



BRITZ – NEW ZEALAND 2009-10

CAR RENTAL CONDITIONS

01 April 2009 - 31 March 2010

PLEASE NOTE:

- Rental basis: 24 hour
- Rates are in New Zealand Dollars and subject to change without notice
- Minimum rental period 3 days

INCLUDED IN NETT RATES:

- Unlimited kilometres
- Vehicle insurance (excess applies, see information under the heading "for your protection – vehicle excess")
- 12.5% GST
- Extra driver fees
- One-way rental fees
- Airport transfer on pick-up and drop-off
- Customer Care 24 hour road service helpline (toll free)
- Travel Wallet including road maps and travel information
- Supermarket Discount Card

BRITZ BONUS PACK:

The Britz Bonus Pack for car rentals is nett NZ\$15 per day (maximum charge of NZ\$450 per rental) and is in addition to the daily nett vehicle rate.

Inclusions are:

• Excess Reduction Option 2:

This option reduces the excess for 2WD cars from NZ\$1800 to NIL.

FOR YOUR PROTECTION – VEHICLE EXCESS:

New Zealand legislation provides limited coverage for personal injury. Britz strongly recommends that all people travelling in New Zealand take out personal travel insurance. All vehicles are insured for the damage to the vehicle or to the property of a Third Party. The hirer is responsible for the first NZ\$1,800 ("the excess") of the cost of damage to Third Party property or to the rented vehicle, including single vehicle accident, windscreen and tyre damage, towing and recovery costs, theft, fire, break-in or vandalism with the exception of the 'exclusions'. This also includes the cost of the daily rental for the period the vehicle is off fleet for accident repairs.

The excess is applicable regardless of who is at fault and must be paid at the time the accident report is completed, not at the completion of the rental. The excess will be refunded if Britz is successful in recovering the cost of the damages from the Third Party. Please note that Third Party claims can take months to resolve.

The excess applies in respect of each claim, not rental.

Please see the 'Exclusions' section below, whereby all insurance cover will be made void.

This NZ\$1,800 excess can be reduced, in most circumstances, by the purchase of the Excess Reduction Option.

Excess Reduction Option:

Cost per day Excess reduced to NZ\$19 (max charge NZ\$570) NZ\$220 With the Excess Reduction Option the hirer is responsible for the first NZ\$220 of ANY ACCIDENT COST of

damage to Third Party property or to the rented vehicle, including single vehicle accident, towing and recovery costs, theft, fire, break in or vandalism. This also includes the cost of the daily rental rate for the period the vehicle is off fleet for accident repairs. The excess applies in respect of each claim, not rental.

Note: Excess Reduction Option 2 is included in the Britz Bonus Pack

Please see the 'Exclusions' section below, whereby all insurance cover will be made void.

Premium Cover Option (PCO):

Where PCO is taken out at a flat rate of \$40 per rental in addition to the Excess Reduction Option or the Britz Bonus Pack, the hirer will not have to pay any excess at all for any damage to the vehicle or property of a Third Party.

BRITZ STRONGLY RECOMMENDS OUR CUSTOMERS TAKE PREMIUM COVER OPTION FOR TRAVEL WITH COMPLETE PEACE OF MIND

EXCLUSIONS:

All insurance cover will be made void if any of the following 'Exclusions' are breached:

1. Overhead and underbody damage to the vehicle
2. Any water related damage which includes, but is not limited to:
 - a. any vehicle submersion
 - b. creek or river crossing
 - c. driving through low plain flooded areas
 - d. beach driving
3. Personal belongings. Britz recommends the hirer does not leave valuables in the vehicle and that they have insurance to cover for the loss/damage of personal belongings.
4. Any damage caused by willful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle).
5. A single vehicle roll over occurs.
6. Any damage caused while driving under the influence of alcohol or drugs.
7. The Customer will be liable for any costs associated with the incorrect use of fuel or the use of Bio- Diesel which should not be used (fuel being diesel or petrol), or water or other contamination of fuel.
8. The cost to retrieve or recover a vehicle, which may include, but is not limited to a vehicle that has become bogged, submerged or has been abandoned.
9. The cost to replace keys, which have been lost or retrieval of keys, which have been locked in a vehicle.
10. The vehicle rented may only be used to carry the maximum number of passengers as dictated by the vehicle type. If more passengers are carried than what is allowed Britz does not accept any liability.
11. Drivers not identified on the rental agreement and/or drivers that have a licence that has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence.

