

## **CAMPERCO NEW ZEALAND T&Cs 01.07.2023**

### **1) Driver Licenses**

You must be over the age of 18, have a valid license and carry it on you at all times whilst driving. Overseas licenses and 'International Drivers Licenses' are accepted in New Zealand but it must be in English or have an English translation.

### **2) Vehicle Pick Up and Drop Off**

The vehicles will be available for pick up at 9am on the first day of hire, and are to be returned by 3pm on the last day of hire. Rates are charged by calendar day so if you pick up your campervan on Tuesday and return it the following Tuesday this hire will be calculated as an 8 day rental. Specific information on pick up and drop off locations and contacts are provided in the booking confirmation email received after booking via the website.

Special arrangements can be made according to each circumstance. Late returns will incur a fee of \$40 per hour to 7pm, after which four day's extra payment will be charged for each day the campervan is absent, if no extension has been authorised.

Vans will be hired with a full tank of fuel and are to be returned full. If they are not full when returned a \$60 fee will be charged.

Vans will be clean when hired and should be cleaned before return. If they are not clean, a \$100 cleaning fee will be charged.

On return we will inspect the vehicle for damage and that the contents are complete and not damaged. The hirer will be liable for any new defects or missing items.

### **3) Costs and Cancellations**

Payment is to be made in full upon booking – or if a deposit has been taken the balance is due at pick up. If cancellation is before 28 days of the pick-up date allows a full refund minus 10% admin fee. If cancellation is within 28 days of the pick-up date, 25% of the gross rental will be forfeited. If cancellation is within 14 days of the pick-up date, 50% of the gross rental will be forfeited. If cancellation is within 7 days of the pick-up date, 100% of the gross rental will be forfeited. No refund for early return.

Direct debit or an international transfer service such as wise.com or revolut is our preferred payment method. CamperCo also accepts MasterCard, Visa, and American Express with a 2% surcharge. All transactions are in NZ dollars and we are unable to accept responsibility for exchange rate fluctuations or bank fees which could vary the amount refunded or charged compared to the quote received.

### **4) Rental Duration & Extensions**

Extensions may be organized subject to availability, at the current rental rate. If the campervan is returned early for any reason after it has been used then no refund is available, unless the hirer has contacted CamperCo and come to an agreement on an early return.

### **5) No Smoking**

All CamperCo vans are completely smoke free. A \$100 cleaning fee will be charged if the campervan smells of smoke on return.

## **6) No Pets**

Animals are not permitted inside the vehicle at any time.

## **7) Insurance and Insurance Excess**

All CamperCo vehicles carry full cover insurance free of charge, with various excess options. To ensure the driver is always covered they must be over 18 years of age, carry their license at all times and abide by following description of use:

- Follow the rules of the NZ road-code
- Drive on NZ public mapped roads only
- Not drive under the influence of alcohol or drugs
- Not engage in stunt driving, racing, or driving on a railway
- Lock the vehicle if left unattended and not leave keys on the vehicle
- Not drive the vehicle in water or on beaches
- Not drive the vehicle in a careless manner
- Wear seat-belts at all times when driving including passengers

If these conditions are breached you may be required to pay up to the full cost of replacement for the vehicle. If any major repairs are required, the hirer must contact CamperCo immediately, and failure to do so may jeopardize any claim that comes about following the conclusion of the hire period.

You will be covered for the cost of damage to third party property or to the rented vehicle for a single vehicle accident, including theft or attempted theft, vandalism, and fire. If the accident is deemed your fault you may be liable for the cost of hiring while the vehicle is under repair, and/or towage costs to Nelson. The insurance does not extend to the items that belong to the hirer which is why we recommend travel insurance.

Any accident must be reported to CamperCo, and to the New Zealand Police immediately. Failure to do so will result in additional \$100 administration fee on top of any excess. As per the insurer's terms and conditions, camperco will hold the full excess amount against the card of the primary hirer until a claim is complete – at which time a refund (if any) will be processed.

If an accident occurs where a third party is at fault, you will either be provided with a replacement campervan, or refunded for the days you lose from the hire period. If you are deemed at fault then the remaining hire charge will not be refunded.

The excess amounts you may be liable for should an insurance claim occur, are as follows:

- \$3,500 excess for drivers over 25
- \$4,000 excess for drivers 21 to 25
- \$4,500 excess for drivers under 21 or those who have had a full license for less than 12 months

You can reduce your excess to zero by paying an extra amount per day, which depends on your age. This means that if there is an insurance claim that complies with the insurance conditions outlined above, you are not liable to pay any excess. These charges are in addition to the daily hire rate and can be selected while making a booking.

- Drivers Over 25  
\$30 per day (capped at \$600 maximum)
- Drivers Aged 21 – 25  
\$35 per day (capped at \$700 maximum)

Zero excess insurance is valid for one claim following which the hirer may choose to take out a second zero excess policy for the daily price relevant to their age group. Each policy is valid for one claim only.

## **8) Mechanical Repairs and Accidents**

If the vehicle is involved in an accident, is damaged, breaks down or requires repair or salvage, regardless of cause, the hirer shall notify the operator of the full circumstances immediately.

The hirer shall not arrange or undertake any repairs or salvage without the operator's authority except to the extent that repairs or salvage are necessary to prevent further damage to the vehicle or to other property.

If the vehicle requires repair or replacement the operator shall, at their discretion, endeavour to repair or replace the vehicle.

In the event that an accident renders the vehicle un-roadworthy, the operator will make no refund of unused hire period and the provision of a replacement vehicle shall be at the operator's sole discretion. In these circumstances the operator shall not be responsible for the cost of transporting the hirer and any accompanying passengers away from the accident location, or responsible for any accommodation costs.

## **9) Child Seating**

It is a legal requirement that all children under 5 years of age must be restrained in an approved child seat appropriate to the size of the child. These may be hired from CamperCo at an extra cost of \$10 per day.

## **10) Unattended Vehicles**

When hire vehicles are not returned to our premises but left to be picked up, the keys must be locked in the boot and not in the main cabin and never visible.

## **11) Special Conditions**

The rental prices and fit out of CamperCo campervans may be subject to change at any time due to upgrades, modifications or conditions out of our control. If prices do change, any customer who has made a booking will be notified immediately.

The rental agreement is a legal binding document which must be signed before any campervan is hired.

## **12) Infringements**

No-one likes a parking fine or speeding ticket, but it happens and sometimes without you even knowing (speed cameras). As a merchant operating in NZ CamperCo retains the right to charge the hirer for any fines associated with the campervan for the period of hire, and any associated administration costs relating to a breach in CamperCo's terms and conditions, and any accidents including third party property damage which was not reported on the return of the vehicle. A fine paid by Camperco on behalf of the hirer incurs a \$20 admin fee.

## **13) CamperCo Van Guide**

Each campervan is equipped with a specific guide to help you navigate around your campervan.

## **14) Gas Cooker**

All campervans have a gas cooker available for use free of charge. Please ensure great care when using these cookers as the gas is highly flammable. The cookers are not be used inside the campervans, there is a small pull out table at the back which will be shown to you on pick up.