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Terms and conditions – Australia campervan rentals

INCLUDED IN RATES

- Unlimited Kilometres
- Crockery and Cutlery
- 10% GST (Goods and Services Tax)
- Administration Fees (3% of the total rental)
- Linen & Bedding
- “Light” vehicle liability (liability applies – see the “For Your Protection” section for more information)
- Customer care 24 hour 7 days per week road service helpline (toll free)
- Magazine with discounts to tourist attractions
- All branches have local tourist information and maps available

RATES EXCLUDE

- Liability Reduction Options
- Extra Driver Fees
- Refundable Vehicle Security Deposit
- Fuel and LPG costs
- One-way Fees and Location Fees where applicable
- Boxing Day surcharge

FOR YOUR PROTECTION

Personal injury is covered in most cases through registration Third Party insurance. The rental company does not accept any liability for personal injuries sustained during the rental and recommend the hirer does not leave valuables in the vehicle and that they have personal travel insurance to cover for the loss/damage of personal belongings. The rental company strongly recommends that all people travelling in Australia take out personal travel insurance.

In the USA a liability is referred to as the “deductible”.

LIGHT OPTION

All vehicles are insured for the damage to the vehicle or to the property of a Third Party. The Light vehicle liability is included in the Flex rate and the hirer is responsible for the first AU\$3,500 (“the liability”) for the Lowball, Highball, Jackpot and Double Down or AU\$5,000 (“the liability”) for the Deuce, Double Up and Big Six, of the cost of damage to Third Party property or to the rented vehicle, including single vehicle accident (does not include single vehicle roll over), windscreen and tyre damage, towing and recovery costs, theft, fire, break-in or vandalism with the exception of the ‘exclusions’. This also includes the cost of the daily rental for the period the vehicle is being repaired. In addition to these costs, an administration fee of AU\$60 may apply, per claim.

The liability is applicable regardless of who is at fault and must be paid at the time the accident report is completed, not at the completion of the rental. The rental company reserves the right to charge the hirer for any vehicle damage including Third Party property damage not reported on return of the vehicle. The liability will be refunded if the rental company is successful in recovering the cost of the damages from the Third Party. Please note that Third Party claims can take months to resolve.

The liability applies in respect of each claim, not rental.

Please see the ‘Exclusions’ section below, whereby all liability cover will be made void. The liability can be reduced by the purchase of the “Confident” or “Premium” options.

CONFIDENT OPTION

Vehicle: Lowball, Highball, Jackpot and Double Down
Cost per day: AU\$25 (max charge AU\$1,250) NIL
Liability reduced to: Deuce, Double Up and Big Six AU\$35 (max charge AU\$1,750) NIL

The Confident option is in addition to the daily rental rate. When the Confident option has been purchased, the hirer will have no liability with the exception of the ‘exclusions’. Note that the Confident option is included in The Premium option. Please see the ‘Exclusions’ section, whereby all liability cover will be made void.

PREMIUM OPTION

Vehicle: Lowball, Highball, Jackpot and Double Down
Cost per day: AU\$30 (max charge AU\$1,500)
Liability reduced to: NIL

Vehicle: Deuce, Double Up and Big Six
Cost per day: AU\$42 (max charge AU\$2,100)
Liability reduced to: NIL

The Premium option can be booked from Campanda.

In addition to the inclusions in the daily rental rate, The Premium package includes:

- “Confident” insurance package (NIL liability)
- Tyre and Windscreen Cover* (valued at \$5 per day)
- Camping Chairs (1 per person travelling)
- Camping Table
- Pre-Purchase Gas (customers can return the vehicle without refilling the gas bottle. Gas is used for cooking and heating hot water in vehicles with a hot water facility)
- Extra Driver Fees

* Unlimited windscreen and tyres will be covered for accidental damage.

* Note that tyre and windscreen cover is only available with The Premium option and can not be purchased separately.

ADDITIONAL PROTECTION COVERAGE

Vehicle: All
Cost: AU\$99 per rental

Where the hirer purchases Additional Protection Coverage the cost of damage resulting from a single vehicle roll over will be covered. Additional Protection Coverage can only be purchased in conjunction with other packages.

