



# JUCY AUSTRALIA PICK UP AND DROP OFF INSTRUCTIONS

UPDATED: 01 Mar 2022

# ADELAIDE AIRPORT

---

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

---

## WHEN WE'RE OPEN: PICK UP AND DROP OFF

### FREE SHUTTLE

#### 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 to request our free shuttle service.
- 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

A \$40 fee applies for afterhours and the shuttle service is not available.

After-hours pickups are temporarily unavailable until 31 May 2022.

### COLLECTING YOUR VEHICLE

1. Make your way to the JUCY Adelaide Branch.
2. The keys to your vehicle can be found in the lock boxes on the front of the building (past office windows).
3. Find your last name on the box and enter your 4-digit code (last 4 digits of your Rental Agreement).
4. Your key tag will display the registration plate number of your vehicle.
5. Find your JUCY vehicle parked in front of the building.

### 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 right-hand side of the branch.
3. Vehicle must be returned clean and tidy as per the 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](mailto:res@jucyworld.com)

# CAIRNS

---

<b>ADDRESS:</b>	55 Dutton Street, Portsmouth
<b>RESERVATIONS:</b>	1800 150 850
<b>HOURS:</b>	Monday to Friday 9am - 4pm & Saturday/Sunday 9am - 2pm
<b>BRANCH CLOSED:</b>	Christmas Day, Boxing Day, New Year's Day

---

## WHEN WE'RE OPEN: PICK UP AND DROP OFF

### FREE SHUTTLE

#### 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 to request our free shuttle service.
- Domestic Terminal: Exit the terminal past carousel 3. Wait at the bus bays marked 1 - 12 for your JUCY shuttle to arrive. International Terminal: exit the airport and follow the green line and signs to the Courtesy Coach pick-up area and wait for your JUCY shuttle. The JUCY shuttle is bright green, so it's hard to miss!

#### 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

A \$40 fee applies for afterhours and the shuttle service is not available.

After-hours pickups are temporarily unavailable until 31 May 2022.

### COLLECTING YOUR VEHICLE

1. Make your way to the JUCY Cairns Branch.
2. The keys to your vehicle can be found in the lock boxes on the front of the building (past office windows).
3. Find your last name on the box and enter your 4-digit code (last 4 digits of your Rental Agreement).
4. Your key tag will display the registration plate number of your vehicle.
5. Find your JUCY vehicle parked in front of the building.

### 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 the 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](mailto:res@jucyworld.com)

# BRISBANE AIRPORT

---

**ADDRESS:** 771 Kingsford Smith Drive, Eagle Farm

**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

#### 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 and then option 2 to request our free shuttle service.
- For collection from the 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.
- From the 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 Zone 4. Wait here for the shuttle to collect you
- Please note our 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 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

A \$40 fee applies for afterhours and the shuttle service is not available.

After-hours pickups are temporarily unavailable until 31 May 2022.

### COLLECTING YOUR VEHICLE

1. Make your way to the JUCY Brisbane branch.
2. The keys to your vehicle can be found in the lock boxes on the front of the building (past the office windows).
3. Find your last name on the lock box and enter your 4-digit code (last 4 digits of your rental agreement).
4. Your key tag will display the registration plate number of your vehicle.
5. Find your JUCY vehicle parked in front of the building.

### 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 the 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:** 71-77 Boyd Street, Tugan, QLD 4224

**RESERVATIONS:** 1800 150 850

**HOURS:** Monday to Friday 8am - 5pm, Saturday 9am - 4pm & Sunday 9am - 2pm

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

---

## WHEN WE'RE OPEN: PICK UP AND DROP OFF

### FREE SHUTTLE

#### 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 for a 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. The last shuttle is 30 minutes 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 call Tweed Coolangatta Taxi on 133 422

- From Airport: Please make your own way via Uber/Taxi to the JUCY Gold Coast branch (approx. 5 mins/3.3 km).
- From Surfers Paradise: An Uber/Taxi will cost approx. \$50 (26km/33mins)
- From Coolangatta: An Uber/Taxi will cost approx. \$20 (5km/6mins)

## WHEN WE'RE CLOSED: PICK UP AND DROP OFF

A \$40 fee applies for afterhours and the shuttle service is not available.

After-hours pickups are temporarily unavailable until 31 May 2022.

### COLLECTING YOUR VEHICLE

1. Make your way to the JUCY Gold Coast branch.
2. The keys to your vehicle can be found in the lockboxes located on the fence near the closed gate.
3. Find your last name on the lockbox and enter your 4-digit code (last 4 digits of your rental agreement).
4. Your key tag will display the registration plate number of your vehicle.
5. Find your JUCY vehicle parked in front of the building.

