



New Zealand Motorhome Rentals

Kiwi Auto Homes Ltd

Campervan & Motorhome Terms and Conditions

BRANCHES AND HOURS

Branches are conveniently situated in Auckland or Christchurch and hires can start or end in either location. We are open from 8.30am to 5.00pm weekdays and by appointment on Saturdays and Sundays.

Times outside of these hours can be arranged by prior negotiation only.

BOTH BRANCHES ARE CLOSED ON DECEMBER 25TH CHRISTMAS DAY AND JANUARY 1ST NEW YEARS DAY.

We are contactable by telephone 7 days a week.

The latest international flight arrival is 1500. Any flights after this time run the risk of not getting to our depot by the latest pick up time which is 1600. If your flight arrives after this time we suggest that you stay in accommodation for the first night then collect the camper the following day.

RATES

Rates are calculated on a daily basis regardless of the time of pickup and drop off. All rates quoted are in New Zealand Dollars and are inclusive of New Zealand Goods and Service Tax (GST) of 15%. Rates are subject to change without notice. Long term discounts are available on application.

The rates also include:

- * Kitchen equipment
- * Linen and bedding
- * General equipment
- * Camp ground guides
- * Road maps

Kiwi Autohomes does NOT charge for:

* One Way Hire Fees

* Extra Driver Fees

VEHICLE CATEGORY

Vehicles can only be requested by category not make and model or year.

MINIMUM RENTAL PERIOD

The minimum rental period is 5 days or 14 days for a one way hire. The minimum rental period is 14 days for hires between 16th December and 28/29 February.

One way hires ie Auckland to Christchurch or Christchurch to Auckland have a minimum hire period of 21 days.

LIABILITY BOND/EXCESS

A credit or debit card must be used to provide a Bond. With Standard Liability, Liability Reduction Option 1 and 2 the bond will be debited to the credit/debit card immediately. With Liability Reduction 3 ZERO bond/excess will apply. The credit card holder is jointly and severally liable for any damage to the rental vehicle. The Bond is fully refundable when the vehicle is returned to the correct location on time, and all other terms of the Hire Agreement have been complied with. If there is damage to the vehicle on its return, the Bond will be used to cover the cost of such damage up to the amount of the relevant Liability. However, if the terms of the Hire Agreement are breached and the Bond is insufficient to cover the damage then any extra cost will be charged.

INSURANCE OPTIONS

STANDARD LIABILITY (included in daily hire rates)

The excess applies in respect of each claim, not rental. The Bond of NZ\$2500 (NZ\$5000 for drivers aged between 21 – 25) will require payment at the time of entering into the Hire Agreement. The Bond is fully refundable if the vehicle is returned on time to the agreed location, and providing there is no breach of terms of the Hire Agreement and no additional damage to the vehicle, third party property or any item on the Exclusions List is evident. (please refer to paragraph on Insurance Exclusions)

LIABILITY REDUCTION 1

The cost for this option is NZ\$20.00 per day in addition to the daily hire rates.(minimum hire period of 7 days applies or a maximum charge of NZ\$1500.00 for a long hire 75 days or

more). The bond/excess applies in respect of each claim, not rental. The Bond of NZ\$1250 (NZ\$2500 for drivers aged between 21 – 25) will require payment at the time of entering into the Hire Agreement. The Bond is fully refundable if the vehicle is returned on time to the agreed location, and providing there is no breach of terms of the Hire Agreement and no additional damage to the vehicle, third party property or any item on the Exclusions List is evident. (please refer to paragraph on Insurance Exclusions)

LIABILITY REDUCTION 2

The cost for this option is NZ\$40.00 per day in addition to the daily hire rates.(minimum hire period of 7 days applies or a maximum charge of NZ\$3000 for a long hire 75 days or more). The bond/excess applies in respect of each claim, not rental. The Bond/excess of NZ\$500 (NZ\$1000 for drivers aged between 21 – 25) will require payment at the time of entering into the Hire Agreement. The Bond is fully refundable if the vehicle is returned on time to the agreed location, and providing there is no breach of terms of the Hire Agreement and no additional damage to the vehicle, third party property or any item on the Exclusions List is evident. (please refer to paragraph on Insurance Exclusions)

LIABILITY REDUCTION 3 (ZERO WORRIES)

