



**BRITZ – NEW ZEALAND 2009-10**  
**FLEX CAMPERVAN RENTAL CONDITIONS**  
**01 April 2009 - 31 March 2010**

**PLEASE NOTE:**

This document contains a summary of some of the rental conditions. For detailed conditions, refer to the rental agreement upon vehicle collection. A copy of the rental agreement can be downloaded from [www.britz.com](http://www.britz.com).

- Vehicle rates and the Britz Bonus Pack quoted in this document are nett, inclusive of Goods and Services Tax (GST) and are in New Zealand dollars.
- Rental basis is per calendar day for campervans and 24-hour day for the 4WD car.
- Minimum rental period is 5 days\* with the exception of the one-way hires, which are subject to a 7-day minimum hire requirement. \*The Rookie has a 3-day minimum with the exception of one-way hires, which are subject to a 7-day minimum. The Rookie is available from certain locations only refer to rental duration and location requirements for the Rookie.
- Minimum rental periods are subject to change during peak periods.
- These rates and terms may not apply to convoy bookings (any rental that consists of five or more vehicles travelling together). Britz has a dedicated convoy department and requests for convoy quotes/bookings should be directed first to Reservations.
- These rates and terms may not apply to rentals exceeding 100 days, which includes multihires. Requests for quotes/bookings for more than 100 days should be directed first to Reservations.
- All rates and conditions are subject to change as required and without prior notification.

**INCLUDED IN NETT RATES:**

- Unlimited kilometres
- Vehicle insurance (excess applies, see information under the heading "for your protection – vehicle excess")
- 12.5% GST\*
- Airport transfer upon vehicle collection and return (except Wellington)
- Kitchen equipment\* (not in Rookie)
- General equipment\* (not in Rookie)
- Supermarket Discount Card
- Customer Care 24 hour, 7 days per week road-service helpline (toll free)
- Travel wallet including road maps and travel information
- New Zealand leading attractions map including discounts to iconic tourist attractions

\* **Goods and Services Tax (GST)** - GST is a New Zealand Government imposed tax. GST is included in all Britz rates and is currently 12.5%. Britz reserves the right to amend GST upon Government intervention.

\* **Kitchen equipment** includes plates, bowls, cups, glasses, knives, forks, spoons, bottle/can opener, mixing bowls, colander, saucepans, frying pans, cooking utensils, chopping board, kettle, teapot, toaster and tea towel.

\* **General equipment** includes pegs, dustpan/brush, fire extinguisher, bucket/hose, broom, matches, coat hangers and toilet chemicals.

**BRITZ BONUS PACK:**

(Does not apply to the Britz Rookie)

**CAMPERVANS**

The Britz Bonus Pack for 2WD campervan rentals is nett NZ\$45 per day (maximum charge of NZ\$2250 per rental) and is in addition to the daily nett vehicle rate.

The Britz Bonus Pack for 4WD campervan rentals is nett NZ\$55 per day (maximum charge of NZ\$2750 per rental) and is in addition to the daily nett vehicle rate.

**Inclusions are:**

- Excess Reduction Option 2\*
- No Worries Cover (PCO2)\*
- Diesel Tax Recovery fee\*
- 1 x linen and bedding kit per person\*
- Extra driver fees\*
- Pre-Purchase Gas (PGO)\*
- Picnic table and chairs (chairs per person travelling)
- 1 x child or booster seat if required\*
- Portable Heater if required
- Snow Chains if required\*
- 4WD Safety Kit (included in 4WD campervan rentals only)

\* **Excess Reduction Option 2** - This option reduces the excess for 2WD campervans from NZ\$7500 to NIL and from NZ\$7500 to NZ\$440 for all 4WD vehicles.

\* **No Worries Cover (PCO2)** - The No Worries Cover Option extends the cover available with Excess Reduction 2. PCO2 includes cover for accidental damage to the overhead and underbody sections of the vehicle. With 4WD hires, it also reduces the excess to NIL.

\* **Linen and bedding** includes pillow, pillowcase, duvet, sheet and towel per person. This is included in the Britz Bonus Pack. If the Britz Bonus Pack is not selected, the customer can hire linen and bedding packs direct from Britz at the cost of NZ\$38 per person, per hire.

