



## Rental Conditions Britz New Zealand

### Pre-check-in/online check-in

Please register in good time before departure via the online check-in of the rental company. With this, you transmit your personal data in advance and are already expected at the station with completed pick up papers. Without prior registration the pick up of the motorhome is not possible.

<https://sci.thlonline.com/>

For your check-in you need the booking number of the rental company (Booking Reference). You will find this on your voucher for the motorhome.

To familiarize yourself with the vehicle before you arrive, the rental company recommends the app "thl Roadtrip", in which videos on safe driving and the vehicles can be accessed.

### Transfer Auckland

The rental company offers free transfer from the airport to the rental station (and back) in cooperation with the company Aeroparks. Please call Aeroparks upon arrival at +64 (0) 27 213 2880.

Arrive at the International Terminal, proceed outside through door 11 in the arrivals hall and wait on the right in the shuttle zone.

If you are landing at the Domestic Terminal, please wait in the Area 7 pick-up zone.

Please note that 1 piece of luggage plus hand luggage is included per person. For excess and bulky baggage, please contact the rental station.

### Transfer Christchurch

Free transfer from the airport to the rental station (and back) on the day of pickup.

Please note that per person 1 piece of luggage plus hand luggage is included. For excess and bulky luggage please contact the rental station.

### Transfer Queenstown

The rental company offers a free transfer from the airport to the rental station (and back after returning the vehicle) on the day of pick-up. For this, please call the rental company from the "Commercial Transfer" area from the free phone after arrival. First dial "809" and then select "Require Assistance", then you will be connected directly to the rental station.

Please note that 1 piece of luggage plus hand luggage is included per person. For excess and bulky luggage, please contact the rental station.



## **pick up/return**

pick up and return:

within the opening hours, at the latest by 16:00 hrs.

Please allow enough time to clean the vehicle and pack your bags.

- Later returns must be approved in advance by the rental company, as well as a change of the drop of location. Please contact the rental company regarding any charges incurred. The corresponding fees are to be paid directly.
- Delayed return (without approval) will be charged the daily rental rate plus a daily fee of \$150.
- All vehicles must be returned broom clean. Vehicles are to be washed on the outside only if, upon return, the outside is so dirty that it cannot be inspected for possible damage.
- Vehicles are to be returned with full gasoline, gas tank and empty waste water tank.
- If you return the vehicle earlier than the scheduled date, you will not be refunded for the time not taken.

## **Free kilometres**

Unlimited mileage is included in your vehicle rental.

## **Vehicle and camping equipment**

The camping equipment/convenience kit includes  
Duvet, pillow, duvet cover and pillowcase, towel.

The vehicle equipment/provisioning fee includes:

Cleaning costs, GPS, fire extinguisher, cooking utensils, crockery, cutlery, glasses, tea towel.

Please check the equipment for completeness when taking over the vehicle!

## **Additional services**

The rental company offers the following additional services (may already be part of your booking):

- Booking of additional drivers
- Taking along of up to two cats or two dogs against fee possible
- Camping table and chairs
- Fan heater
- Child seat

For details, prices and availability of the services please contact us.



## Renting bicycles / bicycle rack

Britz offers the rental of bicycles and bicycle racks (exception: bicycles are not available for the vehicle models Hitop and Voyager). Please note the following information:

### **Bicycle carrier:**

The bicycle carrier is attached by the rental company Britz and is provided upon vehicle pickup.

### **Bicycles:**

You can choose between the Comfort and Mountain bike types (please specify when booking). Included in the rental are helmets, bottle cage, repair kit, pump and lock).

The bikes and equipment (e.g. helmets) are handed over by the company "Natural High" directly at their station (approx. 6 minutes from the Britz rental station). Please inform the bike rental company in advance of your body size for the provision of the correct bike size (contact information: team@naturalhigh.co.nz or by phone +64 3-982-2966).

A deposit is required upon pick up of the bikes, and bike insurance is also available.

The address of the bike rental company Natural High is:

Auckland: 10 Uenuka Way, Mangere.

Christchurch: 690a Harewood Road, Harewood.

Tel: 03-982-2966

Opening hours:

01 Oct-31 Mar: Mon-Fri: 09am-5pm, Sat: 10am-4pm, closed Sundays and public holidays.

01.04.-30.09.: Mon-Fri: 09-17 h, Sat-Sun: closed;

During the winter months, bikes are handed over/returned at the Britz rental station on weekends and public holidays.

## Child seats

The lessor offers child seats for rent. The type of child seat depends on the age/weight of the child. A distinction is made between child seats with their own belt system (Child Seat) and booster seats with use of the vehicle belt (Booster Seat).

Child seats are for children between the ages of six months and four years (8-18kg) and are secured in the rear of the vehicle. Booster seats are for children between the ages of four and seven (14-26kg).

Child seats brought from overseas must comply with the Australian Standard (Australian Standard Sticker AS/NZS 1754), otherwise use in Australia is not permitted.

Only from the age of 7 years (recommended height 1.48m) is it possible to take children without a child seat/booster seat.

## Important tariff-related information

- Minimum age rental company/driver: 21 years.
- In Australia and New Zealand, in addition to the regular driver's license, a certified translation or an international driver's license must be carried.
- Smoking is not permitted in the vehicles.
- The rental company reserves the right to charge the customer for any type of traffic ticket incurred during the rental period, even retrospectively. In addition, an administrative fee of up to \$60 per offence may be charged.