EXCLUSIONS

All liability cover will be made void if any of the following 'Exclusions' are breached:

1. Overhead and underbody damage to the vehicle except where the Confident or Premium option has been purchased (does not cover single vehicle roll over).
2. A single vehicle roll over occurs except where the Additional Protection Coverage option has been purchased.
3. Tyre and windscreen damage unless The Premium option has been purchased.
4. Any water related damage which includes, but is not limited to: a) any vehicle submersion b) creek or river crossing, driving through flooded areas d) beach driving
5. Personal belongings. The rental company recommends the hirer does not leave valuables in the vehicle and that they have travel insurance to cover for the loss/damage of personal belongings.
6. Any damage caused by wilful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle).
7. Any damage caused while driving under the influence of alcohol or drugs.
8. Damage caused to the vehicle by snow chains.
9. Cost of replacement of any lost or stolen additional hire items, living equipment or linen.
10. The Customer will be liable for any costs associated with the incorrect use of fuel or the use of Bio-Diesel which should not be used (fuel being diesel or petrol), or water or other contamination of fuel.
11. The cost to retrieve or recover a vehicle, which may include, but is not limited to a vehicle that has become bogged, submerged, caught, trapped, stuck or restricted in anyway and/or has been abandoned.
12. The cost to replace keys, which have been lost or retrieval of keys, which have been locked in a vehicle.
13. The vehicle rented may only be used to carry the maximum number of passengers as dictated by the vehicle type. If more passengers are carried than what is allowed the rental company does not accept any liability.
14. Damage caused to the vehicle because total load (kg) has exceeded recommended load as stated in vehicle manual. Vehicles are not to be used for the purpose of transporting and haulage of goods other than what might be reasonably expected of a leisure rental.
15. Drivers not identified on the rental agreement and/or drivers whose licence has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence.

VEHICLE SECURITY DEPOSIT

Upon vehicle collection, a vehicle security deposit is required. The amount is determined by the Liability reduction option selected. The vehicle security deposit is applicable regardless if the hirer has purchased private travel insurance.

For security purposes, only a credit card can be used to provide a vehicle security deposit. The credit card holder must be present and able to sign for the vehicle security deposit upon vehicle collection. The credit card holder is jointly and severally liable for any damage to the rental vehicle. Any type of pre-paid travel card is not acceptable as a means to provide a vehicle security deposit. Visa and MasterCard debit cards are acceptable provided the card is being used as a credit card.

Debited vehicle security deposits are subject to a 2% credit card administration fee in addition to the vehicle security deposit amount. Accepted credit cards are Visa or MasterCard.

If the customer elects to keep the Light vehicle liability and no further Liability reduction option selected, the vehicle security deposit is AU\$5,000 for the Deuce, Double Up and Big Six and AU\$3,500 for all other Campervans payable by credit card. The AU\$3,500 or AU\$5,000 is debited to the hirer's credit card when the vehicle is collected. For this reason it is important that the hirer have the funds available on the credit card and that the amount does not exceed the hirer's daily withdrawal allowance available on the credit card.

If an extra option is selected, the vehicle security deposit is AU\$250. The AU\$250 is taken as an imprint to the hirer's credit card when the vehicle is collected. An imprint simply records a figure against the hirer's credit card of AU\$250 that the rental company can then debit if required.

The vehicle security deposit is fully refundable, including the credit card surcharge if the card used to provide the vehicle security deposit is a Visa or MasterCard, provided the vehicle is returned on time, to the correct location, undamaged, in a clean condition, having completed all items on the Vehicle Return Checklist and with full fuel tanks (fuel being petrol or diesel) and gas bottle. Except where the customer has purchased the Pre-Purchase Gas Option (PGO is included in The Premium package) and/or Pre Purchase Fuel (PPF), failure to return the vehicle with full petrol or diesel tanks and/or a full LPG bottle will result in refill charges, which will be advised upon return of the vehicle. Failure to adhere to these requirements will result in additional charges plus an administration fee of \$50.

The rental company reserves the right to retain an AU\$250 cleaning fee if the vehicle is not returned in a clean condition. This includes smoking related cleaning, as smoking is not permitted in the vehicle. The toilet and waste water tank must be emptied prior to the return of the vehicle, or an additional AU\$125 soiling fee will be retained for those vehicles with a toilet and/or waste water tank.

FOR SECURITY PURPOSES, ONLY THE HIRERS CREDIT CARD CAN BE USED FOR VEHICLE SECURITY DEPOSITS.

EXCHANGE RATE / CURRENCY VARIATIONS

All credit and debit card transactions are conducted in Australian dollars. Due to exchange rate fluctuations and bank transaction fees there could be some variance in the amount refunded compared to the amount initially charged. The rental company does not accept any liability for variances up or down.

