

# NZ- Terms & Conditions for Rentals from 1 April 2010 - 31 March 2011

Standard Rates include:

- Standard excess insurance cover
- Unlimited kilometres for all vehicle types
- Diesel Tax – average value NZD 175 per hire
- Extra driver fee
- All living, kitchen & sleeping equipment
- Full water tank and gas bottle(s)
- Nationwide roadside assistance & free phone help-line
- Extensive travel information pack
- Complimentary transfers on the first and last day of rental to/from the airport or a city hotel
- Vehicle cleaning & grooming fee
- 15% G.S.T. (Goods and Services Tax), 2.0% Credit Card Fee

## **Rental Duration**

Minimum rental period: 7 days. Minimum rental is extended to 10 days for travel between 20 December 2010 and 05 January 2011. Vehicle rentals are calculated on a per calendar day basis, i.e. day of pick-up or drop off is always counted as a full day irrespective of what time it is collected or dropped off.

## **Rental Locations**

KEA depots are located in Auckland and Christchurch.

## **Vehicle Pick-Up and Drop-Off Locations**

Vehicles must be picked up and dropped off at the KEA rental location. Transfers to and from the airport or a city hotel to the rental location are included in the rental price.

## **Office Hours**

Monday to Friday/Public Holidays: 08:00 - 17:00

Saturday/Sunday: 08:00 - 13:00

**All branches are closed on Christmas Day (25 December).**

## **One Way Rental Fee**

One-way rentals are available between depot locations. A one-way rental fee of NZ\$ 350 will apply to rentals between 1 October 2010 and 31 March 2011. The fee is waived when all inclusive 'platinum' cover is taken.

## **Multiple Rentals - Minimum of 7 days**

Multiple rentals can be combined to qualify for a longer term rental rate. Australia and New Zealand rentals, as well as multiple rentals within one country, can be combined to qualify if travel is within a 12 month period. If the drop off and pick up of a vehicle occurs on the same day then each day will be charged per respective vehicle.

## **Standard Excess Insurance Cover**

All KEA vehicles come with comprehensive insurance cover. A bond of NZ\$ 5,000 is taken to cover the excess in the event of any damage to our vehicle. The hirer will also be fully liable for demurrage - the daily rental rate for the period the vehicle is off fleet for accident repairs (max 7 days) - and for replacing or repairing damaged windscreens and tyres. Overhead and under-body damage on the rented vehicle is NOT covered. The bond can be paid by cash, traveller's cheques or credit card (see section "Important: Bond Payments By Credit Card").

The bond is fully refundable on return of the vehicle to the agreed location, on the agreed date in clean condition with no damage incurred to the KEA vehicle, with a full tank of fuel, the toilet cassette and waste water tank emptied and no equipment lost or damaged.

**Important: Bond Payments By Credit Card**

If the hirer does not choose to purchase an Excess Reduction option from KEA Campers, a bond of NZ\$ 5,000 is taken. This bond is deducted from the customer's credit card when they pick up their KEA vehicle. When the vehicle is returned to KEA undamaged, the excess is refunded. Like other currencies, the NZ Dollar does fluctuate, sometimes by up to 3 or 4 cents in a period of only 3-5 weeks. Fluctuating exchange rates, the difference between buy and sell rates charged by banks as well as bank fees, may result in the amount refunded being different. KEA Campers is not liable for currency variations or bank transaction fees which may be payable, depending on the credit card provider.

**KEA Campers offers the following options to reduce or waive the Standard Excess:**

**Excess Reduction 1 (Bronze Cover)**

Excess Reduction 1 at NZ\$ 28 per day will reduce the excess for any damage to the vehicle to a maximum of NZ\$ 2,000. The hirer, however, will be fully liable for demurrage - the daily rental rate for the period the vehicle is off fleet for accident repairs (max 7 days) - and for replacing or repairing damaged windscreens and tyres. Overhead and under-body damage on the rented vehicle is not covered. A bond of NZ\$ 2,000 is payable at the time of pick up and can be paid by cash, traveller's cheques or credit card: a manual imprint of the credit card will be taken. The bond is fully refundable on return of the KEA vehicle to the agreed location, on the agreed date in clean condition with no damage incurred, with a full tank of fuel, the toilet cassette and waste water tank emptied and no equipment lost or damaged. The total insurance charge is limited to a maximum of 50 days or NZ\$ 1,400.

