

# Terms and Conditions

## Calculating the 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:

- 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

Multiple rentals can be combined to qualify for the Long Term Hire Discounts indicated in the rates.

## Extra items for hire

The following additional items are available for hire and should be reserved when booking the vehicle:

Baby seats, baby capsules/child seats	NZ\$25.00 per hire
Snow chains	FREE
Table and 2 picnic chairs	NZ\$25.00 per hire
Additional picnic chair	NZ\$5.00 per hire
Bicycle racks [on all models]	NZ\$50.00 per hire
Bicycles	NZ\$6.00 per day
[maximum NZ\$125 per bicycle per hire – NZ\$100 excess applies to each bicycle and accessories]	
Bicycle child seat	NZ\$25.00 per seat per hire
Mobile phone	NZ\$30.00 per hire
[includes a NZ\$20.00 call credit]	
GPS Navigation System	NZ\$5.00 per day
[maximum NZ\$200 per hire – NZ\$100 excess applies to the GPS including accessories]	

## Invoicing

Once a reservation is completed, we will immediately send an invoice to you.

## Payments

Payment for all reservations must reach our Auckland office no later than 28 days prior to the pick up date, by one of the following methods:

1. Bank Draft in the invoiced currency
2. Telegraphic Transfer from your local bank to the United Vehicle Rentals account.

## Account Details are:

Bank: Bank of New Zealand  
Branch: Panmure  
Address: 104 Queens Road, Panmure, Auckland 2022, New Zealand  
Account Name: United Vehicle Rentals Ltd  
Account No: 02 0224 0329577-00  
Swift Number: BK NZ NZ 22 (except from USA)  
Fedwire, NAB.NY (from USA)

## Agents Vouchers

We will accept vouchers for vehicle hires from approved Agents. Vouchers for additional services, such as pre/post accommodation and additional transfers, will be issued by United Vehicle Rentals Ltd and forwarded to you with the hire invoice or by email as a pdf attachment.

## Cancellations

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

Up to 25 days prior to commencement of hire	No cancellation fee
7 to 24 days	25%
1 to 6 days	50%
Day of vehicle pick up or no show	100%

## Please note:

- It is the booking agent's responsibility to ensure sufficient payment is held from the client to meet the above fees should cancellation occur.
- The purchase of Travel Insurance, including sufficient cancellation insurance to cover the above charges, is strongly recommended and should be encouraged by the booking agent.
- The early return of a vehicle does not entitle the hirer to a refund.
- A change of the drop off location once travel has commenced is always subject to confirmation by United Vehicle Rentals Ltd and may incur the full cost of repositioning the vehicle to the original drop off location reserved.

## Road user charge / Diesel tax

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

## On road assistance

It is a client 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.**

## Animals

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

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## Repairs

Hirers may undertake on-road repairs, or replace broken equipment, up to NZ\$100 without authorisation from United Vehicle Rentals. The amount will be reimbursed on presentation of a receipt. Authorisation from United Vehicle Rentals is required for amounts over NZ\$100. Hirers should call 0800 759 919 for authorisation.

## One way hires

One way hires 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 repositioning vehicles this time limit may be reduced, subject to permission from United Vehicle Rentals Ltd. Agents should apply direct to United Reservations in Auckland.

## 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 accurate 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. No heavy vehicle, or other special category licence, is required. No maximum age 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 the 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 incurred by the hirer have been settled with the New Zealand Traffic Authorities. Due to regulations imposed by local Councils in respect of traffic infringements United may be required to charge a NZ\$30.00 administration fee in addition to each fine imposed. United also reserves the right to pass on details of the hirer's home contact to the New Zealand Traffic Authorities.

## Contact information

3 Kingsford Smith Place, Airport Oaks, Mangere,  
Auckland 2022, New Zealand  
PO Box 73 060, Auckland Airport 2150, New Zealand

Email: info@campervan.co.nz  
Reservations: reservations@campervan.co.nz  
Phone: +64 9 275 9919  
Fax: +64 9 275 9969  
Freephone: 0800 759 919 (within New Zealand)  
Website: www.campervan.co.nz

## 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

## North & South Island:

Any road closed by Traffic Police or other authority.

## 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 due to manufacturer's design changes.

## Transfers - Auckland

**Arrival:** Complimentary transfers between Auckland Airport and the United Depot are available. On entering the public concourse at either the International or Domestic Terminal clients must phone United Vehicle Rentals on 0800 759 919 using the free phones provided. They must advise their name, number of persons travelling and the terminal to be collected from. 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.

Complimentary transfers by the United shuttle are available from Airport Hotels. Clients should phone United Vehicle Rentals – 0800 759 919.

For transfers from Downtown Auckland, clients may use Discount Taxis, telephone 529 1000. They must obtain a receipt from the driver and present it to United for reimbursement.

**Departure:** Complimentary transfers are available to Auckland Airport or Auckland Airport Hotels by the United shuttle on termination of the hire. Taxi transfers to other destinations can be arranged, however these will be at the clients' expense.

## Transfers - Christchurch

**Arrival:** Complimentary transfers between Christchurch Airport and the United Depot are available. On entering the public concourse at either the International or Domestic Terminal clients must phone United Vehicle Rentals on 0800 359 010 using the free phones provided. They must advise their name, number of persons travelling and the terminal to be collected from. 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.

Complimentary transfers by the United shuttle are available from Airport Hotels. Clients should phone United Vehicle Rentals – 0800 359 010.

For transfers from Downtown Christchurch, clients may use a taxi. They must obtain a receipt from the driver and present it to United for reimbursement.

**Departure:** Complimentary transfers are available to Christchurch Airport or Christchurch Airport Hotels by the United shuttle on termination of the hire. Taxi transfers to other destinations can be arranged, however these will be at the clients' expense.