\* **Extra driver fees** are included in the Britz Bonus Pack. If the Britz Bonus Pack is not the selected package the cost of extra driver fees are NZ\$3 per day, per person, per hire with a maximum charge of NZ\$150 per person, per hire.

\* **Pre-Purchase Gas Option (PGO)** allows the customer to return the vehicle without the need for the gas bottle to be replenished. The gas bottle is used to operate the gas stove and to heat the hot water in vehicles with a hot water facility. This option can be purchased separately if the Bonus Pack has not been selected. See "additional products and services" for costs.

\* **Baby/booster seat** - Note that not all Britz vehicles can accommodate child restraint equipment. Childseats depending on the child's age are commonly used for children 3 years or less. Reversible childseats or capsules are used so that an infant can be accommodated when required. Booster seats again depending on the child's size are commonly used for children between 3 and 8 years of age. All child restraint equipment is to be fitted by the hirer facing forward, in the appropriate seat/s and cannot be situated on side facing seats. Refer to vehicle specifications on the website and/or contact Reservations for further information.

\* **4WD Safety Kit** - Included in the Britz Bonus Pack for 4WD campervan hires only. The kit includes an Emergency Position Indication Radio Beacon (EPIRB), snatch strap with D shackles and a folding spade. An EPIRB when activated transmits an emergency distress signal which can be detected by MHz frequencies. A snatch strap is used to pull

a vehicle from a bogged position with the aid of another vehicle. The D shackles secure the snatch strap to a rigid anchor point.

### **BRITZ ROOKIE**

The Britz Bonus Pack for Britz Rookie rentals is nett NZ\$30 per day (maximum charge of NZ\$900 per rental) and is in addition to the daily nett vehicle rate.

#### **Inclusions are:**

- Excess Reduction Option 2 (the option reduces the excess from NZ\$2500 to NIL).
- No Worries Cover (PCO2)
- 1 x linen and bedding kit per person
- Extra driver fees
- Snow Chains if required

#### **DIESEL TAX RECOVERY FEE:**

The Diesel Tax Recovery fee is included in the Britz Bonus Pack. If the Britz Bonus Pack has not been selected the Diesel Tax Recovery Fee will be calculated and collected on return of the vehicle based on the kilometres travelled during the hire.

#### **The vehicle rates per 100km are as follows:**

2 Berth, Rookie and Voyager: Nil  
2 Berth (Toilet Shower): NZ\$3.70  
4 Berth: NZ\$3.90  
4WD Adventurer: NZ\$3.90  
6 Berth: NZ\$4.25

Britz reserves the right to amend the Diesel Tax Recovery Fee upon Government intervention.

#### **FOR YOUR PROTECTION – VEHICLE EXCESS:**

New Zealand legislation provides limited coverage for personal injury. Britz strongly recommend that all people travelling in New Zealand take out personal travel insurance.

# In the USA an excess is referred to as the "deductible".

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\$7,500 ("the excess") or NZ\$2,500 ("the excess" in the case of the rented vehicle being the Britz Rookie) 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\$7,500 excess or the NZ\$2,500 excess (NZ\$2,500 excess applicable to the Britz Rookie only) can be reduced, in most circumstances, by the purchase of Excess Reduction Option 1 (not available if the rented vehicle is the Britz Rookie), Excess Reduction Option 2 or the No Worries Cover Option.

#### **Excess Reduction Option 1:**

Vehicle	Cost per day	Excess reduced to
2WD	NZ\$22 (max charge NZ\$1,100)	NZ\$2,500
4WD	NZ\$27 (max charge NZ\$1,350)	NZ\$2,500

When Excess Reduction 1 has been purchased the hirer is responsible for the first NZ\$2,500 ("the excess") of the cost of damage to Third Party property or to the rented vehicle. This includes 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 applies in respect of each claim, not rental.