The cost for this option is NZ\$50.00 per day in addition to the daily hire rates.(minimum hire period of 7 days applies or a maximum charge of NZ\$3750 for a long hire 75 days or more). This option includes a **ZERO** bond/excess, free Tyre/Windscreen cover, outdoor table and chairs and free use of baby/booster seats if required. Providing there is no breach of terms of the Hire Agreement and no additional damage to the vehicle within the noted exclusions is evident. (please refer to paragraph on Insurance Exclusions) Please note this option will not apply to any drivers under the age of 25

TYRE AND WINDSCREEN COVER

A cost of NZ\$10.00 per day (minimum hire period of 7 days applies or a maximum of \$650 for a 65 + day hire) in addition to the daily hire rates, or Liability Reduction Options 1 or 2 and will give you piece of mind cover when it comes to puncture repairs or windscreen chips/replacements. Any call out fees will not be covered.

INSURANCE EXCLUSIONS

Under the these terms and the Terms of the Hire Agreement the client understands and agrees that if he/she/they damage the vehicle under any of the below conditions whether on the standard liability cover or Liability Options 1 or 2 or 3 he/she/they will be liable for all costs incurred.

1. Damage due to immersion in either Salt or Fresh water for any reason and any associated costs for recovery or towing.
2. Filling the vehicle with the incorrect fuel. The hirer will be responsible for any associated costs of recovery or repair. Should the vehicle be driven with the incorrect fuel all costs associated with the repair will be at the hirers expense. This is not limited to any Bond/excess amount for either damage or Exclusions.
3. Costs to replace lost keys or to retrieve keys locked in the vehicle.
4. Any and all damaged to the vehicle or any 3rd party property caused by driver or hirer negligence. Examples of this but not limited to are driving under low trees or structures causing damage to the top of the vehicle, driving over any object which causes damage to the underside of the vehicle or continuing to drive the vehicle with a known fault evident.
5. Any damage to the vehicle or 3rd party property while the vehicle is being operated in unsafe driving conditions. (e.g high winds, snow & ice)
6. Damage or breakage of any window or windscreen. (Does not apply if Zero Worries or Tyre/Windscreen Cover has been taken)
7. Any and all damage caused to the inside of the vehicle whilst on hire.
8. Any damage caused to the vehicle or any third party property if the vehicle is driven by an unauthorised or underage driver or if the terms of the rental agreement are breached in any way.
9. Costs related to tyre puncture repairs or replacements (unless a manufacturing fault was evident) Does not apply if Zero Worries or Tyre/Windscreen Cover has been taken.

BONDS

The Bond is fully refundable when the vehicle is returned with the fuel at the level noted on the hire agreement to the correct location and on time, waste and toilet tanks have been emptied, LPG bottle(s) refilled, all rubbish removed and all other terms of the Hire Agreement have been complied with. If any damage is evident when the vehicle is returned the Bond will be used to cover the costs of repair plus any Demurrage fees calculated at the daily hire rate for the period the vehicle is off fleet while being repaired to a maximum of 7 days.

Should the vehicle be returned in an unacceptable state of cleanliness valet costs may apply

PAYMENTS AND DEPOSITS

To confirm a booking, a deposit of NZ\$500.00 is required. Unless prior arrangements are made, the balance of any hire costs will be due to be paid 60 days prior to the hire

commencing. Payments of the deposit or the balance of hire costs can be made by Credit Card or direct bank Transfer, Cash or in the case of a NZ Citizen, by private or company cheque. No hire will be deemed to be confirmed until the deposit has been paid and cleared through our Bank and a confirmation has been sent to the hirer from Kiwi Autohomes Ltd. Company or personal cheques will not be accepted for the refundable bond/excess.

The client will be responsible for any fees or other costs associated with paying any balances to Kiwi Autohomes Ltd. This will include any bank fees or transaction fees that may be incurred.

Once a booking has been made and a confirmation has been issued the client automatically agrees to these terms and conditions.

CREDIT CARDS

We only accept Visa, Mastercard, American Express and Q Card credit cards and all transactions are conducted in New Zealand Dollars. Due to exchange rate fluctuations there could be some variances to the amount charged or in the case of refund, to the amount originally charged. We do not accept any responsibility for exchange rate fluctuations or credit card companies charges.

Credit Card Surcharge Fees

A surcharge will be added to all transactions made to the Client's credit card by Kiwi Autohomes Ltd.

Visa/Mastercard 3.0%

American Express 4.5%

Q Card 3.1%

Purchasing online with Q Card

You can now use your Q Card to make online purchases at kiwiautohomes.co.nz* and receive at least 3 months no payments and no interest (Payment Holiday) on your purchase.

