

## Terms &amp; Conditions

**CAMPERLAND RENTAL AGREEMENT: TERMS AND CONDITIONS**

This Agreement is executed on the date stipulated within the Rental Agreement between Camperland Limited ("Camperland," "we," "our," or "us") and the individual(s) identified as the Renter on the Rental Agreement documentation ("Renter," "you," or "your"). Both parties expressly acknowledge and agree to the following provisions. We strongly advise thorough review of these terms prior to execution, with any uncertainties addressed through direct consultation with our customer service representatives.

**I. PRELIMINARY PROVISIONS****1. DEFINITIONAL FRAMEWORK**

The following terms shall bear the meanings ascribed herein:

- **"Agreement"** encompasses the executed Rental Agreement form together with these comprehensive Terms and Conditions
- **"Consumer"** shall be construed in accordance with section 2 of the Consumer Guarantees Act 1993
- **"Lessee"** refers to the individual(s) designated as responsible party on the Rental Agreement, inclusive of all authorized operators and any person whose payment instrument is utilized for transactional purposes
- **"Camperland"** denotes Camperland Limited, trading as a registered New Zealand entity
- **"Rental Vehicle"** signifies the motor vehicle particularized in the Rental Agreement, inclusive of any substitute vehicle provided, together with all associated equipment, accessories, tires, tools, and supplementary hire items
- **"Protection Package"** designates the optional liability reduction coverage elected by the Renter at time of agreement execution

*Travel Tip: When planning your New Zealand campervan journey, consider the seasonal variations across regions. The South Island's alpine routes may present challenging conditions during winter months, while North Island coastal roads generally offer more consistent accessibility year-round.*

**2. GOVERNING PRINCIPLES AND JURISDICTION**

This contractual arrangement shall be subject to and interpreted in accordance with New Zealand legislation. All disputes arising from or related to this Agreement shall be resolved through the appropriate judicial channels within New Zealand. The Consumer Guarantees Act 1993 and Fair Trading Act 1986 establish non-negotiable consumer protections that remain fully applicable notwithstanding any provisions herein.

**II. VEHICLE PROVISION AND CONDITIONAL STIPULATIONS****3. VEHICLE CONDITION AT COMMENCEMENT**

Upon execution of this Agreement, the Rental Vehicle shall be delivered in proper operational condition, subject to ordinary wear and tear. The Renter undertakes to return the vehicle in equivalent condition, with the exception of reasonable deterioration through normal usage, excluding damage to windscreen components or tire surfaces. All ancillary equipment, tools, and accessories must be returned to the designated location specified in the Rental Agreement by the stipulated termination date or earlier if expressly requested by Camperland.

**4. PRE-EXISTING DAMAGE DOCUMENTATION**

Any pre-existing damage to the Rental Vehicle shall be formally documented through completion of the Condition Report at the time of vehicle handover. This documentation serves as the definitive record for determining responsibility for damage occurring during the rental period.

**5. VEHICLE COLLECTION AND RETURN PROCEDURES****5.1 Standard Operational Hours**

Vehicle collection services are available Monday through Friday from 9:00 AM to 4:00 PM and on Saturdays and Sunday from 9:00 AM to 12:00 PM. Return procedures must be completed by 4:00 PM Monday through Friday and by 12:00 PM on Saturdays and Sunday. Any collection or return services request outside of normal operational hour or public holiday will incur a fee of NZ\$150.

**5.2 Seasonal Variations**

During low season (1 May to 30 September), branch operating hours may be reduced to 10:00 AM to 3:00 PM on weekdays, with Saturday and Sunday closures. Travelers planning journeys during shoulder seasons should verify current operating hours through our official channels.

*Travel Tip: New Zealand's scenic routes often involve remote areas with limited cellular coverage. We recommend downloading offline maps through the Campermate App before departing urban centers to ensure navigation capability throughout your journey.*

### 5.3 Late Return Policy

A grace period of thirty minutes shall apply following the designated return time. Failure to return the vehicle within this grace period will incur a fee of NZ\$250. Subsequent daily late returns will be charged at NZ\$250 per day. Vehicles returned significantly beyond the agreed timeframe may be reported to appropriate authorities as potentially stolen property.

