

[ENQUIRE NOW](#)[BOOK NOW](#)[HOME](#)[BOOK NOW](#)[REQUEST A QUOTE](#)[RENTAL VEHICLES](#)[ACCESSORIES](#)[PHOTO GALLERY](#)[FAQ](#)[CONTACT US](#)[TERMS AND CONDITIONS](#)

# Terms & Conditions

## Summary of rental conditions

This document contains a brief summary of our rental conditions. The full details of our rental agreement do apply. For detailed conditions, refer to the rental agreement upon vehicle collection or a PDF copy of the rental agreement can be [Downloaded Here](#). Rates quoted are in New Zealand dollars.

### Standard Rates include:

- Standard excess insurance cover
- Unlimited kilometers for all vehicle types
- Extra driver(s) fee
- All living, kitchen & sleeping equipment
- Full water tank
- Nationwide campground guides
- Complimentary transfers on the first and last day of rental to/from the airport or airport hotels within Auckland and Christchurch
- Vehicle cleaning & grooming fee
- 15% G.S.T. (Goods and Services Tax)
- Rates on our website are available only to customers booking directly through Sleepervans

### Rental Duration

Minimum rental period: 5 days. Minimum rental is extended to 10 days for travel between 20 December and 10 January. 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 it is collected or dropped off. Minimum rental period is subject to change during peak periods. Vehicles are required to be collected and returned within business hours.

Each day after the final hire day, that the vehicle is not returned, you may be charged double the daily gross rental rate.

Late pick-up or early return of vehicle does not entitle the hirer to any refund of the unused portion of the rental.

## Deposits and payments

At time of booking a non-refundable deposit of NZ\$300 is payable. The balance is due 28 days prior to commencement of the hire. If the balance is not received 28 days prior, Tui Sleepervans reserves the right to treat the booking as cancelled.

## Credit Cards

We only accept Visa/MasterCard Debit/Credit card. These cards will incur an additional 2% surcharge on any transaction. The following fees apply for the rental and any additional products (irrespective of chosen account e.g. savings, credit, etc.)

## Payment at Branches

For security reasons we do not accept cash at our branches. We accept credit card and debit card for charges paid on rental pick-up and drop-off.

## Branches

Sleepervans has branches close to Auckland and Christchurch Airports.

## Office Hours

### High Season: 01 Oct - 30 April

Monday to Sunday 8:00am - 5:00pm

Vehicle Collection Hours 8.30am - 3.30pm

### Low Season: 01 May - 22 Sept

Monday to Saturday 9:00am - 4:00pm

Vehicle Collection Hours 9.30am - 3.00pm

Closed Sunday unless by arrangement only (contactless)

## All branches are closed on Christmas Day (25 December)

The latest vehicle collection time from the depot is 3.30pm (high season) and 3pm (low season) so please consider your hire start date with this in mind if your flight arrival does not allow sufficient time to be at the depot by these times. A \$100 late collection fee can be pre arranged if you cannot arrive before this time.

## Remote Location Pick Up Hires (Non Depot)

Wellington Airport - Picton Ferry - Nelson Airport - Greymouth Airport - Queenstown Airport - Dunedin Airport

**PLEASE NOTE** that a surcharge of NZ\$1200 applies per pick up and/or drop off in these locations and times may be restricted.

**Please note the following requirements regarding a remote location service:**

- 7 day minimum hire period applies.
- No pick ups or drop offs at remote locations from 15 December to 31 January (inclusive).
- Pick ups only, no service for drop offs unless the option 2 excess reduction is taken.
- Pick up and drop off times between 10:30am and 1:30pm.

## Taxes

Our rates include GST of 15%.

## Insurance

The vehicle has comprehensive insurance cover in case of accident damage or loss of contents (excluding personal belongings). The hirers liable up to the excess/deductible for the cost of damage to third party property or to the rented vehicle, including single vehicle accident, windscreen and tyre damage, overhead and underbody damage, towing and recovery costs, theft, fire, break in or vandalism. The Liability applies in respect of each claim, not per rental. In addition to the Liability, and where our Bond Waiver has been purchased, an administration fee of \$150 will be charged per claim. Otherwise, the fee is \$450.00 per claim.

