

## Summary of Rental Conditions

New Zealand | Version 7 | 15 September 2025 | Travel from 01 April 2025 to 31 March 2026

Thank you for choosing **thl** for your next holiday. We look forward to getting you on the road for an amazing adventure and providing you with a fun, safe and exciting holiday experience you will treasure.

### General Information

Here are the details you need to know when planning for the year ahead.

- For available products and vehicle specifications please visit our websites at [www.maui-rentals.com](http://www.maui-rentals.com), [www.britz.com](http://www.britz.com), [www.apollocamper.co.nz](http://www.apollocamper.co.nz), [www.cheapacampa.com](http://www.cheapacampa.com), [www.mightycampers.com](http://www.mightycampers.com), [www.hippiecamper.com](http://www.hippiecamper.com).
- Rental days are calculated per calendar day. The day of pick-up is calculated as the first day of booking and the day of return is calculated as the last day of booking.
- Rates are in New Zealand dollars and include 15% Goods and Services Tax.
- Rates reset after 7 days.
- Not all rates and terms apply to group bookings. Group bookings consist of 5 or more RVs travelling together and should be directed to <mailto:info@apollocamper.com> [rentals.convoys@thlonline.com](mailto:rentals.convoys@thlonline.com).
- For ease at pick-up please specify the correct number of guests (and ages of children if applicable) and include correct guest contact details and name on all bookings.

### Driver Licence and Minimum Age

A current and full motor vehicle driver licence is required to be shown at pick-up and the driver needs to be present. If the driver licence is not in English then we require an accredited English translation or an International Driver Permit.

Mighty Campers (Highball and Double Down), Cheapa Campa (Hitop and Endeavour) and Hippie (Hitop and Endeavour) drivers must be 18 years of age or over with a full driver licence.

For all other RV types drivers must be 21 years of age or over with a full driver licence and the licence must be valid for the entire booking duration.

It is important to select the correct country in which the driver licence was issued to ensure correct rates are calculated. If the hirer presents a driver licence that is from a different country to which the booking was created the guest may incur additional charges.

### Rate Inclusions

To make things as comfortable as possible for our guests, our rates include:

- 24hr On Road Care
- Unlimited kilometres
- Kitchen Kit: plates, bowls, knives, forks, spoons, bottle opener, can opener, colander, saucepans, frying pans, and cooking utensils, chopping board, kettle, toaster and tea towel. Electrical appliances are supplied in vehicles that have 240V.
- General Equipment: pegs, clothes line, fire extinguisher, bucket, hose, dustpan and brush.
- Personal Kit: complimentary bedding and towels.

### Road User Charge Recovery Fee

The cost of using New Zealand's roads is recovered from road users via levies in the price of some fuels or through road user charges (RUC). The Road User Charge Recovery Fee will be calculated and collected on return of the RV based on the kilometres travelled during the hire for the RVs that are fuelled by diesel. The fee per 100km is as follows:

- 4 Berth and 6 berth toilet & shower: \$8.04
- All other vehicles: \$7.64

We reserve the right to amend the Road User Charge Recovery Fee upon Government intervention without notice.

## Kilometres

For the safety of guests please don't underestimate the time it will take to drive from one point to another. While our RVs include unlimited kilometres, we recommend travelling a maximum of 250 kilometres per day or the equivalent of 4-5 hours driving. We encourage our guests to take a break from driving at least every 2 hours.

## Extra Value Added Services

To make road trips that little bit easier, **thl** have a range of optional extras available. Additional packages may be offered at pick-up.

