CAMPERVAN RENTAL TERMS & CONDITIONS

Dated 30 June 2026
Effective from 1 July 2026 to 30 June 2027

All tariffs are in New Zealand Dollars (NZ$) and are inclusive of New Zealand Goods and Services Tax (GST).
“Lucky Rentals” or "Happy Campers" refers to Lucky Rentals Limited, a New Zealand registered company, both herein referred to as Lucky Rentals.

RATES

Daily hire charges are calculated on a per calendar day basis.
Daily hire charges cannot be altered once a booking has been confirmed (subject to changes in legislation or errors).

MINIMUM HIRE PERIODS

Minimum hire periods apply. They are subject to change and will be notified to the hirer prior to booking confirmation.
An extra fee may apply to hires where the drop off location is different from the pick up location of the vehicle.

PICK UP AND DROP OFF

A set pick up and drop off time, and respective locations, is required on each booking.
All vehicle pickups must occur at the designated rental location no later than thirty (30) minutes prior to the branch closing time. Lucky Rentals reserves the right to release the vehicle 24 hours after the scheduled pick up if the hirer has not advised Lucky Rentals of any change to pick up date.
The vehicle must be dropped off at the specified time. Lucky Rentals allows a grace period of 59 minutes. A fee equal to the daily rental rate may apply for drop offs after this time.

DRIVERS REQUIREMENTS & LICENCE

Drivers must hold a current and valid drivers licence for the duration of the hire period. An International drivers licence without supporting country licence is not valid. Please note a physical licence must be presented at pick up. Digital licences will not be accepted.
No minimum or maximum age restriction applies.

DEPOSIT AND PAYMENTS

To secure a booking a non-refundable deposit is required as specified at the time of booking. The terms of the deposit will vary if booked through an agent. The remaining balance is payable upon collection of the vehicle.
Lucky Rentals does not accept cash payments. A credit card, debit card or bank transfer is required to secure and pay for a booking.
A non-refundable surcharge fee of 3.0% on all Visa and MasterCard transactions and 5.0% on all American Express transactions applies. Lucky Rentals requires a credit or debit card to be used as a bond on all rental agreements and this must be the credit or debit card of the main hirer unless prior arrangements have been made.
Lucky Rentals reserves the right to process a customer’s credit or debit card pertaining to the rental after the hire period. The hirer is liable for all administration, collection and legal costs in respect of charges payable under these terms and conditions.

AMENDMENTS

If an amendment is made to the hire dates within ten (10) days prior to pick up or during the hire, no refund is available.
If the hirer wishes to extend the rental whilst on hire, authorisation must be obtained from Lucky Rentals. Any extension is subject to fleet availability and additional cost. The daily rate for an extension may differ from the original rate booked.
If the hirer wishes to change the pick up or drop off location after confirmation of the booking, or during the hire period, authorisation must be obtained from Lucky Rentals. Subject to the change being approved, an additional charge of NZ$750 may apply.
If the vehicle is collected late or returned early for any reason no refund is available for the unused portion of the hire, including accessories and excess reduction option.

CANCELLATIONS

Please note that the deposits are fully refundable up to 11 days prior to pick-up.
Cancellation fees are as follows:
Cancelled 1 – 10 days prior to pick up
50% of the rental (including accessories and excess reduction option) is payable to Lucky Rentals and/or the booking agent.
Cancelled on the day or no show
100% of the rental (including accessories and excess reduction option) is payable to Lucky Rentals and/or the booking agent.

HIRER’S RESPONSIBILITY

It is the hirer’s responsibility to:

- Ensure that all child seats and restraints are installed and used correctly
- Be aware of, and comply with, all New Zealand legislation including, but not limited to, Waka Kotahi New Zealand Transport Agency rules and regulations
- Ensure that the LPG gas bottle (if fitted) is off whilst driving or not in use
- Ensure that the butane gas canister (if fitted) is off whilst driving or not in use
- Ensure that the rear or sliding door of the vehicle is open when the cooker is in use

FUEL

The vehicle is supplied with a full tank of fuel and, where applicable, a full LPG gas bottle. The vehicle must be returned with a full tank of fuel and, where applicable, a full LPG gas bottle. If the vehicle is returned without a full tank of fuel, the hirer is liable for the cost of the refuelling, plus a fee of NZ$25. If the LPG gas bottle is not returned full, a fee of NZ$25 will apply.

