

TERMS AND CONDITIONS 2022/2023

All Kiwi and Happy Campers Rates are:

- Gross in New Zealand Dollars (NZD)
- Subject to Terms and Conditions

Standard Rates Include:

- Unlimited kilometres
- Standard Kiwi/Happy Campers vehicle insurance
- AA 24- hour roadside assistance throughout NZ
- Complementary transfers
- Good and Services Tax (GST)
- 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
- Linen – complimentary bedding (includes sheets, blankets, pillows cases and towels)

For Black Sheep and Sleeper-vans equipment may vary.

1. Daily Hire Charges

The hire charge is 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 4.00 pm on the day and location stated on your contract. Any vehicle returning after 4.00 pm will incur a late drop off fee.**

2. Hours of Operation

High Season: (01 Oct – 30 April)

Monday to Sunday 8:30 am – 5:00pm

Public Holidays 10:00am – 3:00pm

Low Season: (01 May – 30 Sept)

Monday to Friday 8:30am – 4:30pm

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

During the Low Season we reserve the right to close the depot on weekends and public holidays.

The latest time pick up from the depot is 4:00pm during the High Season and 3:00pm during the Low Season, so please consider your hire start date with this in mind. For example, if your flight arrival does not allow sufficient time to be at the depot by these times, please make arrangements for an overnight stay before your hire.

The Kiwi Campers and Happy Campers Auckland and Christchurch depots are closed on the following days: Christmas Day, New Year's Day, and Good Friday.

3. Driver Requirements

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?

If your driver's licence or driver permit is not in English, you must also carry an accurate English translation issued by:

- A translation service approved by the NZTA (www.nzta.govt.nz/visitor/translators.html) or
- A diplomatic representative at a high commission, embassy or consulate or
- The authority that issued your licence or
- Have an international driver's licence

4. Minimum Hire Periods

For all **Kiwi 4, 6 and 7-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 all Kiwi 2/3 ST's, Kiwi Euro's and Kiwi Deluxe Euro 2 ST vehicles** there is a minimum hire period of 7 days between 1 May and 30 September and increases to 10 days for all bookings between 1 October and 30 April.

For all other Kiwi 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.

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 Hi 5 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 may be subject to change during the High Season.

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

5. One Way Hires

Where the hire commences in Auckland and ends in Christchurch a fee will apply between the following dates:

- 1 October to 31 March **\$250.00**
- 1 April to 30 September **\$100.00**

Where the hire commences in Christchurch and ends in Auckland a fee will apply between the following dates:

- 1 October to 31 March **\$150.00**
- 1 April to 30 September **\$0.00**

6. Transfers

A complimentary transfer is available from Christchurch and Auckland Airports or accommodation surrounding the Airports on the day of pick-up and drop-off. If you are unsure if your accommodation will qualify for our complimentary service 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 Payment

To secure the booking, **a non-refundable deposit of either 10% of the booking value or \$300.00, whichever is greater, is required.** This deposit may vary if the booking is through an agent of Kiwi Campers or 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 hirer cancels their booking the cancellation policy will apply.

8. Credit Cards

All Credit Card transactions are conducted in New Zealand dollars.

Our preferred payment methods are Credit Card, Debit Card and Cash (NZD). We accept Visa and MasterCard (including for the security bond) and apply a 2% surcharge on these transactions. There is no charge for cash.

Due to 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. Any refunds by Credit Card can take up to 21 working days, depending on the card holder's financial institution. We require a credit card to keep on file for any infringements that you might get while you are on your travels.

8. 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 make a copy of **your credit card for the security bond**. 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.

We do not accept Debit Cards for the security bond. Where a credit card is not available, a cash security bond is required and will be held by us in trust. Once the vehicle is returned, we will retain \$500.00 of the security bond for 28 days and refund the rest.

Where a hirer has **Platinum Insurance** and does not have a credit card then there is a **\$500.00 security bond**. This is required for any infringements you may incur while travelling around New Zealand. This will be refunded 28 days from the return of your 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 us
- **10 - 19 days:** 60% of rental is retained by us
- **0 - 9 days:** 100% of rental is retained by us

In the case of a no-show, we will retain 100% of the rental.

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 (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 Kiwi / Happy Campers may at its discretion treat any amendment to decrease the booking as a cancellation.

Any amendment to change the date of the booking during the cancellation period will result in any future cancellations of that booking to be deemed to be cancelled from either the date that the change was requested or the current date, whichever results in a higher cancellation fee.

The Customer acknowledges and agrees that, if we are unable to provide services because of circumstances beyond our control, this will not constitute impossibility of performance or frustration of this Agreement and that in such circumstances, this clause 9 will apply instead of Subpart 4 of the Contract and Commercial Law Act 2017.