When you collect your vehicle we take an impression of your credit card for the bond. We do not deduct the bond from the credit card at the start of your hire, but merely hold the authority to deduct it in the unfortunate event of an accident. The impression of your credit card covers your accident/ damage bond liability plus any extra costs such as refilling fuel, cleaning, emptying of the toilet at the end of hire or any traffic infringements, losses or breakages and any related surcharges. Each separate accident will incur an excess charge. A credit card imprint must be on all rental agreements and must be the credit card of the main hirer unless prior arrangements have been made. Where a credit card is not available, a cash bond will be held for 28 days following the completion of the hire.

**Please Note:** For customers who are using debit cards for the security deposit, due to the limitations within terms of use for debit cards these are treated as cash and the full excess will be debited unless the bond waiver is purchased and then a signed imprint will be taken.

## Bond

**Deluxe Sleepervan** – There is an excess of NZ\$4,500 (NZ\$5,000 for drivers aged under 25 years) included within our standard rates.

## Optional Coverages

In addition to the insurance cover set out above, the hirer may also choose the Bond Waiver Insurance (BWI) options or Windscreen/Tyre Insurance (WTI) by so indicating on the Rental Document. The amount of that excess and the daily rate payable in respect of BWI is dependent upon the age of the hirer and the type of vehicle hired.

## Bond waiver/excess reduction (BWI)

You are fully insured in case of accident damage. The Liability is applicable regardless of who is at fault and must be paid upon the completion of the rental period. If the hirer is not at fault and the third party admits liability, then Tui Sleepervans will refund the amount charged to the hirer upon receipt of payment from the third party. Please note the hirer is fully liable for all towing/retrieval costs of the damaged vehicle regardless of the purchase of the Excess Reduction. Please be aware that once the Excess Reduction is selected and confirmed with Tui Sleepervans, the cost of the Excess Reduction Option is non-refundable.

The bond can be reduced by purchasing one of the following Reduction Options:

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

This option can be purchased by paying an additional NZ\$30 per day (NZ\$35 per day for drivers under 25 years) reduces excess to NZ\$2,500 and only a credit card imprint is required.

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

This option can be purchased by paying an additional NZ\$55 per day (NZ\$55 per day for drivers under 25 years) reduces excess to NZ\$0 and only a credit card imprint is required.

**Sleepervans strongly recommends our customers to take the bond waiver insurance to minimise excess exposure and travel with peace of mind.**

## Inclusions

### **Reduction Option 2 cover includes the following extras:**

- Free hire of the following accessories which are:
  - GPS
  - Baby seat and/or child booster seat (on request)
  - Picnic table and Chairs (one chair for each person travelling)
  - Snow Chains (on request)
- Zero excess (Subject to exclusions below)
- One windscreen replacement, multiple windscreen chip repairs and two tyre replacements
- Pre-purchased LPG bottle
- Road Tolls
- Toilet Chemical Starter Kit (Sleepervan Deluxe only)
- Lost/damage key replacement costs

## Exclusions

### **Bond waiver does not cover:**

- 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.
- Personal belongings: We recommend the hirer does not leave valuables in the vehicle.

- The terms of the rental agreement are breached. The hirer will be responsible for the total cost of any damage. This will also include any damage caused by wilful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle) and driving under the influence of alcohol or drugs.
- The incorrect use of fuel (fuel being diesel, petrol or AdBlue). The hirer will be responsible for any associated cost.
- The cost to retrieve or recover a vehicle which has become bogged.
- The cost to replace keys, which have become lost, or retrieval of keys, which have been locked in a vehicle. (included in Reduction Option 2)
- Overhead and underbody damage to the vehicle.
- Any damage arising from misjudgement of dimensions.
- Driving on restricted roads.
- Damage is caused to the vehicle by the use of snow chains
- Damage is caused due to fuel being placed in the water tank

## **Windscreen/Tyre Insurance (WTI)**

This option can be purchased by paying an additional \$9 per day to provide protection for damage to the front windscreen and tyres. Included is two tyre replacements, multiple tyre punctures, one windscreen and multiple windscreen chips.

