



Terms and Conditions

All Happy Campers Rates are:

- Gross in New Zealand Dollars (NZ\$)
- Subject to Terms and Conditions outlined below
Standard Rates include:
- Unlimited kilometres
- Standard Happy Campers vehicle insurance (see below)
- AA 24-hour roadside assistance throughout NZ
- Complementary transfers (see below)
- Good and Services Tax (GST) of 15%
- Basic cooking and living equipment supplied. Kitchen: plates, knives, forks, spoons, can opener, bottle opener, mixing bowl, saucepans, frying pan, cooking utensils, chopping board, kettle, toaster and tea towel. For Black Sheep's and Sleeper-vans, equipment may vary. Linen – complimentary bedding (includes sheets, blankets, pillows cases and towels)
- Route planners, camping park directories and other tourist information available at the depots

1. Daily Hire Charges

The daily hire charges are calculated on a daily basis. The day of pick-up is calculated as the first day of rental and the day of return is calculated as the last day of rental. Vehicle must be returned by 4:00PM on the day and location stated on your contract. **Any vehicle returning after 4:00PM will incur an additional late drop-off fee.**

2. Hours of Operation

High Season: (01 Oct – 30 April)

Monday to Sunday 8:30am – 5:00pm

Public Holidays 10:00am – 3:00pm

Low Season: (01 May – 30 Sep)

Monday to Friday 8:30am – 5:00pm

Weekends & Public Holidays 10:00am – 3:00pm

During June-August we reserve the right to close the depot on weekends and public holidays.

The latest collection time (pick-up) from the depot is 4.00 pm during high season and 3.00 pm in the low season, so please consider your hire start date with this in mind if your flight arrival does not allow sufficient time to be at the depot by these times.

Kiwi & Happy campers Auckland and Christchurch depots are closed on the following days: **25th December (Christmas Day) and the 1st of January (New Year's Day) and 10 April 2020 (Easter Friday).**

3. Drivers Requirements and Licence

All drivers must be 18 years of age or older and hold a current valid driver's licence at the commencement of the hire.

To hire a 4, 6 or 7 berth the driver must be 24 years or older.

All drivers must be aware of, and comply with, all New Zealand legislation including, but not limited to New Zealand Transport Agency rules and regulations.

Can You Drive In New Zealand?

An international licence is acceptable. **If your overseas driver licence isn't in English you must provide an International Licence or an accurate accurate English translation issued by:**

- A translation service approval by the NZTA (visit our website at www.nzta.govt.nz/driver-licences/new-residents-and-visitors/approved-translators/); or,
- A diplomatic representative at a high commission, embassy or consulate; or,
- The authority that issued your licence.

4. Minimum Hire Periods

For all Happy 4 berth vehicles there is a minimum hire period of 7 days between 1 May and 30 September and increases to 14 days for all bookings between 1 October and 30 April.

For Happy 2 ST, HI 4 and HI5 vehicles there is a minimum hire period of 5 days between 1 May and 30 September and increases to 10 days for all bookings between 1 October and 30 April. **For all other Happy vehicles** there is a minimum hire period of 5 days between 8 January and 14 December and increases to 7 days for all bookings between 15 December and 7 January.

Minimum rental periods are subject to further change during peak seasons.

It is possible to commence your hire in Christchurch and finish it in Auckland (or vice versa).

5. One-Way Hires

Where pick-ups originate from Auckland and return to Christchurch and the pick-up is between:

- 1 October to 31 March – a one-way fee of NZ \$250.00 applies.
- 1 April to 30 September – a one-way fee of NZ \$100.00 applies.

Where pick-ups originate from Christchurch and return to Auckland and the pick-up is between:

- 1 October to 31 March – a one-way fee of NZ \$150.00 applies.
- 1 April to 30 September – no one-way fee applies.

6. Transfers

A complimentary transfer is available from the Airports or accommodation surrounding the Airports on the day of pick-up and drop-off of the vehicle in Auckland and Christchurch. If you are unsure if your accommodation will qualify for a pick-up or drop-off please don't hesitate to get in contact with us. **Please note that complimentary transfers are only available between the hours of 10.00am and 3.00pm.**

7. Deposit and payments

To secure the booking a **non-refundable deposit of 10% of the booking value or a minimum of \$500.00 whichever is the greater is required.** This deposit may vary if the booking is through an agent of Happy Campers. The remaining balance of all rentals is due 28 days prior to the commencement of the rental period and will be deducted from the credit card provided when securing the booking. If after this date the hire cancels their booking the cancellation policy will apply.