The following are some but not all examples of circumstances that may be beyond our control for the purpose of this clause: a weather event, natural disaster (including earthquake, tsunami, volcanic eruption or wild fire), public health event (including epidemic/pandemic), strike, terrorist act, governmental, regional or local authority restrictions, change in law.

For travellers based in New Zealand:

If you are unable to collect your vehicle from your booked location due to Covid restrictions we will provide a refund for your hire. If you choose not to travel because of Covid but are still able to collect your vehicle from your chosen depot our usual cancellation policy under this clause will apply.

10. Road Restrictions

Hirers are permitted to drive their vehicle on any roads in New Zealand except for the following:

- Ninety Mile Beach - Northland
- North of Colville Township - Coromandel Peninsula
- Tapu - Coroglen Road - Coromandel Peninsula
- Skippers Canyon Road - Queenstown
- Ball Hutt Road - Mt. Cook
- Vehicles are not permitted on all ski field's access roads in both the North and South Islands from the 1 June to 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 insurance 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.**
- We reserve the right to restrict vehicle movements in certain areas due to adverse road or weather conditions.

Please note that if these road restrictions are breached, all insurance purchased through the rental will become null and void and the Hirer will be liable for the full cost of any and all damage incurred.

11. Vehicle Substitution and Design

Should the vehicle booked be unavailable through unforeseen circumstances, we reserve the right to substitute an alternative vehicle without prior notification and at no extra cost to you. This shall not constitute a breach of contract and does not entitle the hirer to a refund.

Vehicles can only be requested by vehicle category.

We are unable to guarantee an automatic transmission.

Should the renter decide to take a cheaper vehicle category than booked then they will not be entitled to any refund.

12. Smoking

All of our vehicles are designated as **Smoke Free**. Smoking of any kind is expressly forbidden inside our vehicles. If a vehicle is returned with the smell of smoking inside then a \$500.00 cleaning fee will apply.

13. Insurance - Standard Rates

All of our standard rates include our standard Bronze Insurance.

The Hirer is liable for all damage done 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. If no payment is received from the third party, then no refund will be made. The hirer is liable for all damage done 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.

Once the hire has commenced the liability reduction options are unable to be refunded.

Please Note: Third party insurance is not compulsory in New Zealand and claims can take months to resolve. For your peace of mind, we recommend that you take our Platinum Insurance.

Should a hirer go through another agent for their insurance there is a fee of \$250.00 to process paperwork for a claim or damage incident.

14. Insurance Options

There are four levels of liability reduction options available to the hirer. The standard option included in our rates is called the Bronze Insurance. Please note the hirer is fully liable for all towing/retrieval costs of the damage vehicle regardless of the Insurance Option the hirer has selected. Please be aware that once an Insurance Option is selected and confirmed with us, the cost of the Insurance Option is **NON- REFUNDABLE**.

For the insurance cost is per day, there is a maximum of fifty days charged to reduce your excess.

BRONZE Insurance	Cost Per Day	Bond	Liability
4, 6 and 7-Berths	\$0.00	\$6,000.00	\$6,000.00
Kiwi Deluxe Euro 2 ST, Kiwi 2/3 Deluxe ST	\$0.00	\$5,000.00	\$5,000.00
Kiwi Dart, Kiwi Euro 2 ST, Happy 2, Happy 3, Happier 3 Kuga	\$0.00	\$4,000.00	\$4,000.00
Happy Sleeper, Black Sheep	\$0.00	\$4,000.00	\$4,000.00
SILVER Insurance	Cost Per Day	Bond	Liability
4, 6 and 7-Berths	\$30.00	\$3,000.00	\$3,000.00
Kiwi Deluxe Euro 2 ST, Kiwi 2/3 Deluxe ST	\$25.00	\$2,000.00	\$2,000.00
Kiwi Dart, Kiwi Euro 2 ST, Happy 2, Happy 3, Happier 3 Kuga	\$15.00	\$1,250.00	\$1,250.00
Happy Sleeper, Black Sheep	\$15.00	\$1,250.00	\$1,250.00
GOLD Insurance	Cost Per Day	Bond	Liability
4, 6 and 7-Berths	\$45.00	\$1,250.00	\$1,250.00
Kiwi Deluxe Euro 2 ST, Kiwi 2/3 Deluxe ST	\$35.00	\$1,000.00	\$1,000.00
Kiwi Dart, Kiwi Euro 2 ST, Happy 2, Happy 3, Happier 3 Kuga	\$22.50	\$750.00	\$750.00
Happy Sleeper, Black Sheep	\$22.50	\$750.00	\$750.00

