

# Terms and Conditions

Standard Rates include:

- ✓ Unlimited kilometres
- ✓ Standard Kiwi Campers Bronze vehicle insurance
- ✓ NZRA 24-hour roadside assistance throughout NZ
- ✓ Complimentary transfers between the hours of 10am and 3pm
- ✓ Good and Services Tax (GST)
- ✓ Kitchen Items – plates, knives, forks, spoons, can opener, bottle opener, mixing bowl, saucepans, frying pan, cooking utensils, chopping board, kettle, toaster, and tea towels
- ✓ Linen – complimentary bedding (includes sheets, blankets, pillows cases and towels)

Equipment for Original Black Sheep and Sleeper vans 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. **The vehicle must be returned by 4:00PM on the day and location stated on your contract. Any vehicle returning after 4:00PM will incur a late drop off fee.**

## 2. Hours of Operation

**High Season:** (01 Oct – 30 April)

Monday to Sunday 8:30am – 5:00pm

Public Holidays 10:00am – 3:00pm

**Low Season:** (01 May – 30 Sep)

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 pick-up time from the depot is 4:00PM during High Season and 3:00PM in the Low Season, so please consider your hire start date with this in mind. If your flight arrival does not allow sufficient time to be at the depot by these times, please plan for an overnight stay before your hire**

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

## 3. Drivers Requirements and Licence

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.

**Drivers must provide evidence of date of entry into New Zealand.**

**Can You Drive In New Zealand?**

An international licence is acceptable. **If your overseas driver licence isn't in English you must provide an International Licence or an accurate accurate English translation issued by:**

- ✓ A translation service approval by the NZTA (visit our website at [www.nzta.govt.nz/driver-licences/new-residents-and-visitors/approved-translators/](http://www.nzta.govt.nz/driver-licences/new-residents-and-visitors/approved-translators/)); or,
- ✓ A diplomatic representative at a high commission, embassy or consulate; or,
- ✓ The authority that issued your licence.

## 4. Minimum Hire Periods

For all **Kiwi 4, 6 and 7 berth** vehicles there is a minimum hire period of 10 days for bookings between 1 May and 30 September and 14 days for bookings between 1 October and 30 April.

**For Original Sleepers and Original Black Sheep** there is a minimum hire period of 7 days for bookings between 1 May and 30 September and 10 days for bookings between 1 October and 30 April.

**For all other Kiwi vehicles** there is a minimum hire period of 7 days between 1 May and 30 September and 14 days for bookings between 1 October and 30 April.

Minimum rental periods are subject to further change during peak seasons.

It is possible to commence your hire in Christchurch and finish it in Auckland (or 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 – a one-way fee of NZ \$250.00 applies.
- 1 April to 30 September – a one-way fee of NZ \$100.00 applies.

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

- 1 October to 31 March – a one-way fee of NZ \$150.00 applies.
- 1 April to 30 September – no one-way fee applies.

## 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 of the vehicle in Auckland and Christchurch. If you are unsure if your accommodation will qualify for a pick-up or drop-off please do not hesitate to get in contact with us. **Please note that complimentary transfers are on the hour every hour, and only available during the High Season between the hours of 10:00AM and 3:00PM.**

## 7. Deposit and payments

To secure the booking a **non-refundable deposit of 10% of the booking value or a minimum of \$300.00, whichever is the greater, is required.** This deposit may vary if the booking is through an agent of Kiwi 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. Payment

**All Credit Card transactions are conducted in New Zealand dollars.**

Our preferred payment method is by Credit Cards Debit Cards, and EFTPOS cards. We accept Visa and MasterCard transactions (including the security bond) and a charge of 2% applies on these credit cards.

We do not accept payment in cash.

## 9. 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 take 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 bond. Where a credit card is not available, a security bond is required. Once the vehicle is returned, we will retain \$500.00 of the security bond for any traffic infringements for 28 days and refund the balance.**

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 driving around New Zealand. **This will be refunded 28 days from the return of your vehicle.**

## 10. Cancellations

Please note that your deposit is non-refundable. Cancellation fees are as follows:

### **20 – 28 days**

20% of rental is retained by Kiwi Campers

### **10 – 19 days**

60% of rental is retained by Kiwi Campers

## 0 – 9 days

100% of rental is retained by Kiwi Campers

## Cancelled on the day or No Show

100% of rental is retained by Kiwi Campers

**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 (that is, 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 Campers may at its discretion treat any amendment to decrease the booking as a cancellation.

Any amendment to change the pick up 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.

From time-to-time Kiwi Campers may have to cancel bookings due to circumstances beyond our control. Before doing so we shall endeavour to place the customer into an alternative vehicle but this is not guaranteed. This shall entitle the hirer to a full refund of their booking but shall not entitle the hirer to subsequential damages.

## 11. Force Majeure

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, clause 10 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.