CREDIT AND DEBIT CARDS

The credit or debit card holder will be jointly and severally liable as a customer. Accepted credit and debit cards are Visa Card and MasterCard. A non-refundable 2% administration fee will apply to all Visa and MasterCard transactions. Credit card administration fees also apply to debited vehicle security deposits and only the hirer's credit and debit card is acceptable to use for the purpose of the vehicle security deposit.

PERSONAL AND COMPANY CHEQUES

Personal and Company cheques will not be accepted as payment for rentals at the time of pick-up. These must be paid to the rental company 14 days prior to commencement of rentals. Personal or Company cheques are not acceptable as the vehicle security deposit.

CALCULATION ERRORS

The rental company will not honour calculation errors. Should a calculation error occur, the rental company will charge for the shortfall.

AGENT NON-PAYMENT

In the case where pre-payment is required and this has not been made the hirer agrees to pay the full costs to the rental company.

LICENCE

A current and full (i.e. no probationary licences are accepted) motor vehicle driver's licence is required and must be produced upon vehicle collection. Should a foreign licence be in a language other than English it must be accompanied by a current international driving permit in English issued in the same country as the driver's licence was issued. An accredited English translation will be accepted in lieu of an international driving permit.

AGE RESTRICTIONS

Drivers must be 21 years of age or over. If the rented vehicle is a Lowball, Highball or Jackpot; drivers must be 18 years of age or over.

RENTAL DURATION

- Minimum rental period is 5 days with the exception of the Lowball, which has a 3 day minimum if the pick-up and return location is the same. One-way hires are subject to increased minimum hire requirements. Please refer to one-way rentals section for more information.
- All campervan rentals with a collection date between 20 December and 10 of January are subject to a 10-day minimum rental requirement.
- Double Up and Big Six rentals from Sydney that collect during the Bathurst races will have a minimum rental requirement of 7 days. The races usually occur in early October.
- Double Up and Big Six rentals from Melbourne that collect during the Phillip Island races, will have a minimum rental requirement of 7 days.
- Minimum rental periods are subject to change during peak periods.
- Rental days are calculated on a calendar day basis. When calculating the number of days a vehicle is rented, the day of pick-up is counted as day one of the rental, regardless of pick-up time. The day of the vehicle's return is counted as the final day of the rental.
- Late pick-up or early return of vehicle, does not entitle the hirer to any refund of the unused portion of the rental.
- Pick Up is a self-service process and requires the Customer to have completed Self Check-In online or in the branch. If additional service is required from a staff member, a fee of AU\$50 may apply.
- The Customer is required to pick up at the time selected when the booking is confirmed. If the Customer wishes to change this time prior to the day of travel, they must obtain authorisation from the Reservation Centre. The rental company allows a grace period of 59 minutes.
- The Customer is required to drop off at the time stated on the Rental Agreement. If the customer wishes to change this time prior to the day of drop off, they must obtain authorisation from the Reservation Centre. The rental company allows a grace period of 59 minutes.
- If the customer wishes to extend the rental for an extra day(s) whilst on hire, they must first obtain authorisation from Reservations or any of the company's branches. The rental extension is subject to vehicle availability. The cost of an extended rental day(s) must be paid by credit card over the telephone on confirmation of the rental extension. The rate charged may not reflect the original rate booked. Failure to obtain authorisation will result in a daily fee of AU\$150 in addition to the daily rate.

ROAD RESTRICTIONS

Campervans can only be driven on sealed/bitumen roads. The only exceptions to this are well-maintained access roads of less than twelve kilometres* to recognised campgrounds and well-maintained, recognised roads on Kangaroo Island (South Australia). Should a customer wish to travel on an unsealed road that is greater than twelve kilometres in length to access a recognised campground special permission can be arranged pending road condition, weather and distance. Please contact your local representative to discuss. The rental company reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions and/or the distance to nominated destinations in relation to the length of the hire period.

CHANGE OF LOCATION

If the customer wishes to change the pick up or drop-off location from what was originally booked, permission must be first obtained from reservations. Subject to the change being approved, an additional charge of up to AU\$750 may apply.

BOOKING AMENDMENTS

All amendments to bookings are subject to availability of vehicle and/or package. Different rates may apply based on the amendment made.