**Please note that Excess Reduction is completely optional and can be decided upon collection of your vehicle. This additional insurance only covers you for one incident where after your standard excess applies. You can apply to purchase this cover for the remaining days of your hire. Where Bond Waiver is not taken or Reduction Option 1 then the Bond can be refunded after we have the repair costs for any damage to our vehicle AND not before one month after the hire ends to cover any late notification of damage to 3rd party property that the hirer may not have disclosed.**

## **Number of claims**

Each insurance policy can only have one individual claim made by the hirer. The policy is cancelled after each accident and all payments are forfeited. Tui Sleepervans reserves the right to agree to a renewal of any insurance policy or to cancel the hire at the hirers cost.

## **Accessories**

Accessories are available to hire off Backpacker Sleepervans. It is best to pre order these to guarantee availability. You can still order the accessories at pick up but your first choice may not be available. Please note the hirer is fully liable for all costs if the accessories are lost, damaged or stolen regardless of what Excess Reduction Option was taken.

## **Transfer**

Vehicles must be collected and returned to our branches in Auckland or Christchurch (unless we have a remote location agreement with you). A transfer to the Sleepervans branch from the Christchurch or Auckland airports and vice versa is provided free of charge. This also includes airport area accommodation in Auckland and Christchurch. Please advise surname, reservation number, arrival terminal or hotel name and number of passengers requiring collection when you contact us. Our courtesy collection is normally within 30 minutes and operates up to 1- 1.30 hour prior to close.

## Exchange rate/currency variations

All credit card transactions are conducted in New Zealand dollars. Due to exchange rate fluctuations there could be some variance in the amount refunded compared to the amount initially charged. We do not accept any liability for variances up or down. Refunds by credit card can take up to 15 working days depending on the renter's Financial Institution.

## Driver's licence, minimum age and additional drivers

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. Additional drivers must meet all Sleepervans rental requirements, be at the depot at time of vehicle pickup and sign the rental agreement.

## General equipment

Each vehicle is supplied with complimentary general equipment (such as pegs and clothes line, dustpan/brush, fire extinguisher and bucket/hose).

## Kitchen and personal kits

Each vehicle is supplied with complimentary living equipment (such as bedding, cooking equipment, eating utensils, bath and tea towels.)

## Maps and campground guides

Each vehicle is supplied with a complimentary Road Atlas as well as campground guides.

## Smoking and animal restrictions

Smoking in Backpacker Sleepervans vehicles is strictly prohibited, and offenders will be charged a fume removal fee of NZ\$500. Animals are also not permitted in any Backpacker Sleepervans vehicle and the same cleaning fee will apply.

## L.P. gas refill service fee

The gas canisters for the gas stove can be bought on pick up for \$25 each. They can be returned empty to Sleepervans at the completion of the rental. This is a compulsory fee and if the hirer chooses not to use the gas bottle the fee is non refundable.

## Additional equipment for hire

Please browse our [accessories](#) for great rental rates on awning kits, outdoor furniture, solar showers and other great products for camping in comfort and style.

## Multiple rentals

Consecutive rentals can be combined to qualify for a long-term discount rate. Rentals in Tasmania (Australia) and New Zealand can be combined to obtain a long-term discount rate, providing travel is within a 3 month period. If drop off of a vehicle and pick up of a new vehicle occurs on the same day then a day each will be

charged per respective vehicle. Multiple rentals are treated as separate rentals under the one way fee and minimum rental period conditions.

## Ferry reservations

The two main islands of New Zealand, the North Island and South Island, are separated by sea and require a ferry trip. If you wish to hire from Auckland to Christchurch or vice versa you will require a ferry. The ferry trip takes approx. 3.5 hours and there are several sailings per day in each direction.

