

# Terms and Conditions United Campervans, Insurance and Bicycle hire

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## RATES

Rates are calculated on a daily basis. The day of Pick Up is counted as Day 1 and the day of Drop Off is the last day regardless of the time of pick up and drop off, e.g. Pick Up at 1400 on 01 May and Drop Off at 1000 on 08 May is calculated as an 8 day hire.

## MINIMUM HIRE PERIOD

For all rentals there is a minimum hire period of seven (7) days except for the following when the minimum hire period will be fourteen (14) days where the minimum hire period will be fourteen (14) days:

- All vehicle pick ups between 20 December and 02 January annually
- All vehicle pick ups from 01 September 2011 and 23 October 2011 inclusive during the period of the Rugby World Cup
- All one way hires between Christchurch and Auckland or vice versa

## MULTIPLE RENTALS

You may combine two or more separate rentals to qualify for the Long Term Hire Discounts indicated in the rates.

## ONE WAY HIRES

One way hires at no additional cost are possible between Auckland and Christchurch and vice versa providing the rental period is a minimum of 14 days. On some occasions, special circumstances may apply, and for purposes of re-positioning vehicles this time limit may be reduced, subject to permission from United Vehicle Rentals Ltd. Application must be made direct to United's Reservation team in Auckland.

## CANCELLATIONS, TRANSFERS & AMENDMENTS

Cancellations following confirmation will incur cancellation fees as follows:

25 days and over prior to pick up - Deposit retained

7-24 days prior to pick up - 25% of total reservation cost

1 -6 days prior to pick up - 50% of total reservation cost

No Show, or day of pick up - 100% of total reservation cost

- Transferring a booking once confirmed, will incur a NZ\$25 fee unless it is within 25 days of travel, at which time the above cancellation charges may apply. A booking can only be transferred to a maximum of 6 months before or after the original date of travel.
- Amendments to increase the length of the booking can be made at no cost.
- Amendments to decrease the booking will incur a NZ\$25 fee unless made within 25 days of travel when the above cancellation charges may apply.
- It is important to note that United may, at its discretion, treat any amendment to decrease the booking as a cancellation.
- Change of Drop Off destination once the hire has commenced, is always subject to approval by United Vehicle Rentals and to availability. If approved this change will incur the full cost of repositioning the vehicle to the original destination reserved.
- We strongly recommend the purchase of Travel Insurance, providing sufficient cover in the event of cancellation insurance to cover the above charges.
- The early return of a vehicle does not entitle the hirer to a refund.

## ROAD USER CHARGE / DIESEL TAX

United does NOT charge you extra for the New Zealand Road User Charge / Diesel Tax.

## ON ROAD ASSISTANCE

It is a client's obligation to contact United Vehicle Rentals Ltd should any problems be experienced with the vehicle.

United Vehicle Rentals Ltd offers a 24 hour telephone number for On-Road Assistance in case of accidents or breakdowns - 0800 759 919.

## DRIVER REQUIREMENTS

All drivers must be 21 years of age or older and hold a current valid driver's licence, to be produced at the start of the hire. A country of origin licence is acceptable, however non-English licence holders must either carry an authorised English translation of their foreign driver's licence or an International Driving Permit while driving. A normal car licence is all that is required to drive any United Vehicle Rentals vehicle. No heavy vehicle, or other special category licence is required. No maximum age limit applies providing an appropriate valid licence is held by the hirer. 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 your overseas driver's licence

## 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 Vehicle Rentals reserves the right to pass on details of the hirer's home contact to the New Zealand Traffic authorities as required by New Zealand law. If United pays the fine on the hirer's behalf a NZ\$30 administration fee will be charged in addition to the fine imposed.

## ANIMALS

We regret that animals are not permitted to travel in any of United Vehicle Rentals' vehicles.

## ROAD RESTRICTIONS

Clients are permitted to drive their vehicle on any road in New Zealand except the following which are prohibited in all circumstances:

### North Island:

Ninety Mile Beach - Northland  
North of Colville Township - Coromandel Peninsula

### South Island:

Skippers Canyon Road - Queenstown  
Ball Hutt Road - Mt Cook

## VEHICLE SUBSTITUTION & 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 you with a comparably high standard vehicle at no extra cost. While including the same facilities, vehicle layouts may vary slightly to those shown due to manufacturer's design changes.

## TRANSFERS - AUCKLAND DEPOT

**Arrival:** Complimentary transfers between the Airport and Depot are available to Alpha Campervans and United Campervans clients, on demand, by mini coach shuttle operated by United Vehicle Rentals.