## 12. Road Restrictions

Hirers are permitted to drive their vehicle on any road in New Zealand except the following which are prohibited under all circumstances:

- ✔ Ninety Mile Beach – Northland
- ✔ North of Colville Township – Coromandel Peninsula
- ✔ Tapu-Coroglen Road – Coromandel Peninsula
- ✔ Skippers Canyon Road – Queenstown
- ✔ Ball Hutt Road – Mt. Cook
- ✔ Vehicle are not permitted on all ski field's access roads in both the North and South Islands from 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 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 traveling, or having traveled on, unsealed road.**
- ✔ Kiwi Campers reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions.

**Please note that if these road restrictions are breached, all insurances will become null and void and the hirer will be liable for the full cost of any and all damages incurred.**

## 13. Vehicle Substitution and Design

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

Vehicle cannot be requested by make or model, only by vehicle category.

We are unable to guarantee an automatic transmission.

Should the renter decide to take a lesser vehicle that booked then they are not be entitled to any refund.

## 14. Smoking

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

## 15. Insurance – Standard Rates

All our standard rates include standard Bronze Insurance.

**The hirer is liable for all damage 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 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 reductions are unable to be refunded.

**Please Note: Third party insurance is not compulsory in New Zealand and claims can take months to resolve. For peace of mind Kiwi Campers recommends the hire to take Platinum Insurance.**

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

## 16. Insurance Options

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

Additional insurance / liability reduction is charged on a per day basis. A maximum of fifty days will be charged to reduce your excess.

### ✔ BRONZE Insurance Cover

#### **Kiwi 4 & 6/7 Berths**

Cost per day: not included

Bond: \$6,000

Liability: \$6,000

#### **Kiwi Deluxe Euro 2 ST, Kiwi 2/3 ST**

Cost per day: not included

Bond: \$5,000

Liability: \$5,000

#### **Kiwi Dart, Kiwi 2, Euro 2 ST, Kiwi Hi 5, Original 3, Original Black Sheep, and Original Sleeper**

Cost per day: not included

Bond: \$4,000

Liability: \$4,000

### ✔ SILVER Insurance Cover

#### **Kiwi 4 & 6/7 Berths**

Cost per day: \$30 per day

Bond: \$3,000

Liability: \$3,000

#### **Kiwi Deluxe Euro 2 ST, Kiwi 2/3 ST**

Cost per day: \$25 per day

Bond: \$2,000

Liability: \$2,000

#### **Kiwi Dart, Kiwi 2, Euro 2 ST, Kiwi Hi 5, Original 3, Original Black Sheep, and Original Sleeper**

Cost per day: \$15 per day

Bond: \$1,250

Liability: \$1,250

### ✔ GOLD Insurance Cover

#### **Kiwi 4 & 6/7 Berths**

Cost per day: \$45 per day

Bond: \$1,250

Liability: \$1,250

#### **Kiwi Deluxe Euro 2 ST, Kiwi 2/3 ST**

Cost per day: \$35 per day

Bond: \$1,000

Liability: \$1,000

#### **Kiwi Dart, Kiwi 2, Euro 2 ST, Kiwi Hi 5, Original 3, Original Black Sheep, and Original Sleeper**

Cost per day: \$22.50 per day

Bond: \$750

Liability: \$750

Gold insurance cover includes the following extras:

- Picnic table & chairs (one chair for each person traveling)
- Baby seat and/or child booster seat

### ✔ PLATINUM Insurance Cover

#### **Kiwi 4 & 6/7 Berths**

Cost per day: \$70 per day

Bond: \$0

No CC Bond: \$500

Liability: \$0

### **Kiwi Deluxe Euro 2 ST, Kiwi 2/3 ST**

Cost per day: \$45 per day

Bond: \$0

No CC Bond: \$500

Liability: \$0

### **Kiwi Dart, Kiwi 2, Euro 2 ST, Kiwi Hi 5, Original 3, Original Black Sheep, and Original Sleeper**

Cost per day: \$35 per day

Bond: \$0

No CC Bond: \$500

Liability: \$0

Platinum insurance cover includes the following extras (please advise us which free accessories you require prior to pick up):

- ✔ Baby Seat, Picnic Table and Chairs for each person traveling.
- ✔ One windscreen replacement, multiple windscreen chips and two tyres will be covered for accidental damage

**Please note: Platinum insurance does not cover any damage to the hirers vehicle or third party property, either through negligence or wilful misconduct. This includes but is not limited to smashing or breaking of vents by trees leaving the vent open whilst driving, leaving windows open (except drivers and passengers) whilst driving, not avoiding objects close to the vehicle – scraping either side and above and 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 Campers reserve the right to agree to a renewal of any insurance policy or to cancel the hire at the hirer's cost.