EXTRA FEES

The following extra fees should be noted:

- The first driver is free. Each additional driver incurs an extra fee of NZ$1 per day, unless either Sure Thing or Worry Free excess reduction option is taken
- A NZ$10 premium location fee applies for all bookings collecting from Auckland and Christchurch branches
- A NZ$75 public holiday fee applies for all bookings with pick up or drop off dates occurring on a New Zealand public holiday or relevant regional anniversary day holiday
- If the toilet or waste water tank, where applicable, is not returned empty, a cleaning fee of NZ$150 will apply
- All vehicles are designated smoke-free. If smoking is undertaken inside the vehicle, a cleaning fee of NZ$250 will apply
- If third-party driving services are added to a booking, an administration fee of NZ$50 will apply
- Pets are not permitted in the vehicle. If a pet has been in the vehicle, the hirer will be charged a non-approved pet fee of NZ$500, plus an additional cleaning fee of NZ$250.
- Failure to obtain authorisation to extend the rental whilst on hire (i.e. a late return) will result in the hirer being charged the daily rate, which may differ from the original rate booked, plus an additional NZ$200 for each day.

ROAD USER CHARGES

A road user charge (or diesel tax) applies to all diesel vehicles in New Zealand. This tax will be calculated and payable to Lucky Rentals, upon completion of the hire, based on the kilometres travelled during the hire.

TRAFFIC INFRINGEMENTS AND FINES

All traffic infringements and fines (including, but not limited to, speeding, parking, freedom camping (parking in restricted camping areas) and toll road infringements) are the liability of the hirer. The hirer authorises Lucky Rentals to charge the hirer’s credit or debit card the cost of the infringement, any online payment fees, plus a processing fee. In the event that Lucky Rentals receives notification of any infringement notice or fine, a processing fee of NZ$5 will apply per infringement notice or fine.

HIRER’S LIABILITY

Lucky Rentals requires a bank pre-authorisation of the excess/bond amount (or a minimum of NZ$250, whichever is greater) from the hirer’s credit or debit card. The pre-authorisation hold can remain on the cardholder’s account for between ten and thirty business days, depending upon the issuing bank’s policy.
The hirer is liable for all damages to the vehicle. Following the notification of an accident, Lucky Rentals will immediately deduct the pre-authorised bond to cover the cost of the repair. The bond, or the remaining portion thereof, will be refunded if:

- the hirer was not at fault and a third party has admitted liability or paid for the damages
- the amount that the hirer was at fault in relation to the damage or the actual costs to repair the damage are known (if less than the bond amount)

The hirer’s liability is covered by the relevant excess reduction option selected up to a maximum of NZ$2,000,000.
The hirer’s personal belongings are not covered by Lucky Rentals.
The hirer is fully liable for any and all damages or costs when:

- These terms and conditions are breached
- Negligence or wilful misconduct has occurred
- Incorrect or contaminated fuel is used (this includes running out of fuel or putting fuel in the water tank or system)
- The vehicle is used in contravention of any legislation or regulation
- The hirer breaks or loses the vehicle key(s)
- The vehicle is damaged due to improper use of campervan components or accessories (including, but not limited to, gas cookers; snow chains; the attachment of accessories such as signage, GoPro mounts, surfboards and bike racks to the vehicle)
- Any and all costs incurred by mechanical or campervan operational user error issues
- The hirer takes the vehicle onto a beach or sand
- The vehicle becomes submerged, flooded, bogged or immobile
- The hirer has failed to stop and contact Lucky Rentals when a warning light appears on the dashboard
- The hirer does not obey height-restricted areas (such as, but not limited to, car parking buildings) and damage is caused to the hired vehicle or third-party property. The hirer is not liable for any and all damages or costs when Worry Free excess reduction option is taken
- The hirer is involved in a single-vehicle rollover. This includes, but is not limited to, a vehicle that has rolled, tipped, or fallen over on its side. The hirer is not liable for any and all damages or costs when Worry Free excess reduction option is taken
- Driving on gravel or unsealed roads (this excludes access roads up to 100 m in length, roadworks and roadside rest areas)
- Retrieving, storing and recovering (or disposing of) the vehicle to the agreed rental location. The hirer is not liable for any and all damages or costs when Worry Free excess reduction option is taken

- The hirer continues to drive the vehicle following the temperature gauge moving in a direction which shows a departure from the normal operating temperature
- The hirer continues to drive the vehicle after a mechanical breakdown or failure (including an accident) has occurred
- The hirer, at Lucky Rentals' request, does not complete an insurance claim form following an accident
- The replacement cost of the campervan component provided with the vehicle or hired accessory when not returned or returned in a damaged or non-working condition

EXCESS REDUCTION OPTIONS

There are four levels of excess reduction options available to the hirer:

The Gambler

Lucky Rentals' rates include standard vehicle cover with an excess/bond of NZ$3,000,. i.e There is no extra cost.