During the peak tourist months, November to March, reservations are highly recommended. Ferry pricing is based on the length of the campervan/motorhome. Please consult our vehicle pages for the length of the vehicle.

Reservations are easy to arrange directly on the internet. We are not agents for the ferry companies but we are happy to book on your behalf using your credit card details as only a New Zealand server can access the cheaper fares on the [Interislander](#). However as we charge \$25 for our time. You may wish to check out the [Bluebridge](#) which does not have the same restrictions and you may find their prices competitive

## Travel restrictions

Sleepervans vehicles can only be driven on public roads sealed/unsealed. No vehicle is to be driven on the following roads: Skippers Canyon Road in Queenstown, The Crown Range Road/Cardrona Valley Road (between Arrow Junction to Cardrona), Ball Hutt Road near Mount Cook, 90 Mile Beach in Northland, Cape Colville to Port Jackson Road in Coromandel.

Vehicles are not permitted on all ski field access roads in both the North and South Islands from 01 June to 31 October. This means you cannot drive your vehicle up to a ski field car park and/or any part of the access road to the ski field. You will be responsible for all damage if travelling on these roads.

## Change of drop off destination

If the renter wishes to change the drop off destination after the rental has commenced, they first must obtain authorisation from Backpacker Sleepervans Reservations in Christchurch. Subject to the change being approved, a minimum additional charge of \$750 may apply.

## Rental extension

If the customer wishes to extend the rental whilst on hire, they must first obtain authorisation from Sleepervans reservations in Christchurch who will advise of the additional costs. Rental extension is subject to fleet availability. The extra cost (Gross Rate) of an extended rental must be paid by credit card over the telephone or at an Sleepervans Branch immediately on confirmation of the rental extension.

Failure to obtain authorisation will result in the renter maybe being charged double the daily gross rental rate.

## Calculation errors

Sleepervans will not honour calculation errors. Should a calculation error occur Backpacker Sleepervans will charge for the shortfall.

## Repairs

Although we run late model vehicles, it may happen that small repairs are required.

Repairs up to NZ\$100 may be affected without authorisation and will be reimbursed upon presentation of a receipt. For amounts over NZ\$100, Backpacker Sleepervans 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.

## **Customer care on road assistance**

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

## **Infringements and administration fees**

All traffic infringements including Speeding, Parking Tickets, Unpaid Toll charges and Freedom Camping Fines will be passed onto the customer. Tui Campers reserves the right to and will charge the hirer's credit card using the bond imprint given to cover the cost of the fine, plus a processing fee of NZ\$60.00 to cover associated administrative costs.

Tui Campers reserves the right to charge the hirer for any vehicle damage including third party property damage not reported on return of the vehicle. In addition to these costs, Tui Campers reserve the right to charge for associated administration costs for processing (irrespective of excess) all insurance claims in the event of the customer not having a NIL excess. An administration fee of \$150 will be applicable where our Bond Waiver has been purchased. Otherwise, the fee is \$450.00 per claim.

## **After hours pick-ups and late drop-offs**

If the Customer wishes to collect their Vehicle after business hours, they must first get approval from Tui Campers. If the after hours pick up is approved, this will be a contactless pick up and a fee of NZ\$100 is applicable. Vehicle must be returned by 3:30pm (high season) and 3pm (low season) on the day and location stated on your contract. Any vehicle returning after this time will incur a late drop off fee of \$100. If a customer wishes to do a contactless pick up or drop off on a Sunday during the low season where we are closed, will incur an after hours fee of \$100 and must be pre approved.

## **Change of vehicle**

Should the vehicle booked be unavailable through unforeseen circumstances, we reserve 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 renter to a refund.

## **Vehicle category**

Vehicles cannot be requested by make, model or year. Only by vehicle category.

## **Voluntary downgrade**

Should the renter decide to take a lesser vehicle than booked within 14 days of pick up or during the rental then they will not be entitled to any refund.



