

TERMS AND CONDITIONS

This document contains a summary of some of the Rental Conditions. For full detailed conditions refer to the rental agreement provided when the vehicle is collected or can be downloaded from www.backpackercampervans.co.nz. Please note all prices quoted in this document are **gross** and in New Zealand dollars. Rates and conditions are subject to change without notice.

SMART RATES – RATE CONDITIONS

- The Smart rate for the entire duration of the rental is determined by the date of pick-up, location and date of booking. The daily rate will not change within one booking.
- Amendments prior to the vehicle collection date will be re-calculated at the smart 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 pick-up (days are being added on at the end of the rental with no change to the original pick up date), or the Smart Pack is being added to or removed from the booking, the original smart rate, which applied at the time of the original booking, will apply.

QUOTES

Backpacker use 'smartrates' to determine the daily rental rate. Backpacker smartrates are released by each Friday effective for sale from the following Monday. As such all Backpacker rates/quotes expire at the close of business on Sunday.

PAYMENT

To confirm a reservation a 20% deposit is required. The balance is payable upon vehicle collection. To make payment please go to www.vehiclebookit.com/securepayment and fill in an online booking form. Alternatively you can phone or fax credit card information. Personal, company cheques and money orders in New Zealand dollars are accepted as long as the cheque/money order is received 14 working days before the travel date and Backpacker can accept direct deposits. Contact Reservations for further information regarding cheque/money order and direct deposit payment procedures.

INCLUDED IN RATES

- Unlimited kilometres
- Crockery & cutlery
- 12.5% GST
- Vehicle insurance (excess applies – see the "For Your Protection" section for more information)
- Customer care 24 hour 7 days per week road service helpline (toll free)
- All branches have local tourist information and maps available

RATES EXCLUDE

- Liability Reduction Options
- Linen and Bedding Hire Costs
- Extra Driver Fees
- Diesel Tax Recovery Costs if applicable
- Refundable Security Deposit
- Fuel and LPG costs
- One-way Fees and Location Fees if applicable

SMART PACK

The Smart Pack for campervan rentals is payable per day in addition to the daily rental rate.

Breezer, Nomad & Wanderer
NZ\$34 per day (maximum NZ\$1,700 per rental)
Quattro and Six Pack
NZ\$44 per day (maximum NZ\$2,200 per rental)

In addition to the inclusions in the Smart Rate, the Smart Pack includes:

- Liability Reduction Option 2 (nil vehicle excess)
- Diesel Tax Recovery Costs
- LP Gas Refill (PGO - refill for gas bottle used for cooking and heating hot water in vehicles with a hot water facility upon return of vehicle).
- Linen and Bedding
- Extra Driver Fees
- Tyre and Windscreen Cover
- Snow Chains if required
- Portable Heater if required
- Camping Chairs (1 per person travelling)

BACKPACKER STRONGLY RECOMMENDS THE **SMART PACK** FOR TRAVEL WITH COMPLETE PEACE OF MIND.

DIESEL TAX RECOVERY FEE

The Diesel Tax Recovery Fee is included in the **Smart Pack**. If the Smart Pack Option 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:	Nil
2 Berth (Toilet Shower):	NZ\$4.70
4 Berth:	NZ\$4.70
6 Berth:	NZ\$4.85

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

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 **2%** administration fee will apply to all Visa and MasterCard transactions or **4.5%** for American Express. 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.

FOR YOUR PROTECTION

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

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\$3,500 ("the excess") for the Breezer, Nomad and Wanderer campervans and NZ\$5,000 ("the excess") for Quattro and Six-Pack 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.

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

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 Backpacker 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.

The excess can be reduced, in most circumstances, by the purchase of Liability Reduction Option 1 or Liability Reduction Option 2. Note Liability Reduction 2 is included in the **Smart Pack**.

Liability Reduction Option 1

Breezer, Nomad & Wanderer
NZ\$16 per day (maximum NZ\$800 per rental) Excess reduced to NZ\$1,500
Quattro & Six Pack
NZ\$25 per day (maximum NZ\$1,250 per rental) Excess reduced to NZ\$2,500

With Liability Reduction Option 1 the hirer is responsible for the first **NZ\$1,500** for the Breezer, Nomad and Wanderer and the first **NZ\$2,500** for the Quattro and Six Pack vehicles of **ANY ACCIDENT 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 rate 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, whereby all Liability Reduction cover will be made void.

Liability Reduction Option 2

Breezer, Nomad & Wanderer
NZ\$26 per day (maximum NZ\$1,300 per rental) Excess reduced to NZ\$0
Quattro & Six Pack
NZ\$32 per day (maximum NZ\$1,600 per rental) Excess reduced to NZ\$0

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

Note: Liability Reduction 2 is included in the **Smart Pack**.

Please see the 'Exclusions' section, whereby all Liability Reduction cover will be made void.

Tyre and Windscreen Cover

Vehicle	Cost per day
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All Campervans NZ\$5 (maximum charge NZ\$250)

Where the hirer purchased tyre and windscreen cover unlimited windscreen and tyres will be covered for accidental damage.

Tyre and Windscreen cover can only be purchased in conjunction with Liability Reduction 2 or is included in the Smart Pack.

BACKPACKER STRONGLY RECOMMENDS OUR CUSTOMERS TAKE THE SMART PACK FOR TRAVEL WITH COMPLETE PEACE OF MIND.

Please see the 'Exclusions' section, whereby all Liability Reduction cover will be made void.