On the Fence

The hirer can pay an additional NZ$20 per day (to a maximum of fifty (50) days) and reduce the excess/bond to NZ$1,500.

Sure Thing

The hirer can pay an additional NZ$30 per day (to a maximum of fifty (50) days) and reduce the excess/bond to NZ$0. A bank pre-authorisation of NZ$250 will be required. Sure Thing includes the following:

- One complete windscreen replacement or multiple windscreen chips
- Multiple tyre replacement
- Free extra drivers

Worry Free

The hirer can pay an additional NZ$45 per day (to a maximum of fifty (50) days) and reduce the excess/bond to NZ$0. A bank pre-authorisation of NZ$250 will be required. Worry Free includes the following:

- Premium Roadside assistance
- One complete windscreen replacement or multiple windscreen chips
- Multiple tyre replacement
- Free extra drivers
- Free hire of a picnic table and a chair for each passenger
- Free linen pack (max two (2) per booking)
- Any and all damages or costs when the hirer is involved in a single-vehicle rollover
- Any and all damages or costs when the hirer does not obey height-restricted areas and damage is caused to the hired vehicle or third-party property
- All associated costs when retrieving, storing and recovering (or disposing of) the vehicle to the agreed rental location following an accident

Please note that Worry Free does not cover any accommodation expenses in the event of an accident where the vehicle is unusable.

All excess reduction options are subject to a minimum period of five (5) days.

Third-Party Insurance is not compulsory in New Zealand and claims can take months to resolve. For peace of mind, Lucky Rentals recommends that the hirer takes the Worry Free excess reduction option.

ACCIDENTS

The hirer will be responsible for all associated costs in retrieving, storing, recovering (or disposing of) the vehicle to the agreed rental location irrespective of whether the accident is the hirer's fault or the fault of a third party.

The hirer is not liable for all associated costs when Worry Free excess reduction option is taken.

In the event that the costs of all parties involved in the accident and liability are not confirmed, the hirer will be charged the full excess under the rental agreement at the time of the accident, including prior to any replacement vehicle being provided by Lucky Rentals. The hirer will be refunded any excess payment following confirmation of costs and liability.

If an exchange vehicle is required, it is the hirer's responsibility, and at their cost, to return to the nearest Lucky Rentals depot to collect the exchange vehicle. Prior to the collection of an exchange vehicle, the daily rate will still apply and Lucky Rentals accepts no liability for loss of travel days and associated costs.

Lucky Rentals cannot guarantee an exchange vehicle following an accident. Any exchange vehicle may take up to three (3) days to be available and may not be an identical vehicle. This is irrespective of whether the hirer or a third party is at fault.

In the event of an exchange vehicle being required, any excess reduction option purchased is not transferable to the exchange vehicle.

If an exchange vehicle is not required by the hirer, no refund for the unused portion of the hire is applicable.

MECHANICAL FAULTS

The hirer shall take all reasonable care to ensure that the vehicle is properly checked and maintained during the hire period. This shall include daily checks of the oil, water and tyre pressures.

Mechanical breakdowns must be reported to Lucky Rentals as soon as possible in order to give Lucky Rentals the opportunity to rectify the issues during the hire. In order to facilitate on-road repairs, Lucky Rentals may require the hirer to take the vehicle to an approved repairer.

Lucky Rentals is not liable for any monetary (or otherwise) loss relating to a battery fault or failure in vehicles equipped with secondary (house) batteries where the vehicle is not connected to 240 V power at a campsite at least once every three (3) days for a minimum period of eight (8) hours to ensure the battery is sufficiently charged.

The hirer is not entitled to any refund unless Lucky Rentals has been advised of the issue, and has been given the opportunity to rectify the situation. A refund can be requested from Lucky Rentals if a breakdown has directly caused a delay in travel in one location of 48 hours or more.