| Item                                                                        | Price                                                                                          | Conditions                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Extended Roadside Assistance                                                | \$6.00 per day (capped at 25 days)                                                             | This includes opening RV on lock out, jump start, flat tyre change using spare located in the RV, fuel delivery up to 20 litres and call out fee up to \$150.00. Non-mechanical issues are not covered and guests may be required to take the RV to a repairer. Capped at 25 days. |
| Windscreen and Tyre Protection Plus Extended Roadside Assistance (WAP)      | \$16.00 per day (capped at 25 days)                                                            | This includes 1 windscreen, 2 tyres and the Extended Roadside Assistance. Capped at 25 days.                                                                                                                                                                                       |
| Maui Elite under 1 year                                                     | \$52.00 per day                                                                                |                                                                                                                                                                                                                                                                                    |
| Re-fuelling Pack                                                            | \$419.00 (hires 15 days and under)<br>\$565.00 (hires 16-24 days)<br>\$729.00 (hires 25 days+) | This includes: Road User Charge recovery fee, 1x fuel tank refill and 1x gas bottle refill.                                                                                                                                                                                        |
| Cleaning Pack                                                               | \$99.00                                                                                        | This includes: toilet and grey water emptying (where applicable), end of hire tidying. Simply return the vehicle neat and tidy and we'll take care of the rest including vehicle, cabin and bathroom cleaning.                                                                     |
| Camp Chairs                                                                 | \$22.00 each per rental                                                                        |                                                                                                                                                                                                                                                                                    |
| Camp Table                                                                  | \$31.00 per rental                                                                             |                                                                                                                                                                                                                                                                                    |
| Additional Doona/Duvet                                                      | \$19.00 per rental                                                                             |                                                                                                                                                                                                                                                                                    |
| Heater/Fan                                                                  | \$19.00 per rental                                                                             |                                                                                                                                                                                                                                                                                    |
| Child/Booster Seats                                                         | \$44.00 each per rental                                                                        | Please refer to the Child Restraints guide. Maximum 2 seats.                                                                                                                                                                                                                       |
| RV Essentials Kit 2WD – non toilet & shower and 2 & 3 berth toilet & shower | \$149.00 each per rental                                                                       | This includes: Camping Chair, Camping Table, Fan/Heater (if required), Child/Booster Seat/s for applicable vehicles (with prior request) and 3x Toilet Chemicals (for vehicles with toilet), Snow Chains (on request).                                                             |
| RV Essentials Kit 2WD – 4 & 6 berth toilet & shower                         | \$189.00 each per rental                                                                       |                                                                                                                                                                                                                                                                                    |
| Pre-Purchased Gas Bottle – non-toilet & shower                              | \$34.00 per rental                                                                             | A gas bottle is necessary for cooking in the RV. A full gas bottle(s) may be pre-purchased and can be returned empty to Apollo at the completion of the road trip. Fee applies for each booking of a multiple rental.                                                              |
| Pre-Purchased Gas Bottle – toilet & shower                                  | \$44.00 per rental                                                                             |                                                                                                                                                                                                                                                                                    |
| Snow Chains                                                                 | \$53.00 per rental                                                                             | Cannot be pre-booked. Guests can request at pick-up.                                                                                                                                                                                                                               |
| Extra Driver/Renter                                                         | \$4.00 per person per day                                                                      | Capped at 15 days.                                                                                                                                                                                                                                                                 |
| Toilet Chemicals                                                            | \$3.50 each                                                                                    | Cannot be pre-booked. Guests can request at pick-up.                                                                                                                                                                                                                               |
| Bike Rack                                                                   | \$50.00 per rental                                                                             | Available only for Apollo: Euro Plus, Euro Quest; Mighty: Deuce Plus. Included in maui vehicles. Must be pre-booked. Maximum 2 bikes per vehicle. E-bikes not permitted.                                                                                                           |

## Fees

| Item                                      | Price          | Conditions                                                                                                                                              |
|-------------------------------------------|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| First Aid Kit                             | \$42.00        | A First Aid kit is supplied in every RV. If the seal is broken or the kit is not returned the kit becomes the property of the guest and fee is charged. |
| Change of Drop-off location after Pick up | Up to \$750.00 | Subject to availability.                                                                                                                                |
| Pet Cleaning Fee                          | \$315.00       | Applies on all bookings where a pet dog or cat is travelling in the RV. A maximum of two pets are                                                       |