## Road User Charge Recovery Fee

The Road User Charge Recovery Fee, a government tax for diesel vehicles, is payable when the motorhome is dropped off and is calculated based on kilometers driven and vehicle size. The fee ranges from NZ\$7.60 to NZ\$8.02 per 100 km.

Please note that this fee may change at short notice. Further information can also be obtained from the rental station staff on site.

## Cancellation policy of the rental company

For bookings from 30.12.2020 and takeovers from 01.04.2021 the following cancellation conditions of the lessor apply. (For bookings before 30.12.2020 the ARBs of CU Camper valid at the time of booking apply):

Up to 61 days before vehicle pickup: free of charge  
60 to 22 days before vehicle pickup: 10% of the total price  
21 to 7 days before vehicle pick up: 20% of the total price  
6 days to 1 day before vehicle pick up: 50% of the total price  
on the day of pick-up or in case of no-show: 100% of the total price

- For the calculation of the period until the vehicle pick up, the time of day at the pick up location is decisive.

## Payment methods

Payments at the rental station are only possible by credit card (no cash payment). The following credit cards are accepted: VISA, MasterCard, American Express. For all payments and the deposit, the credit card must be valid for at least 90 days beyond the return date.

All transactions are subject to a processing fee, this is 2.7% for Visa/MasterCard and 5.2% for American Express of the respective amount. In addition, there is usually a further foreign transaction fee, the amount of which depends on the financial institution that issued the credit card.

## Security deposit

The rental company Britz requires the following deposit amounts upon vehicle pick-up:

Hitop, Voyager: NZ\$5,000

Venturer, Venturer Plus, Explorer, Frontier, Discovery: AU\$7,500

The deposit can only be paid by credit card and will be debited at the time of pick up (no travellers cheques or cash). Please ensure that your credit card limit is sufficient for the deposit to be charged before commencing your journey. The following credit cards are accepted: Visa, MasterCard and American Express. There is also a handling fee (Visa/MasterCard 2% and American Express 5.2% of the respective amount) as well as a foreign credit card usage fee.

If you choose the Britz Inclusive Package, the included additional insurance eliminates the need to charge the deposit. Only a credit card deduction is deposited as security.

The deposit will be refunded provided the vehicle is returned on time, clean, with a full tank of petrol, undamaged and has not been involved in an accident. The lessor is not liable for exchange rate fluctuations.



## **Deductible**

The deductible is up to the amount of the deposit paid per insured loss event. Please contact the rental company for further information.

## **Maintenance**

The rental company is responsible for checking tyre pressure, oil level, AdBlue (if available) and the cooling water at regular intervals and to top up if necessary. If damage to the vehicle occurs due to negligence, the customer is liable.

## **Breakdowns/accidents**

Report any damage or vehicle problems to the rental company immediately. You can always contact the 24-hour service on the free phone number 0800 788 558 or landline 0064 9 255 4471, of course, for any other questions.

In case of damage to the vehicle, a handling fee of \$60 may be charged by the rental company.

## **Problems during the journey**

If you encounter any problems when picking up/dropping off your vehicle or en route, please first contact the responsible rental company or the local Road Side Assistant. Only this person can provide a quick remedy for the problems.

## **Route restrictions**

Only paved roads may be used. Driving on gravel roads, beaches, sandy paths, fields, ski slopes and paddocks, for example, is therefore not permitted.

- The following areas may generally not be driven through:

Skippers Road (Queenstown), Ball Hut Road (Mt Cook), north of Colville Township (Coromandel Peninsula), Crown Range Road (Queenstown) and Ninety Mile Beach (Northland).

- The Rental Firm reserves the right to make further route restrictions due to adverse weather conditions or road conditions.

## **Insurance**

Liability insurance

All vehicles are insured by the lessor against accidents and third party liability.

In addition, your booking includes a vehicle insurance of the rental company with deductible (amount of deductible according to booking confirmation).



**No insurance cover and therefore liability for the full amount of the damage exists in the following cases:**

- Damage to the roof and underbody of the vehicle (if you book the All-Inclusive package, this damage is covered by the additional insurance, if you book a 4WD vehicle, it is only covered by adding the 4WD additional insurance).
  - Damage to personal belongings
  - Replacement of damaged or lost vehicle keys
  - Damage due to incorrect fitting of snow chains
  - Damage due to incorrect refuelling
  - Damage due to immersion in water, e.g. when driving through rivers, as well as damage due to salt water (vehicles with two-wheel drive)
  - Damage due to violation of clauses of the rental contract
- Damage caused by overturning without the other party involved in the accident (if the All-Inclusive package is booked, this damage is included in the additional insurance).
- Damage caused by intent and negligence
  - Costs of recovery in the event of loss of the vehicle
  - Damage caused by unauthorised drivers and driving under the influence of alcohol/drugs
  - Damage in connection with use of the rental vehicle in breach of contract

No liability can be accepted for the completeness of this list. Individual insurance questions will be explained to you in detail on the spot. In the event of an accident with the vehicle, vandalism, fire or theft, the police must be notified immediately. The police must draw up a report and the driver must record the course of the accident in writing, including the names and addresses of any third parties involved. The rental station must be informed immediately. The insurance company is not liable if these regulations are not observed.