On promotional days (as advertised from time to time) you could get an extended Payment Holiday period. [Click here for current offer terms and conditions.](#) To use Q Card online simply select 'Credit Card' as your payment type when you check-out, enter your Q Card number, expiry date and CVV number. (Your CVV number is a 3 digit number displayed on the back on your Q Card).

BOOKING AMENDMENTS

Amending or transferring a confirmed booking will incur a NZ\$50.00 fee, unless it is within 60 days of travel when the below cancellation fees will apply. If a booking is amended within 14 days of pickup, no refund will be available for the days not used if the length of the hire is shortened.

If a hirer requests a change to the drop off city once the hire has commenced, authorisation must be obtained from Kiwi Autohomes Ltd and subject to the change being approved, a relocation fee of NZ\$1000.00 will apply if applicable. The relocation fee may also apply to any future confirmed hire where the client wishes to change the pick up or return location.

EXTENSION OF RENTAL

Any extension of the rental period must be authorized by Kiwi Autohomes Ltd and will be subject to availability. The extra cost of the extended rental will be charged to the hirer's credit card immediately at the gross rate applicable at the time of the extension. No extensions can be taken without the approval of Kiwi Autohomes Ltd.

CANCELLATION FEES

61 days and over prior to pickup the deposit is retained. 40 to 60 days prior to pickup 20% of gross rental (or the deposit whichever is the greater). 20 to 39 days prior to pickup 50% of the gross rental. 10 to 19 days prior to pickup 75% of the gross rental. 1 to 9 days prior, no show or hire cancelled at time of pick up 100% of gross rental.

Kiwi Autohomes Ltd will not take any responsibility for any changes or disruptions caused by late arrivals or early departures for any reason. There is no refund for late pickup or early return of the vehicle.

PERSONAL TRAVEL INSURANCE

Personal injury in New Zealand is covered by the Accident Compensation Commission. We strongly advise hirer/s to take out a fully comprehensive travel insurance package prior to commencement of their travels which will also cover you for the rental vehicle excess amount as well as any loss or damage to personal items. Kiwi Autohomes Ltd offers a competitively priced fully comprehensive insurance policy on its web site. We will not be responsible for any loss or damage of any personal items carried in the vehicle.

TRAVEL RESTRICTIONS

Vehicles can only be driven on sealed/bitumen roads with the exception of any gravel surfaced camping ground access road. Vehicles are not permitted to be driven on Skippers Canyon Road (Queenstown) (Winter only), Ball Hut Road (Mt Cook), North of the Colville Township (Coromandel Peninsula), Ninety Mile Beach (Northland), any ski access roads or on any coastal beach. Restriction of vehicle movements in any area of NZ adversely affected

by road or weather conditions will be at the sole discretion of Kiwi Autohomes Ltd and permission must be sought from Kiwi Autohomes Ltd before proceeding.

DRIVER'S LICENCE

New Zealand regulations require all drivers licences to be written in English or have an approved English translation. We will also accept an International driving permit. A normal car licence is all that is required to drive any of our campervans or motorhomes. No heavy vehicle, or other special category licence is required.

Drivers must be 21 years of age or over. Drivers over the age of 75 years or more may be required to supply a medical certificate stating that they are fit to drive.

Kiwi Autohomes Ltd only accepts full and current drivers licences. The client must have held their full licence for more than 2 years prior before being able to drive any of our vehicles. We do not accept learners, restricted or any type of licence that requires provisions.

REPAIRS/BREAKDOWNS

Although all of our vehicles are maintained to a very high standard, a repair may become necessary while a vehicle is on hire. You are authorised to have a repair carried out up to a maximum of NZ\$100.00 without having to contact us. You must produce a paid receipt from the repairer to obtain a refund at the end of your hire. For any repairs amounts over NZ\$100.00 you must contact us before any work is undertaken for authorisation.

For your added peace of mind, all of our vehicles are enrolled in a 24 hour 7 days per week emergency roadside assistance programme. You will be given full details of this programme at the time you pickup your vehicle.

Kiwi Autohomes Ltd will not accept any claims for compensation should the hirer have experienced any problems whatsoever that were only notified at the end of the hire. If you have any issues that arise while using the vehicle these must be notified to us straight away.