8. Credit Cards

All Credit Card transactions are conducted in New Zealand dollars.

Our preferred payment method is by Credit Card / Debit Card or Cash (NZ\$). We accept Visa and MasterCard transactions (including the security bond) and a charge of 2% applies on these credit cards. There is no charge for cash. Our policy is to charge your credit cards in New Zealand Dollars.

Due to the exchange rate fluctuations there could be some variances in the amount refunded compared to the amount initially charged. We do not accept any liability for variances up or down. Any Refunds by Credit Card can take up to 21 working days depending on the renter's financial institution. We will take a copy of your credit card for any infringement that you might get whilst on your travels.

a) Security Bond

A valid Visa or Mastercard credit card is required for the security bond. If you do not have a valid Visa or Mastercard please contact us so that we can email you a credit card authorisation form which allows you to use the credit card of a family member/guarantor.

When you collect your vehicle, we take a copy of **your credit card for the security bond if we have not received a pre authorisation.** We do not deduct the bond from the credit card at the start of your hire, but merely hold the authority to deduct it in the unfortunate event of an accident or any infringements incurred. The amount of the security bond is determined by the applicable liability reduction option you have chosen.

The copy of your credit card covers your accident/ damage security bond liability plus any extra costs such as refilling fuel, cleaning, emptying of the toilet at the end of hire or any traffic infringements, losses or breakages and any related surcharges. Each separate accident will incur an excess charge. A credit card imprint must be on all rental agreements and must be the credit card of the main hirer unless prior arrangements have been made.

Happy Campers does not accept Debit Cards for the bond. Where a credit card is not available, a cash security bond is required and will be held by Happy Campers, up until the vehicle is returned. Of the cash security bond, we will retain \$500.00 until 30 days out from your drop off of the vehicle before it is return. The rest of the security bond will be paid at the time of drop off.

Where a hirer has Platinum Insurance and does not have a credit card then there is a \$500.00 security bond required for any infringements that may occur whilst driving around New Zealand, e.g. speeding fines and camping fines. **This will be refunded 30 days out from your drop off of the vehicle.**

9. Cancellations

Please note that your deposit is non-refundable. Cancellation fees are as follows:

20 – 28 days

20% of rental is retained by Happy Campers

10 – 19 days

60% of rental is retained by Happy Campers

0 – 9 days

100% of rental is retained by Happy Campers

Cancelled on the day or No Show

100% of rental is retained by Happy Campers

If a vehicle is picked up late or returned early, there is no refund available. If an amendment is made to the rental dates within 28 days of collection, no refund will be made if the length of hire is decreased (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 28 days of vehicle pick-up or if notification occurs during the hire.

Any amendment made to decrease the length of the hire more than 28 days prior to the rental period will incur a NZ\$50.00 administration fee. It is important to note that Happy Campers may at its discretion treat any amendment to decrease the booking as a cancellation.

10. Road Restrictions

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

- Ninety Mile Beach – Northland
- North of Colville Township – Coromandel Peninsula
- Tapu-Coroglen Road – Coromandel Peninsula
- Skippers Canyon Road – Queenstown
- Ball Hutt Road – Mt. Cook
- Vehicle are not permitted on all ski field's access roads in both the North and South Islands from the 1 June to the 31 October
- Any beach or unformed/gravel roads in New Zealand. The only exceptions to this are any recognised campground access roads or road works. **Continuous driving on gravel or unsealed roads voids any liability reduction options under clause 14 of the Agreement**

and renders the hirer liable for the total cost of any damage that is caused or contributed to by reason of traveling, or having traveled on, unsealed road.

- Happy Campers reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions.

Please note that if these road restrictions are breached, all insurances will become null and void and the hirer will be liable for the full cost of any and all damages incurred.

11. Vehicle Substitution and Design

Should the vehicle booked be unavailable through unforeseen circumstances, Happy Campers 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 hirer to a refund.

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

Should the renter decide to take a lesser vehicle than booked then they are not entitled to any refund.

12. Smoking

All Happy Campers vehicles are designated **Smoke Free**. Absolutely no smoking is allowed inside the vehicle. If a vehicle is returned with the smell of smoke inside then a \$500.00 cleaning fine will apply.