### 5.4 Early Return and Modification Policy

No financial reimbursement shall be provided for early termination of the rental period. Renters are charged for the entire prearranged duration regardless of actual usage. Credit vouchers for unused days exceeding fourteen (14) days may be issued subject to prior written authorization from Camperland management before vehicle return. Such vouchers shall be calculated based on the daily rate only and are subject to a NZ\$100 administrative fee. Please note that no credit shall be extended for optional extras or damage liability coverage.

## III. RENTAL MODIFICATIONS AND ADJUSTMENTS

### 6. LOCATION CHANGES

Any alteration to the designated return location requires prior written authorization from Camperland Reservations, contingent upon future booking availability. Unauthorized location changes will render the Renter liable for all costs associated with vehicle relocation to the originally specified destination, plus any lost revenue from subsequent bookings.

*Travel Tip: New Zealand's diverse landscapes offer incredible flexibility for campervan travelers. If modifying your route, consider exploring lesser-known regions like the Catlins in the South Island or the Coromandel Peninsula in the North Island, but always ensure compliance with our road usage policies.*

### 7. RENTAL DURATION AND MILEAGE

#### 7.1 Duration Calculation

The rental period commences on the day of vehicle collection and concludes on the day of return, irrespective of specific collection or return times.

#### 7.2 Minimum Rental Periods

Same-city returns and one-way rentals require a minimum rental duration of five (5) days.

#### 7.3 Mileage Policy

All vehicles are provided with unlimited kilometer entitlements included within the rental rate structure.

#### 7.4 Consecutive Rentals

Lessees completing sequential rentals within ninety consecutive days may qualify for extended duration pricing benefits. Such arrangements require pre-approval in writing from Camperland to qualify for applicable long-term rate structures. When a vehicle is returned and a new vehicle is collected on the same calendar date, each rental shall be processed as a separate agreement and billed independently according to its respective rate schedule and contractual terms. For administrative and pricing purposes, multiple rentals shall be treated as distinct agreements regarding one-way relocation fees and minimum rental duration requirements. Each agreement maintains its own minimum term stipulations and associated one-way fee calculations, irrespective of temporal proximity between successive rental periods.

## 8. BOOKING AMENDMENTS AND CANCELLATIONS

### 8.1 Amendment Fees

Changes to same-city return bookings made within twenty-eight (28) days of the scheduled pickup date may incur fees up to NZ\$250. One-way rental modifications within the same timeframe may be subject to fees up to NZ\$500. No amendment fees apply for changes made outside this twenty-eight (28) day window.

### 8.2 Cancellation Policy

For pickups scheduled on or after December 1, 2024:

- Cancellations within fourteen (14) days of pickup: NZ\$250 fee
- Cancellations within seven (7) days of pickup: fifty percent (50%) of total rental cost
- Day-of-pickup cancellations or no-shows: forfeiture of entire rental cost

### 8.3 Equivalent or Upgrade vehicle provision

Camperland maintains the prerogative to provide an equivalent or enhanced vehicle classification at no additional financial obligation when operational exigencies necessitate such modification. Such vehicle substitution constitutes a permissible adjustment under the terms of this agreement and does not warrant financial reimbursement or constitute contractual non-compliance.

*Travel Tip: When planning your New Zealand campervan adventure, consider that vehicle availability can fluctuate during peak tourist seasons. Booking well in advance ensures selection from our full range of vehicles, particularly for popular itineraries traversing both North and South Islands during summer months.*

### 8.4 Voluntary Vehicle Downgrade Provisions

Should the Lessee elect to transition to a vehicle classification of lesser specification than originally contracted, no financial adjustment or reimbursement shall be applicable to the rental agreement. All pricing structures remain fixed according to the initial reservation parameters regardless of subsequent vehicle classification changes initiated by the Lessee.

## IV. OPERATOR ELIGIBILITY AND USAGE RESTRICTIONS

### 9. DRIVER QUALIFICATIONS

### 9.1 Minimum and Maximum Ages

All drivers must be between eighteen (18) and eighty (80) years of age inclusive.

### 9.2 License Requirements

Each authorized driver must possess a valid full driver's license (state, national, or international) presented at time of vehicle collection. Non-English licenses require either an International Driving Permit or official translation from an NZ Transport Agency recognized translator.

