

KEA CAMPERS (NEW ZEALAND) LTD

TERMS & CONDITIONS

FROM 01 APRIL 2013 – 31 MARCH 2014



STANDARD RATES INCLUDE

- 15% GST (Goods & Service Tax)
- Standard liability up to NZD 5,000 (NZD 5,000 security deposit required or see liability reduction)
- Unlimited kilometres
- Extra driver fee
- 2.5% credit card fee, 3% administration fee
- Complimentary transfers on the day of pickup and drop off to/from airport or city location
- Vehicle cleaning & grooming fee, free toilet chemicals
- Valet service at KEA depots, minimum length of rental 14 days – call depot 24hrs prior to arrival
- Full gas bottle(s), can be returned empty
- All living equipment and bedding with extra linen upon request
- Bedding exchange available at KEA depots regardless of the length of rental
- Personalised vehicle introduction and comprehensive manuals
- Hema Camping and Touring Atlas and extensive travel information pack
- 24/7 Roadside assistance for mechanical problems
- Free phone helpline and customer service assistance from 07:00 to 22:00hrs
- Tourism radio

EARLY BIRD DISCOUNT (EBD)

An Early Bird Discount of 10% off the Standard Rate and All Inclusive Package applies to bookings made 120 days or more prior to vehicle pick up date. The EBD can be combined with longer term rental discounts & other specials.

RENTAL DURATION

Minimum rental period is 5 days. The minimum rental is extended to 14 days for vehicle pick up between 20 December 2013 to 10 January 2014. Vehicle rentals are calculated on a per calendar day basis i.e. day of pick up or drop off is always counted as a full day irrespective of what time the vehicle is collected or dropped off.

LONG TERM RENTAL

The following discounts apply. The discounts are to be taken off the 28–49 day Standard Rates. The discount does not apply to the All Inclusive Package. (Note: The cost of the All Inclusive Package is limited to a maximum of 50 days or NZD 2,450.)

- 50 to 74 days = 5%
- 75 to 99 days = 10%
- 100 plus days = 15%

MULTIPLE RENTALS

Multiple rentals can be combined to qualify for a longer term rental rate. Rentals with KEA New Zealand and KEA Australia, as well as multiple rentals within one country, can be combined if travel is within a 12 month period. If the drop off and pick up of a vehicle occurs on the same day then each day will be charged per respective vehicle.

PICK UP AND DROP OFF LOCATIONS

KEA depots are located in Auckland and Christchurch. Vehicles must be picked up and dropped off at a KEA depot. Other pick up and drop off locations are available on special request and a relocation fee subject to location may apply.

OFFICE HOURS

Monday – Friday 08:00 – 17:00
Saturday/Sunday/Public Holidays 08:00 – 13:00 late pick up or drop off on request (a charge may apply)
All branches are closed on Christmas Day (25 December)

ONE WAY RENTAL FEE

One-way rentals are available between depot locations. A one-way rental fee of NZD 350 will apply to rentals between 01 November 2013 to 31 March 2014. The fee is waived when the All Inclusive Package is taken.

STANDARD LIABILITY

All KEA vehicles are insured for damage to the vehicle or to the property of a third party. The hirer is responsible for the first NZD 5,000 of the cost of damage to the hired vehicle including windscreen, tyre damage, overhead, under-body, towing and recovery costs. A security deposit of NZD 5,000 is taken on pick up to cover the liability in the event of any damage to the vehicle. The security deposit can be paid by cash, traveller's cheques or credit card (see section "Important: Security Deposit Payments by Credit Card"). The hirer will also be fully liable for demurrage i.e. the daily rental rate for the period the vehicle is off fleet for accident repairs – maximum 7 days. The security deposit is fully refundable on return of the vehicle to the agreed location, on the agreed date in a clean and tidy condition with no damage incurred to the KEA vehicle, with a full tank of diesel fuel, the toilet cassette clean and emptied and no equipment lost or damaged.

Important: Security Deposit Payments by Credit Card

If the hirer does not choose to purchase the Liability Reduction from KEA a security deposit of NZD 5,000 is taken. This security deposit is deducted from the customer's credit card when they pick up the KEA vehicle. When the vehicle is returned to KEA undamaged, the security deposit is refunded. Like other currencies, the NZ Dollar does fluctuate, sometimes by up to 3 or 4 cents in a period of only 3–5 weeks. Fluctuating exchange rates, the difference between buy and sell rates charged by banks as well as bank fees, may result in the amount refunded being different. KEA is not liable for currency variations or bank transaction fees which may be payable, depending on the credit card provider.