13. Insurance – Standard Rates

All Happy Campers standard rates include standard Happy Campers vehicles insurance (Bronze Insurance cover). Happy Campers require a bank pre-authorisation of the insurance excess (bond) and amount from the hirer's credit card or debit card.

The hirer is liable for all damage to the vehicle regardless of who is at fault. If the hirer is not at fault and the third party admits liability, then a refund will be processed upon receipt of payment from the third party. The hirer is liable for all damage to a third-party vehicle and /or property if the hirer is at fault.

An Accident Report MUST be filled out, when there is ANY damage to the vehicle while it is hired.

Please Note: Third party insurance is not compulsory in New Zealand and claims can take months to resolve. For peace of mind Happy Campers recommends the hire to take Platinum Insurance.

Should a hirer go through another agent for their insurance there is a fee of \$150.00 for processing paperwork for a claim or damage incident.

14. Excess Reduction Options

There are four levels of excess/ bond reduction available to the hirer. The standard insurance included in our rates is called the Bronze Insurance cover. You are insured in case of accident damage. The liability is applicable regardless of who is at fault and must be upon the completion of the rental period. Please note the hirer is fully liable for all towing/ retrieval costs of the damage vehicle regardless of the Excess Reduction Option the hirer has selected.

Please be aware that once an Excess Reduction Option is selected and confirmed with Happy Campers, the cost of the Excess Reduction Options is **NON-REFUNDABLE**. For the insurance cost is per day, there is a maximum of fifty days charged to reduce your excess.

- **BRONZE Insurance Cover**

- **Happy 4 Berth**

- Cost per day: not included

- Bond: \$6,000

- Liability: \$6,000

- **Happy 2, 3, HI4, HI5 and 2ST**

- Cost per day: not included

- Bond: \$4,000

- Liability: \$4,000

- **Happy Sleepervans & Black Sheep**

- Cost per day: not included

- Bond: \$4,000

- Liability: \$4,000

- **SILVER Insurance Cover**

- **Happy 4 Berths**

- Cost per day: \$30 per day

- Bond: \$3,000

- Liability: \$3,000

- **Happy 2, 3, HI4 HI5 and 2ST**

- Cost per day: \$15 per day

- Bond: \$1,250

- Liability: \$1,250

- **Happy Sleeper vans**

- Cost per day: \$15 per day

- Bond: \$1,250

- Liability: \$1,250

- **GOLD Insurance Cover**

- **Happy 4 Berths**

- Cost per day: \$45 per day

- Bond: \$1,250

- Liability: \$1,250

- **Happy 2, 3, HI4, HI5 and 2ST**

- Cost per day: \$22.50 per day

- Bond: \$750

- Liability: \$750

- **Happy Sleeper vans**

- Cost per day: \$22.50 per day

- Bond: \$750

- Liability: \$750

Gold insurance cover includes the following extras:

- Picnic table & chairs (one chair for each person traveling)
- Baby seat and/or child booster seat

- **PLATINUM Insurance Cover**

- **Happy 4 Berths**

- Cost per day: \$70 per day

- Bond: \$0

- No CC Bond: \$500

- Liability: \$0

- **Happy 2,3, HI4, HI5 and 2ST**

- Cost per day: \$35 per day

- Bond: \$0

- No CC Bond: \$500

- Liability: \$0

- **Happy Sleeper vans**

- Cost per day: \$35 per day

- Bond: \$0

- No CC Bond: \$500

- Liability: \$0

- Platinum insurance cover includes the following extras (please advise us which free accessories you require prior to pick up):

- GPS, Baby Seat, Outside BBQ, Picnic Table and Chairs for each person traveling, Solar Shower.
- Zero insurance excess
- Carbon emissions offsetting for all kilometres travelled – this is not road user charges
- One window, multiple windscreen chips and two tyres will be covered for accidental damage
Please note: Platinum insurance does not cover any damage to the hirers vehicle or third party property, either through Negligence or Wilful Misconduct e.g. backing into another vehicle or object smashing/breaking of vents by trees or leaving the vent open whilst driving, leaving windows open (except drivers and passengers) whilst driving , not avoiding objects close to the vehicle- side wiping either side and above and under the vehicle.