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

### **Excess Reduction Option 2:**

Vehicle	Cost per day	Excess reduced to
Rookie 2WD	NZ\$19 (max charge NZ\$570)	NIL
2WD	NZ\$40 (max charge NZ\$2,000)	NIL
4WD	NZ\$49 (max charge NZ\$2,450)	NZ\$440

When Excess Reduction 2 has been purchased, the hirer will have no excess at all for 2WD vehicles with the exception of the 'exclusions'.

In the event of the vehicle hired being a 4WD the hirer will be responsible for the first NZ\$440 ("the excess") of the cost of damage to Third Party property or to the rented vehicle. This includes 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 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.

### **No Worries Cover Option (PCO2):**

The No Worries Cover Option is a one off fee of NZ\$50 per hire for 2WD vehicles and NZ\$120 for 4WD

vehicles. The No Worries Cover Option is only available when Excess Reduction 2 has been purchased.

Note the No Worries Cover Option is included in the Britz Bonus Pack.

With the No Worries Cover Option, the hirer will not have to pay any excess at all for any damage to the vehicle or property of a Third Party with the exception of the 'exclusions'. This will include accidental overhead or underbody damage to the vehicle. Please note overhead and underbody damage cover is excluded unless the No Worries Cover Option has been purchased.

**TYRE AND WINDSCREEN DAMAGE** – Where the hire has a nil excess up to one windscreen and two tyres will be covered for accidental damage. Should these amounts be exceeded the cost to repair or replace the items will not be covered and will be the responsibility of the hirer.

**BRITZ STRONGLY RECOMMENDS OUR CUSTOMERS TAKE NO WORRIES COVER FOR TRAVEL WITH COMPLETE PEACE OF MIND.**

### **EXCLUSIONS:**

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

### **EXCLUSIONS:**

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

1. Overhead and underbody damage to the vehicle – except where No Worries Cover has been purchased.
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. Damage caused to the vehicles by snow chains.

7. Any damage caused while driving under the influence of alcohol or drugs.

8. 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.

9. 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.

10. The cost to replace keys, which have been lost or retrieval of keys, which have been locked in a vehicle.

11. 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.

12. 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.

Debited bonds are subject to a 2% credit card administration fee in addition to the bond amount when the credit card used is either a Visa or MasterCard or 4,5% for American Express.

If an Excess Reduction Option is not selected, the security deposit is NZ\$7,500 or NZ\$2,500 if the rented vehicle is the Rookie payable by credit card.

The NZ\$7,500/NZ\$2,500 is debited to the hirer's credit card when the vehicle is collected. For this reason it is important that the hirer have the funds available on the credit card and that the amount does not exceed the hirer's daily withdrawal allowance available on the credit card.

If Excess Reduction Option 1 has been taken the security deposit is NZ\$2,500 (not applicable to the Britz Rookie).

The NZ\$2,500 is debited to the hirer's credit card when the vehicle is collected. For this reason it is important that the hirer have the funds available on the credit card and that the amount does not exceed the hirer's daily withdrawal allowance available on the credit card.

If Excess Reduction Option 2 is selected with or without No Worries Cover or the package booked is the Bonus Pack the security deposit is NZ\$220 for 2WD vehicles or \$AU440 for 4WD vehicles.

The NZ\$220/\$440 is taken as an imprint to the hirer's credit card when the vehicle is collected. An imprint simply records a figure against the hirer's credit card of NZ\$220/\$440 that Britz can then debit if required.

The security deposit is fully refundable provided the vehicle is returned on time, to the correct location, undamaged, with a clean interior and with full fuel tanks (fuel being petrol or diesel) and gas bottle. Except

where the customer has purchased PGO (PGO is included in the Britz Bonus Pack) and/or Pre Purchase Fuel (PPF), failure to return the vehicle with full petrol or diesel tanks and/or a full LPG bottle 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 includes smoking related cleaning, as smoking is not permitted in the vehicle. The toilet and waste water tank must be emptied prior to the return of the vehicle, or an additional NZ\$125 soiling fee will be retained.

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. A non-refundable 1.75% administration fee will apply to all Visa and MasterCard transactions. A non-refundable 4.5% administration fee will apply to American Express cards.