|                              |                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                              |                                                  | allowed in the RVs and pets are not allowed in maui vehicles.                                                                                                                                                                                                                                                                                                                                                                         |
| One-Way Fee (AKL to CHC/ZQN) | \$295.00 (Oct to March)<br>\$189.00 (Apr to Sep) | Minimum rental periods apply.                                                                                                                                                                                                                                                                                                                                                                                                         |
| One-Way Fee (CHC/ZQN to AKL) | \$189.00 (Oct to March)                          | Minimum rental periods apply.                                                                                                                                                                                                                                                                                                                                                                                                         |
| One-Way Fee (CHC to ZQN)     | \$189.00 (Apr to March)                          | Minimum rental periods apply.                                                                                                                                                                                                                                                                                                                                                                                                         |
| One-Way Fee (ZQN to CHC)     | \$89.00 (Oct to March)                           | Minimum rental periods apply.                                                                                                                                                                                                                                                                                                                                                                                                         |
| Queenstown Location Fee      | \$260.00                                         | Per rental.                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Public Holiday Surcharge     | \$120.00                                         | A Public Holiday Surcharge will apply to all rentals picking up and/or dropping off on the observed public holiday dates at the pick-up and drop-off location.                                                                                                                                                                                                                                                                        |
| Booking Alteration Fee       | \$50 plus any increase in vehicle charges        | This fee applies to booking alterations made 60 days prior to pick up or less.<br>The following are classified as booking alterations: <ul style="list-style-type: none"> <li>- Change of vehicle type</li> <li>- Change of pick-up location</li> <li>- Change of drop-off location</li> <li>- Change of the pick-up date, excluding booking extension</li> <li>- Change of the drop-off date, excluding booking extension</li> </ul> |

## Booking Payments, Changes and Cancellations

### Confirmation and Payment

**thl** requires a deposit of \$250 at time of booking regardless of your rental value. The remainder of the rental value will be due 30 days prior to pick-up.

Bookings made less than 30 days prior to pick up require full payment at the time of booking.

### Credit Cards

We accept Visa, MasterCard and American Express. The following fees apply for the rental and any additional products (irrespective of chosen account e.g. savings, credit, etc.):

|            | Rental/Extras |
|------------|---------------|
| Visa       | 3.02%         |
| MasterCard | 3.02%         |
| Amex       | 5.2%          |

Fees are subject to change

### Payment at Branches

For security reasons we do not accept cash at our branches. We accept credit card and debit card for charges paid on RV pick-up and drop-off.

### Cancellation Terms

We understand that sometimes road trips may need to be cancelled. In case of cancellation, the following will apply:

For bookings made up to 14 September 2025, the following fees apply:

- If cancelled 31+ days prior to pick-up – No fee
- If cancelled 30 to 7 days prior to pick-up - 20% of Total Rental
- If cancelled less 6 days or less prior to pick-up - 50% of Total Rental
- If cancelled on the day of pick-up or no show - 100% of Total Rental
- There is no refund for late pick-up of an RV: A refund for the unused portion due to an early return may apply if, after pick-up, **thl** is notified of the early return with 60 or more days of notice.

The original pick-up date or the earliest confirmed pick-up date is used to calculate the cancellation fee.

For bookings made from 15 September 2025, the following fees apply:

- If cancelled 61+ days prior to pick-up – No fee
- If cancelled 60 to 31 days prior to pick-up - \$250.00
- If cancelled 30 to 7 days prior to pick-up - 20% of Total Rental (minimum \$250.00)
- If cancelled less 6 days or less prior to pick-up - 50% of Total Rental (minimum \$250.00)
- If cancelled on the day of pick-up or no show - 100% of Total Rental (minimum \$250.00)
- There is no refund for late pick-up of an RV: A refund for the unused portion due to an early return may apply if, after pick-up, **thl** is notified of the early return with 60 or more days of notice.

The original pick-up date or the earliest confirmed pick-up date is used to calculate the cancellation fee.



## Booking Alterations

We understand that sometimes plans change. Changing the vehicle type, pick-up date, pick-up location, drop-off date and/or drop-off location may lead to additional charges. Any change in rental charges will be presented at the time of alteration. If the alteration is being made 60 days prior to pick up, or less, a \$50.00 booking alteration fee will also apply.

## Change to the Drop-Off Location after Pick-Up

If you wish to change your drop-off destination after pick-up, please get in touch with our friendly Reservations team who will be happy to help. Our team will advise if the change is possible and the applicable fee.

## Extending a Road Trip

If you get swept up in the adventure of a road trip and want to extend your booking whilst on the road, first contact our friendly Reservations crew who will happily advise if the extension is possible and any associated costs. To secure an extension, the extra costs (calculated on the current rate of the day), will need to be paid by credit card inclusive of all taxes and surcharges, either over the phone or at a **thl** branch at the time of extension. Any long-term discounts in place will continue to apply to the booking.

We will always do our best to accommodate any extensions however it is subject to RV availability.