**Excess Reduction 2 (Silver Cover)**

Excess Reduction 2 at NZ\$ 38 per day will waive the excess for any vehicle damage and the cost of replacing or repairing windscreens and tyres. Overhead and under-body damage on the rented vehicle is also included. A bond of NZ\$ 500 is payable at the time of pick up. The bond is fully refundable on return of the KEA vehicle to the agreed location, on the agreed date in clean condition with no damage incurred, with a full tank of fuel, the toilet cassette and waste water tank emptied and no equipment lost or damaged. The total insurance charge is limited to a maximum of 50 days or NZ\$ 1,900.

**All Inclusive Rate (Platinum Cover)**

KEA's All Inclusive Rate is available to travellers for NZ\$ 60 per day premium. Charge is limited to maximum of 50 days or NZ\$ 3,000.

The All Inclusive Rate includes:

- Full Cover Insurance (NIL EXCESS) on any vehicle and third party property damage; including the cost of replacing and repairing windscreens and tyres, the cost of overhead and under-body damage on the rented vehicle as well as the demurrage fee
- The standard one-way fee on all rentals
- Transfer on the first and last day of rental to/from the airport or city hotel
- Camping equipment – table, chairs and sun umbrella
- Multilingual GPS navigation system
- Baby capsule or child/booster seats (on request)
- Toll road charges
- Snow chains (on request)

A bond of NZ\$ 500 is payable by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) at the time of vehicle pickup. The bond is fully

refundable on return of the KEA vehicle to the agreed location, on the agreed date in clean condition, with a full tank of fuel, the toilet cassette and waste water tank emptied and no equipment lost or damaged.

### **Additional Equipment for Hire**

To be booked at time of reservation and payable on vehicle collection.

- Camping Table NZ\$ 35 per rental
- Camping Chair NZ\$ 30 per rental
- Beach Umbrella NZ\$ 20 per rental
- Baby Capsule, Child/Booster Seat NZ\$ 50 per rental\*
- Snow chains NZ\$ 75
- GPS Navigation System NZ\$ 5 p/day (min NZ\$ 75 –max NZ\$ 250)
- Vodafone SIM CARD NZ\$ 35 – pre-loaded with NZ\$ 5 credit

*\*Note: Baby capsule, child or booster seat cannot be fitted in models 2 HT and 2ST.*

### **Reservation and Deposit**

At time of booking a non-refundable deposit is payable. The balance is at commencement of the hire.

### **Cancellation Fees**

Fees in Percentage of balance amount if:

If cancelled 35 - 20 days prior to pick up = 25% (min NZ\$ 500)

If cancelled 19 - 7 days prior to pick up = 50% (min NZ\$ 500)

If cancelled 6 - 1 day(s) prior to pick up or no show = 100%

Note: Late vehicle collection or early return during the hire = no refund available

### **Booking Amendments**

- If rental dates are amended within 14 days of vehicle pick up, no refund will be made if the hire is shortened.
- If the pick up or drop off rental location is amended within 14 days of vehicle pick up, a relocation fee may apply.
- Changes to the drop off rental location after the rental has commenced must be approved by KEA reservations. If approved a minimum charge of NZ\$ 750 may apply.
- Rental extension, whilst on hire, must be approved by KEA reservations. The extra cost must be paid on confirmation of the rental extension.

### **Change of Vehicle**

If, for reasons beyond our control, the reserved vehicle is not available, we reserve the right to substitute a comparable or superior vehicle at no extra cost to the client. This shall not constitute a breach of contract and does not entitle the renter to any form of refund.