Credit card administration fees also apply to debited security bonds and only the hirer's credit card is acceptable to use for the purpose of the security bond. Please refer to the vehicle security section above for more information.

**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 the hire/s.

**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 or upon vehicle collection and paid by customer on the day of vehicle collection:

- Linen and Bedding Kits NZ\$38 per person per rental (Includes 1 x towel, pillow, pillowcase, sleeping bag, bed sheet)
- Picnic Table NZ\$22 per rental
- Picnic Chair NZ\$12 per rental
- Baby / Booster seat NZ\$25 per rental
- Tent (4 person) NZ\$75 per rental
- Camping Pack NZ\$20 per day (maximum charge NZ\$200 for 2 people)
- Snow Chains NZ\$20 per rental
- First Aid Kit NZ\$30 for purchase (In vehicle. If seal broken customer is charged)
- Souvenir Road Atlas NZ\$25 for purchase
- PGO - Pre-Purchase Gas Option. gas bottle used for cooking. Also used for hot water facilities in vehicles that have this option)
- HiTop / Voyager / Adventurer* NZ\$23 per vehicle
- Elite / Explorer / Frontier* Nz\$35 per vehicle
- Pre-Purchase Fuel Option (PPF) Details on request
- Extra Drivers NZ\$3 per day, per driver, per hire (applicable to campervans including Rookie only – maximum charge per hire, per driver is NZ\$150)
- 4WD Safety Kit\* NZ\$95 per rental
- GPS NZ\$9 per day with a maximum charge of NZ\$90 per hire

Charges for additional products and services will be charged per hire.

As a standard option the Rookie vehicle comes with a picnic pack backpack (crockery and cutlery for two), two chairs and one table. In addition if the Bonus Pack has been booked linen and bedding and extra driver fees and snow chains are included.

Linen and bedding, extra driver fees, outdoor table and chairs, a child/booster seat (if required), pre-purchase gas option, heater (if required), snow chains (if required) and the 4WD safety kit (4WD campervan rentals only) are included in the Britz Bonus Pack for campervans.

### **RENTAL DURATION :**

*(Does not apply to the Rookie)*

- Rental days are charged per calendar day. When calculating the number of days a vehicle is rented, the day of pick-up is counted as day one of the rental. The day of the vehicle's return is counted as the final day of the rental. Vehicles are required to be collected and returned within business hours unless arranged otherwise.
- Minimum rental period is 5 days with the exception of hires with a collection date between 23 December and 10 January, which require a minimum rental period of 10 days.
- Minimum rental period is 10 days when a vehicle is being collected from the North Island and is being returned to the South Island if the rental commences between the months of October through to March.
- Minimum rental period is subject to change during peak periods.
- These rates and terms may not apply to rentals exceeding 100 days, which includes multihires. Requests for quotes/bookings of more than 100 days should be directed first to Reservations.
- Late pick-up or early return of vehicle does not entitle the hirer to any refund of the unused portion of the rental.
- 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 will 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.

## RENTAL DURATION AND LOCATION REQUIREMENTS.

### **ROOKIE:**

- The Rookie is available to and from Auckland and Christchurch.
- Rental days are charged per calendar day. When calculating the number of days a vehicle is rented, the day of pick-up is counted as day one of the rental. The day of the vehicle's return is counted as the final day of the rental. Vehicles are required to be collected and returned within business hours unless arranged otherwise.
- Minimum rental period is 3 days and return same city and 5 days for one-way hires with the exception of hires with a collection date between 23 December and 10 January, which require a minimum rental period of 10 days.
- Minimum rental period is 10 days when a vehicle is being collected from the North Island and is being returned to the South Island if the rental commences between the months of October through to March.
- Minimum rental period is subject to change during peak periods.
- These rates and terms may not apply to rentals exceeding 100 days, which includes multihires. Requests for quotes/bookings of more than 100 days should be directed first to Reservations.
- Late pick-up or early return of vehicle does not entitle the hirer to any refund of the unused portion of the rental.
- 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 will 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.

### **ROAD RESTRICTIONS:**

2WD campervans can only be driven on sealed/bitumen or well-maintained roads. 4WD campervans can also be driven on some recognised unsealed roads. Please contact Reservations for more information and suggested itineraries.