- **Number of claims**

- **Each insurance policy can only have one individual claim made by the hirer.** The policy is cancelled after each accident and all payments are forfeited. Happy Campers reserve the right to agree to a renewal of any insurance policy or to cancel the hire at the hirer's cost.

15. Liabilities

The hirer is completely liable for all damage to a Happy Campers vehicle or third party property where:

1. These Terms and Conditions are breached
2. Negligence or wilful misconduct has occurred e.g. backing into another vehicle or object smashing/breaking of a vent by trees or leaving the vent open whilst driving, leaving windows open (except drivers and passengers) whilst driving, not avoiding objects close to the vehicle- side wiping either side and above and under the vehicle, etc.
3. Incorrect or contaminated fuel is used (this includes running out of fuel or putting fuel in the water tank or system).

4. The vehicle is used in contravention of any legislation or regulation.
5. The hirer takes the vehicle onto a beach or sand.
6. The vehicle comes submerged, flooded, bogged or immobile.
7. The hirer does not obey height-restricted areas (such as, but not limited to, car parking buildings) and damage is caused to the roof of the vehicle.
8. Damage or loss caused to any personal belongings.
9. The hirer is involved in a single vehicle rollover. This includes, but is not limited to, a vehicle that has rolled, tipped, or fallen over on its side.
10. Continuous driving on gravel or unsealed roads voids any liability reduction options under clause 14 of the Agreement and renders the hirer liable for the total cost of any damage that is caused or contributed to by reason of travelling, or having travelled on unsealed road.
11. Retrieving, storing and recovering the vehicle to the agreed rental location following an accident.
12. The hirer has failed to stop and contacted Happy Campers when a warning light appears on the dashboard.
13. The hirer continues to drive the vehicle following the temperature gauge moving in a direction which shows a departure from the normal operating temperature.
14. The hirer continues to drive the vehicle after a mechanical breakdown or failure (including an accident) has occurred.
15. The hirer, at Happy Campers request, does not complete an insurance claim form following an accident.
16. The hirer is charged by the New Zealand Police for a traffic infringement after an accident.

16. Accessories

Accessories are available to hire off Happy Campers. It is best to pre order these to guarantee availability. You can still order the accessories at pick up but your first choice may not be available. Please note the Hirer is fully liable for all costs if the accessories are lost, damaged or stolen regardless of what Excess Reduction Option was taken. The GPS fee of \$5 per day is payable up to a maximum of 30 days thereafter no fees apply (maximum \$150).

Happy Campers will supply the child seat, the hire must install the child seats and make sure the restraints are installed correctly to New Zealand legislations. In the event of an accident, Happy Campers will NOT be liable for any loss or damage in relation to child restraints. The legal responsibility of the child's parents or guardian to ensure that their child is properly restrained.

Ensure that the gas bottles are off (closed) whilst driving and that the rear or sliding door or windows of the vehicle are open when the gas cooker is used.

17. On-Road Assistance – Mechanical Faults

If the vehicle has any mechanical failures these problems must be reported to Happy Campers (03 360 2641) as soon as possible in order to give Happy Campers the opportunity to rectify the problems during the rental.

Please Note: This service does not cover failures resulting in the hirer's action or inaction which includes, but is not limited to the following:

- The vehicle running out of fuel or incorrect fuel being used
 - All costs (approximately \$500.00) to replace keys which have become lost, broken, damaged, stolen or of retrieval of keys which have been locked in the vehicle or where the vehicle has been stolen due to it being unlocked
 - Flat batteries caused by incorrect usage of the batteries and/or incorrect usage of any equipment that requires the batteries in order to operate
 - A breakdown resulting from damage caused in an accident
 - A breakdown caused by willful neglect
- Happy Campers Uses AA Roadside Assistance. The hirer may be liable for a charge by the road-side assistance provider in the event assistance is required for the above. In addition, this includes any vehicle recovery assistance and towing in the event of an accident. These terms and conditions of hire authorises Happy Campers or AA Roadside Assistance to charge the hirer directly.

The hirer is not entitled to any refund at the end of the hire period unless Happy Campers has been advised of the problem earlier and has been given the opportunity to rectify the situation. Happy Campers does not accept any liability for any claims made after this point.

Happy Campers is not liable for any delays in getting repair done caused by the breakdown on a public holiday. A refund can only be requested if the breakdown was directly caused for a delay in travel of 48 hours or more, if the delay is less than 48 hours in one location Happy Campers can deny a refund request, at their own discretion.

