

Standard motorhome rental rates and conditions

Included in gross rates

- Unlimited kilometres
- Vehicle liability (liability applies, see information under the heading "for your protection – vehicle liability")
- Demurrage costs
- 15% GST (Goods and Services Tax)
- One way fee (Christchurch to Auckland only)
- Extra driver fees
- Tourism Radio
- Free Airport transfers upon vehicle collection and return
- Kitchen equipment
- Linen and bedding including a Linen Exchange Service
- General equipment
- LCD screen and DVD player in all 6, 4 and 2+1 berth vehicles
- 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
- Driver goes free to Waitomo Glowworm Caves.

All inclusive rates

The All Inclusive Rates are NZ\$45 per day (maximum NZ\$2,250 per rental) and is payable in addition to the daily gross rental rate. The All Inclusive component is commissionable.

Inclusions are:

- CDW Option
- Road User Charge Recovery Fee (RUCRF)
- Pre-Purchase Gas (customers can return the vehicle without refilling the gas bottle. Gas is used for cooking and heating water in vehicles with a hot water facility)
- Picnic table and chairs (chairs per person travelling)
- One way fee Auckland to Christchurch
- Multiple windscreen and tyre repair or replacement
- Snow Chains if required
- Linen exchange. Call into any depot at any time during your hire and we will supply you with a clean set of linen.

Additional products and services

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

- Baby / Booster seat (NZ\$36 per rental, cannot be fitted in some vehicle categories)
- Snow chains (NZ\$36 per rental; in vehicle, if seal broken customer is charged)
- Picnic table (NZ\$25 per rental)
- Picnic chair (NZ\$18 per rental)
- First aid kit (NZ\$35 for purchase; in vehicle, if seal is broken customer is charged)
- Bicycle racks (on all models; NZ\$50 per hire)
- Bicycles (NZ\$12 per hire)
- Bicycle child seat (NZ\$25 per seat, per hire)
- Sim card for mobile phone (NZ\$20)
- Mobile WiFi (NZ\$10 per day with maximum charge of NZ\$100 per hire)
- Pre-Purchase Gas Option - PGO NZ\$38 - 4 and 6 berth campervans per refill NZ\$28 - 2 and 2+1 berth campervans per refill (customers can return the vehicle without refilling the gas bottle. Gas is used for cooking and heating water in vehicles with a hot water facility)
- GPS navigation system (NZ\$10 per day with maximum charge of NZ\$010 per hire)
- Pre-purchase fuel option – PPF – details on request
- Toilet emptying service (NZ\$75 per rental – on drop off of the vehicle customers will have the convenience of having the toilet emptied for them)
- Fan heater NZ\$16 per rental
- Electrical adaptor NZ\$14 for purchase

Charges for additional products and services will be charged per hire.

For your protection – vehicle liability

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".

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 NZ\$5,000 ("the liability") of the cost of damage to Third Party property or to the rented vehicle, including single vehicle accident or 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 reserve 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.

CDW option

Cost: NZ\$38 per day (max. NZ\$1,900)

Liability reduced to: NIL

When the CDW Option has been purchased, the hirer will not have to pay any liability at all for any damage to the vehicle or property of a Third Party with the exception of the „exclusions“. This cover includes unlimited tyre and windscreen cover for accidental damage.

Note: The CDW Option is included in the All Inclusive rates.

Vehicle security deposit

Upon vehicle collection, a vehicle security deposit is required. 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 when the credit card used is either a Visa or MasterCard and 4.6%, when the credit card used is American Express.

If the Liability Reduction Option is not selected, the vehicle security deposit is NZ\$5,000 payable by credit card.

The 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 the CDW Option is selected or the All Inclusive rates are booked 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 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 and with full fuel tanks (fuel being petrol or diesel) and gas bottle. Except where the customer has purchased Pre Purchase Gas option (which is included in the All Inclusive rates) 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.

The rental company reserves the right to retain a 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 SECURITY PURPOSES, ONLY THE HIRERS CREDIT CARD CAN BE USED FOR VEHICLE SECURITY DEPOSITS.

Minimum hire periods

Minimum rental period is 7 days except for the following when the minimum hire period will be fourteen (14) days:

- All vehicle pick ups between 20 December and 02 January.
- All one way hires between Christchurch and Auckland or vice versa

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 motorhome hire in Australia and South Africa for the rental company and its partners can be combined to qualify if the vehicle collection date/s are within a 3-month period.

Road user charge recovery fee (RUCRF)

The Road User Charge Recovery fee is included in the All Inclusive Rates. If the All Inclusive has not been selected 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: NZ\$5.32
2+1 berth: NZ\$5.32
4 berth: NZ\$5.72
6 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.