### **Vehicle Category Downgrade / Upgrade**

Vehicles cannot be requested by model, mileage or age, only by vehicle category\*. Should the hirer decide to take a lesser category vehicle than booked within 14 days of pick up or during the rental, no refund will be paid. In the case of an upgrade the rate difference is payable.

*\*Some features may vary between models.*

### **Licence - Minimum Age – Additional Drivers**

A valid full (non-provisional) national drivers licence is required. Non-English language national drivers licences must be presented in conjunction with an official translation or valid international drivers licence. The minimum age is 21 years. Additional drivers must meet all

KEA rental requirements, be at the depot at time of vehicle pickup and sign the rental agreement.

### **Travel Restrictions**

KEA vehicles can only be driven on sealed/bitumen or well-maintained access roads. No vehicle is to be driven on the following roads: Skippers Canyon Road, Ball Hutt Road, 90 Mile Beach and all unsealed ski access roads.

### **Smoking and Animal Restrictions**

Smoking in KEA vehicles is strictly prohibited, and offenders will be charged a fume removal fee of NZ\$ 500. Animals are also not permitted in any KEA vehicle and the same cleaning fee will apply.

### **Limit of Liability**

If, for reasons beyond our control, no vehicle is available to the hirer, KEA's liability is limited to a refund of the hire charge in full. In the case of mechanical failure (unless caused by the hirer), KEA's liability will be limited to the hire charge for the remainder of the hire period.

### **Repairs**

Repairs of up to NZ\$ 100 may be affected without authorisation and will be reimbursed. Amounts above NZ\$ 100 require approval from KEA on-road assistance.

### **Traffic Infringements**

The hirer is liable for all fines and penalties in relation to the driver's use of the vehicle or the vehicle itself incurred during the rental period plus an administration fee of NZ\$ 25 for each infringement or penalty notice that has been redirected by KEA to the hirer.

### **Responsibilities of the Hirer**

The hirer is at all times fully liable for

1. Any damage to the KEA Campers vehicle or third party property if the terms of the rental contract are breached.
2. Damage caused by careless, wilful or reckless driving.
3. Damage is caused by driving under the influence of alcohol or drugs.
4. Damage caused due to single vehicle roll over.
5. Damage caused by driving on restricted roads.
6. Damage to or loss of any personal belongings.
7. Damage caused by the use of incorrect or contaminated fuel.
8. Damage caused by water submersion or salt water damage caused through own fault.

In case of any damage to the KEA vehicle or third party property a second bond will be collected to cover the excess for any subsequent damage.

In the instances of a manual vehicle being hired, the driver must be a competent and experienced operator of manual vehicles.

### **Travel Insurance**

We strongly recommend that renters ensure they take out the highest level of Travel Insurance.

### **Vehicle Return**

All vehicles must be returned to the agreed location, on the agreed date in clean condition with no damage incurred to the KEA vehicle or third party property, with the toilet cassette and waste water tank emptied and no equipment lost or damaged. A fee of NZ\$ 100 will be charged if the toilet cassette is not emptied or the vehicle is not returned in a reasonable condition.

Vehicles must be returned with a full fuel tank. Refuelling at our depot will be charged at NZ\$

3 per litre of fuel plus a handling fee of NZ\$ 25.

**First Aid Kit**

A First Aid Kit is supplied in each vehicle. If the seal is broken or the kit is not returned, a fee of NZ\$ 25 is charged at the time of vehicle drop off.

**General**

Rates, terms & conditions are subject to change without notice. Whilst including the same facilities, some campervans may have different layouts to those shown. All measurements and volumes shown are approximate. The information provided on the website is subject to change without notice. Any claims or legal action in connection with the provision of our services to the client will be governed by the laws of New Zealand. Any claim or legal action against the suppliers is likely to be subject to the terms and conditions of our contract with them.