A licence classified as, or comparable to, a Green P licence or a New Zealand restricted driver's licence will be accepted. However, the Authorised Driver agrees to be bound by any restrictions or conditions imposed on, or in connection with, that licence. The Authorised Driver acknowledges that any Liability reduction benefit may be voided, and Camperland reserves the right to terminate the rental agreement, if such licence restrictions or conditions are not strictly adhered to.

### 9.3 Additional Drivers

A fee of NZ\$1 per day (capped at NZ\$25) applies for each additional authorized driver. All additional drivers must be documented and sign the Rental Agreement in person at a Camperland branch.

## 10. PROHIBITED OPERATING CIRCUMSTANCES

### 10.1 The Rental Vehicle must not be operated by:

- Individuals not expressly identified in the Rental Agreement
- Persons lacking appropriate license classification for the vehicle type
- Operators is under the influence of any intoxicating substance or drug, exceeding legal blood alcohol concentration limits
- Individuals who have provided false identification or license information
- Drivers whose license has been suspended or cancelled within the preceding three years

### 10.2 Restricted Vehicle Applications

The Lessee expressly acknowledges and agrees that the Rental Vehicle shall not be utilized under any of the following circumstances:

- Commercial Passenger Transport: Operation of the vehicle for the purpose of transporting individuals in exchange for monetary compensation or other forms of remuneration is expressly prohibited. This restriction extends to informal ride-sharing arrangements and any form of passenger transport exceeding personal recreational use.
- Hazardous Material Transportation: The conveyance of flammable substances, explosive compounds, or corrosive agents within the vehicle's interior or cargo compartments is strictly forbidden without prior written authorization from Camperland management.
- Unauthorized Towing Operations: The vehicle must not be employed to tow or propel any trailer, boat, additional vehicle, or other object without explicit written permission from Camperland. Any such authorization must be obtained prior to engaging in towing activities and may be subject to specific vehicle compatibility assessments.

*Travel Tip: When exploring New Zealand's extensive network of lakes and coastal areas, remember that many popular fishing spots require separate boat transportation arrangements. Camperland does not provide authorization for vehicle towing of watercraft, so plan alternative transportation methods for your recreational equipment.*

- Excessive Loading Conditions: The vehicle must not be operated with passenger counts or cargo weights exceeding legal limitations established by New Zealand transport regulations. Furthermore, the vehicle shall only be utilized for purposes consistent with its original design specifications and intended recreational camping functionality.
- Competitive Driving Activities: The vehicle is expressly prohibited from being used in racing competitions, pacemaking exercises, reliability trials, speed testing, hill climbing events, or any preparatory activities designed for participation in such competitive driving scenarios.
- Reckless Operation: Operation of the vehicle in a manner demonstrating disregard for safety standards, negligent driving practices, or failure to maintain appropriate control under prevailing road conditions constitutes a breach of this Agreement.
- Illegal Purposes: The vehicle must not be employed in connection with any activity that violates New Zealand statutes, local ordinances, or international laws applicable within New Zealand jurisdiction.
- Road Rule Violations: Operation contrary to established New Zealand Road Rules, including but not limited to speed limits, right-of-way protocols, and traffic signaling requirements, is strictly prohibited.

### 10.3 Title Retention And Possession Restrictions

Camperland maintains absolute title and ownership of the Rental Vehicle throughout the duration of this Agreement. The Lessee expressly warrants that they shall not, under any circumstances, attempt, purport, or endeavor to sell, transfer, sublease, loan, pledge, mortgage, hire out, or otherwise relinquish physical possession of the vehicle, or engage in any transaction that would impair Camperland's proprietary rights in the vehicle. This restriction extends to all accessories, equipment, and components originally supplied with the vehicle.