## Change of RV

We understand guests' needs are different and therefore our RVs can be requested by category, not by make or model. We always do our best to accommodate requests, however should the RV booked be unavailable due to unforeseen circumstances, we will substitute the booked RV with an alternative available RV at time of pick-up, at no extra cost. Any changes made to the booked RV and agreed to by the guest do not entitle the guest to a refund.

## Exchange Rate / Currency Variations

All transactions are conducted in New Zealand dollars. Due to exchange rate fluctuations, there could be some variance in the amount refunded compared to the amount initially charged. Refunds by credit card can take up to 14 business days depending on the guest's financial institution. **thl** will not be responsible for credit or debit card fees or bank-imposed fees relating to currency conversion or foreign transactions.

## Liability and Damage Liability

### Liability Options

Guests can choose between the following options:

- 'Low Road' – our most basic level of liability cover.
- 'High Road' brings liability to \$0 (exclusions apply)

The amount payable for each Liability Option is based on the number of days of hire for the minimum rental period applicable for each RV or total days of the RV booking. The maximum charge for Liability Options is 50 days per rental segment.

|                                |                     | The Low Road* |           | The High Road* |           |
|--------------------------------|---------------------|---------------|-----------|----------------|-----------|
|                                |                     | Price per day | Liability | Price per day  | Liability |
| maui                           | All RVs             | Included      | \$7,500   | \$55.00        | \$0       |
| Britz<br>Apollo                | Non-toilet & shower | Included      | \$5,000   | \$50.00        | \$0       |
|                                | Toilet & Shower     | Included      | \$7,500   | \$55.00        | \$0       |
| Mighty Campers<br>Cheapa Campa | Non-toilet & shower | Included      | \$3,500   | \$40.00        | \$0       |
|                                | Toilet & Shower     | Included      | \$5,000   | \$50.00        | \$0       |
| Hippie                         | All RVs             | Included      | \$3,000   | \$30.00        | \$0       |

\*Liability is subject to exclusions

## Value Pack and Platinum Pack

The Value Pack and the Platinum Pack are a bundled extra which provides the highest Liability Option and selected value-added products/services for a great road trip. The minimum charge for the Platinum Pack is 10 days per rental segment. The maximum amount payable is 50 days per rental segment.



|                                                                | Value Pack |           |  | Platinum Pack |           |
|----------------------------------------------------------------|------------|-----------|--|---------------|-----------|
|                                                                | Price      | Liability |  | Price         | Liability |
| maui<br>Britz toilet & shower<br>Apollo toilet & shower        | \$70.00    | \$0       |  | \$80.00       | \$0       |
| Britz non-toilet & shower<br>Apollo non-toilet & shower        | \$60.00    | \$0       |  | \$70.00       | \$0       |
| Cheapa Campa toilet & shower<br>Mighty toilet & shower         | \$65.00    | \$0       |  | \$75.00       | \$0       |
| Cheapa Campa non-toilet & shower<br>Mighty non-toilet & shower | \$50.00    | \$0       |  | \$60.00       | \$0       |
| Hippie                                                         | \$40.00    | \$0       |  | \$50.00       | \$0       |

The liability coverages and value-added products/services included in the Value Pack are detailed in the tables below.

|                                                                                                                                                                                                                                                                                        | The Low Road | The High Road | Value Pack | Platinum Pack |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------|------------|---------------|
| <b>Liability for Damage reduced to Nil<sup>^</sup></b> <ul style="list-style-type: none"> <li>Includes front, back, side panel and awning damage, and Towing and recovery costs</li> <li>Excludes Overhead/underbody, Windscreen and Tyre or single vehicle rollover damage</li> </ul> | x            | ✓             | ✓          | ✓             |
| Overhead/Underbody Damage Cover <sup>^</sup>                                                                                                                                                                                                                                           | x            | x             | ✓          | ✓             |
| Single Vehicle Rollover Damage Cover <sup>^</sup>                                                                                                                                                                                                                                      | x            | x             | ✓          | ✓             |
| Windscreen and Tyre Damage Cover <sup>^</sup>                                                                                                                                                                                                                                          | x            | x             | ✓          | ✓             |
| Camp Chairs                                                                                                                                                                                                                                                                            | x            | x             | ✓          | ✓             |
| Picnic Table                                                                                                                                                                                                                                                                           | x            | x             | ✓          | ✓             |
| Extra Driver Fees                                                                                                                                                                                                                                                                      | x            | x             | ✓          | ✓             |
| Child/Booster Seat/s<br>(with prior request)                                                                                                                                                                                                                                           | x            | x             | ✓          | ✓             |
| Fan/Heater<br>(if required)                                                                                                                                                                                                                                                            | x            | x             | ✓          | ✓             |
| 3x Toilet Chemicals<br>(for vehicles with toilet)                                                                                                                                                                                                                                      | x            | x             | ✓          | ✓             |
| Snow Chains<br>(on request)                                                                                                                                                                                                                                                            | x            | x             | ✓          | ✓             |
| Linen exchange*                                                                                                                                                                                                                                                                        | x            | x             | ✓          | ✓             |
| Extended Roadside Assistance                                                                                                                                                                                                                                                           | x            | x             | x          | ✓             |
| Cleaning Pack                                                                                                                                                                                                                                                                          | x            | x             | x          | ✓             |