18. Maintenance and Repairs – Equipment Faults

The hirer shall take all reasonable care to ensure that the vehicle is properly maintained. This should include DAILY checks to the oil, water and batteries. The hirer shall be liable for any cost associated with the incorrect use of fuel (fuel being diesel or petrol), including putting fuel in the water tank. The failure of accessories such as TV, DVD, CD player, microwave, gas heater, air conditioning unit, fridge and hot water do not constitute a breakdown.

We understand that while on holiday the vehicle may require small repairs. So not to disrupt the road trip any further, repairs up to \$100.00 can be completed without authorisation and will be reimbursed, please keep your receipts.

All other problems associated with the vehicle's equipment, must be reported to Happy Campers as soon as possible and with 24 hours in order to give Happy Campers the opportunity to rectify the problem. Failure to do so will compromise any claims as we cannot accept liability for any claims submitted after this period. Happy Campers will endeavour to facilitate on-road repairs.

19. Refunds

Regretfully, no refund can be given for any unused portion of your holiday. However, your travel insurance may in some circumstances cover the unused portion. Refunds for hires paid and cancelled prior to pick up will be subject to our cancellation policy. If it is determined that a refund is due, Happy campers will make the refund back on the original credit card charged. All refunds will be made in New Zealand dollars and Happy Campers does not accept any liability for currency exchange rate fluctuations. Refunds are processed once a week and can take up to 21 working days depending on the renter's financial institution.

20. Exchange Vehicle

The availability of an Exchange Vehicle is not guaranteed; provision is subject to availability, Customer location, accident liability and remaining hire duration. Additional charges may be incurred as per below:

- If an Exchange Vehicle is required because of an accident, the Customer is responsible for making their own way to the nearest Happy Campers branch at their own cost.
- Happy Campers may offer the hirer the option of paying an 'Exchange Vehicle Relocation Fee' to send a driver to deliver the exchange vehicle to the hirer's location.
- The hirer will pay for any costs relating to delivery of a change over vehicle because of any single Vehicle accident. The charge applies irrespective of any Excess Reduction Options taken.
- A new insurance shall be required for the Exchange Vehicle.

21. Extra Fees

- If the vehicle is not returned in an identically clean state as it was supplied, a fee of NZ\$150.00 will apply.
- Public Holiday vehicle collection or drop-off will incur a one-off fee of NZ\$60.00 to be paid at pick up. Happy Campers is open on the following Public Holidays: 2 January, Waitangi Day, Easter Monday, ANZAC Day, Queens Birthday, Labour Day, Boxing Day, Auckland and Christchurch Anniversary days.
- If the toilet is not returned empty and clean, a fee of NZ\$150.00 will apply.

- If the waste tank is not returned empty, a fee of NZ\$150.00 will apply.
- Toll roads – currently three toll roads: The Northern Gateway, the Tauranga Eastern Link and the Takitimu Drive toll roads. When you use a toll road an additional \$2.40 per way one fee will be charged for each road that you use, plus an admin charge if the not paid on drop off the vehicle.
- If the accessories are not clean e.g. BBQ and solar shower then there is a charge of \$50.00.
- Should a hirer go through another agent for their insurance and have an accident, there is a fee of \$150.00 for processing paperwork for a claim or damage incident for the insurance company.

22. Infringements: Traffic and Camping

All traffic infringements including Speeding, Parking Tickets, Unpaid Toll charges and Free Camping Fines are the responsibility of the hirer. Happy Campers will charge the hirer's credit card using the bond imprint given to cover the cost of the fine, plus a processing fee of NZ\$50.00. In the circumstances of credit card failure, or no credit is supplied then Happy Campers reserve the right to pass on details of the hirer's home contact to the New Zealand Traffic Authorities at a fee of NZ\$50.00

23. Fuel and LPG

All vehicles are supplied with a full tank of fuel and full bottle of LPG at the start of the hire, and must be returned with a full tank at the end of your hire. If the vehicle is returned without a full tank of fuel or LPG bottle, the hirer is liable for the cost to refill, plus a fee of NZ\$50.

24. Road User Charges related to Diesel Vehicles (This is not Carbon Emissions)

The Road User Charge of Diesel Vehicles is an extra charge to the hirer and not included in insurance options.