## Limit of liability

In the event of no alternative vehicle being available to the renter our liability is limited to a refund of the hire charge or in the case of mechanical failure (unless caused by the renter) the remainder of the hire period.

## One way hires

Where pick-ups originate from North Island and return in South Island and the pick-up is between:

- 1 April and 30 September – a one way fee of NZ \$150.00 applies.
- 1 October and 31 March – a one way fee of NZ \$250.00 applies.

Where pick-ups originate from South Island and return to North Island and the pick-up is between:

- 1 April and 30 September – no one way fee applies.
- 1 October and 31 March – a one way fee of NZ \$150.00 applies

It's possible to commence your hire in Auckland or any other North Island location and finish it in Christchurch or any other South Island location (or vice versa) if the rental period is a minimum of fourteen (14) days .

One way hires of shorter duration are subject to availability. Please enquire.

## On-road assistance - mechanical faults

The liability of Sleepervans extends to either replacing your vehicle with a similar one, or refunding your hire charge for any days you lose the total use of the vehicle. If the vehicle has any mechanical failures these problems must be reported to Sleepervans as soon as possible in order to give Sleepervans the opportunity to rectify the problems during the rental. The hirer is not entitled to any refund at the end of the hire period unless Sleepervans has been advised of the problem earlier, and has been given the opportunity to rectify the situation. Sleepervans does not accept any liability for any claims made after this point. Sleepervans is not liable for any delay in repair caused by the breakdown occurring on a weekend or a public holiday. A refund can be requested if the breakdown has directly caused a delay in travel of 48 hours or more, if the delay is less than 48 hours in one location Sleepervans can deny the refund request at its own discretion.

## Maintenance and repairs - equipment faults

The hirer shall take all reasonable care to ensure that the vehicle is properly maintained. This shall include regular checks to the oil, water and batteries. The hirer shall be liable for any cost associated with the incorrect use of fuel (fuel being diesel or petrol), including putting fuel in the water tank. The failure of accessories such as TV, DVD, CD player, microwave, gas heater, air conditioning unit, fridge and hot water heater do not constitute a breakdown. Any problems associated with the vehicles equipment, must be reported to Sleepervans as soon as possible and within 24 hours in order to give Sleepervans the opportunity to rectify the problem. Failure to do so will compromise any claims as we cannot accept liability for any claims submitted after this period. Sleepervans will endeavour to facilitate on-road repairs however should the repair not be possible or fail the hirer is not entitled to a vehicle change or compensation. No alternative accommodation or food items will be paid for during down time.

## Cancellations

Once a booking has been confirmed and a deposit paid the booking is considered live and is subject to the cancellation policy. The NZ\$500 deposit is forfeited if bookings are cancelled 29 days and over of departure.

- 29 days and over deposit retained
- 20 - 29 days 20% of total reservation cost
- 10 - 19 days 40% of total reservation cost
- 1 - 9 days 75% of total reservation cost
- No show 100% of total reservation cost.

In all cases the minimum amount retained is the deposit.

**COVID-19:** In the event that travel is affected because of a pandemic then the following will occur.

### **Domestic**

Any booking cancelled due to Level 3 or 4 restrictions will be subject to a cancellation fee of \$100.00 which will partially cover our costs, or the full amount paid can be transferred to new dates without cancellation penalty.

During level 2 a doctors certificate must be produced for the above cancellation to apply.

### **International**

1) Any booking cancelled up to 48 hours prior to pickup will be subject to a cancellation fee of \$100.00 which will partially cover our costs. The balance of the hire amount can be held for a future booking occurring within 18 months of opening of borders or refunded at any time. This will allow hirers the option to preserve the value of their money against adverse exchange rate fluctuations.

2) In order to qualify for this exception, the hirer will need to **provide medical proof** that the hirer is unable to travel because of infection or that they are not permitted to travel because of **Border restrictions**

No refunds for cancellations made after the travel or travel date has commenced. If the vehicle is returned early for any reason whatsoever after travel has commenced then no refund is available.