\*This service allows guests to exchange their linen and bedding during their rental after seven days of travel at any **thl** branch. The branch will need to be notified ahead of time to ensure items are available and ready for when guests arrive.

<sup>^</sup> Damage means any loss or damage to the Vehicle, which is not noted on the Vehicle Condition Report, including that caused by theft of the Vehicle or by adverse weather events, that requires repair or replacement including the loss of use of the Vehicle, legal expenses, assessment fees, towing and recovery costs, storage, service charges and any appraisal fees of the Vehicle. There are exclusions to Reduction Option cover where the Guest will be responsible for all costs. Exclusions include:

- Damage caused where the terms of Rental Agreement have not been met by the guest.
- Damage caused by negligence and/or wilful conduct.
- Damage caused to the RV in any way by part or total water submersion or salt water.
- Damage caused to the RV when using the RV in contravention of any legislation or regulation controlling vehicular traffic.
- Damage and associated costs with recovery of a bogged vehicle.
- Damage or loss caused to any personal belongings.
- Damage or loss caused by a guest's pet.
- Damage caused due to use of incorrect or contaminated fuel.



- Damage caused to tyres and the windscreen except where 'Value Pack', 'Platinum Pack' or 'WAP' has been purchased and applies.
- Damage caused due to a single vehicle rollover except where the 'Value Pack' or 'Platinum Pack' has been purchased and applies.
- Damage to the undercarriage or overhead of the RV except where the 'Value Pack' or 'Platinum Pack' has been purchased and applies.

### Damage Liability

If the guest chooses to take 'The Low Road', they will be responsible to pay for damage to the RV, where they are at fault. The liability amount, which varies by RV type, applies per claim. This is applicable regardless of if the guest has purchased private travel insurance.

If the guest chooses to take 'The High Road' their liability for damage will be zero (subject to exclusions). However, the guest will be responsible for the total costs of any damage, and 'The High Road' and the 'Value Pack' (if taken) will be void if:

- the guest breaches any of the Rental Agreement Terms and Conditions terms and that breach is the cause of or contributes to the relevant damage.
- the damage is covered by any of the exclusions in the 'Other Important Information' section set out below.

### Travel Insurance

For peace of mind, we strongly recommend that all guests take out the highest level of private travel insurance.

### Personal Injury

The RV has Third Party insurance cover, and it is likely that any other vehicle involved in an accident also has Third Party insurance. Depending on the circumstances of an accident, the guest may be entitled to claim for their personal injury against the Third-Party insurance of the party responsible for the accident. **thl** strongly recommends that all passengers take out their own Personal Injury travel insurance.

**thl** does not accept any liability for personal injuries sustained during the rental. Except where such loss or damage is caused by **thl**'s (or that of its employees) own negligence or breach of the Rental Agreement Terms and Conditions. **thl** does not accept liability for any loss or damage to any personal belongings or property of the Customer (or any person or entity related to the customer).

### Property Damage

The RV is insured for damage to it and damage to the property of a third party. However, the guest is responsible up to the amount of the applicable Liability for damage to third party property, or to the RV. The guest is also responsible for the cost of the daily rate for the period the vehicle is being repaired. There is no refund for any unused portion of the rental period. The Liability applies to each claim, not RV.

**thl** reserves the right to charge the guest for any RV damage, which they are responsible for, including Third Party property damage not reported but identified on return of the RV.

