



RENTAL CONDITIONS BRITZ NEW ZEALAND

Camper rate includes:

Unlimited kilometers, Vehicle liability (liability applies, see information under the heading “for your protection – vehicle liability”), 15% GST, Linen & Bedding, Extra Driver Fees, Tourism Radio, Airport transfer upon vehicle collection and return (except Wellington), Kitchen equipment, General equipment, Supermarket Discount Card, Customer Care 24 hour, 7 days per week road-service helpline (toll free), Travel wallet including map of New Zealand with driving tips and travel information, New Zealand leading attractions map including discounts to iconic tourist attractions Goods and Services Tax (GST) - GST is a New Zealand Government imposed tax. GST is included in all Britz rates and is currently 15%. Britz reserves the right to amend GST upon Government intervention.

Camper rate is exclusive of:

Rates exclude one-way fees and all Liability Reduction Options and Extras.

Deposit/credit card

The credit card holder will be jointly and severally liable as a customer. Accepted credit cards are Visa Card, MasterCard and American Express. A non-refundable **2%** administration fee will apply to all Visa and MasterCard transactions or **4.5%** for American Express. Credit card administration fees also apply to debited vehicle security deposits and only the hirer’s credit card is acceptable to use for the purpose of the vehicle security deposit.

Upon vehicle collection, a vehicle security deposit is required. The amount is determined by the Liability Reduction Option selected.

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 prepaid travel card is not acceptable as a means to provide a vehicle security deposit. If a Liability Reduction Option is not selected, the security deposit is \$7,500 payable by credit card. The \$7,500 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

Cancellations

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 for any reason whatsoever there is no refund available for the unused days.

Liability

New Zealand legislation provides limited coverage for personal injury. Britz strongly recommend that all people traveling in New Zealand take out personal travel insurance. All vehicles are insured for the

damage to the vehicle or to the property of a Third Party. The hirer is responsible for the first \$7,500 ("the liability") 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 tire 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 off fleet for accident repairs. 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 liability will be refunded if Britz 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.

Road User Charge Recovery Fee (RUCRF)

The Road User Charge Recovery Fee is included in the Britz Bonus Pack. If the Bonus Pack has not been selected the Road User Charge Recovery Fee will be calculated and collected on return of the vehicle based on the kilometers traveled during the hire.

The vehicle rates per 100km are as follows:

2 Berth: Nil

2 Berth Diesel: \$4.68

Voyager: \$4.84

2 Berth (Toilet Shower): \$ 4.96

4 Berth: \$4.84

6 Berth: \$5.13

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

Exchange Rate / Currency Variations

All credit card transactions are conducted in New Zealand dollars. Due to exchange rate fluctuations there could be some variance in the amount refunded compared to the amount initially charged. We do not accept any liability for variances up or down. Refunds by credit card can take up to 15 working days depending on the renter's Financial Institution.

Driver requirements

A current and full motor vehicle driver's license is required and must be produced upon vehicle collection. Should a foreign license be in a language other than English it must be accompanied by a current international driving permit issued in the same country as the driver's license was issued. An accredited English translation will be accepted in lieu of an international driving permit.

Drivers must be 21 years of age or over.

Minimum rental period

Minimum rental period is 5 days with the exception of hires with a collection date between 23 December and 10 January, which require a minimum rental period of 10 days.

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 months of October through to March. Minimum rental period is subject to change during peak periods.

One-ways

A one-way rental fee of \$300 is charged for rentals between the North and South Islands and vice versa, where pick-up is between 1 October and 31 March.

The one-way fee if applicable is charged per hire.

Wellington and Queenstown fees

Vehicle collections and returns in Wellington and Queenstown incur a **\$210** location fee (same city collection and return, one fee applies). This is in addition to the one-way fee if applicable.

Changes

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

Amendments prior to the vehicle collection date will be re-calculated at the flex rate applicable on the date of amendment. This applies to changing the vehicle type, reducing the number of rental days, changing pick-up dates and/or changing the pick-up or drop-off location. Where the number of rental days is being extended prior to the vehicle collection date (days are being added on at the end of the rental with no change to the original pick up date), or the Bonus Pack is being added to or removed from the booking, the original flex rate, which applied at the time of the original booking, will apply.

Transfers

Britz provides free airport to branch and branch to airport transfer on day of arrival and departure for our Auckland and Christchurch Branches. Queenstown branch is located at the airport. The Wellington agency is located 40 minutes from the airport and clients must arrange their own transportation to and from the branch, at their own expense.

Picking up the vehicle

Daily from 8:00 am to 4:30 pm. Open all public holidays except Christmas Day the 25th of December, when all Britz branches are closed.

Dropping off the vehicle

If the customer wishes to change the drop-off destination, they must first obtain authorization from the Reservations or Scheduling departments.

Subject to the change being approved, an additional charge of up to \$700 may apply.

Late pick-up or early return of vehicle does not entitle the hirer to any refund of the unused portion of the rental. If a customer wishes to extend the rental whilst on hire, they must first obtain authorization from reservations or any of the Britz branches. The rental extension is subject to vehicle availability. The cost of an extended rental 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 authorization will result in a daily fee of \$150 in addition to the daily rate.

Vehicle Changes

Should the vehicle booked be unavailable through unforeseen circumstances, Britz 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.

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

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

Pets and animals

Pets and animals are not allowed in the vehicle.

Smoking

Smoking is not allowed in the vehicles.

Options

To be requested at time of reservation or upon vehicle collection and paid by customer on the day of vehicle collection:

- Picnic Table \$25 per rental
- Picnic Chair \$18 per rental
- Baby / Booster seat \$36 per rental

- Portable Heater \$16 per rental
- Snow Chains \$36 per rental
- First Aid Kit \$31 for purchase (In vehicle. If seal broken customer is charged)
- Souvenir Road Atlas From \$25 for purchase
- PGO – Pre-Purchase Gas Option (gas bottle used for cooking. Also used for hot water facilities in vehicles that have this option)
- HiTop/Voyager \$28 per vehicle
- Elite / Trailblazer / Venturer / Explorer / Navigator /Renegade / Frontier \$38 per vehicle
- Pre-Purchase Fuel Option (PPF) Details on request
- GPS \$10 per day with a maximum charge of \$100 per hire
- Portable Hand-Held Shower \$16 per rental
- Electrical Adaptor \$14 for purchase
- Charges for additional products and services will be charged per hire.

Travel Restrictions

2WD 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).

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

Infringements And Administration Fees

Britz reserves the right to charge the hirer for any speeding, toll way or parking fines and/or vehicle damage including Third Party property damage not reported on return of the vehicle. In addition to these costs, Britz reserves the right to charge for associated administration costs for processing the fines (irrespective of liability) and/or all claims in the event of the customer not having a NIL liability. In addition to the costs associated per fine and/or claim, an administration fee of \$60 will be applicable.

Customer Care On-Road Assistance

Any problems associated with the vehicle, including equipment failure, must be reported to Britz as soon as possible and within 24 hours in order to give Britz the opportunity to rectify the problem during the rental. Failure to do so will compromise any claims for compensation. Britz do not accept liability for any claims submitted after this period. Please contact us on free phone: 0800 831 900

Repairs

Repairs up to \$200 may be affected without authorization and will be reimbursed upon presentation of a receipt. For amounts over \$200, Britz 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.