*Travel Tip: New Zealand's diverse landscapes often tempt travelers to explore off-the-beaten-path locations. Remember that while our vehicles are designed for adventure, they remain the property of Camperland at all times. If you encounter particularly scenic routes that require special vehicle capabilities, contact our customer service team for guidance on appropriate alternatives rather than attempting modifications.*

### 10.4 Interior Prohibitions

The following activities are expressly forbidden within the vehicle's passenger compartment and living areas:

- The ignition or use of tobacco products, vaping devices, or any combustion-based smoking apparatus is strictly prohibited throughout the vehicle's interior spaces.
- The transportation of domesticated animals, wildlife, or other living creatures is forbidden, with the sole exception being certified service animals specifically designated as registered guide dogs pursuant to New Zealand disability legislation.
- The utilization of open-flame devices including candles, incense burners, or mosquito coils within the vehicle's enclosed spaces is expressly prohibited due to fire hazard risks associated with campervan construction materials.

*Travel Tip: When traveling through New Zealand's national parks and conservation areas, many travelers wish to bring companion animals for the journey. While our policy prohibits pets in rental vehicles, numerous New Zealand accommodations and attractions are pet-friendly. Consider researching pet-friendly lodging options in advance if traveling with animal companions, as many campgrounds offer designated pet areas separate from standard camping zones.*

## 10.5 Operational Discretion in Rental Approvals

Camperland retains absolute discretion to decline any rental arrangement based on operational requirements, safety considerations, or compliance verification. This authority extends to situations where documentation verification cannot be satisfactorily completed, driving eligibility cannot be confirmed, or when operational protocols indicate potential risk factors that contravene established safety standards or regulatory requirements.

## 11. RESTRICTED ROAD USAGE

### 11.1 Permitted Road Surfaces

Vehicles may only be driven on sealed or bitumen roads, or well-maintained access roads not exceeding five hundred (500) meters in length to recognized campgrounds and parking areas. Travel on unsealed roads voids liability reduction options and renders the Renter fully responsible for any resulting damage.

### 11.2 Specific Prohibited Routes

Unauthorized travel on Ninety Mile Beach (Northland), Skippers Road (Queenstown), Crown Range Road (Queenstown), Ball Hut Road (Mt Cook), or the Coromandel Peninsula north of Colville Township is expressly prohibited. Vehicles are also prohibited on ski field access roads between June 1 and October 31.

*Travel Tip: New Zealand's Department of Conservation maintains numerous designated self-contained vehicle parking areas. Utilizing these approved locations ensures compliance with local regulations while providing access to essential amenities for campervan travelers.*

## V. MAINTENANCE AND OPERATIONAL RESPONSIBILITIES

### 12. FLUID AND TIRE MAINTENANCE

#### 12.1 Daily Inspection Requirement

The Renter assumes responsibility for daily verification of all fluid levels and tire conditions. Any defects must be promptly reported to Camperland using the designated contact channels.

#### 12.2 Critical Operational Alerts

- **Coolant Levels:** Immediate contact required if vehicle requires addition of more than 0.5 liters of water daily
- **Overheating:** Operation must cease immediately if temperature gauge indicates abnormal readings
- **Tire Conditions:** Daily inspection for tread depth, uneven wear, and visible damage is mandatory

*Travel Tip: When traveling through New Zealand's mountainous regions, particularly in the South Island, be mindful of changing weather conditions that can affect road surfaces. Carry appropriate emergency supplies including water, food, and warm clothing, especially when traversing high-altitude passes.*

### 13. FUEL MANAGEMENT

The Rental Vehicle shall be provided with a full fuel tank and must be returned in equivalent condition. A refueling charge of NZ\$2.90 per liter plus NZ\$50 service fee applies for returns with less than full tanks. Fuel receipts verifying refueling within ten kilometers of the return location must be provided.

## VI. LIABILITY STRUCTURE AND SECURITY PROVISIONS

### 14. SECURITY BOND FRAMEWORK

#### 14.1 Basic Protection

All rentals include Basic Protection with a security bond of NZ\$3,500 pre-authorized on a valid Visa or MasterCard at time of vehicle collection with limits rollover/write-off liability to NZ\$50,000

#### 14.2 Liability Reduction Options

Renters may elect enhanced protection through the following options:

- **Premium Protection:** Available at NZ\$45 per day
  - Eliminates security bond requirement (NZ\$0)
  - Zero damage liability (excess) (NZ\$0)
  - Limits rollover/write-off liability to NZ\$0
  - Includes coverage for one front windscreen replacement
  - Covers up to two tire replacements
  - Includes one additional driver and supplementary accessories (camping table, chairs, solar shower, butane canisters)
  - Maximum payable: fifty (50) days
- **Enhanced Protection:** Available at NZ\$35 per day
  - Eliminates security bond requirement (NZ\$0)
  - Zero damage liability (excess) (NZ\$0)
  - Limits rollover/write-off liability to NZ\$10,000
  - Includes coverage for one front windscreen replacement