**For International Arrivals:** Clients should use the phone located immediately inside the Door 8 exit of the Terminal and phone United Vehicle Rentals free on 0800 759 919, supplying their name, number of persons and the Terminal of pick up.

**For Domestic Arrivals:** Clients should phone United Vehicle Rentals free on 0800 759 919, using the phones available. They should supply their name, number of persons and the Terminal of pick up.

In all cases the United Campervans / Alpha Campervans identified transfer shuttle will be despatched to take them directly to the depot. The pick up point at each terminal will be advised by the United staff at the time of the call.

**For Arrivals from Airport Hotels:** Complimentary transfers by the United shuttle are available from Airport Hotels. Clients should phone United Vehicle Rentals on 0800 759 919.

**For Arrivals from Auckland City Hotels:** For transfers from Downtown Auckland Hotels, clients may use a taxi and will be reimbursed for the cost. United requests that clients use Discount Taxis, Telephone 529 1000. Clients must pay the taxi driver and obtain a receipt. The cost of the taxi will then be reimbursed by United on presentation of the receipt.

**All Departures:** Complimentary transfers are available from the Depot to Auckland Airport or Auckland Airport Hotels by the United Vehicle Rentals shuttle and can be arranged by clients on termination of their hire. Taxi transfers to other destinations can be arranged, however these will be at the clients' expense.

## TRANSFERS - CHRISTCHURCH DEPOT

**Arrival:** Complimentary transfers between the Airport and Depot are available to Alpha Campervans and United Campervans clients, on demand, by mini coach shuttle operated by United Vehicle Rentals.

**For International and Domestic Arrivals:** Clients should phone United Vehicle Rentals free on 0800 359 010 using the phones provided. They should give their name, number of persons and the Terminal of pick up.

In all cases the United Campervans / Alpha Campervans identified transfer shuttle will be despatched to take them directly to the depot. The pick up point at each terminal will be advised by the United staff at the time of the call.

**For Arrivals from Christchurch City and Airport Hotels:** For transfers from Downtown Christchurch Hotels or Airport Hotels, clients may use a taxi and will be reimbursed for the cost. Clients must pay the taxi driver and obtain a receipt. The cost of the taxi will then be reimbursed by United on presentation of the receipt.

**All Departures:** Complimentary transfers are available to Christchurch Airport or Christchurch Airport Hotels by United Vehicle Rentals shuttle and can be arranged by clients on termination of their hire. Taxi transfers to other destinations can be arranged, however these will be at the client's expense.

## United Vehicle Rentals Insurance

### Insurance - Standard Rates

All United Vehicle Rentals Ltd Standard Rates include Standard United Vehicle Insurance. This provides cover for: Damage to the United Vehicle Rentals Ltd vehicle or third party property.

Public Liability up to NZ\$5,000,000.

- A Bond/Excess of NZ\$5,000 must be paid on collection of the campervan or motorhome. The hirer will be responsible for the first NZ\$5,000 of any costs incurred due to damage to the hired vehicle or third party property.
- The hirer will be fully liable for the repair or replacement of damaged windscreens.
- This Bond/Excess may be paid by cash or credit card. United Vehicle Rentals Ltd accepts Visa and Mastercard. If a credit card is used as the method of payment then NZ\$5,000 will immediately be debited from the credit card account.
- In the event of an accident any balance will be refunded only after full and final costs have been established and deducted.
- United Vehicle Rentals Ltd will not be responsible for losses resulting from bank charges, lost interest or currency fluctuations.
- Payment of the NZ\$5,000 Bond is per incident and should damage be incurred to the hired vehicle or third party property a further Bond payment will be required.
- The Bond is fully refundable provided the vehicle is returned to the agreed drop off depot, on the due drop off date, in a clean undamaged condition, with no damage incurred to the hired vehicle or third party property, and with a full tank of fuel and empty toilet cassette.
- Any refund of the Bond by credit card may take up to three working days to process by the bank or credit card company.

**United Vehicle Rentals Ltd offers two options to either reduce or waive this standard Bond/Excess of NZ\$5,000:**

#### **CDW OPTION 1**

Payment of NZ\$20 per day (maximum NZ\$1,200 for any one hire) at the commencement of the hire will reduce the Bond/ Excess to NZ\$1,200 (NZ\$2,400 for hirers under the age of 25 years).