LIABILITY REDUCTION TO NZD 0 – NIL (ZERO)

The standard liability of NZD 5,000 can be waived for NZD 38 per day. The cost is limited to a maximum of 50 days or NZD 1,900. A Nil liability applies for any vehicle damage, demurrage, cost replacing or repairing windscreens, tyres, overhead and under-body as well as single accident damage. A security deposit of NZD 500 is payable by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) at the time of vehicle pick up. The security deposit is fully refundable on return of the KEA vehicle to the agreed location, on the agreed date in a clean and tidy condition, with a full tank of diesel fuel, the toilet cassette clean and emptied and no equipment lost or damaged.

ALL INCLUSIVE PACKAGE

KEA's All Inclusive Package is available for NZD 60 per day. The cost is limited to a maximum of 50 days or NZD 3,000.

The All Inclusive Package includes:

- Liability reduction reduced to NIL
- Road user charge recovery fee
- One way rental fee
- Gas bottle exchange – hirers can exchange their used empty gas bottle for a full gas bottle at KEA depots in Auckland and Christchurch at no extra charge
- Deluxe Camping equipment – table, chairs and sun umbrella
- Multilingual GPS navigation system
- Toll road charges
- Express return (simply drop off keys at the return desk at the depot during opening hours – not applicable when vehicle is damaged)
- Mobile phone SIM Card
- Child & booster seat(s) on request
- Snow chains on request

A security deposit of NZD 500 is payable by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) at the time of vehicle pick up. The security deposit is fully refundable on return of the KEA vehicle to the agreed location, on the agreed date in a clean and tidy condition, with a full tank of diesel fuel, the toilet cassette clean and emptied and no equipment lost or damaged.

ROAD USER CHARGE RECOVERY FEE

A Road User Charge Recovery Fee will be calculated and collected on return of the vehicle based on the kilometres travelled during the hire and the actual vehicle category.

The fee per 100km is as follows:

- KEA 2+2FT: NZD 4.80*
- KEA 2ST: NZD 4.80*
- KEA 3ST: NZD 5.50*
- KEA 4ST: NZD 5.50*
- KEA 6ST: NZD 5.50*

*We reserve the right to amend the Road User Charge Recovery Fee upon Government intervention.

ADDITIONAL EQUIPMENT FOR HIRE

To be booked at time of reservation and payable at pick up. All items listed are included in our All Inclusive Package.

- Deluxe camping table NZD 35 per rental
- Deluxe camping chair NZD 30 per rental
- Beach umbrella NZD 20 per rental
- Baby/child or booster seat NZD 50 per rental*
- Snow chains NZD 75 per rental
- GPS navigation system NZD 5 per day (max NZD 100)

**Note: Child or booster seat cannot be fitted in the KEA 2ST*

RESERVATION & DEPOSIT

At time of booking a non-refundable deposit of NZD 250 is payable. The final balance is due 35 days prior to commencement of the rental. If the balance is not received 35 days prior, KEA reserves the right to treat the booking as cancelled.

CANCELLATION FEES

- If cancelled 28 to 7 days prior to pick up = 25% of NET rental (min NZD 500)
- If cancelled 6 to 1 day(s) prior to pick up = 50% of NET rental (min NZD 500)
- If cancelled on the day of pick up or no show = 100% of NET rental (min NZD 500)

Note: *If vehicle is picked up late or returned early no refund is available for the unused portion of the rental.*

BOOKING AMENDMENTS

- If rental dates are amended within 14 days of vehicle pick up, no refund will be made if the rental is shortened.
- If the pick up or drop off rental location is amended within 14 days of vehicle pick up, a relocation fee of NZD 750 may apply.
- Changes to the drop off rental location after the rental has commenced must be approved by KEA reservations. If approved a minimum charge of NZD 750 applies.
- Rental extension, whilst on rental, must be approved by KEA reservations. The extra cost must be paid on confirmation of the rental extension.