MULTIPLE RENTALS

Should a customer have more than one consecutive rental they can be combined to qualify for longer-term hire discounts off the vehicle rate. Consecutive campervan hire in Australia and New Zealand and/or consecutive car hire in New Zealand for the rental company can be combined to qualify if the vehicle collection date/s is within a 3-month period. For all rentals to qualify each booking needs to be made at the same time. If a customer makes another booking at a later time, the new booking can be combined to qualify if the vehicle collection date/s is within a 3-month period however, the original booking/s will only qualify for a discount if the booking/s are not already travelling or travelled. Note that 2WD car hire cannot be combined with any campervan hire to qualify for longer-term discounts. Longer-term discounts must be requested at the time of booking. For campervans that pick up and drop off on the same day, the less expensive rental day will be free of charge. This also applies to the Confident option or The Premium option if applicable. If multiple hires are within the same country and total days exceed 50 days only the maximum charge applicable to the Confident or The Premium option will apply. If combining a vehicle hire with another vehicle that has a more expensive Confident option or The Premium option, the more expensive maximum cost is applied. Vehicle security deposits can be transferred between most multiple rentals. This service is available when the booked products are campervans and the vehicle security deposit amount is the same.

ONE-WAY RENTALS

- One-way rentals are available between all company branch locations with the exception of the Jackpot which is only available to and from Adelaide, Melbourne, Sydney, Brisbane and Cairns. Big Six is only available to and from Melbourne, Sydney and Brisbane. Big Six is also available for Perth to Perth hires, but is not available for one way hires out of or into Perth. The Lowball is not available to or from Alice Springs.
- Minimum rental period for one-way hires is 7 days or greater depending on location.
- A one-way fee usually applies
- The one-way fee if applicable is charged per hire.
- The rental company reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions and/or the distance to nominated destinations in relation to the length of the hire period.

TRANSFERS

Rental company clients will need to make their own way from the airport to the applicable company branch, at their own expense.

TOLL AND TRAFFIC OFFENCES AND ADMINISTRATION FEES

The rental company reserves the right to charge the hirer for any speeding, toll way or parking fines. In addition to the costs associated per fine, an administration fee of AU\$60 may be applicable.

ON-ROAD ASSISTANCE

Any problems associated with the vehicle, including equipment failure, must be reported to the rental company as soon as possible and within 24 hours in order to give the company the opportunity to rectify the problem during the rental. Failure to do so will compromise any claims for compensation. The company does not accept liability for any claims submitted after this period. The company operates a toll-free hotline.

REPAIRS

Repairs up to AU\$200 may be effected without authorisation and will be reimbursed upon presentation of a receipt provided the customer was not directly responsible for the damage. For amounts over AU\$200, the rental company will need to be informed in advance. Repairs will be approved provided the customer was not directly responsible for the damage. Receipts must be submitted for any repair or the claim will not be paid.

CHANGE OF VEHICLE

Should the vehicle booked be unavailable, the rental company reserves the right to substitute an alternative vehicle without prior notification and at no extra cost. This shall not constitute a breach of contract and does not entitle the hirer to a refund.

VEHICLE CATEGORY

Vehicles cannot be requested by make or model, only by vehicle category.

VOLUNTARY DOWNGRADE

Should the hirer decide to take a smaller vehicle than booked they will not be entitled to any refund.

CANCELLATION POLICY

The cancellation fees are:

- If cancelled up to 22 days prior to pick-up No Fee
- If cancelled from 21 to 7 days prior to pick-up 20% of Nett Rental
- If cancelled 6 to 1 days prior to pick-up 50% of Nett Rental
- If cancelled on day of pick-up or No-Show 100% of Nett Rental
- If vehicle is returned early no refund is available for the unused portion of the hire.

DISCRETION

The rental company reserves the right to refuse any rental at its discretion.

ANIMALS

No animals are permitted in our vehicles, excluding guide dogs.

RESERVATIONS OFFICE HOURS AND CONTACT DETAILS

The Reservations/B2B support centre for both Australian and New Zealand hires is located in Auckland, New Zealand. This is a dedicated contact centre for travel agent enquiries only. Open 24 hours, 7 days. Closed Christmas Day (25 December) and New Years Day (1 January).

OPERATING HOURS

Company branches are open 7 days a week with the following exceptions:

- Branches are closed on Christmas Day (25th December), New Year's Day (1st January) and Australia Day Public Holiday (26th January).
- Branches are closed on Sundays during off peak months.
- A \$100 surcharge will apply to all rentals picking up or dropping off on Good Friday (18th April), Easter Monday (21st April), ANZAC Day (25th April) and Boxing Day (26th December).
- During the period from 20th December to 28th February the Darwin branch will be closed.