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- Covers up to two tire replacements
- Maximum payable: fifty (50) days

*Travel Tip: New Zealand's varied terrain requires particular attention to vehicle maintenance. When traveling through remote regions like Fiordland or Central Otago, ensure your vehicle is in optimal condition before departure, as service facilities may be limited.*

## 15. FULL LIABILITY SCENARIOS

The Lessee assumes absolute financial accountability for all charges, damages, expenditures, and associated costs arising from the following circumstances:

- **Contractual Non-Compliance:** All loss or damage attributable to violation of Agreement terms by the Lessee or any authorized operator of the Rental Vehicle.
- **Restricted Usage Violations:** Any damage incurred through operation contrary to the provisions specified in Sections 10 (Prohibited Operating Conditions), 11 (Road Restrictions), or 12 (Maintenance Requirements) of this contractual arrangement.
- **Negligent Operation:** Damage resulting from failure to exercise due diligence and prudent driving practices while operating the Rental Vehicle.
- **Unauthorized Terrain Navigation:** Damage sustained through travel on unsealed surfaces or coastal beach environments, which voids all liability reduction provisions and renders the Lessee fully responsible for repair costs.
- **Hydrological Exposure:** Damage caused by partial or complete submersion of the vehicle in any aqueous medium, including but not limited to floodwaters, river systems, marine environments, or other liquid sources.
- **Willful Misconduct:** Damage attributable to deliberate or reckless actions by the Lessee, including but not limited to occupying the vehicle's hood or rooftop surfaces.
- **Fuel Contamination:** Damage resulting from the introduction of inappropriate or compromised fuel sources into the vehicle's propulsion system.
- **Improper Traction Devices:** Damage caused by the incorrect application or inappropriate usage of snow traction chains.
- **Personal Effects:** Loss or damage to any personal property belonging to the Lessee or accompanying passengers during the rental period.
- **Structural Components:** Damage to the vehicle's external awning system, overhead roof structure, or undercarriage components.
- **Maintenance Negligence:** Damage arising from the Lessee's failure to conduct required tire inspections, maintain appropriate fluid levels, or promptly address and report known mechanical deficiencies.
- **Key Management:** All expenses associated with replacement of lost, damaged, or stolen keys, retrieval of keys inadvertently secured within the vehicle, or vehicle recovery following unauthorized access due to inadequate security measures.
- **Regulatory Non-Compliance:** Loss or damage determined by relevant authorities to have resulted from negligent or intentional violation of vehicular traffic legislation, resulting in damage to the Rental Vehicle, third-party vehicles, or other property.
- **Safety Protocol Failure:** Damage stemming from the Lessee's neglect to implement reasonable security measures for the vehicle and its components, or failure to adhere to operational restrictions, including any form of improper vehicle utilization.
- **Terrain Recovery:** Costs associated with vehicle extraction when immobilized in saturated terrain, sandy substrates, or muddy conditions.
- **Personal Property:** Damage to or loss of personal effects belonging to the Lessee or any occupants of the Rental Vehicle.

*Travel Tip: When exploring New Zealand's diverse landscapes, particularly in regions like the Central Plateau or West Coast where weather conditions can change rapidly, always exercise caution when approaching water crossings. Many New Zealand rivers and streams can transform from calm to hazardous in minutes during rainfall events. Remember that "no-fault" accident coverage applies to medical treatment but not vehicle damage, making careful driving essential in these beautiful but challenging environments.*

### 15.1 Continuing Obligations

The financial responsibilities enumerated in this Section 15, together with the insurance provisions detailed in Section 16, shall remain fully operative and enforceable notwithstanding the formal conclusion or termination of this rental agreement. These provisions constitute continuing obligations that survive the return of the Rental Vehicle and completion of the rental period.