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 1,000kms are as follows:

- Happy 2,3, ST, HI5 — NZ\$75.00
 - Happy 4 Berths — NZ\$77.00
- Happy Campers reserves the right to amend the Road User Charges Recovery Fee upon changes in Government regulations.

25. Delivery and Return of Vehicle

The vehicle shall be returned in a clean condition, on the return date in the agreement and at the location depot noted on the agreement.

26. Change of Drop-Off Destination

If the hirer wishes to change the drop off destination after confirmation of booking, they must first obtain authorisation from Happy Campers. Subject to the change being approved, a minimum additional charge of NZ\$950 will apply.

27. Rental Extension & Late Return

If the hirer wishes to extend the rental whilst on hire, they must first obtain authorisation from Happy Campers who will advise of the addition cost. Rental extensions are subject to fleet availability. Failure to obtain authorisation (i.e. a late return) will result in the hire being charged their daily rate plus and addition NZ\$500.00 per day for each day the vehicle is not returned.

28. Animals

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

Disclaimer

Subject to the provisions of the Fair-Trading Act 1986 and the Consumer Guarantee Act 1993 Happy Campers are only responsible for any direct rental loss that you suffer. Happy Campers is not liable for missed flights, disrupted travel or holiday plans, loss of enjoyment or opportunity, indirect or consequential loss. Nothing contained in the Agreement shall exclude, restrict or modify any express or limited conditions, warranties or requirements that cannot be excluded under New Zealand law.

These Terms and Conditions constitute the entire agreement and there are no other oral undertakings, warranties or agreements. Happy Campers and any employee, agents or representative of the company or by anyone providing services or facilities, are not authorised to vary, add to, or delete from this agreement or to make any representation about performance, specifications or fitness for purpose of Happy Campers. The company cannot be bound by any representative or statement unless it is confirmed in writing by the company's management.

Where the hirer comprises of more than one person, each person is liable jointly and severally for all obligations under this agreement Happy Campers take no responsibility for any detention, delay, loss, damage or injury that a hirer might experience no matter how it is caused.

Should you book through an agent, then your travel agent will forward deposits and other payments to us on your behalf, but your travel agent is not our agent for the purpose of the receipt of monies.

No refunds are payable on accommodation, or motorhome/campervan not being available, where a hirer or passenger amends, cancels or seeks to vary the agreements after departure.

Happy Campers reserves the right to amend these Terms and Conditions, vehicle specifications and tariffs at any time without prior notice.

Happy Campers reserves the right to refuse a rental at its own discretion and cancel any rental agreements at any time if there has been any report of driving which breaches New Zealand Laws.

Illustration and text in any of our websites are a representation only of the vehicle depicted. Variances in the vehicle offered for rental may occur due to substitutions made by Happy Campers or modifications and/or upgrade to the vehicle designed made by the manufacturer.

Auckland Depot

197 Montgomerie Road

Airport Oaks

Auckland

Freephone: 0800 0549 0444 or 0800 569 385

Christchurch Depot (Head Office)

6 Export Avenue

Harewood

Christchurch

Freephone: 0800 0549 0444 or 0800 569 385

Phone +64 3 3602641

Email: info@kiwicampers.co.nz

Vehicle Return Information

- **VEHICLE RETURN CHECKLIST**

Is the correct date shown on your Rental Agreement?

Is the correct place shown on your Rental Agreement?

Is the correct time shown on your Rental Agreement?

- **OUR OPENING HOURS**

Our depots are open from 8:30AM until 5:00PM, 7 days a week.

Please be advised that you must return (drop-off) the vehicle by 4:00PM

Complimentary Transfer Service is only available between 10:00AM and 3:00PM

- **VEHICLE CONDITION**

Before you return your campervan please ensure:

– The fuel and LPG are full as per the contract

– The waste water and toilet tanks are empty

– The vehicle is clean inside only

– Accessories need to be clean, e.g. BBQ and Solar Shower

- **CHARGES AND FINES**

The following charges will apply in the event the above conditions are not met:

- Accessories not clean: \$50.00
- Waste water not empty: \$150.00
- Toilet tank not empty: \$150.00
- Vehicle not clean: \$150.00
- Smoking in Vehicle: \$500.00
- Fuel or LPG bottle not filled: \$50.00 + cost of fuel
- Parking Traffic infringement processing fee: \$50.00 + cost of ticket (each)
- Late Return of vehicle: \$200.00 + daily rate of the hire of the vehicle