Gold Insurance includes the following extras:

- Picnic table and chairs (one chair for each person travelling)
- Baby seat and/or child booster seat
- One windscreen and multiple windscreen chips will be covered for accidental damage

PLATINUM Insurance	Cost Per Day	Bond	Liability
4, 6 and 7-Berths	\$70.00	\$500.00	\$0.00
Kiwi Deluxe Euro 2 ST, Kiwi 2/3 Deluxe ST	\$45.00	\$500.00	\$0.00
Kiwi Dart, Kiwi Euro 2 ST, Happy 2, Happy 3, Happier 3 Kuga	\$35.00	\$500.00	\$0.00
Happy Sleeper, Black Sheep	\$35.00	\$500.00	\$0.00

Platinum Insurance includes the following extras:

- GPS
- One Baby seat and/or child booster seat
- Outside BBQ
- Picnic Table and Chairs (one chair for each person travelling)
- One windscreen replacement, multiple windscreen chip repairs and two tyres will be covered for accidental damage

Please advise us which accessories you require prior to pick up.

Please note: Platinum insurance does not cover damage to the hirer's vehicle or third-party property done through negligence or wilful misconduct. This includes but is not limited to smashing or breaking of vents by trees or leaving the vent open while driving, leaving windows open (except drivers and passengers) while driving, not avoiding objects close to the vehicle – scraping either side or above or under the vehicle.

Number of Claims

Each insurance policy can only have one individual claim (per contract) made by the hirer. The policy is cancelled after each accident and all payments are forfeited. Kiwi / Happy Campers reserve the right to agree to a renewal of any insurance policy or to cancel the hire at the hirers cost.

15. Insurance Exceptions

The hirer is liable for any and all damage done the vehicle they have hired when:

1. These Terms and Conditions are breached
2. Negligence or wilful misconduct has occurred. For example, breaking of a vent by trees or leaving the vent open while driving, leaving windows open (except drivers and passengers) while 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 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 contact us 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 Kiwi/Happy Campers request, does not complete an insurance claim form following an accident.

16. Accessories

Accessories are available for hire. It is best to pre-order these to guarantee availability. You can still order the accessories at pick up but your choice may not be available. Please note that the hirer is fully liable for all costs if the accessories are lost, damaged or stolen regardless of what Liability Reduction Option was taken. The GPS fee of \$5.00 per day is payable up to a maximum of 30 days and thereafter no daily fee applies.

If a baby seat or child seat is selected the hirer must install it and make sure the **restraints** are installed to match New Zealand legislation. In the event of an accident, we will not be liable for any loss or damage in relation to child restraints. It is the legal responsibility of the child's parents or guardians to ensure that their child is properly restrained.

Please ensure that the gas bottle is off (closed, except for the Kiwi Rangers and Cruise's) while driving and that the rear or sliding door and the windows of the vehicle are open when the gas cooker is used.

17. On Road Assistance - Mechanical Faults

If the vehicle has any mechanical malfunctions or failures these problems must be reported to us as soon as possible in order to give us the opportunity to rectify the problem during the rental.

Please note that these services don't cover failures resulting from the hirer's action or inaction which includes, but is not limited to the following:

- The vehicle running out of fuel or the incorrect fuel being used
- Replacing keys that have been lost, broken, damaged or stolen
- Retrieval of keys that 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
- Breakdowns resulting from damage caused in an accident

- Breakdowns caused by wilful neglect

We use AA Roadside Assistance. The hirer will be liable for a charge from the road-side assistance provider in the event assistance is required for any of the above. In addition, this includes any vehicle recovery assistance and towing in the event of an accident. These terms and conditions of hire authorise us or AA Roadside Assistance to charge the you directly.

The hirer is not entitled to any refund at the end of the hire period unless we have previously been advised of the problem and have been given the opportunity to rectify the situation. We do not accept any liability for any claims made after this point.

We will not be liable for any delays in getting repairs done caused by a breakdown on a public holiday. A refund can only be requested if the breakdown has directly caused a delay in travel of 48 hours or more. If the delay is less than 48 hours in one location a refund will only be given at our 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 regular checks of the oil, water and batteries. The hirer shall be liable for any cost associated with the incorrect use of fuel in the vehicle, 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 that your holiday is disrupted as little as possible, 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 us as soon as possible in order to give us the opportunity to rectify the problem. Failure to do so will compromise any refund claims. We will endeavour to facilitate any and all 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, we will make the refund back on the original credit card charged. All refunds will be made in New Zealand dollars and we do not accept any liability for currency exchange rate fluctuations. Refunds are processed once a week and can take up to 21 working days to appear on your card and depends 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 our nearest branch at their own cost.
- We 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 vehicle accident. The charge applies regardless of any Liability Reduction options taken.
- A new liability reduction option shall be required for the Exchange Vehicle.