- The hirer will be responsible for the first NZ\$1,200 (NZ\$2,400 for hirers under the age of 25 years) of any costs incurred due to damage to the hired vehicle or third party property.
- The hirer will be fully liable for the repair or replacement of damaged windscreens.
- If a credit card is used as the method of payment then details will be taken by United Vehicle Rentals Ltd and held on file. No amount will be debited against the credit card on pick up. However, in the event of an accident, the full Bond of NZ\$1,200 (NZ\$2,400 for hirers under the age of 25 years) will be uplifted immediately and any balance refunded only after full and final costs have been established and deducted.
- As the Bond is applicable per incident further credit card details will be taken for a new NZ\$1,200 Bond.
- The credit card details held by United Vehicle Rentals Ltd will be deleted, and no deductions made, provided the vehicle is returned to the agreed drop off depot, on the due drop off date, in a clean undamaged condition, with no damage incurred to the hired vehicle or third party property, and with a full tank of fuel and empty toilet cassette.

#### **CDW OPTION 2**

Payment of NZ\$32 per day (maximum NZ\$1920 for any one hire) or NZ\$44 per day for hirers under the age of 25 years (maximum NZ\$2640 for any one hire) will completely waive the Bond/Excess.

- The hirer will not be responsible for any costs incurred due to damage to the hired vehicle or third party property, or for the repair or replacement of damaged windscreens.
- **Please note:** details of a credit card will still be taken for a fuel and cleaning deposit to a maximum of NZ\$150. This deposit is fully refundable on return of the vehicle to the agreed drop off depot, on the due drop off date, in a clean condition, and with a full tank of fuel and empty toilet cassette.

### **Insurance - All Inclusive Rates**

Comprehensive insurance as detailed in OPTION 2 is included in the All Inclusive Rates, and NO excess applies. This applies to all eligible hirers over 21 years with hires of 7 days or over.

Please note: details of a credit card will still be taken for a fuel and cleaning deposit to a maximum of NZ\$150. This deposit is fully refundable on return of the vehicle to the agreed drop off depot, on the due drop off date, in a clean condition, and with a full tank of fuel and empty toilet cassette.

#### Insurance Exclusions\*

- The hirer will be fully liable for any damage to the United vehicle or Third Party property if:
  - the terms of the Rental Agreement entered into with United Vehicle Rentals Ltd are breached;
  - damage is caused while driving under the influence of alcohol or drugs;
  - the vehicle is driven on restricted roads;
  - damage is due to careless, wilful or reckless driving;
  - negligence, or other act of the hirer results in water submersion or salt water damage.

\*Applicable to both Standard and All Inclusive Rates

### Bicycles for Hire

To help make your motorhome holiday even more exciting, United Campervans has bicycle racks and modern bicycles that you can hire at a reasonable rental. Racks can be fitted to any model vehicle in our fleet, and are available in conjunction with hires from either depot, Auckland or Christchurch, including one way hires.

You should note the following information:

- Bicycles are all general purpose models suitable for both road use and moderate off road conditions. Pure mountain bikes are not available.
- Similar children's models are available on request.
- Child seats are available and can be fitted on request.
- A maximum of three bicycles can be carried on 6 and 4 berth motorhomes.
- A maximum of 2 bicycles can be carried on all 2 and 3 berth models.
- A helmet (compulsory in New Zealand), cycle lock and repair kit are supplied with each bicycle.
- There is no extra cost for one way hire of bicycles.
- Specialist bicycles and equipment can be arranged if required.
- All bicycles are insured by United Vehicle Rentals, however an Excess of NZ\$100 per bicycle and/or bicycle rack will apply to cover loss or damage.
- Costs for normal on-road maintenance will be at United Vehicle Rentals' expense. Replacements or repairs required due to the fault of the hirer up to the value of NZ\$100 per bicycle and/or bicycle rack will be met by the hirer.
- Bicycle hire should be completed at the same as the vehicle hire in order to avoid disappointment due to non availability on pick up.

Hire charges to 31 October 2011 are:

<b>Bicycle Rack</b>	<ul style="list-style-type: none"><li>• NZ\$50 per hire</li></ul>
<b>Bicycle</b>	<ul style="list-style-type: none"><li>• NZ\$6 per bicycle per day with a maximum of NZ\$125 per bicycle</li></ul>
<b>Child Seat</b>	<ul style="list-style-type: none"><li>• NZ\$25 per seat per hire</li></ul>

**Specialised Bicycles and Equipment** can be accommodated through our arrangement with specialist bicycle rental company, Natural High Limited, which offers mountain bikes, road and touring bikes and other touring accessories.

Bicycle racks should be ordered from United Vehicles Rentals at the same time as your vehicle, after which you should make contact with Natural High direct on [cyclehire@bicyclerentals.co.nz](mailto:cyclehire@bicyclerentals.co.nz) for other services.

Bicycle pick up and drop off is available at Natural High's convenient Auckland and Christchurch locations, and full directions will be provided by United when you pick up your vehicle. All Natural High equipment can be taken on a one way basis between Auckland and Christchurch at no additional charge.