Note:

Last vehicle collections are an hour before closing.

Please ensure that adequate time is allowed to complete the required paperwork when collecting or returning a vehicle. All vehicles must be collected from and returned to a company branch.

Terms and conditions – New Zealand campervan rentals

INCLUDED IN RATES

Unlimited kilometres
Crockery and Cutlery
15% GST (Goods and Services Tax)
Linen & Bedding
Light vehicle liability (liability applies – see the “For Your Protection” section for more information)
Customer care 24 hour 7 days per week road service helpline (toll free)
All branches have local tourist information and maps available

RATES EXCLUDE

Liability Reduction Options
Extra Driver Fees
Road User Charge Recovery Fee (RUCRF) if applicable
Refundable Vehicle Security Deposit
Fuel and LPG costs
One-way Fees and Location Fees if applicable
Public Holiday surcharge

FOR YOUR PROTECTION

New Zealand legislation provides limited coverage for personal injury. The rental company does not accept any liability for personal injuries sustained during the rental and recommend the hirer does not leave valuables in the vehicle and that they have personal travel insurance to cover for the loss/damage of personal belongings. The rental company strongly recommends that all people travelling in New Zealand take out personal travel insurance.

In the USA a liability is referred to as the “deductible”.

LIGHT OPTION

All vehicles are insured with “Light” vehicle liability which provides coverage for the damage to the vehicle or to the property of a Third Party. The hirer is responsible for the first NZ\$3,500 (“the liability”) for the Lowball, Highball, Jackpot and Double Down campervans and NZ\$5,000 (“the liability”) for the Deuce and Double Up of the cost of damage to Third Party property or to the rented vehicle, including single vehicle accident (does not include single vehicle roll over), windscreen and tyre damage, towing and recovery costs, theft, fire, break-in or vandalism with the exception of the ‘exclusions’. This also includes the cost of the daily rental for the period the vehicle is being repaired. In addition to these costs, an administration fee of NZ\$60 may apply, per claim.

The liability is applicable regardless of who is at fault and must be paid at the time the accident report is completed, not at the completion of the rental. The rental company reserves the right to charge the hirer for any vehicle damage including Third Party property damage not reported on return of the vehicle. The liability will be refunded if the rental company is successful in recovering the cost of the damages from the Third Party. Please note that Third Party claims can take months to resolve.

The liability applies in respect of each claim, not rental.

Please see the ‘Exclusions’ section below, whereby all liability cover will be made void.

The liability can be reduced by the purchase of the Confident or Premium options.

CONFIDENT OPTION

Vehicle : Lowball, Highball, Jackpot and Double Down
Cost per day : NZ\$25 (max charge NZ\$1,250)
Liability reduced to : NIL

Vehicle : Deuce and Double Up
Cost per day : NZ\$35 (max charge NZ\$1,750)
Liability reduced to : NIL

The Confident option is in addition to the daily rental rate.

When the Confident option has been purchased, the hirer will have no liability with the exception of the ‘exclusions’.

Note that the Confident option is included in The Premium option.

Please see the ‘Exclusions’ section, whereby all liability cover will be made void.

PREMIUM OPTION

Vehicle : Lowball, Highball, Jackpot and Double Down
Cost per day : NZ\$30 (max charge NZ\$1,500)
Liability reduced to : NIL

Vehicle : Deuce and Double Up
Cost per day : NZ\$42 (max charge NZ\$2,100)
Liability reduced to : NIL

The Premium is in addition to the daily rental rate.

The Premium component is commissionable along with the vehicle component of the rental.

In addition to the inclusions in the daily rental rate, The Premium option includes:

- Confident option (NIL liability)
- Tyre and Windscreen Cover * (valued at \$5 per day)
- Camping Chairs (1 per person travelling)
- Camping Table
- Pre-Purchase Gas (customers can return the vehicle without refilling the gas bottle. Gas is used for cooking and heating hot water in vehicles with a hot water facility)
- Extra Driver Fees
- Road User Charge Recovery Fee (RUCRF)

* Unlimited windscreen and tyres will be covered for accidental damage.

* Note that tyre and windscreen cover is only available with The Premium package and can not be purchased separately.