### Repairs

We understand that while on holiday the RV may require small repairs. To avoid further disruptions to the road trip, if the damage was not caused by the guest, repairs up to \$100.00 can be completed without authorisation and will be reimbursed upon presentation of receipts. If repairs over \$100.00 are needed, the On-Road Assist team should be informed prior to any repair being completed. Unauthorised repairs are not permitted.

All RVs are enrolled in the New Zealand Automobile Association and 24hr mechanical emergency roadside assistance is available if needed. Please contact On-Road Assist on 0800 788 558.

### Additional Charges and Discounts

#### Animals

We believe fur friends can only make a road trip better. Pet dogs and cats are allowed to travel in Britz, Apollo, Cheapa Campa, Mighty Campers and Hippie vehicles. There is a \$315.00 pet fee (excluding service animals). Service dogs are permitted in all vehicles. If a vehicle is returned soiled by a pet, **thl** reserves the right to charge an extra cleaning fee. Our full policy can be viewed on the **thl** website.

#### Infringements, Tolls and Fines

**thl** will pass on any charges the guest receives for traffic infringements, toll, or parking fines during their road trip. For toll way fees received, **thl** will charge the guest's credit or debit card upon receiving the toll way notice, along with an administration fee of \$1.70 per charge. If **thl** cannot nominate the guest for traffic infringements or traffic fines the guest incurs, **thl** reserves the right to charge the guest's credit card for the full amount of the traffic infringement or traffic fine. **thl** will make reasonable attempts to issue the traffic infringement or traffic fine to the guest. An administration fee of up to \$75.00 to cover associated administrative costs per traffic infringement or parking fine received may be charged.





## One-way Bookings

Road trips don't always finish where they start, and some of the best adventures take you far and wide. If a guest drops off at a different branch location from which they picked up, a minimum booking period of five days along with a one-way fee applies per below.

Additional minimum periods may apply and will be reflected accordingly on the booking details.

One-Way fees:

- For pick up Auckland returning in Christchurch or Queenstown between 01 April and 30 September 2025 - \$189.00.
- For pick up Auckland returning in Christchurch or Queenstown between 01 October 2025 and 31 March 2026 - \$295.00.
- For pick up Christchurch or Queenstown returning in Auckland between 01 October 2025 and 31 March 2026 - \$189.00.
- For pick up Christchurch returning in Queenstown between 01 April 2025 and 31 March 2026 - \$189.00.
- For pick up Queenstown returning in Christchurch between 01 October 2025 and 31 March 2026 - \$89.00.

## Discounts

Guests who love road trips as much as we do and travel for more than 21 days receive 5% off daily rates. This is also available to guests with multiple bookings that total 21 days or more.

## Multiple Rentals

Should a guest have more than one consecutive rental in either Australia or New Zealand that in total are 21 days or more they can be combined to qualify for longer-term hire discounts off the daily vehicle rates.

To request the application of the discount please contact our Reservations crew.

## Travel Restrictions

Not all RVs are suitable for all driving situations, so it's important the right RV is chosen for the travel planned. **thl**, at its discretion, may restrict RV travel in certain areas due to adverse road or weather conditions, and the distance to nominated destinations in relation to the length of the rental period. If applicable, any further restrictions will be mentioned at pick-up. Guests are encouraged to contact On-Road Assist on 0800 788 558 if they have any concerns regarding road accessibility.

For the safety of guests, the following travel restrictions are in place:

- All RVs can only be driven on sealed/bitumen roads. The only exception to this is well-maintained access roads less than 12 kilometres long which lead to recognised commercial campgrounds and major tourist attraction or loose road surface on any major ski field access roads or any recognised campground access road less than 12 kilometres in length.
- No RV shall be driven on Skippers Road (Queenstown), the Crown Range Road/Cardrona Valley Road, Ninety Mile Beach (Northland), Wanaka – Mt Aspiring Road beyond exit to Treble Cone, Ball Hut Road (Mt. Cook) and North of Colville and Waikawau Township (Coromandel Peninsula). No RV shall be driven on any ski field access roads from 01 June to 31 October.

