



TERMS & CONDITIONS 2008/2009

All Kiwi Campers Rates are:

- Gross in New Zealand Dollars (NZ\$)
- Subject to Terms and Conditions outlined below

Standard Rates Include:

- Unlimited kilometres
- Standard Kiwi Campers vehicle insurance (see below)
- Road User Charges / Diesel Tax
- AA 24-hour roadside assistance throughout NZ
- Vehicle living equipment
- Complimentary transfers (see below)
- Cleaning fees and pre-departure vehicle preparation
- Goods & Services Tax (GST) of 12.5%
- Basic cooking and living equipment supplied
- Route Planners, Camping Park Directories and other tourist information available at depots

1. Daily Hire Charges

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

2. Hours of Operation

High Season: (01 Sept – 30 April)

Monday to Sunday 8:30am – 5:00pm

Public Holidays 10:00am – 3:00pm

Low Season: (01 May – 31 Aug)

Monday to Friday 8:30am – 5:00pm

Weekends & Public Holidays 10:00am – 3:00pm

Kiwi Campers' Auckland and Christchurch Depots are closed on the following days: 25th of December (Christmas Day) and the 1st of January (New Years Day).

3. Drivers Requirements and Licence

All drivers must be 18 years of age or older and hold a current valid driver's 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.

4. Minimum Hire Periods and One-Way Hires

For all rental vehicles there is a minimum period of five (5) days. However, please note that this minimum hire period increases to ten (10) days between 1 May and 31 September, and increases to fourteen (14) days for all 4 and 6 berth motorhome bookings between 15 December and 10 January. Minimum rental periods are subject to further change during peak seasons. It is possible to commence your hire in Christchurch and

finish it in Auckland (or vice versa) at no extra charge at any time of year if the rental period is a minimum of fourteen (14) days.

5. Transfers

A complimentary transfer is available to or from your accommodation inside the CBD 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.

6. Deposit and payments

To secure the booking a non-refundable deposit of NZ\$400 is required. This deposit may vary if the booking is through an agent of Kiwi Campers. The remaining balance of all rentals is due 28 days prior to the commencement of the rental period and will be deducted from the credit card provided when securing the booking. If after this date the hirer cancels their booking, then the cancellation policy will apply.

7. Credit Cards

Our preferred payment method is by credit card or cash payments (NZ\$). We accept Visa, MasterCard, and American Express. A surcharge fee of 3.5% on any American Express transaction (including the bond) applies. Where possible, you will be charged in your credit card's country of origin currency.

8. 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. If an amendment is made to the rental dates within 28 days of collection, no refund will be made if the length of hire is decreased (that is, the rental will be charged at the number of days originally booked). A relocation fee may apply if the collection or return location is amended within 28 days of vehicle pickup or if notification occurs during the hire. Any amendment made to decrease the length of the hire more than 28 days prior to the rental period will incur a NZ\$50 administration fee. It is important to note that Kiwi Campers may at its discretion treat any amendment to decrease the booking as a cancellation.

9. 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
- Any beach or unformed/ gravel road in New Zealand. The only exceptions to this

are any recognised campground access roads less than 500 metres in length or road works.

- Kiwi Campers reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions.

Please note that if these road restrictions are breached, all insurances will become null and void and the hirer will be liable for the full cost of any and all damages incurred.

10. Vehicle Substitution and Design

Should the vehicle booked be unavailable through unforeseen circumstances, Kiwi Campers 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.

11. Smoking

All Kiwi Campers vehicles are designated Smoke Free and should anyone smoke inside one of Kiwi Campers' vehicles, a NZ\$100 cleaning fee will apply.

12. Insurance - Standard Rates

All Kiwi Campers standard rates include standard Kiwi Campers vehicle insurance (Bronze insurance cover). When you collect your vehicle we take an impression of your credit card for the bond. 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 refilling fuel, cleaning, emptying of the toilet at the end of hire or any traffic infringements, losses or breakages and any related surcharges. **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.

13. 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. You are fully insured in case of accident damage or loss of contents (excluding personal belongings). The Liability is applicable regardless of who is at fault and must be paid upon the completion of the rental period. If the hirer is not at fault and the third party admits liability, then Kiwi Campers will refund the amount charged to the hirer upon receipt of payment from the third party. Please be aware that once an Excess Reduction Option is selected and confirmed with Kiwi Campers, the cost of the Excess Reduction Option is non-refundable.