ADDITIONAL PROTECTION COVERAGE

Vehicle: All
Cost: NZ\$99 per rental

Where the hirer purchases Additional Protection Coverage the cost of damage resulting from a single vehicle roll over will be covered. Additional Protection Coverage can only be purchased in conjunction with the Confident or Premium options. Please see the 'Exclusions' section below, whereby all liability cover will be made void.

ROAD USER CHARGE RECOVERY FEE (RUCRF)

The Road User Charge Recovery Fee is included in The Premium package. Otherwise the Road User Charge Recovery Fee will be calculated and collected on return of the vehicle based on the kilometres travelled during the hire.

The vehicle rates per 100km are as follows:

2 Berth: Nil
2 Berth Diesel: NZ\$5.32
2 Berth (Toilet Shower): NZ\$5.32
4 Berth (non Toilet Shower): NZ\$5.32
4 Berth: NZ\$5.72

The rental company reserves the right to amend the Road User Charge Recovery Fee in response to changes in Government Road User Charges.

EXCLUSIONS

All liability cover will be made void if any of the following 'Exclusions' are breached:

1. Overhead and underbody damage to the vehicle except where the Confident or The Premium options have been purchased (does not cover single vehicle roll over).
2. A single vehicle roll over occurs except where the Additional Protection Coverage option has been purchased.
3. Tyre and windscreen damage unless The Premium option has been purchased.
4. Any water related damage which includes, but is not limited to: a) any vehicle submersion b) creek or river crossing c) driving through flooded areas d) beach driving
5. Personal belongings. The rental company recommends the hirer does not leave valuables in the vehicle and that they have travel insurance to cover for the loss/damage of personal belongings.
6. Any damage caused by wilful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle).
7. Any damage caused while driving under the influence of alcohol or drugs.
8. Damage caused to the vehicle by snow chains.
9. Cost of replacement of any lost or stolen additional hire items, living equipment or linen.
10. The Customer will be liable for any costs associated with the incorrect use of fuel or the use of Bio-Diesel which should not be used (fuel being diesel or petrol), or water or other contamination of fuel.
11. The cost to retrieve or recover a vehicle, which may include, but is not limited to a vehicle that has become bogged, submerged, caught, trapped, stuck or restricted in anyway and/or has been abandoned.
12. The cost to replace keys, which have been lost or retrieval of keys, which have been locked in a vehicle.
13. The vehicle rented may only be used to carry the maximum number of passengers as dictated by the vehicle type. If more passengers are carried than what is allowed the rental company does not accept any liability.
14. Damage caused to the vehicle because total load (kg) has exceeded recommended load as stated in vehicle manual. Vehicles are not to be used for the purpose of transporting and haulage of goods other than what might be reasonably expected of a leisure rental.
15. Drivers not identified on the rental agreement and/or drivers whose licence has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence.

VEHICLE SECURITY DEPOSIT

Upon vehicle collection, a vehicle security deposit is required. The amount is determined by the liability reduction option selected. The vehicle security deposit is applicable regardless if hirer has purchased private travel insurance. For security purposes, only a credit card can be used to provide a vehicle security deposit. The credit card holder must be present and able to sign for the vehicle security deposit upon vehicle collection. The credit card holder is jointly and severally liable for any damage to the rental vehicle. Any type of pre-paid travel card is not acceptable as a means to provide a vehicle security deposit. Visa and MasterCard debit cards are acceptable provided the card is being used as a credit card. Debited vehicle security deposits are subject to a 2% credit card administration fee in addition to the vehicle security deposit amount. Accepted credit cards are Visa or MasterCard. If the customer elects to keep the Light vehicle liability and no further Liability Reduction Option is selected, the vehicle security deposit is NZ\$5,000 for the Double Up and NZ\$3,500 for other campervans payable by credit card. The NZ\$3,500/NZ\$5,000 is debited to the hirer's credit card when the vehicle is collected. For this reason it is important that the hirer have the funds available on the credit card and that the amount does not exceed the hirer's daily withdrawal allowance available on the credit card. If Confident or The Premium option is selected, the vehicle security deposit is NZ\$250.

The NZ\$250 is taken as an imprint to the hirer's credit card when the vehicle is collected. An imprint simply records a figure against the hirer's credit card of NZ\$250 that the rental company can then debit if required.

