

Kiwi Campers Rental Terms & Conditions

All Kiwi Campers Rates are:

- 🕒 Gross in New Zealand Dollars (\$NZD) and inclusive of Goods and Services Tax (GST).
- Subject to Terms and Conditions outlined below.

Standard Rates Include:

- Unlimited Kilometres
- Standard Kiwi Campers vehicle insurance (see below)
- Road User Charge / Diesel Tax
- AA 24-hour roadside assistance throughout NZ
- Vehicle Living Equipment
- Free transfers (see below)
- Cleaning fees and pre-departure vehicle preparation
- Goods & Services Tax (GST) of 12.5%
- Road Maps, Camping Park Directories and other tourist information

Daily Hire Charges

The daily hire charges are calculated on a daily basis, not a twenty-four hour day.

Hours of Operation

Vehicles are available at 9:00AM on the day you commence your hire and must be returned by 4:30PM on termination unless prior arrangements are made.

Kiwi Camper's Auckland and Christchurch Depots are closed on the following days: 25th of December, 26th of December and the 1st of January.

Long Term Hire Discounts

Discounts for longer term rentals are available.

Multiple Rentals

Multiple rentals within New Zealand can be combined to qualify for the long term hire discounts.

Minimum Hire Periods and One-Way Hires

For all rental vehicles there is a minimum period of five (5) days. It is possible to commence your hire in Christchurch and finish it in Auckland (or vice versa) at no extra charge if the rental period is a minimum of fourteen (14) days.

Transfers

A complimentary transfer is available to or from your accommodation or the Airport on the day of pick up and drop off of the vehicle in Auckland and Christchurch. The hirer must advise Kiwi Campers of pick up and drop off times one week prior to them occurring to be guaranteed the transfer at a certain time. Please note that complimentary transfers are only available between the hours of 10:00am and 3:00pm.

Vehicle Equipment

The following equipment is standard in all Kiwi Camper's motor homes and campervans:

Living;

Vehicle manual, maps, travel guides, camping park directories, gas and/or electric heater, bucket, towels, LPG gas bottle, clothes pegs, dustpan and brush.

Sleeping;

Duvets, blankets (or, if preferred, sleeping bags can be provided as an alternative), pillows and sheets.

Cooking & Dining;

Crockery, cutlery, cooking utensils, pots, frying pan, grater, chopping board, salad / serving bowls, toaster, coffee plunger, kettle, teapot and tea towels.

Deposit and payments

To secure the booking a non-refundable deposit of \$400 NZD is required. The balance of monies owing to Kiwi Campers is required when the hire commences. Cancellation fees apply. This deposit may vary if the booking is through an agent of Kiwi Campers.

28 days prior to the hire commencing Kiwi Campers will charge the hirer's credit card the full amount of the rental cost. If after this date the hirer cancels their booking the cancellation policy will apply.

Credit Cards

Our preferred payment method is by credit card or cash payments (\$NZD). We accept Visa, MasterCard, and American Express. A surcharge fee of 3.5% on any American Express transaction (including the Bond) applies.

Cancellations

Please note that your deposit is non-refundable. Cancellation fees are as follows:

20 - 28 days

20% of rental is retained by Kiwi Campers.

10 - 19 days

40% of rental is retained by Kiwi Campers.

1 - 9 days

75% of rental is retained by Kiwi Campers.

Cancelled on the day or No Show

100% of rental is retained by Kiwi Campers.

If a vehicle is returned early for any reason there is no refund available.

Once a booking has been confirmed and a deposit paid the booking is considered live and is subject to the cancellation policy.

Transferring a booking, once confirmed, will incur a \$25 NZD fee, unless it is within 30 days of travel where the above cancellation charges apply. A booking can only be transferred to a maximum of 6 months before or after the original date of travel.

Amendments to increase the length of the booking can be made at no cost. Amendments to decrease the booking will be charged at a minimum of \$25 NZD provided the amendments occur at least 30 days prior to departure date.

It is important to note that Kiwi Campers may at its discretion treat any amendment to decrease the booking as a cancellation.

Insurance - Standard Rates

All Kiwi Campers Standard Rates include Standard Kiwi Campers Vehicle Insurance (Bronze).

When you collect your vehicle we take an impression of your credit card for the bond. This is the insurance excess for any accident which may occur during your holiday.

We do not deduct the bond from the credit card at the start of your hire, but merely hold the authority to deduct it in the unfortunate event of an accident. The impression of your credit card covers your accident-damage bond liability plus any extra costs such as fuel fill-up and emptying of the toilet at the end of hire or any traffic infringements, losses or breakages. **A credit card imprint must be on all rental agreements and must be the credit card of the main hirer unless prior arrangements have been made.** Where a credit card is not available, a cash bond will be held by Kiwi Campers for 21 days following the termination of the hire.

Excess Reduction Options:

There are three levels of excess / bond reduction available to the hirer. The standard insurance included in our rates is called the Bronze Insurance Cover. These excess reduction options are also available for drivers under 25 years of age.

Bronze Insurance Cover

You are fully insured in case of accident damage or loss of contents (excluding personal belongings).

Ford Transit - There is an excess of \$4000 NZD (excess is \$4500 NZD for drivers under 25 years of age) included within our standard rates.

Toyota Hiace – There is an excess of \$2000 NZD (excess is \$2500 NZD for drivers under 25 years of age) included within our standard rates.

Silver Insurance Cover

Ford Transit – Our Silver Insurance Cover is an extra \$20 NZD per day and this reduces your excess to \$1500 NZD.

Toyota Hiace - Our Silver Insurance Cover is an extra \$10 NZD per day and this reduces your excess to \$750 NZD.

Gold Insurance Cover

Ford Transit - Our Gold Insurance Cover is an extra \$35 NZD per day and this reduces your excess to \$250 NZD.