## VII. INCIDENT MANAGEMENT AND SUPPORT SERVICES

### 16. ACCIDENT PROCEDURES

In the event of an accident, the Renter must:

- Document location, date, and time
- Collect names, addresses, and vehicle registrations of all involved parties
- Record the other party's insurance information
- Refrain from admitting fault or assigning blame
- Report to law enforcement within twenty-four hours
- Notify Camperland within twenty-four hours
- Complete the official Camperland Accident Form

#### 16.1 Accident Compensation Scheme

All individuals within New Zealand territory, inclusive of international visitors, are automatically enrolled in the Accident

Compensation Corporation (ACC) scheme, which provides comprehensive no-fault medical coverage for injuries sustained in accidents. This statutory scheme is financially supported through levies incorporated within vehicle licensing fees. For authoritative information regarding coverage parameters and claim procedures, please consult the official resources available at [www.acc.co.nz](http://www.acc.co.nz). The ACC framework extends to all parties involved in accident scenarios, including third-party claimants. While this scheme comprehensively covers medical treatment and rehabilitation expenses incurred within New Zealand, it does not substitute for comprehensive travel insurance and specifically excludes coverage for non-accident-related illnesses, itinerary disruptions, or emergency transportation required for repatriation. We strongly advise all travelers to secure appropriate travel insurance prior to arrival in New Zealand to ensure comprehensive protection throughout their journey.

*Travel Tip: When exploring New Zealand's remote regions like the West Coast or Fiordland, remember that medical facilities may be limited. While ACC provides excellent coverage, having supplemental travel insurance ensures access to evacuation services if needed, particularly when venturing into areas with limited healthcare infrastructure.*

## 16.2 Insurance Benefits And Eligibility

Subject to compliance with all stipulated terms of this Agreement, Camperland shall extend to the Lessee the benefit of its comprehensive insurance policy administered through authorized insurers. This coverage encompasses loss or damage to the Rental Vehicle (including associated legal costs incurred with prior written authorization) and third-party property damage claims, with the explicit exclusion of property owned by the Lessee, accompanying passengers, or any items under the Lessee's physical or legal custody.

## 16.3 Conditions Excluding Insurance Coverage

The insurance benefits referenced in Section 16.2 shall be rendered null and void under the following circumstances:

- **Unfulfilled Financial Obligations:** When the applicable security bond or elected liability reduction option amount specified in the Rental Agreement remains unpaid in full.
- **Contractual Violations:** Upon breach of any term or condition stipulated in this Agreement, including but not limited to special provisions documented within the Rental Agreement.
- **Alternative Insurance Coverage:** If the Lessee maintains coverage under any other applicable insurance policy that would supersede the benefits provided herein.
- **Non-Compliance with Claims Protocol:** Failure to provide requested information and assistance, or refusal to authorize Camperland's insurer to initiate, defend, or settle legal proceedings at its sole discretion, while acknowledging Camperland's exclusive authority over such proceedings.
- **Authorized Claims Management:** Should coverage be extended by our insurer:
  - The Lessee expressly authorizes our insurer to commence, defend, or settle legal proceedings at its sole discretion
  - Our insurer retains exclusive authority over all proceedings
  - All proceedings shall be conducted in the Lessee's legal name

*Travel Tip: New Zealand's diverse terrain presents unique driving challenges. When traversing mountain passes like Arthur's Pass, maintain heightened awareness of changing road conditions. While our insurance framework provides essential protection, safe driving practices remain your first line of defense against accidents in these spectacular but demanding landscapes.*

## 16.4 Security Bond Requirements

A valid Visa or MasterCard credit facility is mandatory for security bond authorization. Lessees without access to these specific card networks should contact Camperland immediately to arrange completion of a credit card authorization form, enabling the use of a family member's or guarantor's eligible card.

Upon vehicle collection, a security bond must be formally established. The specific bond amount corresponds directly to the liability reduction option elected by the Lessee. Payment acceptance is strictly limited to signed credit card preauthorization with sufficient available funds. Importantly, the security bond amount will not be immediately debited from the Lessee's account at the time of authorization.