The vehicle security deposit is fully refundable, including the applicable credit card surcharge if the card used to provide the vehicle security deposit is a Visa or MasterCard, provided the vehicle is returned on time, to the correct location, undamaged, in a clean condition, having completed all items on the Vehicle Return Checklist and with full fuel tanks (fuel being petrol or diesel) and gas bottle. Except where the customer has purchased the Pre-Purchase Gas Option (PGO is included in The Premium package) and/or Pre Purchase Fuel (PPF), failure to return the vehicle with full petrol or diesel tanks and/or a full LPG bottle will result in refill charges, which will be advised upon return of the vehicle. Failure to adhere to these requirements will result in additional charges plus an administration fee of \$50.

The rental company reserves the right to retain an NZ\$250 cleaning fee if the vehicle is not returned in a clean condition. This includes smoking related cleaning, as smoking is not permitted in the vehicle. The toilet and waste water tank must be emptied prior to the return of the vehicle, or an additional NZ\$125 soiling fee will be retained for those vehicles with a toilet and/or waste water tank.

FOR SECURITY PURPOSES, ONLY THE HIRERS CREDIT CARD CAN BE USED FOR VEHICLE SECURITY DEPOSITS.

EXCHANGE RATE / CURRENCY VARIATIONS

All credit and debit card transactions are conducted in New Zealand dollars. Due to exchange rate fluctuations and bank transaction fees there could be some variance in the amount refunded compared to the amount initially charged. The rental company does not accept any liability for variances up or down.

CREDIT AND DEBIT CARDS

The credit or debit card holder will be jointly and severally liable as a customer. Accepted credit and debit cards are Visa Card and MasterCard. A non-refundable 2% administration fee will apply to all Visa and MasterCard transactions. Credit card administration fees also apply to debited vehicle security deposits and only the hirer's credit and debit card is acceptable to use for the purpose of the vehicle security deposit.

PERSONAL AND COMPANY CHEQUES

Personal and Company cheques will not be accepted as payment for rentals at the time of pick-up. These must be paid to the rental company 14 days prior to commencement of rentals. Personal or Company cheques are not acceptable as the vehicle security deposit.

CALCULATION ERRORS

The rental company will not honour calculation errors. Should a calculation error occur the rental company will charge for the shortfall.

AGENT NON-PAYMENT

In the case where pre-payment is required and this has not been made the hirer agrees to pay the full costs to the rental company.

LICENCE

A current and full motor vehicle driver's licence is required and must be produced upon vehicle collection. Should a foreign licence be in a language other than English, it must be accompanied by an accredited English translation. The translation must be provided by a NZ Transport Agency authorised translation service or a diplomatic representative at a high commission, embassy or consulate, or the authority that issued your overseas licence (an International Driving Permit may be acceptable as a translation if in English).

AGE RESTRICTIONS

Drivers must be 21 years of age or over. If the rented vehicle is a Lowball, Highball or Jackpot; drivers must be 18 years of age or over.

RENTAL DURATION

- Minimum rental period is 5 days with the exception of the Lowball, which has a 3 day minimum if the pick-up, and return location are the same. One-way hires are subject to increased minimum hire requirements. Please refer to one-way rentals section for more information
- All campervan rentals with a collection date between the 20th December and the 10th of January are subject to a 10 day minimum rental requirement.
- Minimum rental period is 10 days when a vehicle is being collected from the North Island and is being returned to the South Island if the rental commences between the 1 Minimum rental periods are subject to change during peak periods.
- Rental days are calculated on a calendar day basis. When calculating the number of days a vehicle is rented, the day of pick-up is counted as day one of the rental, regardless of pick-up time. The day of the vehicle's return is counted as the final day of the rental.
- Late pick-up or early return of vehicle, does not entitle the hirer to any refund of the unused portion of the rental.
- Pick Up is a self-service process and requires the Customer to have completed Self Check-In online or in the branch. If additional service is required from a staff member, a fee of NZ\$50 may apply.
- The Customer is required to pick up at the time selected when the booking is confirmed. If the Customer wishes to change this time prior to the day of travel, they must obtain authorisation from the Reservation Centre. The rental company allows a grace period of 59 minutes.
- The Customer is required to drop off at the time stated on the Rental Agreement.
- If the customer wishes to change this time prior to the day of drop off, they must obtain authorisation from the Reservation Centre. The rental company allows a grace period of 59 minutes. If the customer wishes to extend the rental for an extra day(s) whilst on hire, they must first obtain authorisation from reservations or any of the company branches. The rental extension is subject to vehicle availability. The cost of an extended rental day(s) must be paid by credit card over the telephone on confirmation of the rental extension. The rate charged may not reflect the original rate booked. Failure to obtain authorisation will result in a daily fee of NZ\$150 in addition to the daily rate.

