



RENTAL CONDITIONS STARRV NEW ZEALAND

Camper rate includes:

A 10% Goods and Service tax and 3% administration fee, unlimited kilometers, extra driver fees, easy check out and check in, personalized vehicle consultation, iPod doc, valet service, linen and bedding including linen exchange service, kitchen equipment, general equipment, full water tank, welcome pack, campground guides, gas bottle exchange service for hires of 14 days or more in length and taxi fare from the nearest airport reimbursed up to AU\$25 on the day of pick-up (receipt must be presented for reimbursement). All vehicles are less than 12 months old.

Camper rate is exclusive of:

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

Deposit/credit card

Our rates include 10% GST. A charge of 3% of the total cost will be levied to cover administration fees, state government taxes, vehicle registration recovery, duties and associated costs. This fee is included in the daily hire rate.

StarRV's rental charge includes a Standard Liability of \$7,500.

A deposit of \$7,500 will be collected at the time of entering into the Rental Contract. Payment of this deposit is only accepted by credit card. The \$7,500 will be debited to the credit card account immediately. An administration fee equal to the merchant surcharge applies.

For security reasons, StarRV will only accept credit card or debit card for rental charges paid on vehicle pick-up or drop-off. Cash payments will not be accepted at rental branches. The deposit on the vehicle is only payable at pick-up by credit card.

The deposit is fully refundable when the vehicle is returned to the correct location on time, is full of fuel and all other terms of the Rental Contract have been complied with. If there is damage to the vehicle on its return, the deposit will be used to cover the cost of such damage up to the amount of the relevant Liability. However, if the terms of the Rental Contract are breached and the deposit is insufficient to cover the damage then any extra cost will be charged.

Cancellations

- If cancelled 25+ days prior to pick-up and 7 days or more after the booking date - \$250 cancellation fee.
- If cancelled 7 to 24 days prior to pick-up - 20% of Net Rental (minimum \$250).
- If cancelled less than 7 days prior to pick-up - 50% of Net Rental (minimum \$250).
- If cancelled on the day of pick-up or no-show - 100% of Net Rental.
- There is no refund for late pick-up or early return of vehicle.

Standard Liability

StarRV's rental charge includes a Standard Liability of \$7,500.

A deposit of \$7,500 will be collected at the time of entering into the Rental Contract. Payment of this deposit is only accepted by credit card. The \$7,500 will be debited to the credit card account immediately. An administration fee equal to the merchant surcharge applies.

Administration fee and taxes

Our rates include 10% GST. A charge of 3% of the total cost will be levied to cover administration fees, state government taxes, vehicle registration recovery, duties and associated costs. This fee is included in the daily hire rate.

Exchange Rate / Currency Variations

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

Driver requirements

A current and full motor vehicle driver's license is required. If the driver's license is not in the English language then an international driver's license is also required. An accredited English translation will be accepted in lieu of an international driving permit. The driver's license must have been held for at least two years and be valid for the whole length of the rental. The original driver's license must be shown at time of pick-up when the driver is present.

Drivers must be 21 years of age or over. For drivers 75 years of age or over, a current medical certificate stating that the customer is fit to drive for the duration of the hire is required upon vehicle collection.

Minimum rental period

The minimum rental for all vehicles is seven days.

A 10-day minimum rental period applies during the period of 15 December 2012 to 5 January 2013. During the Bathurst and Phillip Island Races a 10-day minimum rental period applies from Cairns, Brisbane and Sydney branches.

One-ways

One-way rentals are available subject to the minimum rental periods. A one-way rental fee of \$260 is charged for one-way. The one-way fee is waived for rentals over 21 days.

Changes

If you wish to make any changes to your booking, the booking will be calculated by using either the original flex rate or the flex rate that is valid at the time of the booking change, depending on whichever rate is higher. There are no exceptions to this rule. The following situations are classified as booking alterations:

- Change of date for vehicle pick-up or drop-off
- Change of location (depot) for vehicle pick-up or drop-off
- Change of vehicle category
- Name change

If an amendment is made to the rental dates within 14 days of collection, no refund will be made if the length of hire is shortened (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 14 days of vehicle pick-up or if notification occurs during the hire.

If the customer wishes to extend the rental whilst on hire, they must first obtain authorization from StarRV Reservations who will advise of the additional costs. Rental extension is subject to fleet

availability. The extra cost (Gross Rate) of an extended rental must be paid by credit card over the telephone or at a StarRV Branch immediately on confirmation of the rental extension.