## **17. Insurance Exceptions**

**The hirer is completely liable for all damage to a Kiwi Campers vehicle or third party property where:**

- 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 whilst driving, leaving windows open (except drivers and passengers) whilst driving, not avoiding objects close to the vehicle – scraping either side and above and under the vehicle, etc.
- 3 Incorrect or contaminated fuel is used (this includes running out of fuel, putting non-fuel into the fuel tank 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 contacted Kiwi Campers 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 Campers request, does not complete an insurance claim form following an accident.
- 16 The hirer is charged by the New Zealand Police for a traffic infringement after an accident.

## **18. 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 first choice may not be available. Please note the Hirer is fully liable for all costs if the accessories are lost, damaged or stolen regardless of what Liability Reduction Option was taken.

If a baby seat is selected the hirer must install the child seats and make sure the restraints are installed correctly to New Zealand legislation. In the event of an accident, Kiwi Campers will NOT be liable for any loss or damage in relation to child restraints. The legal responsibility of the child's parents or guardian to ensure that their child is properly restrained.

Ensure that the gas bottles are off (closed) whilst driving and that the rear or sliding door or windows of the vehicle are open when the gas cooker is used.

## **19. On-Road Assistance – Mechanical Faults**

If the vehicle has any mechanical failures these problems must be reported to Kiwi Campers (03 360 2641) as soon as possible in order to give Kiwi Campers the opportunity to rectify the problems during the rental.

Please Note: This service does not cover failures resulting in the hirer's action or inaction which includes, but is not limited to the following:

- ✓ The vehicle running out of fuel or incorrect fuel being used
- ✓ All costs to replace keys which have become lost, broken, damaged, stolen or of retrieval of keys which have 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
- ✓ A breakdown resulting from damage caused in an accident
- ✓ A breakdown caused by willful neglect

Kiwi Campers Uses New Zealand Roadside Assistance. The hirer will be liable for a charge by the road-side assistance provider in the event assistance is required for the above. In addition, this includes any vehicle recovery assistance and towing in the event of an accident. These terms and conditions of hire authorises Kiwi Campers or New Zealand Roadside Assistance to charge the hirer directly.

The hirer is not entitled to any refund at the end of the hire period unless Kiwi Campers has been advised of the problem earlier and has been given the opportunity to rectify the situation. Kiwi Campers does not accept any liability for any claims made after this point.

Kiwi Campers is not liable for any delays in getting repair done caused by the breakdown on a public holiday. A refund can only be requested if the breakdown was directly caused for a delay in travel of 48 hours or more. If the delay is less than 48 hours in one location Kiwi Campers can deny a refund request at their own discretion.

## 20. 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 to the oil, water and batteries. The hirer shall be liable for any cost associated with the incorrect use of fuel (fuel being diesel or petrol), 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 not to disrupt the road trip any further, 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 Kiwi Campers as soon as possible in order to give Kiwi Campers the opportunity to rectify the problem. Failure to do so will compromise any claims as we cannot accept liability for any claims submitted after this period. Kiwi Campers will endeavour to facilitate on-road repairs.

## 21. 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, Kiwi Campers will make the refund back on the original credit card charged. All refunds will be made in New Zealand dollars and Kiwi Campers does not accept any liability for currency exchange rate fluctuations. Refunds are processed once a week and can take up to 28 working days depending on the renter's financial institution.

For the avoidance of doubt, 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; or for cases of user error.

## 22. Exchange Vehicle

The availability of an Exchange Vehicle is not guaranteed and is subject to availability, customer location, accident liability and remaining hire duration and is entirely at the discretion of Kiwi Campers. 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 the nearest Kiwi Campers branch at their own cost.
- ✓ Kiwi Campers 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 an exchange vehicle if required as a result of a vehicle accident. The charge applies regardless of any liability reduction open taken.
- ✓ A new liability reduction option shall be required for the exchange vehicle.

## 23. Extra Fees

- ✓ If the vehicle is not returned in a clean state, a fee of NZ\$150.00 will apply.
- ✓ Public Holiday vehicle collection or drop-off will incur a one-off fee of NZ\$60.00 to be paid at pick up. Kiwi Campers is open on the following Public Holidays: Day after New Year's Day, Waitangi Day, Easter Monday, ANZAC Day, Kings Birthday, Labour Day, Boxing Day, Matariki, Auckland and Christchurch Anniversary days. This is also applies in the case of a public holiday being Mondayised or Tuesdayised.
- ✓ If the toilet is not returned empty and clean, a fee of NZ\$150.00 will apply.
- ✓ If the waste tank is not returned empty, a fee of NZ\$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 \$2.60 per way one fee will be charged for each road that you use, plus an admin charge of \$50 if the not paid on drop off the vehicle.
- ✓ If the accessories are not clean e.g. camping stove 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 \$250.00 for processing paperwork for a claim or damage incident for the insurance company.