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.

### **BOOKING AMENDMENTS:**

All amendments to bookings are subject to availability of vehicle and/or package. Different rates may apply based on the amendment made.

Amendments prior to the vehicle collection date will be re-calculated at the flex rate applicable on the date of amendment. This applies to changing the vehicle type, reducing the number of rental days, changing pick-up dates and/or changing the pick-up or drop-off location. Where the number of rental days is being extended prior to the vehicle collection date (days are being added on at the end of the rental with no change to the original pick up date), or the Bonus Pack is being added to or removed from the booking, the original flex rate, which applied at the time of the original booking, will apply.

### **MULTIPLE RENTALS:**

Should a customer have more than one consecutive rental they can be combined to qualify for longer-term hire discounts off the vehicle rate. 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 only qualify for a discount if the booking/s are not already travelling or travelled.

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.

For campervans that pick up and drop off on the same day, the less expensive rental day will be free of charge. This also applies to the Excess Reduction Option or the Britz Bonus Pack if applicable.

If multiple hires are within the same country and total days exceed 50 days only the maximum charge applicable to the Excess Reduction Option or the Britz Bonus Pack will apply. If combining a vehicle hire with another Britz vehicle that has a more expensive Bonus Pack or Excess Reduction Option, the more expensive Bonus Pack/Excess Reduction maximum cost is applied. In the instance where a Britz hire is being combined with a Maui hire and the packages have either the Bonus Pack or the Premium Pack these components cannot be combined to have a maximum charge applied however the vehicle rate can have a longer-term discount applied if applicable.

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 with the exception of the Rookie
- One-way rentals are available between Auckland and Christchurch when the booked vehicle is the Rookie.
- A one-way rental fee of NZ\$250 is charged for rentals between the North and South Islands and vice versa, where pick-up is between 01 October and 31 March.
- The one-way fee if applicable is charged per hire.

#### **ONE-WAY RENTALS – ROOKIE:**

- One-way rentals are available between Auckland and Christchurch.
- Minimum rental period for one-way hires is 10 days. Shorter hires may be available on application only.
- There is no one-way rental fee.

#### **WELLINGTON AND QUEENSTOWN FEES:**

Vehicle collections and returns in Wellington and Queenstown incur a NZ\$200 location fee (same city collection and return, one fee applies). This is in addition to the one-way fee if applicable.

#### **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. The Wellington agency is located 40 minutes from the airport and clients must arrange their own transportation to and from the branch, at their own expense.

#### **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 do not accept liability for any claims submitted after this period.

Please contact us on free phone:  
North Island: 0800 831 900  
South Island: 0800 304 304

**REPAIRS:**

Repairs up to NZ\$200 may be affected without authorisation and will be reimbursed upon presentation of a receipt. For amounts over NZ\$200, Britz will need to be informed in advance. Repairs will be approved provided the customer was not directly responsible for the damage. Receipts must be submitted for any repair or the claim will not be paid.

**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 or model, only by vehicle category.

**VOLUNTARY DOWNGRADE:**

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

**CANCELLATION POLICY:**

The cancellation fees are:

- If cancelled up to 22 days prior to pick-up No Fee
- If cancelled from 21 to 7 days prior to pick-up 20% of Gross Rental
- If cancelled 6 to 1 days prior to pick-up 50% of Gross Rental
- If cancelled on day of pick up or No-Show 100% of Gross Rental
- If vehicle is returned early for any reason whatsoever there is no refund available for the unused days.

**ANIMALS:**

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

**BRANCHES:**

Auckland, Christchurch, Queenstown, Wellington.

- Note the Rookie is available from Auckland and Christchurch only.
- Auckland, Wellington and Christchurch: Daily from 0800 to 1730 hours. Open all public holidays except Christmas Day the 25th of December, 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 the 25th of December, when all Britz branches are closed.

**NOTE:**

TERMS AND 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](mailto:info@gazelleworldwave.be)

Website: [www.gazelleworldwave.com](http://www.gazelleworldwave.com)