VEHICLE SECURITY DEPOSIT:

Upon vehicle collection, a security deposit is required. The amount is determined by the Excess Reduction Option selected.

For security purposes, **only a credit card** can be used to provide a vehicle security deposit. The credit card holder must be present and able to sign for the vehicle security deposit upon vehicle collection. The credit card holder is jointly and severally liable for any damage to the rental vehicle.

If the Excess Reduction Option is not selected, the security deposit is **NZ\$1,800** to be supplied by credit card.

The **NZ\$1,800** is taken as an **imprint** to the hirer's credit card when the vehicle is collected.

If the **Excess Reduction Option** is selected the security deposit is **NZ\$220**.

The **NZ\$220** is taken as an **imprint** to the hirer's credit card when the vehicle is collected.

The security deposit is not debited provided the vehicle is returned on time, to the correct location, undamaged, with a clean interior and with a full fuel tank. Except where the customer has purchased Pre Purchase Fuel (PPF), failure to return the vehicle with a full tank of fuel will result in refill charges, which will be advised upon return of the vehicle.

Britz reserves the right to retain an NZ\$220 cleaning fee if the vehicle is not returned in a clean condition. This including smoking related cleaning, as smoking is not permitted in the vehicle.

FOR SECURITY PURPOSES, ONLY THE HIRERS CREDIT CARD CAN BE USED FOR VEHICLE SECURITY DEPOSITS.

EXCHANGE RATE -CURRENCY VARIATIONS:

All credit card transactions are conducted in New Zealand dollars. Due to exchange rate fluctuations and/or bank transaction fees there could be some variance in the amount refunded compared to the amount initially charged. Britz does not accept any liability for variances up or down.

CREDIT CARDS:

The credit card holder will be jointly and severally liable as a customer. Accepted credit cards are Visa Card, MasterCard and American Express.

PERSONAL AND COMPANY CHEQUES:

Personal and company cheques will not be accepted as payment for rentals at the time of pick-up. These must be received by Britz 14 working days prior to commencement of rentals.

LICENCE:

A current and full motor vehicle driver's licence is required and must be produced upon vehicle collection.

Should a foreign licence be in a language other than English it must be accompanied by a current international driving permit issued in the same country as the driver's licence was issued. An accredited English translation will be accepted in lieu of an international driving permit.

AGE RESTRICTIONS:

Drivers must be 21 years of age or over. For drivers 75 years or over, a medical certificate stating that the customer is fit to drive for the duration of the hire is required upon vehicle collection.

ADDITIONAL PRODUCTS & SERVICES:

To be requested at time of reservation and paid by the customer on pick up:

- Picnic Table NZ\$22 per rental
- Picnic Chair NZ\$12 per rental
- Child / Booster seat NZ\$25 per rental
- Tent (4 persons) NZ\$75 per rental
- Camping Pack NZ\$20 per day (maximum charge NZ\$200 for 2 persons)
- Snow Chains NZ\$20 per rental
- First Aid Kit NZ\$30 for purchase (In Vehicle. If seal broken customer is charged)
- PPF – Pre-Purchase Fuel Option Details on request
- GPS NZ\$9 per day with a maximum charge of NZ\$90

RENTAL DURATION:

- Rental days are calculated on a 24 hour basis
- Minimum rental period is three days
- One-way rentals southbound (from the North Island to the South Island) are subject to a minimum seven day hire requirement
- Minimum rental period is subject to change during peak periods
- When a rental moves from one rate season into the next, the calculation is based on both rates
- If a customer wishes to extend the rental whilst on hire, they must first obtain authorisation from Reservations or any of the Britz branches. The rental extension is subject to vehicle availability. The cost of an extended rental must be paid by credit card over the telephone on confirmation of the rental extension. The rate charged may not reflect the

original rate booked. Failure to obtain authorisation will result in a daily fee of NZ\$150 in addition to the daily rate.

Early return of vehicle does not entitle the hirer to any refund of the unused portion of the rental. Britz allows a grace period of 59 minutes before the hirer is liable for late return charges. Late return fees are applicable as follows:

- 1 hour late, one third of the daily rate will apply
- 2 hours late, two thirds of the daily rate will apply
- 3 hours late, one full day rate will apply

ROAD RESTRICTIONS:

Cars can only be driven on sealed/bitumen or well-maintained roads.