ROAD RESTRICTIONS

Campervans can only be driven on sealed/bitumen or well-maintained roads. No vehicle shall be driven on Skippers Road (Queenstown), Ninety Mile Beach (Northland), Ball Hut Road (Mt. Cook), Bluff Road that runs between Kuaotunu and Matarangi and North of Colville Township (Coromandel Peninsula).

The rental company reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions.

CHANGE OF LOCATION

If the customer wishes to change the pick up or drop-off location from what was originally booked, permission must be first obtained from reservations. Subject to the change being approved, an additional charge of up to NZ\$750 may apply.

BOOKING AMENDMENTS

All amendments to bookings are subject to availability of vehicle and/or package. Different rates may apply based on the amendment made.

MULTIPLE RENTALS

Should a customer have more than one consecutive rental they can be combined to qualify for longer-term hire discounts off the vehicle rate. Consecutive campervan hire in Australia and New Zealand for the rental company can be combined to qualify if the vehicle collection date/s is within a 3-month period.

For all rentals to qualify each booking needs to be made at the same time. If a customer makes another booking at a later time, the new booking can be combined to qualify if the vehicle collection date/s is within a 3-month period however, the original booking/s will only qualify for a discount if the booking/s are not already travelling or travelled. Note that 2WD car hire cannot be combined with any campervan hire to qualify for longer-term discounts. Longer-term discounts must be requested at the time of booking. For campervans that pick up and drop off on the same day, the less expensive rental day will be free of charge. This also applies to additional liability options if applicable.

If multiple hires are within the same country and total days exceed 50 days only the maximum charge applicable to the additional liability options booked will apply.

If combining a vehicle hire with another company vehicle that has a more expensive option, the more expensive maximum cost is applied.

Vehicle security deposits can be transferred between most multiple rentals. This service is available when the booked products are campervans and the vehicle security deposit amount is the same.

ONE-WAY RENTALS

One-way rentals are available between all branch locations. Additional fees apply in most cases.

PUBLIC HOLIDAY SURCHARGE

A NZ\$50 surcharge will apply to all rentals picking up and/or dropping off on National public holidays.

TRANSFERS

The rental company offers a shuttle transfer between our Auckland branch and Auckland Airport, Christchurch Branch and Christchurch Airport and Queenstown Branch and Queenstown Airport.

TOLL AND TRAFFIC OFFENCES AND ADMINISTRATION FEES

The rental company reserves the right to charge the hirer for any speeding, toll way, parking or freedom camping fines. In addition to the costs associated per fine, an administration fee of NZ\$60 may be applicable.

ON-ROAD ASSISTANCE

Any problems associated with the vehicle, including equipment failure, must be reported to the rental company as soon as possible and within 24 hours in order to give the rental company the opportunity to rectify the problem during the rental. Failure to do so will compromise any claims for compensation. The rental company does not accept liability for any claims submitted after this period. The company operates a toll-free hotline.

CHANGE OF VEHICLE

Should the vehicle booked be unavailable, the rental company reserves the right to substitute an alternative vehicle without prior notification and at no extra cost. This shall not constitute a breach of contract and does not entitle the hirer to a refund.

VEHICLE CATEGORY

Vehicles cannot be requested by make or model, only by vehicle category.

VOLUNTARY DOWNGRADE

Should the hirer decide to take a lesser vehicle than booked they will not be entitled to any refund.

CANCELLATION POLICY

The cancellation fees are:

- If cancelled up to 22 days prior to pick-up No Fee
- If cancelled from 21 to 7 days prior to pick-up 20% of Nett Rental
- If cancelled 6 to 1 days prior to pick-up 50% of Nett Rental
- If cancelled on day of pick up or No-Show 100% of Nett Rental
- If vehicle is returned early no refund is available for the unused portion of the hire

DISCRETION

The rental company reserves the right to refuse any rental at its discretion.

ANIMALS

No animals are permitted in our vehicles, excluding guide dogs.

OPERATING HOURS

Company branches are open daily from 08:00 to 16:30 7 days a week with the following exceptions:

- Branches are closed on Christmas Day (25th of December);
- A \$50 surcharge will apply to all rentals picking up and/or dropping off on National public holidays.