Toyota Hiace - Our Gold Insurance Cover is an extra \$17.50 NZD per day and this reduces your excess to \$125 NZD.

Gold Insurance Cover includes the following extras:

- Comprehensive standard Kiwi Campers Vehicle Insurance Cover
- Picnic Table & Chairs (one chair for each person traveling)
- Baby Seat and/or Child Booster Seat
- Multiple Windscreen replacement

All our three insurance levels; Gold, Silver and Bronze are on a per-accident basis. A new waiver is required for the remaining days of hire after an accident has happened. This is why you must therefore report any accidents to Kiwi Campers. Failure to report the accident to Kiwi Campers may result in the total bond waiver being taken again. The hirer is fully liable for any damage to a Kiwi Camper or third party property if:

1. The terms of the rental contract are breached.
2. Damage to the vehicle is caused by careless, willful or reckless driving.
3. Driving under the influence of alcohol or drugs.
4. Driving on restricted roads, **OR**
5. Water submersion or salt water damage

Windscreen and Tire Cover

Windscreen and Tire cover is available at the Bronze and Silver levels for an additional cost of \$100 per hire. This covers one incident and must be taken out again if the customer wants to be covered for the remainder of their hire period.

Drivers Requirements and Licence

All drivers must be 21 years of age or older and hold a current valid drivers licence at the commencement of the hire. An international or country of origin licence is acceptable. No special licence is required to drive any Kiwi Campers camper van or motor home in New Zealand. No maximum age limit applies.

A full driver's licence, held for at least one year, shall be provided at the time of hire. If

the licence is not in English format then an international driver's licence is also required.

Traffic Infringements

All traffic infringements are the responsibility of the hirer. Kiwi Campers reserves the right to pass on details of the hirer's home contact to the New Zealand Traffic Authorities. Kiwi Campers will charge your credit card using the bond imprint given to cover the cost of the fine, plus a processing fee.

Animals

We regret that animals are not permitted to travel in any of Kiwi Camper's vehicles with the exception of guide dogs.

Road Restrictions

Hirers are permitted to drive their vehicle on any road in New Zealand except the following which are prohibited in all circumstances:

- Ninety Mile Beach - Northland
- North of Colville Township - Coromandel Peninsula
- Tapu-Coroglen Road - Coromandel Peninsula
- Skippers Canyon Road - Queenstown
- Ball Hutt Road - Mt. Cook

The vehicle shall not be driven on any beach or unformed roads in New Zealand.

On-Road Assistance - Mechanical Faults

If the vehicle has any mechanical failures these problems must be reported to Kiwi

Campers as soon as possible in order to give Kiwi Campers the opportunity to rectify the problems during the rental. The hirer is not entitled to any refund at the end of the hire period unless Kiwi Campers has been advised of the problem earlier, and has been given the opportunity to rectify the situation. Kiwi Campers do not accept any liability for any claims made after this point.

Maintenance and Repairs - Equipment Faults

The hirer shall take all reasonable care to ensure that the vehicle is properly maintained. This shall include daily checks to the oil, water and batteries.

The hirer shall be liable for any cost associated with the incorrect use of fuel (fuel being diesel or petrol), including putting fuel in the water tank.

The failure of accessories such as TV, DVD, CD Player, Microwave, gas heater, air conditioning unit and gas (or thermal) hot water heater do not constitute a breakdown. Kiwi Campers will endeavour to facilitate on-road repairs however should the repair not be possible or fail the hirer is not entitled to a vehicle change or compensation.

If the vehicle has any equipment failures (not mentioned above) these problems must be reported to Kiwi Campers as soon as possible in order to give Kiwi Campers the opportunity to rectify the problems during the rental. The hirer is not entitled to any refund at the end of the hire period unless Kiwi Campers has been advised of the problem earlier, and has been given the opportunity to rectify the situation. Kiwi Campers do not accept any liability for any claims made after the end of the hire period. A refund can be requested if the breakdown has directly caused a delay in travel of 48 hours or more, if the delay is less than 48 hours in one location Kiwi Campers can deny the refund request at its own discretion.

Vehicle Substitution and Design

Kiwi Campers shall make every effort to provide the vehicle requested, but where a vehicle is unavailable for any reason we reserve the right to provide a comparably high standard vehicle at the same or lower daily rate. While including the same facilities,

vehicle layouts may vary slightly to those shown due to manufacturer design changes.

Refunds

Regretfully, no refunds can be given for any unused portion of your holiday. However, your travel insurance may in some circumstances cover the unused portion. Refunds for hires paid and cancelled prior to pick up will be subject to our cancellation policy. If it is determined that a refund is due, Kiwi Campers will process the refund back to the original credit card charged, or a refund cheque will be posted if payment was made by direct debit. All refunds will be made in \$NZD and Kiwi Campers do not accept any liability for currency exchange rate fluctuations. **Refunds are processed once a week.**

Fuel

All vehicles are supplied with a full tank of fuel at the start of the hire, and must be returned with a full tank at the end of your hire. If the vehicle is returned without a full tank of fuel, the hirer is liable for the cost to refill, plus a processing fee.

Delivery and Return of Vehicle

The vehicle shall be returned in a clean condition, on the return date in the agreement and at the location noted on the agreement.

Change of Drop-Off destination

The destination can be changed after the rental has been commenced but authorisation must be obtained from Kiwi Campers. An additional cost may apply.

Late Return

If a vehicle is returned late without any authorisation, then a late fee of \$200 NZD per day will be charged in addition to the daily hire. These fees will be charged on a per-day

basis.

Important

Kiwi Campers reserves the right to amend conditions, vehicle specifications and tariffs at any time without prior notice.

Kiwi Campers reserves the right to refuse any rental at its own discretion.