No vehicle shall be driven on Skippers Road (Queenstown), Ninety Mile Beach (Northland), Ball Hut Road (Mt. Cook), Bluff Road that runs between Kuatunu and Mataurangi and North of Colville Township (Coromandel Peninsula).

Britz reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions.

CHANGE OF DROP-OFF DESTINATION:

If the customer wishes to change the drop-off destination, they must first obtain authorisation from the Reservations or Scheduling departments.

Subject to the change being approved, an additional charge of up to NZ\$550 may apply.

MULTIPLE RENTALS:

Should a customer have more than one consecutive rental they can be combined to qualify for longer-term hire discounts. Consecutive campervan hire in Australia, New Zealand and South Africa and/or consecutive car hire in New Zealand for both Britz and Maui can be combined to qualify if the vehicle collection date/s are within a 3-month period. For all rentals to qualify each booking needs to be made at the same time. If a customer makes another booking at a later time, the new booking can be combined to qualify if the vehicle collection date/s are within a 3-month period however, the original booking/s will not qualify for a discount if applicable.

Note that 2WD car hire in Australia cannot be combined with any campervan or New Zealand car hire to qualify for longer-term discounts.

Longer-term discounts must be requested at the time of booking.

If multiple hires total more than 100 days these rates and terms do not apply. Requests for quotes/bookings of more than 100 days should be directed first to Reservations.

ONE-WAY RENTALS:

One-way rentals are available between all branch locations. No additional one-way fees apply.

AIRPORT CONCESSION FEE:

An airport concession fee may be charged for hires with pick-up or drop-off from airport locations. An airport pick-up fee of NZ\$30.00 per hire will apply for hires with pick-up at Queenstown airport. This fee is subject to change and new airport charges may arise as required.

This surcharge is payable to Britz directly upon collection of the vehicle.

TRANSFERS:

Britz provides free airport to branch and branch to airport transfer on day of arrival and departure for our Auckland and Christchurch Branches. Queenstown branch is located at the airport.

INFRINGEMENTS:

Britz reserves the right to charge the hirer for any speeding or parking fines, associated administration costs and/or accidents including Third Party property damage not reported on return of the vehicle. The administration fee per fine, in addition to the fine, will be NZ\$60.

CUSTOMER CARE ON-ROAD ASSISTANCE:

Any problems associated with the vehicle, including equipment failure, must be reported to Britz as soon as possible, and within 24 hours in order to give Britz the opportunity to rectify the problem during the rental. Failure to do so will compromise any claims for compensation. Britz does not accept liability for any claims submitted after this period.

Please contact us toll free:

North Island: 0800 831 900

South Island: 0800 304 304

CHANGE OF VEHICLE:

Should the vehicle booked be unavailable through unforeseen circumstances, Britz 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 CATEGORY:

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

VOLUNTARY DOWNGRADE:

Should the hirer decide to take a lesser vehicle than booked they will not be entitled to any refunds.

ANIMALS:

No animals are permitted in our vehicles, excluding guide dogs.

BRANCHES:

Auckland, Christchurch, Queenstown.

- Auckland and Christchurch: Daily from 0800 to 1730 hours. Open all public holidays except Christmas Day when all Britz branches are closed.

- Queenstown: 0800 to 1730 hours in the summer months. 0800 to 1700 hours in the winter months. Open all public holidays except Christmas Day when all Britz branches are closed.

Britz Cars are available for pick up and drop off 24 hours per day from Auckland and Christchurch – times must be pre-booked.

Auckland

Vehicle collection and return – Auckland International Airport, between the hours of 5:30pm and 8am – must be pre-booked.

Christchurch

Pick ups – COMMODORE HOTEL, 447 Memorial Ave, Christchurch – call the Commodore Courtesy Transfer Bus from the Free Telephone Light box Service in the domestic or International terminal

Drop offs – Drop at the Britz branch. Leave the keys in the box.

NOTE:

TERMS & CONDITIONS AND RATES ARE SUBJECT TO CHANGE WITHOUT NOTICE.

OFFICE HOURS AND CONTACT DETAILS FOR INFORMATION & RESERVATIONS:

Gazelle World Wave – Belgium or any Belgian Travel agency.

Daily from 0900 to 1800hrs, closed Sundays and public holidays.

Phone: +32.89.849830

E-mail: info@gazelleworldwave.be

Website: www.gazelleworldwave.com