## 16.5 Accident Liability Framework

In the unfortunate event of an accident, the Lessee assumes financial responsibility for third-party property damage and vehicle damage up to the applicable security bond amount, provided no terms of this Agreement have been violated. Should any breach of contractual terms occur, the Lessee becomes fully liable in accordance with Section 15 and forfeits all liability reduction options referenced in Section 14. Additional responsibilities include a NZ\$150 administrative fee and demurrage costs for the period during which the vehicle remains unavailable due to repair requirements. The security bond is payable immediately upon accident reporting to Camperland, irrespective of fault determination, and not deferred until the conclusion of the rental period.

A single security bond applies per incident of accident or damage, not per rental period. Consequently, following accident reporting to Camperland, an additional security bond must be preauthorized to permit continuation of the rental agreement.

*Travel Tip: When driving New Zealand's coastal routes like the Pacific Coast Highway, maintain heightened awareness of sudden weather changes that can affect road conditions. The security bond framework provides essential protection, but safe driving practices—particularly in areas with limited cell service—remain critical for preventing accidents in these remote locations.*

## 16.6 Claims Processing And Resolution

Should an accident render the Rental Vehicle inoperable, Camperland retains sole discretion regarding the provision of an alternative vehicle. In circumstances where no replacement vehicle is available, Camperland's liability is strictly limited to refunding any remaining unused rental charges.

Upon vehicle return, any damage will be addressed through utilization of the security bond to cover repair costs up to the Lessee's liability threshold. Should the damage result from a breach of Agreement terms and the security bond proves insufficient, the Lessee will be charged for all additional costs.

In no-fault accident scenarios, Camperland will pursue recovery of associated costs from the responsible third party and subsequently refund the Lessee, subject to a minimum administrative fee of NZ\$150 applied to all recovered amounts.

The Lessee expressly acknowledges that resolution of third-party claims related to accidents may require extended periods, potentially spanning multiple months or even years before final settlement.

All accidents and damage incidents must be reported to Camperland's dedicated Customer Assistance Line at 0800 200 666

(landline) or +64 22 582 0306 (mobile/international) within twenty-four hours of occurrence to ensure proper documentation and claims processing.

## 17. ROADSIDE ASSISTANCE

### 17.1 Emergency Support

A 24-hour roadside assistance service is provided by AUTO CLUB. Contact number: 0800 734 543.

### 17.2 Non-Mechanical Call-Outs

Roadside assistance for Renter-caused issues (running out of fuel, flat batteries, locked keys, vehicle bogging) incurs a NZ\$165 charge payable directly to the service provider.

### 17.3 Customer Assistance

Camperland's customer assistance line operates:

- Monday-Friday: 9:00 AM to 6:00 PM
- Saturday/Sunday/Public holidays: 11:00 AM to 3:00 PM
- Freecall number: 0800 200 666 (landline only)

*Travel Tip: New Zealand's scenic routes often involve narrow roads and blind corners. When traveling through popular tourist areas like Queenstown or Rotorua, allow additional travel time during peak seasons and be prepared to yield to oncoming traffic on single-lane bridges.*

## VIII. ADDITIONAL SERVICES AND EQUIPMENT

### 18. SUPPLEMENTAL EQUIPMENT

#### 18.1 Navigation Technology

- GPS unit: NZ\$7 daily (max NZ\$140 for 20 days)
- Tablet device: NZ\$10 daily (max NZ\$150 for 15 days)
- Loss/damage liability: up to NZ\$250

#### 18.2 Living Amenities

- 2-3 berth campervans: NZ\$45 one-time fee for essential living equipment (sleeping bags, bed sheets, pillows, pillow cases, bed sheets, bath towels, cookeries, cutlery and utensils)
- Additional person equipment: NZ\$25

#### 18.3 Child Safety Equipment

- Baby seats: NZ\$45/hire (not compatible with 3-berth campervans)
- Booster seats: NZ\$45/hire (suitable for children aged 4-7 years)

#### 18.4 Accessories

- Outdoor chair: NZ\$15/hire
- Outdoor table: NZ\$30/hire
- 240V Heater: NZ\$25/hire
- Snow Chain: NZ\$40/hire
- Solar Camping Shower 20L: NZ\$20/hire
- Camping Power Station 1028W: NZ\$30/day

### 19. SELF-CONTAINED CERTIFICATION

Certain campervans possess self-contained certification requiring proper toilet management. Failure to empty and clean the toilet before return incurs a NZ\$150 charge. This certification remains valid only when the toilet facility is present and operational.