Bronze Insurance Cover

Ford Transit - There is an excess of NZ\$4,000 included within our standard rates.

Toyota Hiace - There is an excess of NZ\$2,000 included within our standard rates.

Silver Insurance Cover

Ford Transit - Our Silver insurance cover is an extra NZ\$20 per day (to a maximum of fifty (50) days) and this reduces your excess to NZ\$1,500.

Toyota Hiace - Our Silver insurance cover is an extra NZ\$10 per day (to a maximum of fifty (50) days) and this reduces your excess to NZ\$750.

Gold Insurance Cover

Ford Transit - Our Gold insurance cover is an extra NZ\$35 per day (to a maximum of fifty (50) days) and this reduces your excess to NZ\$250.

Toyota Hiace - Our Gold insurance cover is an extra NZ\$17.50 per day (to a maximum of fifty (50) days) and this reduces your excess to NZ\$125.

Gold insurance cover includes the following extras:

- Picnic table & chairs (one chair for each person traveling)
- Baby seat and/or child booster seat
- One windscreen, multiple windscreen chips and two tires will be covered for accidental damage

Platinum Insurance Cover

Ford Transit - Our Platinum insurance cover is an extra NZ\$55 per day (to a maximum of fifty (50) days) and this reduces your excess to NZ\$0.

Toyota Hiace - Our Platinum insurance cover is an extra NZ\$27.50 per day (to a maximum of fifty (50) days) and this reduces your excess to NZ\$0.

Platinum Insurance Cover includes the following extras:

- Free hire for all accessories including GPS
- Zero excess
- Carbon emission offsetting for all kilometres travelled
- Multiple windscreen & multiple tire replacement

The hirer is fully liable for any damage to a Kiwi Camper or third party property if:

1. Damage is caused where the terms of the rental contract have been breached
2. Damage is caused by negligence
3. Damage is caused to the vehicle in any way by part or total water submersion or salt water
4. Damage is caused to the vehicle by the renter's willful conduct
5. Damage is caused to the vehicle by the use of snow chains
6. Damage is caused due to a single vehicle roll over
7. Damage or loss is caused to any personal belongings
8. Damage is caused due to use of incorrect or contaminated fuel
9. Damage is caused due to fuel being placed in the water tank
10. Damage is caused to the vehicle when using the vehicle in contravention of any legislation or regulation controlling vehicular traffic

14. 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 does not accept any liability for any claims made after this point. Kiwi Campers is not liable for any delay in repair caused by the breakdown occurring on a weekend or a public holiday. 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.

15. 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 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.

16. 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 or cash. All refunds will be made in NZ\$ and Kiwi Campers does not accept any liability for currency exchange rate fluctuations. **Refunds are processed once a week.**

17. Traffic Infringements

All traffic infringements are the responsibility of the hirer. Kiwi Campers will charge your credit card using the bond imprint given to cover the cost of the fine, plus a processing fee of NZ\$50. In the circumstances of credit card failure, or no credit card is supplied then Kiwi Campers reserves the right to pass on details of the hirer's home contact to the New Zealand Traffic Authorities.

18. 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 fee of NZ\$25.

19. Extra Fees

- If the vehicle is not returned in a clean condition, a fee of NZ\$100 will apply
- If the toilet (where applicable) is not returned empty, a fee of NZ\$100 will apply
- If the waste tank (where applicable) is not returned empty, a fee of NZ\$100 will apply

20. Change of Drop-Off Destination

If the hirer wishes to change the drop off destination after confirmation of booking, they must first obtain authorisation from Kiwi Campers. Subject to the change being approved, a minimum additional charge of NZ\$750 will apply.

21. Rental Extension & Late Return

If the hirer wishes to extend the rental whilst on hire, they must first obtain authorisation from Kiwi Campers who will advise of the additional cost. Rental extensions are subject to fleet availability. Failure to obtain authorisation (i.e. a late return) will result in the hirer being charged their daily rate plus an additional NZ\$200 per day for each day the vehicle is not returned.

Important

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

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