Lucky Rentals is not liable for any delays in rectifying a situation caused by a breakdown occurring on a weekend or public holiday.

Failure to attend scheduled appointments, or refusal to address identified mechanical or internal faults, shall not entitle the hirer to any additional refund or compensation.

Lucky Rentals is not liable for any monetary (or otherwise) loss arising from the hirer pre-paying for activities or campsites, including but not limited to, where a breakdown has caused delays in the hirer's travel schedule.

ROADSIDE ASSISTANCE

The vehicle is covered by 24-hour, 7-day roadside assistance.

This service covers any mechanical malfunction or failure of the vehicle.

Please note that this service does not cover failure resulting from the hirer's actions or inactions, which includes, but is not limited to:

- Changing of tyres
- The vehicle running out of fuel or incorrect fuel being used
- The keys being locked inside the vehicle or lost
- Flat batteries caused by incorrect usage of the batteries and/or incorrect usage of any equipment that requires the batteries in order to operate
- A breakdown resulting from damage caused in an accident
- A breakdown caused by wilful neglect

The hirer is liable for any charge from a roadside assistance provider in the event assistance is required for the above. In addition, this includes all charges relating to vehicle recovery assistance and towing in the event of an accident. The hirer hereby authorises Lucky Rentals or Lucky Rentals' roadside assistance provider to charge the hirer directly for these costs. The hirer can pay an additional NZ$45 per day (to a maximum of fifty (50) days) for the Worry Free excess reduction option that includes Premium roadside assistance, which covers the hirer's costs for the above failures resulting from the hirer's actions or inactions, but does not cover a breakdown caused by wilful neglect or any assistance required where the vehicle becomes submerged, flooded, bogged or immobile.

NON-MECHANICAL FAILURE

The failure of non-mechanical accessories such as, but not limited to, the fridge, hot water, water pump, gas cooker and microwave does not constitute a breakdown.

REFUNDS

Refunds are typically in the form of a rental extension.

Subject to any provisions under the Fair Trading Act 1986 and/or the Consumer Guarantees Act 1993, any potential refund for a breakdown of the vehicle will be comparable to the daily rental rate of the vehicle for each day in which use of the vehicle is not available.

All monetary refunds are processed in NZ$ and Lucky Rentals does not accept any liability for currency exchange rate fluctuations or bank charges.

IMPORTANT

Where the hirer comprises more than one person, each person is liable jointly and severally for all obligations under this agreement.

Lucky Rentals cannot be held responsible for any insect infestation such as, but not limited to, mosquitoes, ants, flies, fleas and bedbugs.

Except to the extent where Lucky Rentals is liable under law, the hirer agrees to release and indemnify Lucky Rentals from and against all actions, claims, demands, losses, damages, costs, expenses, harm or other misadventure which the hirer may suffer or incur or become liable for as a result of the use or misuse of the vehicle.

Should the vehicle booked be unavailable, Lucky Rentals reserves the right to substitute an alternative vehicle without prior notification, and at no extra cost to the hirer or cancel the booking and refund the hirer all monies paid to Lucky Rentals. Please note a substitute vehicle may be with a different supplier.

The hirer authorises Lucky Rentals to collect, hold and use the hirer's personal information for purposes related to the hire of the vehicle and the provision of related customer services, including direct marketing and assessing customer satisfaction with products and services provided by Lucky Rentals. The hirer further acknowledges that such personal information may be disclosed to debt collection agencies, parties involved in an accident with the vehicle while on hire, any agents responsible for the processing or handling of infringements and fines or statutory bodies as required.

Lucky Rentals reserves the right to amend these terms and conditions, vehicle specifications and tariffs at any time without prior notice. Subject to changes in legislation or system-generated errors, Lucky Rentals will not amend the terms and conditions applicable to a confirmed booking, unless the booking is amended at the hirer's request.

Lucky Rentals reserves the right to refuse any rental and/or terminate a confirmed booking or current hire and take immediate possession of the vehicle if: the vehicle is damaged; the hirer has not complied with any of the material terms and conditions; in the reasonable opinion of Lucky Rentals and/or any New Zealand Police officer, the hirer does not have sufficient skill or experience to operate the vehicle, or the safety of the passengers or the vehicle is at risk.