## IX. GENERAL PROVISIONS

### 20. PAYMENT TERMS

#### 20.1 Deposit Requirements

Direct bookings require a minimum deposit of NZ\$250 to secure reservation. Full balance is due at vehicle collection.

#### 20.2 Payment Methods

Camperland accepts the following payment methods for rental charges and additional products:

- Creditcards: Visa and MasterCard
- Debitcards: Visa Debit and MasterCard Debit
- Cash (New Zealand dollars only), for full payment at the time of vehicle collection
- Banktransfers (NZ direct credit), provided the full rental payment is received at least 21 days prior to the rental commencement date.

#### 20.3 Card and Administration Fee

Non-refundable credit card and administration fee of 2.9% applies to all transactions made using Visa or MasterCard — whether processed as credit or debit. This fee is applied to all rental charges and additional products, regardless of the linked account type (e.g. savings, credit, or transaction account).

#### 20.4 Cash Payment Conditions

Cash is accepted only at the time of vehicle collection and cannot be used for the liability deposit (bond). Maximum cash payment limit may apply in accordance with New Zealand anti-money laundering regulations.

#### 20.5 Bank Transfer Conditions

Bank transfers are not accepted as payment at pickup. All bank transfer payments must be received in full no later than 21 days prior to rental commencement. Bank transfers cannot be used for the liability deposit.

#### 20.6 Liability Deposit (Bond)

The liability deposit will be held via pre-authorisation on a valid credit card presented at pickup. Cash and bank transfers are not acceptable for the deposit. The card used for the pre-authorisation must remain valid for the duration of the rental.

#### 20.7 Card Authorisation and Post-Rental Charges

By providing a credit card, you irrevocably authorise Camperland to charge the card for any amounts due under this Agreement, including excess charges, additional fees, or costs arising after rental (e.g. damage, cleaning, late return), even if the rental has concluded. If payment was made by, or directed to, a third party (e.g. travel agent, tour operator) who fails to settle outstanding amounts, you agree to pay the full amount on demand and authorise Camperland to use your card for such recovery.

#### 20.8 Fee Changes

All fees, including the card and administration fee, are subject to change without notice. The applicable fee will be based on the rate in effect at the time of transaction.

### 21. TRAFFIC INFRINGEMENTS

A non-refundable processing fee of NZ\$50 applies per infringement, toll notice, or offense. The Renter remains responsible for payment of the original fine or toll amount and has the right to challenge, complain about, query or object to the alleged offence to the issuing enforcement authority.

### 22. CLEANING STANDARDS

Vehicles must be returned in washed, vacuumed, and tidy condition. Alternatively, a NZ\$100 cleaning fee may be paid at any time. Excessively dirty vehicles will incur a minimum NZ\$200 cleaning charge.

### 23. INDEMNITY AND LIMITATION

The Renter agrees to indemnify Camperland against all claims arising from Agreement breaches. To the extent permitted by New Zealand law, Camperland's total liability is capped at the amount paid by the Renter for vehicle rental.

### 24. DISPUTE RESOLUTION

All complaints shall be managed in accordance with our formal Dispute Resolution Process, accessible at [www.camperland.co.nz/disputeresolution](http://www.camperland.co.nz/disputeresolution). For consumer rights information, please visit [www.consumerprotection.govt.nz](http://www.consumerprotection.govt.nz).

*Travel Tip: New Zealand's weather can change rapidly, particularly in alpine regions. Always check MetService forecasts before departing each day and be prepared to adjust your itinerary accordingly. The Southern Alps frequently experience sudden weather shifts that can impact road conditions.*

This document constitutes the complete understanding between the parties regarding the subject matter herein. All Renters are encouraged to review the most current version of these Terms and Conditions available on our official website prior to finalizing any rental agreement. For additional information or clarification regarding any provision, please contact our customer service representatives at 0800 200 666.

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#### CONTACT US

[📍 Address: 300 Hasketts rd, Yaldhurst, Christchurch](#)  
[✉ Email: \[info@camperland.co.nz\]\(mailto:info@camperland.co.nz\)](#)  
[☎ Tel: 0064--800200666](#)  
[📞 Office Bookings: 0064--212786066](#)

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