Guests who travel to restricted areas without permission may void the liability option in the event of damage or accident

## Picking Up and Dropping Off Your RV

### Branch Hours and Public Holidays

The below table details the specific hours for pick-up and drop-off:

| Location     | Dates/Hours for Pick-up and Drop-off |
|--------------|--------------------------------------|
| Auckland     | 1 April 2025- 31 March 2026          |
| Christchurch | 8am to 4:30pm                        |
| Queenstown   | 7 days a week                        |

Our staff enjoy a holiday as much as you do, and all branches are closed on Christmas Day (25 December 2025). Our branches are open on other public holidays, but a \$120.00 fee applies when the pick-up and/or drop-off is booked for a public holiday as outlined in the following table.

### Public Holidays

| Date          | Auckland | Christchurch | Queenstown |
|---------------|----------|--------------|------------|
| 18 April 2025 | ✓        | ✓            | ✓          |
| 21 April 2025 | ✓        | ✓            | ✓          |
| 25 April 2025 | ✓        | ✓            | ✓          |
| 02 June 2025  | ✓        | ✓            | ✓          |
| 20 June 2025  | ✓        | ✓            | ✓          |



|                  |        |   |   |
|------------------|--------|---|---|
| 27 October 2025  | ✓      | ✓ | ✓ |
| 14 November 2025 |        | ✓ |   |
| 25 December 2025 | CLOSED |   |   |
| 26 December 2025 | ✓      | ✓ | ✓ |
| 01 January 2026  | ✓      | ✓ | ✓ |
| 2 January 2026   | ✓      | ✓ | ✓ |
| 26 January 2026  | ✓      |   |   |
| 6 February 2026  | ✓      | ✓ | ✓ |
| 23 March 2026    |        |   | ✓ |

### Getting To and From the Airport

Branches are located near major airports, making pick-up and drop-off easy for you. **thl** provides free airport to branch and branch to airport transfers on the day of arrival and departure for our Auckland, Christchurch and Queenstown branches.

### Returning the RV

The RV is a home away from home and for comfort, we recommend it's kept tidy throughout the road trip. The RV needs to be returned to the branch as was taken, with the tank full of fuel, with the interior cleaned and toilet cassette (where applicable) and holding tanks emptied. The RV exterior does not require cleaning unless it's covered with excessive dirt or mud, making it difficult for our team to see its return condition. The Cleaning Pack and Refuelling Pack are available to be pre-purchased or added on pick-up to offer quick and easy return.

### Ferry Reservations

Ferry travel is required for guests moving between NZ's North and South Islands (and vice versa). Ferry reservations can be difficult to manage during high season. We recommend that a reservation is made for a 7.7m RV on the ferry, irrespective as to the size of the motorhome reserved.

### Online Check-In

We ask that all guests complete **thl**'s online check-in no less than 30 days prior to pick-up; the same way you would check-in for a flight. This ensures we have the right information about you, and all guests who will be driving the RV during your trip. You will also be asked to watch the **thl** Safe Driving video, which is full of tips and advice on driving an RV in New Zealand. You can access the Online Check-in at <https://sci.thlonline.com/>.

### **thl** Roadtrip App

The **thl** Roadtrip App is custom built for guests travelling in Australia and New Zealand. The free app provides our guests with all the necessary information needed to make their **thl** journey an amazing experience.

The app is designed to:

- Enhance guests' holiday experience by providing 'how-to videos' prior to pick up, so that they become familiar with their vehicle before arriving at the branch and prepare any questions they may have.
- Educate our guests on how to use the vehicle and safe driving practices.
- Provide thl contact details to extend their holiday, contact roadside assistance, email any other enquiries, and find answers to FAQ's.
- Provide information on campgrounds while on the road and allow for campgrounds to be booked.
- Search and book great deals on attractions and activities.
- Find helpful travel information such as branch locations, nearby petrol stations, dumping stations, supermarkets, and ATMs.

Guests are requested to download the app from [Google Play](#) or the [App Store](#).

## Other Important Information

### Booking Duration

An RV holiday allows guests to travel at their own pace. To ensure our guests get the most out of their road trip a minimum five-day rental period applies when pick-up and drop-off is from the same branch location. Higher minimum rental periods apply for all brands as follows and are subject to change.

Additional minimum periods may apply and will be reflected on the booking if applicable.

### Smoking and Drugs

Our RVs are a smoke free, vape free and drug free zone; hence smoking or drugs are not permitted in any of our RVs.

### Guest Responsibility

**thl** reserves the right to refuse any rental at our discretion.