## 24. Infringements: Traffic, Tolls, and Camping

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

This will be charged without prior notification

## 25. Fuel and LPG

The vehicle must be returned at the end of the hire with the same level of fuel. This will be marked on the damage report. If the vehicle is returned at a level below what is marked on the damage report, the hirer is liable for the cost to refill, plus a fee of \$50

LPG is provided full and is to be returned full. The LPG bottle is to be refilled not replaced and a receipt from the refilling station is to be provided on drop off. If the hirer does not return the LPG bottle full, the hirer is liable for the cost to refill, plus a fee of \$50.

## 26. Road User Charges related to Diesel Vehicles (This is not Carbon Emissions)

**The Road User Charge of Diesel Vehicles is an extra charge to the hirer 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 1,000kms are as follows:

- ✔ Deluxe Euro 2 ST, 2/3 ST Deluxe, Dart, Hi 5 – NZ\$76.00
- ✔ Euro 2 ST, Ranger, Cruise, Kiwi 6, 7 Berths – NZ\$82.00

Kiwi Campers reserves the right to amend the Road User Charges Recovery Fee upon changes in Government regulations.

## 27. Delivery and Return of Vehicle

**The vehicle shall be returned in a clean condition, on the return date** in the agreement and at the location depot noted on the agreement. If the vehicle is not returned on the date in the agreement, then the customer will be charged the current daily rate plus an additional \$500 per day until the vehicle is returned

## 28. Change of Drop-Off Destination

If the hirer wishes to change the drop off destination after picking up the vehicle, they must first obtain authorisation from Kiwi Campers. Subject to the change being approved, a minimum additional charge of NZ\$1000 will apply.

The fee will also apply if you are unable to return the vehicle to your chosen location due to circumstances outside of your control.

## 29. Rental Extension & Late Return

If the hirer wishes to extend the rental whilst on hire, they must first obtain authorisation from Kiwi Campers who will advise of the additional cost. Rental extensions are subject to fleet availability. Failure to obtain authorisation (i.e. a late return) will result in the hire being charged their daily rate plus an additional NZ\$500.00 per day for each day the vehicle is not returned.

## 29. Animals

Service dogs are permitted to travel in our vehicles with prior permission from Kiwi Campers. No other animals are permitted in our vehicles.

## Disclaimer

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

Kiwi Campers reserves the right to amend these Terms and Conditions, vehicle specifications and tariffs at any time without prior notice.

Kiwi Campers reserves the right to refuse a rental at its own discretion and cancel any rental agreements at any time if there has been any report of driving which breaches New Zealand Laws.

Illustration 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 Kiwi Campers or modifications and/or upgrade to the vehicle designed made by the manufacturer.

#### Auckland Depot

Unit 8 197 Montgomerie Road  
Airport Oaks  
Auckland  
Freephone: 0800 0549 0444 or 0800 569 385

#### Christchurch Depot (Head Office)

6 Export Avenue  
Harewood  
Christchurch  
Freephone: 0800 0549 0444 or 0800 569 385  
Phone +64 3 3602641  
Email: [info@kiwicampers.co.nz](mailto:info@kiwicampers.co.nz)  
Web: [www.kiwicampers.co.nz](http://www.kiwicampers.co.nz)

## Vehicle Return Information

### ✓ VEHICLE RETURN CHECKLIST

Is the correct date shown on your Rental Agreement?  
Is the correct place shown on your Rental Agreement?  
Is the correct time shown on your Rental Agreement?

### ✓ OUR OPENING HOURS

Our depots are open from 8:30AM until 5:00PM, 7 days a week during the High Season and from 8:30AM until 4:30AM, five days a week during the Low Season.

Please be advised that you must return (drop-off) the vehicle one hour before the depot closes  
Complimentary Transfer Service is only available during the High Season between 10:00AM and 3:00PM

### ✓ VEHICLE CONDITION

Before you return your campervan please ensure:

- The fuel is at the level shown on your damage report
- LPG bottle refilled
- The waste water and toilet tanks are empty
- The vehicle is clean inside
- Accessories need to be clean, e.g. camping stove

### ✓ CHARGES AND FINES

The following charges will apply in the event the above conditions are not met. This may be charged after drop off is completed and in your absence.

Where possible evidence may be supplied:

- 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 not filled to level shown on damage report: \$50.00 + cost of fuel
- Parking Traffic infringement processing fee: \$50.00 + cost of ticket (for each ticket)
- Late Return of vehicle: \$500.00 + the current daily rate for the hire of the vehicle

**Free Phone** 0800 549 444  
**Phone** +64 3 360 2641  
**Email** [info@kiwicampers.co.nz](mailto:info@kiwicampers.co.nz)  
**Bookings** [booking@kiwicampers.co.nz](mailto:booking@kiwicampers.co.nz)

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New Zealand

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