aligns with the local time zone of Gold Coast Airport (OOL), which is the closest airport to the branch.

If you're arriving at Gold Coast Airport, you can schedule a pick-up for any time after your arrival. However, if you're driving from New South Wales, please ensure your pick-up and drop-off times are scheduled according to AEST. This may involve adjusting for a time zone difference.

We recommend keeping this in mind when planning your booking to ensure a smooth experience.

If you have any questions, feel free to give us a call or email us.

PHONE: 1800 150 850 **EMAIL:** res@jucyworld.com

Sydney Airport

ADDRESS: 286 Coward Street, Mascot, NSW 2020

RESERVATIONS: 1800 150 850

HOURS: Monday to Friday 8am-5pm & Saturday 8am-2pm & Sunday 9am-2pm

BRANCH CLOSED: Christmas Day

When we're open: Pick Up and Drop Off

FREE SHUTTLE

Note: Our branch airport shuttle runs on demand during JUCY business hours, and the last shuttle leaves the airport 30 minutes before closing time.

Airport Pick Up

- After you have arrived at Sydney Airport, cleared customs and collected your luggage, phone us on 1800 150 850 and select option #1, then #4 to request our free shuttle transfer.
- Exit either the domestic or international terminal to the left and follow the green Priority Pick Up area signs (it's about a four minute walk). Wait at the Priority Pick Up area for your JUCY shuttle to arrive.
- Please note last shuttle for car pick-ups is 30 mins before closing.

Airport Drop Off

After you have returned your vehicle, jump on board the next shuttle bus at the JUCY branch.

We recommend returning your vehicle at least 45 minutes before you need to be at the airport.

TAXI

For a reliable taxi service, phone Taxi Combined on 133 300

- To/from airport: \$15 – \$20 (2km) approx.
- To/from city: \$15 – \$25 (10km) approx.

When we're closed: Pick Up and Drop Off

After-hours pick ups are temporarily unavailable.

RETURNING YOUR VEHICLE

1. Make your way to the JUCY Sydney Branch.
2. Park your vehicle in the carpark beside the office building.
3. Return the keys into the key return box located on the office building.
4. Vehicle must be returned clean and tidy as per T&Cs.
5. Please ensure:
 - Vehicle is refuelled
 - All electrical items are turned off
 - All windows and sunroof are closed
 - All rubbish has been removed
 - Doors and closed and locked

If you have any questions, feel free to give us a call or email us.

PHONE: 1800 150 850 **EMAIL:** res@jucyworld.com

Melbourne Airport

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|-----------------------|---|
| ADDRESS: | 1 Silicon Place, Tullamarine, VIC 3043 |
| RESERVATIONS: | 1800 150 850 |
| HOURS: | Monday to Friday 8am-6pm & Saturday 8am-2pm & Sunday 10am-2pm |
| BRANCH CLOSED: | Christmas Day |

When we're open: Pick Up and Drop Off

FREE SHUTTLE

Note: Our branch airport shuttle runs on demand during JUCY business hours, and the last shuttle leaves the airport 30 minutes before closing time.

Airport Pick Up

- After you have arrived at Melbourne Airport, cleared customs and collected your luggage, phone us on 1800 150 850 and select option #1, then #1 to request our free shuttle transfer.
- Our JUCY shuttle bus will meet you at the Hotels and Off-Airport Buses collection point. To get there, cross either of the pedestrian crossings outside the main doors of terminals 1 or 3 and follow the signs.

Airport Drop Off

- After you have returned your vehicle, jump on board the next shuttle bus at the JUCY branch.
- We recommend returning your vehicle at least 45 minutes before you need to be at the airport.

TAXI

- To/from City: Approx. \$60 (20 km)

When we're closed: Pick Up and Drop Off

After-hours services are not available from this location.

If you have any questions, feel free to give us a call or email us.

PHONE: 1800 150 850 **EMAIL:** res@jucyworld.com

Important things to note

When we're open

- **Last Pick-up & Drop-Off times:** For cars is 30 minutes before closing time & campervans is 1 hour before closing time.
- **Free shuttle transfer:** Available at all locations except Melbourne City branch. Last shuttle to/from airport is always 30 minutes before closing time.

When we're closed

- **Shuttle transfer:** We do not operate shuttle service outside of office hours, so you will need to make your own way to the branch.

Pick Up

- After-hours pick ups are temporarily unavailable.
- After-hours collections must be approved by JUCY in advance and are subject to availability and completion of paperwork by main hirer.
- JUCY **will charge** the customer's credit card for the total amount/balance due for the hire, once the booking has been confirmed (credit card fees apply). JUCY **will not charge** the customer's credit card if the booking has not been confirmed.
- The customer agrees to pay the after hours pick-up fee of \$40.00.
- JUCY will provide the customer with the Rental Agreement and other after-hours documents (via email). The customer must sign the Rental Agreement and return it to the reservations team within 48 hours prior to pick up.

Drop Off

- After-hours Drop Offs must be approved by JUCY and are subject to availability
- The vehicle will be terminated when the branch opens the following morning
- Any damage caused to a vehicle returned after-hours will still be subject to hirers JUCY Rentals terms and conditions.
- Charges may be applicable should damage be found or failure to adhere to the vehicle returns policy.

If you have any questions, feel free to give us a call or email us.

PHONE: 1800 150 850 **EMAIL:** res@jucyworld.com