TRAFFIC INFRINGEMENTS

All traffic infringements are the responsibility of the hirer. If you incur a fine or fines for breaking any Traffic Law, parking infringement or road toll fee that are not settled in full at the time you return your campervan or motorhome, we reserve the right to charge your credit card for any costs levied plus an administration cost of NZ\$50.00 per incident to cover the cost of processing.

ANIMALS/SMOKING

Animals are not permitted in any of our vehicles at any time. Guide Dogs are the only exception to this requirement. Smoking is not permitted inside any area of our motorhomes

including the drivers cab at any time. An extra cleaning fee of NZ\$350.00 will be payable for any breach of these terms.

ROAD USER CHARGE RECOVERY

As there are no taxes added to Diesel at the pump all diesel vehicles are bound by the Road User Charge. This will be calculated at the end of your hire at a rate of NZ\$7.50 per 100kms driven

Kiwi Autohomes Ltd reserves the right to amend the Road User Charge rates at any time.

LIVING EQUIPMENT

All our vehicles are supplied with complimentary cutlery, crockery, cooking utensils, cleaning brush/shovel, clothes line/pegs, toilet chemicals, water hose, duvet/sheets or sleeping bags/liners, pillows & cases, towels, tea towels, bath mat and hand towel. Any additional requirements must be requested prior to the collection date.

FAMILIARISATION

When you pickup your vehicle, our staff will provide you with a full familiarization of the workings of the vehicle and the equipment supplied in it. They will assist you with your first night camping arrangements and will offer helpful suggestions to make your New Zealand experience enjoyable. Please ask them for any assistance you may require.

AT THE START OF YOUR HIRE

Upon arrival at our depot a Hire Agreement will be filled out and explained in detail. There will then be a full tour of the inside and outside of the motorhome with all the functionality demonstrated. The vehicle will then be inspected and any damage and will be noted on your hire agreement. At this time a diesel level will be taken. These details are used at the return of the vehicle to our depot as a reference to establish new damage.

AT THE END OF YOUR HIRE

Upon return of your vehicle you must have the waste and toilet tanks empty and the diesel level is to be at the same as marked on the Hire Agreement. All dishes washed and rubbish removed. LPG bottle(s) refilled. A visual inspection of the vehicle will be conducted to check for any new damage. If you are aware of additional damage to the motorhome please inform a Kiwi Autohomes Ltd staff member. If the vehicle is returned in an unreasonable condition or any of the terms of the rental agreement are broken fees may apply. To avoid any extra costs the pre arranged return times must adhered to.

SHUTTLE TRANSFERS

Kiwi Autohomes Ltd will provide 1 x free shuttle transfer either the start or end of your hire. This service must be pre booked and is available from or to the Airport or any overnight accommodation. If you require a second transfer this must be pre booked and will be at your cost. Please note that this is a pre booked service. If you are more than 30 minutes later than the agreed time of pick up or return we can not guaranty the availability of this service. This includes any delays in regards to incoming flights. The hirer agrees to pay Kiwi Autohomes Ltd any costs that they may incur for the shuttle service being delayed.

LIMIT OF LIABILITY

Any problems that occur with the vehicle or its equipment during the hire must be reported to us immediately. Any costs, inconvenience or delays resulting from any problem not notified to us during the rental period will nullify any application for compensation.

In the event that the vehicle becomes unserviceable due to a breakdown or an accident, our liability will be limited to a refund of all payments made for total hire days lost only. Kiwi Autohomes Ltd will use its best endeavors to supply a substitute vehicle but should such a vehicle not be available, Kiwi Autohomes Ltd will not be liable for any claims for costs, delays, accommodation, meals or any other expenses resulting from a breakdown or an accident. The vehicle must not be driven when a fault is evident that may cause further damage to the vehicle.

If a warning light comes on while driving, the vehicle must be stopped immediately and we must be telephoned for directions before proceeding. Costs for any damage caused by continuing to drive the vehicle while a warning light is on will become fully chargeable to the hirer.

AVAILABILITY AND SUBSTITUTION OF VEHICLE

If for any reason beyond our control, the reserved vehicle is not available, we reserve the right to substitute a comparable or better standard vehicle at no extra cost to the hirer. This shall not constitute a breach of contract and does not entitle the hirer to a refund of any description. In the event that an alternative vehicle is not available, our liability is limited to a refund of all payments made for total hire days lost only.

DISCLAIMER

Illustrations and text in any of our documentation, brochures or website are subject to change at any time and images are only a representation of the vehicle shown. Because we are constantly upgrading and modifying our vehicles, variations may occur to both the vehicle and the layout and equipment in them.