Star RV New Zealand - Rental Agreement

Applicable Terms Notice The terms highlighted in this Rental Agreement apply to Bookings which are Confirmed or Amended on or after **1 May 2026**. For Bookings Confirmed or Amended on or before **30 April 2026**, please refer to the applicable Rental Agreement available on our website Terms & Conditions.

SUBJECT TO TERMS AND CONDITIONS BELOW
This Rental Agreement and the Terms & Conditions form the Agreement between us and is updated from time to time. You must read and understand the Terms & Conditions. Below is a summary of some of the important terms. Please ask us if you have any questions.

For Australia, you may contact us by telephone on 07 5230 8280 (+61 7 5230 8280 if calling internationally) or for New Zealand 09 600 0805 (+64 9 600 0805 if calling internationally). You may have to pay an international calling fee if you are calling from an international number

Breakdowns and Repairs: You must cease operating the Vehicle and notify Star RV as soon as practicable (within 24 hours) if any warning indicators appear, fluid levels are low, tyre pressure is affected, a mechanical issue arises or if you become aware of any equipment defect failure of any kind. **(clause 7).**

Accidents: In the event of an accident, theft or damage, you must stop safely, minimise further damage, notify Star RV within 24 hours, contact emergency services if required, collect all relevant details and evidence, submit a Star RV claim form within 48 hours of receiving it, and cooperate with Star RV and its insurers. You must not admit liability or arrange repairs without approval (unless necessary to prevent further damage). **(clause 8).** As far as the law permits, Star RV does not guarantee the availability of any replacement Vehicle in relation to an accident **(clause 8.2).**

A $125 claims/administration fee applies per incident, regardless of Excess Reduction Option selected **(Schedule 2 – Additional Fees)**.

You must select an Excess Reduction Option at booking, which determines applicable liability, bond and fees **(Schedule 1 – Excess Reduction Options)**.

Awning: Incorrect fitting or use of the awning is not covered by Excess Reduction **Schedule 1 – Excess Reduction Options (6.3 (i)).**

Tolls, fines and infringements: You are responsible for all tolls, fines and infringements incurred during your hire (including those incurred by any Permitted Driver), including but not limited to speeding, traffic, parking and freedom camping offences, as well as any costs associated with releasing the Vehicle if seized by an authority. Star RV will charge your nominated payment method for the full amount of any such tolls, fines or infringements as imposed by the relevant third-party authority or provider. In addition, an administration fee of $80 per infringement and $3.45 per toll will apply. **(clause 5.2, Schedule 2 – Additional Fees).** You must not create or use personal toll accounts for the Vehicle **(clause 5.2 (d))**.

Authorised Driver: All drivers must hold and carry a valid driver's licence and be approved by Star RV. You are responsible for all authorised drivers and their compliance with this agreement. **(clause 3.2)**.

Road Safety Compliance: You must comply with all applicable road laws and regulations at all times while operating the Vehicle, including but not limited to: ensuring all occupants correctly wear seatbelts or approved child restraints as required by law, complying with all licence conditions and restrictions requirements, not using a mobile phone or other prohibited device while driving and driving on the left-hand side of the road **(clause 4.2)** Failure to comply with road safety laws may result in fines, penalties, loss of insurance cover, and/or termination of this Hire Agreement **(clause 10.3).**

Driving safely in New Zealand requires attention to various conditions and regulations. Here are some tips to ensure a safe journey.

Prohibited Use: You and any Authorised Driver must not operate the Vehicle while impaired, drive recklessly or when unroadworthy, tow or overload the Vehicle, or modify it. The Vehicle must not be sold,

hired, sublet, or used for rideshare, courier, or commercial purposes. Smoking and animals (other than approved assistance animals) are not permitted, and hazardous or dangerous substances must not be transported beyond normal domestic use. The Vehicle must not be driven off-road, on unsafe or restricted roads or locations (including beaches, through water crossings, flooded roads, snow affected roads without chains or closed roads), through any locations Star RV notifies as restricted to you at the time of collection or during the Hire Term, or otherwise, in any area Star RV reasonably considers to be unsafe for the Vehicle or passengers in the Vehicle (each an 'Unauthorised Location') **(clause 4.3)**. An Unauthorised Travel fee of $250 per violation may apply **(Schedule 2 – Additional Fees)**.

Security Bond: Star RV may require a Security Bond (Fees payments vary depending on which Excess Option is selected and Vehicle category). The Security Bond must be paid by credit or debit card prior to Vehicle collection. Where the **Comprehensive Excess** option is selected, the Security Bond is **$300 when paid by debit card** or **$1 when paid by credit card**, unless otherwise advised by Star RV. The Security Bond is held as security for any amounts owed under this agreement. Any unused portion will be refunded within 10 business days after the hire ends, provided all fees are paid, obligations are met, and no damage (beyond fair wear and tear) or third-party loss has occurred. Star RV may retain some or all of the bond to cover outstanding amounts and will notify you accordingly **(clause 6, Schedule 1 – Excess Reduction Options 6.2 (b))**.