One-way rentals

- A one-way rental fee of NZ\$100 applies where pick up originates from Auckland and returns to Christchurch. This is applicable all year round.
- The one-way fee if applicable is charged per hire.
- The one-way fee is included in the All Inclusive Rates.
- There is no fee for Christchurch to Auckland hires
- Minimum one-way rental period requirements are subject to change

Public holiday surcharge

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

New Year's Day (1st January), Day after New Year's Day (2nd January), Waitangi Day (6th February), Good Friday (3rd April), Easter Monday (6th April) ANZAC Day (25th April), Queen's Birthday (1st June), Labour Day (26th October), Boxing Day (26th December).

Road restrictions

Motorhomes can only be driven on sealed/bitumen or well-maintained roads.

No vehicle shall be driven on Skippers Road (Queenstown), the Crown Range Road (Queenstown), Ball Hut Road (Mt. Cook), Ninety Mile Beach (Northland) 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.

Exclusions

The CDW Option will be made void if any of the following „Exclusions“ are breached:

1. 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.
2. 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
3. Personal belongings. The rental company recommends the customer does not leave valuables in the vehicle and that they take out travel insurance to cover for the loss/damage of personal belongings.
4. Any damage caused by willful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle).

5. Any damage to the vehicle or any third party's vehicle or property where the customer is deemed by local authorities to have been careless, negligent or wilful in failing to abide by the local road rules.

6. Damage caused to the vehicle due to the use of snow chains.

7. Any damage caused while driving under the influence of alcohol or drugs, or negligence.

8. The Customer will be liable for any damage associated with the incorrect use of fuel (fuel being diesel or petrol), which includes Bio-Diesel which should not be used, or water or other contamination of fuel.

9. The cost of retrieving or recovering a vehicle which may include, but is not limited to, a vehicle that has become bogged, submerged, caught, trapped, stuck or restricted in any way and/or has been abandoned, in each case in circumstances within the control of the customer.

10. The cost of replacing keys, which have been lost or stolen, or retrieval keys which have been locked in a vehicle.

11. 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.

12. Drivers not identified on the rental agreement and/or drivers that have a licence has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence.

Licence and age restrictions

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 a current international driving permit 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. Drivers must be 21 years of age or over.

The English translation referred to must be issued by one of the following authorities:

- The New Zealand Translation Service
- A diplomatic representative at a High Commission, Embassy or Consulate
- The authority that issued the overseas driver's licence

Operating hours

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 December)

The rental company requests that clients collecting or returning their vehicle to be in the office by 1530 hours.

Transfers

A complimentary shuttle is provided from the branch to airport and vice versa for pick up and drop off. In Auckland the shuttle departs every 30 minutes on the hour and half hour. In Christchurch customers can phone our freephone number using the airport phones provided.

Traffic infringements

All traffic infringements are the responsibility of the hirer. The hirer's credit card details held by United will be retained until all traffic infringement notices have been settled with the New Zealand traffic authorities (New Zealand Police and Local Councils). United reserves the right to pass on details of the hirer's home address to the New Zealand traffic authorities as is required by New Zealand law. If United pays the fine on the hirer's behalf a NZ\$60 administration fee will be charged in addition to the fine imposed.

Repairs

Hirers may undertake on-road repairs, or replace broken equipment, up to NZ\$200 without authorization from the rental company. The amount will be reimbursed on presentation of a receipt. Authorisation from the rental company is required for amounts over NZ\$200. Hirers should call our On-Road Assistance freephone for authorization.

Vehicle substitution and design

We 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 no extra cost to your client. While including the same facilities, vehicle layouts may vary slightly to those shown.

Animals

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

Smoking policy

Smoking is not permitted in the vehicles at any time.

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.

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, MasterCard and American Express. A non-refundable 2% administration fee will apply to all Visa and MasterCard transactions and 4.6% to American Express. Credit card administration fees also apply to debited Bond/Excess and only the hirer's credit card is acceptable to use for the purpose of the Bond/Excess.

Calculating rates

Rental days are charged per calendar day. When calculating the number of days a vehicle is rented, the day of pick-up is counted as day one of the rental. The day of the vehicle's return is counted as the final day of the rental. Vehicles are required to be collected and returned within business hours.

Cancellations

Cancellation fees as a percentage of Nett Hire Rates will apply as follows:-

- Up to 22 days prior to start of hire – no cancellation fee
- 7-21 days – 20%
- 1-6 days – 50%
- Day of vehicle pick up or no show – 100%

Please note:

- The purchase of travel insurance including sufficient cancellation insurance to cover the above charges is recommended
- The early return of the vehicle does not entitle the hirer to a refund