21. Extra Fees

- If the vehicle is not returned in a clean state, a fee of \$150.00 will apply.
- Public Holiday vehicle collection or drop-off will incur a one-off fee of \$60.00 to be paid at pick up. We are 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 \$150.00 will apply.
- If the waste tank is not returned empty, a fee of \$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 fee will be charged for each use of the road that you use, plus an admin charge of \$50 if the fee is not paid on drop off the vehicle.
- If the BBQ and solar shower are not clean 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, Tolls and Camping

All traffic infringements including but not limited to speeding tickets, parking tickets, toll charges and freedom camping fines are the responsibility of the hirer. We will charge the hirer's credit card using the bond imprint given, to cover the cost of the fine, plus a processing fee of \$50.00. In the circumstances of credit card failure, or no credit card is supplied then we reserve the right to pass on the hirer's details to the relevant New Zealand authorities.

23. Fuel and LPG

All vehicles are supplied with a full fuel tank and a 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 \$50.00.

24. Road User Charges - relating to Diesel Vehicles

The Road User Charge is an extra charge for Diesel Vehicles that is charged by the New Zealand Government.

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 1000kms are as follows:

Kiwi 2/3 ST Deluxe, 2 ST Euro, 2 ST Deluxe Euro, Happy Hi 5	\$75.00
Kiwi Ranger, Cruise	\$77.00
Kiwi 6-berth, 7-berth	\$77.00

We reserve 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 on the date in the agreement and to the depot on the agreement.

26. Change of Drop - Off Destination

If the hirer wishes to change their drop off destination after picking up the vehicle, they must first obtain authorisation from us. Subject to the change being approved, an additional charge of \$950.00 will apply.

27. Rental Extension and Late Return

If the hirer wishes to extend the rental while on hire, they must first obtain authorisation from us. We will advise the hirer of the additional cost. Rental extensions are subject to fleet availability. Failure to obtain authorisation will result in the hirer being charged their daily rate plus an additional \$500.00 per day for each day the vehicle is not returned.

28. Animals

Service dogs are permitted to travel in our vehicles but please let us know in advance. No other animals are permitted in our vehicles

Disclaimer

Please Note:

Subject to the provisions of the Fair Trading Act 1986 and the Consumer Guarantee Act 1993 we are only responsible for any direct rental loss that you suffer. We are not liable for missed flights, disrupted travel or holiday plans, loss of enjoyment or opportunity, indirect or consequential loss. Nothing contained in this 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. No employee, agent or representative of Kiwi Campers or Happy Campers or anyone providing services or facilities, may vary, add to, or delete from this agreement or make any representation about performance, specifications or fitness for purpose of any vehicle provided by Kiwi Campers or 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. We take no responsibility for any detention, delay, loss, damage or injury that a hirer might experience regardless of 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.

We reserve the right to amend these Terms and Conditions, vehicle specifications and tariffs at any time without prior notice.

We reserve the right to refuse a rental at our own discretion and cancel any rental agreements at any time if there has been any report of driving which breaches New Zealand Laws.

Illustrations and text on 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 us or modifications and/or upgrades to the vehicle.

AUCKLAND DEPOT

Unit 8, 197 Montgomerie Road, Airport Oaks, Auckland

Free phone 0800 0549 0444 or 0800 569 385

CHRISTCHURCH DEPOT (Head Office)

2 Export Avenue, Harewood, Christchurch

Free phone 0800 549 444 or 0800 569 385

Phone +64 3 3602641

Email: info@kiwicampers.co.nz

Internet: www.kiwicampers.co.nz

www.happycampers.co.nz

VEHICLE RETURN INFORMATION

1. OUR OPENING HOURS

Our depots are open from 8.30 am until 5.00 pm, seven days a week.

Please be advised that you must return (drop-off) your vehicle by 4:00pm.

Our **Complementary Transfer Service** is only available between **10:00am and 3:00pm.**

2. VEHICLE CONDITION

Before you return your campervan please ensure:

- the fuel and LPG are at the level shown on your damage report
- the waste water and toilet tanks are empty
- the vehicle is clean inside
- accessories need to be clean, e.g., BBQ and Solar Shower

3. 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 (for each ticket)
- Late Return of vehicle - \$200.00 + the daily rate for the hire of the vehicle