CHANGE OF VEHICLE

If for reasons beyond our control, the reserved vehicle is not available, we reserve the right to substitute a comparable or superior vehicle at no extra cost to the client. This shall not constitute a breach of contract and does not entitle the hirer to any form of refund.

VEHICLE CATEGORY DOWNGRADE / UPGRADE

Vehicles cannot be requested by model, mileage or age, only by vehicle category*. Should the hirer decide to take a lesser category vehicle than booked within 14 days of pick up or during the rental, no refund will be paid. In the case of an upgrade the rate difference is payable.

**Some features vary between models*

LICENCE AND MINIMUM AGE

A valid full (non-provisional) national drivers licence is required. Non-English language national drivers licences must be presented in conjunction with an official translation or valid international drivers licence. The minimum age is 21 years – no maximum age. Additional drivers must meet all KEA rental requirements and be at the depot at the time of vehicle pick up and sign the rental agreement.

ROAD RESTRICTIONS

KEA vehicles can be driven on all **well-maintained** sealed and unsealed roads. Extra care has to be taken on unsealed roads and the recommended speed limit of max 50km/h must not be exceeded. No vehicle is to be driven on the following roads: Skippers Canyon Road, Ball Hutt Road, 90 Mile Beach and all unsealed ski access roads.

SMOKING AND ANIMAL RESTRICTIONS

Smoking in KEA vehicles is strictly prohibited, and offenders will be charged a cleaning fee of NZD 500. Animals are also not permitted in any KEA vehicle and the same fee will apply.

LIMIT OF LIABILITY

If for reasons beyond our control, no vehicle is available to the hirer, KEA's liability is limited to a refund of the rental charge in full. In the case of mechanical failure (unless caused by the hirer), KEA's liability will be limited to the rental charge for the remainder of the rental period.

REPAIRS

Repairs of up to NZD 100 may be affected without authorisation and will be reimbursed. Amounts above NZD 100 require approval from KEA Customer Service.

TRAFFIC INFRINGEMENTS

The hirer is liable for all fines and penalties in relation to the driver's use of the vehicle or the vehicle itself incurred during the rental period plus an administration fee of NZD 25 for each infringement or penalty notice that has been redirected by KEA to the hirer.

RESPONSIBILITIES OF THE HIRER

The hirer is fully liable regardless of the liability reduction taken for:

1. Damage to the vehicle or third party property if the terms of the rental agreement are breached
2. Damage caused by careless, wilful or reckless driving including speeding
3. Damage caused by driving under the influence of alcohol or drugs
4. Damage caused by driving on restricted roads
5. Damage to or loss of any personal belongings
6. Damage caused by part or total fresh or salt water submersion or driving on a beach
7. Damage caused by carrying more than maximum number of passengers as dictated by vehicle type
8. Damage caused by drivers not identified on the rental agreement and/or drivers whose licence has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence
9. Damage/cost caused by the use of incorrect fuel or water or contaminated fuel
10. Cost to retrieve or recover a vehicle that has become bogged, submerged or abandoned, including any damage caused at the time of recovery
11. Cost to replace vehicle keys that have been lost or damaged or retrieval of keys that are locked in the vehicle.
12. Repairs made to the vehicle without KEA's permission.

In the instances of a manual vehicle being hired, the driver must be a competent and experienced operator of manual vehicles.

VEHICLE RETURN

All vehicles must be returned to the agreed location, on the agreed date in a tidy and clean condition. The toilet cassette must be clean and emptied, and no equipment lost or damaged. A fee of NZD 250 will be charged if the toilet cassette is not emptied and clean or if the vehicle is not returned in a reasonable clean and tidy condition.

Vehicles must be returned with a full fuel tank. Refuelling at our depot will be charged at NZD 3 per litre of fuel plus a handling fee of NZD 25.

FIRST AID KIT

A First Aid Kit is supplied in each vehicle. If the seal is broken or the kit is not returned, a fee of NZD 25 is charged at the time of vehicle drop off.

GENERAL

Rates, terms & conditions are subject to change without notice. Whilst including the same facilities, some vehicles may have different layouts to those shown. All measurements and volumes shown are approximate. The information provided on the website is subject to change without notice. Any claims or legal action in connection with the provision of our services to the client will be governed by the laws of New Zealand. Any claim or legal action against the suppliers is likely to be subject to the terms and conditions of our contract with them.