Vehicle Return Requirements: You must return the Vehicle to the drop off location on or before the Return Date and Time **(clause 4.5 and 10.6)**. The Vehicle must be in a reasonable state of cleanliness. You must ensure the Vehicle is completely free of pet hair, sand, dirt, mud, grime, rubbish, food scraps and any other debris.

The grey water tank and/or toilet cassette (where applicable) must be emptied, and the petrol/diesel must be full on drop off. All linen must be stripped from the Vehicle and placed into the designated area.

If the Vehicle is not returned in the required condition, cleaning, damage/repair costs and/or refuelling fees (as applicable), plus administration fees, will apply in accordance with **(clause 4.5, 5.3 and Schedule 2 – Additional Fees).**

No Refunds for Early Return or if the Agreement is terminated and additional fees apply if the Vehicle is returned late **(clause 4.5, 5.3, 10.5 and Schedule 2 – Additional Fees)**.

Booking Amendments During Hire: If you wish to amend your booking during the hire period (including changes to the return date, location or Vehicle type), any amendment is subject to Vehicle availability and approval at Star RV's discretion. Star RV may require the Vehicle to be inspected prior to approving any amendment. Any approved amendment will result in additional or recalculated hire charges, fees and applicable rate changes. A Booking amendment fee may also apply. **(clause 2.4, 2.5 and Schedule 2 – Additional Fees).**

Lost and Replacement Keys: The Hirer is liable for costs in replacing keys that have been lost or damaged and/or locked in the Vehicle. Please note a replacement key could be up to $1,000 plus associated costs to the event and are excluded for all Excess Options **(clause 7.2 (c), 7.3 (v), Schedule 1 – Excess Reduction Options (6.3 (k)).**

Additional Products and Equipment: Additional products, including but not limited to child/booster seats, roof racks, snow chains, and picnic tables and chairs, are provided subject to availability. Before leaving the pick up location, you may inspect the Vehicle to confirm any equipment and any additional hired items are in the Vehicle and must immediately inform Star RV of any discrepancies with what has been noted by Star RV, if any. **(clause 4.1 (d)).** The renter is responsible for the replacement cost of any such items if they are damaged or lost as listed in the Agreement **(Schedule 2 – Additional Fees).**

Personal Belongings: Star RV is not liable for any personal items left in or on the Vehicle at the end of the rental period, or otherwise misplaced by the Hirer, whether or not such loss is caused by the Hirer's

actions. The Hirer is solely responsible for ensuring all personal belongings are removed from the Vehicle **(clause 4.5 (c), 11.4).**

Road User Charges (RUC): The Hirer is responsible for paying road user charges when the Vehicle uses Diesel Fuel. The Road User Charge will be calculated and collected on the return of the Vehicle based on the kilometres travelled during the hire. The fee in $0.08 per km or $8.00 per 100km **(Schedule 2 – Additional Fees)**.

Snow Chains: If you the hirer or anyone else fit snow chains incorrectly and causes damage to the Vehicle, the Excess Reduction does not apply **Schedule 1 – Excess Reduction Options (6.3 (i)).** To stay safe on the road, please read the snow chain guide so you can install your snow chains when needed.

Privacy Collection Notices and Consent Star RV and its related entities collect, use, hold and disclose the personal information you have provided above to provide you with information about us and a quote for goods and services, to provide you with the requested goods and services if you proceed with a booking, and for the reasons set out in our Privacy Policy (available here). We may not be able to provide the information you're seeking, and the terms of any booking you make with us may be impacted, if you choose not to provide the requested information. Please note our Vehicles are fitted with GPS tracking and telematics systems which collect information about Vehicle location, speed, and driving behaviour. We disclose personal information to our employees, contractors, and service providers who assist us in operating our business, and as otherwise set out in our Privacy Policy. Some of our service providers are located overseas, including the Philippines. If you provide us with your Velocity details, we disclose your personal information to Velocity Frequent Flyer. Our Privacy Policy contains more information on how we collect, use, store or disclose your personal information, and how you may access, correct it or lodge a complaint in relation to it. For more information about our Privacy Policy please visit our website.

By signing this Agreement, the Hirer: Confirms they have read and understood the Terms and Conditions, including the excess reduction exclusions **(Schedule 1 – clause 6.3)**; and authorises Star RV to take payment of Fees provided for all amounts payable by the Hirer under this Agreement.

Signature of Hirer .....

Date .....