### RETURNING YOUR VEHICLE

1. Please park your vehicle on the driveway to one side of the closed gate.
2. Return the keys into the Key Return Box located on the fence near the gate
3. Vehicle must be returned clean and tidy as per the 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

# SYDNEY

---

<b>ADDRESS:</b>	286 Coward Street, Mascot, NSW 2020
<b>RESERVATIONS:</b>	1800 150 850
<b>HOURS:</b>	Monday to Friday 8am - 5pm & Saturday 8am - 2pm & Sunday 9am - 2pm
<b>BRANCH CLOSED:</b>	Christmas Day

---

## WHEN WE'RE OPEN: PICK UP AND DROP OFF

### FREE SHUTTLE

#### 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 to request our free shuttle service.
- For collection from the domestic terminal, exit the terminal and walk to the PRIORITY PICK UP AREA on the ground level of Parking Building 3.
- For collection from the international terminal, exit the terminal, cross pedestrian crossing, walk under Parking Building & and follow signs to the PRIORITY PICK UP AREA.
- 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

A \$40 fee applies for afterhours and the shuttle service is not available.

After-hours pickups are temporarily unavailable until 31 May 2022.

### COLLECTING YOUR VEHICLE

1. Make your way to the JUCY Sydney Branch
2. Enter through the gate and proceed up the driveway
3. Keys to your vehicle can be found in the lockboxes located on the office wall to the left-hand side of the driveway
4. Find your last name on the lockbox and enter your 4-digit-code (last 4 digits of your rental agreement)
5. Your key tag will display the registration plate number of your vehicle
6. Find your JUCY vehicle parked in the front area of our yard near lockboxes

### RETURNING YOUR VEHICLE

1. Make your way to the JUCY Sydney Branch
2. Enter through the gate and proceed up the driveway
3. Park your vehicle in the carpark beside the office building
4. Return the keys into the Key Return Box located on the office building
5. Vehicle must be returned clean and tidy as per T&Cs.
6. 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](mailto:res@jucyworld.com)

# MELBOURNE AIRPORT

---

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

---

## WHEN WE'RE OPEN: PICK UP AND DROP OFF

### FREE SHUTTLE

#### 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 to request our free shuttle service.
- Our JUCY shuttle bus will meet you at the 'HOTELS & 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](mailto:res@jucyworld.com)

# MELBOURNE CITY

---

<b>ADDRESS:</b>	87 Inkerman Street, St Kilda, 3182 VIC
<b>RESERVATIONS:</b>	1800 150 850
<b>HOURS:</b>	Monday to Friday 8am - 4pm & Saturday/Sunday 9am - 2pm
<b>BRANCH CLOSED:</b>	Christmas Day

---

## WHEN WE'RE OPEN: PICK UP AND DROP OFF

Shuttle Service is not available at this location. Please make your own way to our JUCY Melbourne City Branch. Here are a few options to help you out:

### TAXI

- To/From Airport: Approx. \$60 (31km)
- To/From City: Approx \$25 (7km)

### TRAM

- To/From City: Take Tram 67 (towards Carnegie) from Flinders Street Station to St Kilda Road (Stop 34)

## WHEN WE'RE CLOSED: PICK UP AND DROP OFF

A \$40 fee applies for afterhours and the shuttle service is not available.

After-hours pickups are temporarily unavailable until 31 May 2022.

## COLLECTING YOUR VEHICLE

1. Make your way to JUCY Melbourne City branch.
2. The keys to your vehicle can be found in the lock boxes located on the JUCY building (St. Kilda Rd side) to the right of the roller door.
3. Find your last name on the lock box and enter your 4-digit code (last 4 digits of your rental agreement).
4. Your key tag will display the registration plate number of your vehicle.
5. Find your JUCY vehicle parked in the JUCY car park.

## RETURNING YOUR VEHICLE

1. Please park your vehicle in the JUCY branch car park (access via laneway from Market Street).
2. Return the keys into the Key Return Box located on the JUCY building (St. Kilda Rd side) to the right of the roller door.
3. Vehicle must be returned clean and tidy as per the 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 building (St. Kilda Road side), to the right of the roller door.

---

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

**PHONE:** 1800 150 850 **EMAIL:** [res@jucyworld.com](mailto: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

- **After-hours** : Available for cars & campers at all locations except for Melbourne Airport. A \$40 fee applies for after-hours pick ups.
- **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 pickups are temporarily unavailable until 31 May 2022
- 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 Pickup 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.
- When returning your vehicle, please ensure:
  - Fuel is full
  - LPG gas bottles refilled (if applicable)
  - Turn off all electrical items
  - Close all windows and sunroof
  - Take all rubbish
  - Vehicle must be returned clean & tidy as per T&Cs
  - 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](mailto:res@jucyworld.com)