## **Booking amendments**

- Amendments to increase the length of the booking can be made at no cost. Amendments to decrease the booking will be charged at a minimum of NZD\$60.00 provided the amendments occur at least 30 days prior to departure date.
- If rental dates are amended within 14 days of vehicle pick up, no refund will be made if the hire is shortened.
- If the pick up or drop off rental location is amended within 14 days of vehicle pick up, a relocation fee may apply.
- Changes to the drop off rental location after the rental has commenced must be approved by Sleepervans reservations. If approved a minimum charge of NZ\$750 may apply.
- Rental extension, whilst on hire, must be approved by Sleepervans reservations. The extra cost must be paid on confirmation of the rental extension.

## **Extra Fees**

- A compulsory Toilet Chemical Starter Kit is charged at \$8. This is free if Reduction Option 2 cover is purchased.

- If the vehicle is not returned in a clean/tidy state as it was supplied, a fee of NZ\$200 will apply
- Public Holiday vehicle collection and returns will incur a one off fee of \$100 to be paid at pick up.  
Sleepervans is open on the following Public Holidays: 2nd January, Waitangi Day, Good Friday, Easter Monday, ANZAC Day, Queens Birthday, Labour Day, Boxing Day, Auckland and Christchurch anniversary days.
- If the toilet (where applicable) is not returned empty, a fee of NZ\$200 will apply
- If the waste tank (where applicable) is not returned empty, a fee of NZ\$200 will apply
- If the accessories are not clean e.g. BBQ and solar shower then there is a charge of \$50.00

## Refunds

Regretfully, no refunds can be given for any unused portion of your holiday. However, your travel insurance may in some circumstances cover the unused portion. Refunds for hires paid and cancelled prior to pick up will be subject to our cancellation policy. If it is determined that a refund is due, Sleepervans will process the refund back to the original credit card charged, or a refund cheque will be posted if payment was made by direct debit or cash. All refunds will be made in NZ\$ and Sleepervans does not accept any liability for currency exchange rate fluctuations. Refunds are processed once a week.

## Fuel

All vehicles are supplied with a full tank of fuel at the start of hire, and must be returned with a full tank at the end of your hire otherwise a refueling fee will apply.

## Auckland Depot

- 142 Robertson Road, Mangere East, Auckland
- Free phone 0800 324 939
- Phone + 64 9 275 3778

## Christchurch Depot (Head Office)

- 520 Wairakei Road, Burnside, Christchurch
- Free phone 0800 324 939
- Phone + 64 3 359 7410 Fax +64 3 359 4132
- Email: [info@sleepervans.co.nz](mailto:info@sleepervans.co.nz)
- Internet: [www.sleepervans.co.nz](http://www.sleepervans.co.nz)

## Disclaimer

Illustrations and text in any of our brochures or website are a representation only of the vehicle depicted. Variances in the vehicles offered for rental may occur due to substitutions made by Sleepervans or modifications and/or upgrades to the vehicle design made by the manufacturer. Prices may be subject to change due to factors beyond the control of Sleepervans. Any changes in price affecting a client between the time of booking and payment received will be advised immediately. The company takes no responsibility for any detention, delay, loss, damage or injury that a hirer might experience no matter how it is caused or by whom. The company's rental agreement is the sole contract for hiring the vehicle, between the company and the hirer

and passenger(s). These conditions cannot be varied or altered or waived by any employee, agent or representative of the company or by anyone providing services or facilities. The company cannot be bound by any representative or statement unless it is confirmed in writing by the company's directors or management. Your travel agent will forward deposits and other payments to us on your behalf, but your travel agent is not our agent for the purpose of the receipt of monies.

**Note terms & conditions and rates are subject to change without notice.**

Our Rental Network:



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**vans**

Rental Vehicles

Deluxe Sleepervan

Ph: +64 3 359 4731

Email: [info@sleepervans.co.nz](mailto:info@sleepervans.co.nz)

Auckland Depot: : 142 Robertson Road, Mangere East, Auckland

Christchurch Depot: : 520 Wairakei Road, Burnside, Christchurch

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