Whilst on hire if you decide to extend your rental duration (changing the drop-off date) by 2 days the same flex rate is used that applied on the day when you made your original booking. If you extend by 3 days or more, the booking change rule applies as outlined above. Failure to obtain authorization will result in the renter being charged double the daily gross rental rate.

Transfers

Vehicles must be collected and returned to our branches (not airports). StarRV will refund up to AU\$25 from the closest Airport to the StarRV Branch on the day of pick-up. Receipt must be presented for reimbursement. All other transfers are at the customer's own expense.

Picking up the vehicle

Branches are open seven days a week, 8:00 am to 4:30 pm. Branches will be closed Christmas Day, New Years Day and Good Friday.

Drop-off information:

If the renter wishes to change the drop-off destination after the rental has commenced, they first must obtain authorization from the StarRV Head Office. Subject to the change being approved, a minimum additional charge of \$700 will apply.

Vehicle Changes

Should the vehicle booked be unavailable through unforeseen circumstances, StarRV 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 renter to a refund.

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

Should the renter decide to take a lesser vehicle than booked within 14 days of pick-up or during the rental then they will not be entitled to any refund.

Pets and animals

Service dogs are permitted to travel in our vehicles with prior permission from StarRV. No other animals are permitted in our vehicles.

Smoking

Smoking is not allowed in our vehicles.

Star Pack

Add EUR 65 per day.

The maximum amount payable per rental segment for the Star Pack is \$3,250 Gross – i.e. 50 days rental.

The minimum amount payable per rental segment for Star Pack will be based on the minimum rental period applicable for your rental. The Star Pack includes: Nil Liability, Unlimited Windscreen and Tires will be covered for accidental damage, Unlimited Kilometers, One Way Rental Fee, 10% GST, 3% Administration Fee/Taxes, Easy Check Out and Check In, Personal Kits, Kitchen Kit, LP Gas Refill Fee, StarRV Welcome Pack, Pre-Hire Cleaning Fees, Vehicle Consultation Fee, 24hr Roadside Assistance, Extra Driver Fees, Camp Chairs and Table, Camp Ground Guides, GPS and Baby or Booster Seats (on request). A Bond of \$250 will be collected at the time of entering into the Rental Contract. This Bond is payable to StarRV by an open signed credit card imprint with an authorization obtained (sufficient funds must be available) for \$250.

Additional Products:

- Camp Chairs - \$17 each per rental
- Camp Table - \$24 per rental
- GPS - \$10 per day up to a maximum of \$100 per hire
- Heater/Fan - \$15 per rental
- Toilet Chemicals - \$2.50 each
- Baby Seats - Baby seats (must be pre-booked) suitable for children 6 months to 3 years of age can be fitted to the Motorhome Range. Cost is \$30 per rental. Baby seats cannot be fitted in the Hitop Campervan, Euro Tourer, Adventure Camper vehicles.
- Booster Seats - Booster seat (must be pre-booked) suitable for a child between 3 and 8 years of age can be supplied for the Motorhome Range. Cost is \$30 each per rental. Booster seats cannot be fitted in the Hitop Campervan, Euro Tourer, Adventure Camper vehicles.
- Satellite Phone - \$20 per day plus call charges
- First Aid Kits - A First Aid kit is supplied in every

Travel Restrictions

Two Wheel Drive Vehicles can only be driven on sealed/bitumen roads or well-maintained access roads less than 12 Kilometers long to recognized campgrounds. StarRV reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions, and the distance to nominated destinations in relation to the length of the rental period.

Repairs

Although we run late model vehicles, it may happen that small repairs are required. Repairs up to \$100 may be affected without authorization and will be reimbursed unless the renter causes the damage. For amounts over \$100, StarRV will need to be informed in advance. 24hr emergency roadside assistance is available.

Infringements and Administration Fees

StarRV reserves the right to charge the renter for any speeding, toll way or parking fines not reported on return of the vehicle.

In addition to these costs, StarRV reserves the right to charge for associated administration costs for processing the fines (irrespective of excess). An administration fee of \$100 per fine will be applicable.

Full responsibility

At all times the renter is responsible for:

- Damage caused where the terms of Rental Contract have been breached.
- Damage caused by negligence.
- Damage caused to the Vehicle in any way by part or total water submersion or salt water.
- Damage caused due to a single vehicle roll over.
- Damage caused to the Vehicle by the renter's willful conduct.
- Damage caused to the Vehicle when using the Vehicle in contravention of any legislation or regulation controlling vehicular traffic.
- Damage or loss caused to any personal belongings.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage to the awning.
- Damage to the slide out.
- Damage to the overhead or underbody of the Vehicle except where the Star Pack has been purchased.