EXCLUSIONS

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

- Overhead and underbody damage to the vehicle.
- Tyre and windscreen damage unless tyre and windscreen cover has been purchased.
- Any water related damage which includes, but is not limited to:
 - any vehicle submersion
 - creek or river crossing
 - driving through flooded areas
 - beach driving

- Personal belongings. Backpacker recommends the hirer does not leave valuables in the vehicle and that they have insurance to cover for the loss/damage of personal belongings.
- Any damage caused by wilful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle).
- Any damage caused while driving under the influence of alcohol or drugs.
- Damage caused to the vehicle by snow chains.
- A single vehicle roll over occurs.
- 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.
- The cost to retrieve or recover a vehicle, which may include, but is not limited to a vehicle that has become bogged, submerged, caught, trapped, stuck or restricted in anyway and/or has been abandoned.
- The cost to replace keys, which have been lost or retrieval of keys, which have been locked in a vehicle.
- 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 Backpacker does not accept any liability.
- Damage caused to the vehicle because total load (kg) has exceeded recommended load as stated in vehicle manual. Vehicles are not to be used for the purpose of transporting and haulage of goods other than what might be reasonably expected of a leisure rental.
- 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 Liability 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 Liability Reduction Option is not selected, the security deposit is NZ\$3,500 for the Breezer, Nomad and Wanderer campervans and NZ\$5,000 for the Quattro and Six-Pack campervans payable by credit card.

The NZ\$3,500/NZ\$5,000 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 Liability Reduction Option 1 has been taken the security deposit is NZ\$1,500 for the Breezer, Nomad and the Wanderer vehicles and NZ\$2,500 for the Quattro and the Six-Pack vehicles.

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The NZ\$1,500/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 **Liability Reduction Option 2** is selected with or without the Tyre and Windscreen Cover Option or the package booked is the Smart Pack the security deposit is **NZ\$220**.

The **NZ\$220** 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** that Backpacker can then debit if required.

The security deposit is fully refundable provided the vehicle is returned on time, to the correct location, undamaged, in a clean condition and with full fuel tanks (fuel being petrol or diesel) and gas bottle. Except where the customer has purchased the Pre-Purchase Gas Option (PGO) is included in the Smart 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.

Backpacker 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.

RENTAL DURATION

- Breezer campervan rentals have a 3-day minimum rental requirement when pick up and return are to the same location. The Breezer is available from Auckland and Christchurch.
- The minimum rental period is five days for all other campers.
- All campervan rentals with a collection date between the 23 December and the 10 January are subject to a ten-day minimum rental requirement.
- Minimum rental period is ten-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 periods are subject to change during peak periods.
- Rental days are calculated on a calendar day basis. When calculating the number of days a vehicle is rented, the day of pick-up is counted as day one of the rental, regardless of pick-up time. The day of the vehicle's return is counted as the final day of the rental.
- Late pick-up or early return of vehicle, does not entitle the hirer to any refund of the unused portion of the rental.
- Late returns will be charged on a per day basis. Failure to obtain authorisation for a rental extension will result in a daily fee of **NZ\$150** in addition to the daily rate.

ONE-WAY RENTALS

One-way rentals are available between all branch locations with the exception of the Breezer which is available to and from Christchurch and Auckland only. A one-way rental fee of **NZ\$200** is charged for Breezer, Nomad and Wanderer rentals or **NZ\$250** for Quattro and Six-Pack rentals, to and from the North Island to the South Island and vice versa, where pick up is between the 1st of October and the 31st of March.

Rentals between the Auckland Beach Rd location and the Auckland Mangere location are subject to a **NZ\$50** one-way fee. This applies in either direction and all season.

Location fees will apply if applicable.

WELLINGTON & QUEENSTOWN LOCATION FEES

A location fee of **NZ\$200** applies to all campervans picking up or dropping off in Wellington or Queenstown.

If the pick-up and drop off occurs in the same city, only one location fee will apply. One-way fees will apply if applicable.

ADDITIONAL PRODUCTS & SERVICES

• Picnic Table	NZ\$22 per rental
• Picnic Chair	NZ\$15 per rental
• Linen & Bedding	NZ\$15 per pack, per rental
• Extra Driver Fees	NZ\$4 per day, per extra driver, per hire (maximum charge of NZ\$150 per extra driver, per hire)
• Baby / Booster seat	NZ\$25 per rental
• Portable Heater	NZ\$15 per rental
• Tent (4 persons)	NZ\$65 per rental
• Camping Pack	NZ\$20 per day (maximum charge NZ\$200 for 2 persons)
• Souvenir Road Atlas	From NZ\$25 for purchase
• Snow Chains	NZ\$25 per rental
• Portable Hand-Held Shower	NZ\$15 per rental
• Electrical Adaptor	NZ\$14 for purchase
• First Aid Kit	NZ\$30 for purchase (In vehicle. If seal is broken, customer is charged)
• Pre-Purchase Fuel Option (PPF)	Details on request upon vehicle collection
• GPS	NZ\$9 per day with a maximum charge of NZ\$90 per hire
• Pre-Purchase Gas Option (PGO)	
– Breezer, Nomad	NZ\$25 per gas bottle
– Wanderer, Quattro & Six Pack	NZ\$35 per gas bottle

Note the PGO option, extra driver fees, linen/bedding, camping chairs, portable heater and snow chains are included in the Smart Pack.

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

CHANGE OF LOCATION

If the customer wishes to change the pick up or drop-off location from what was originally booked, permission must be first obtained from the reservations or scheduling departments.

Subject to the change being approved, an additional charge of up to **NZ\$700** may apply.

RENTAL EXTENSION

If the customer wishes to extend the rental whilst on hire, they must first obtain authorisation from reservations or any of the Backpacker 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 may 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.

TRANSFERS

Backpacker Campervans provide free transfers to and from the Auckland airport to the Mangere branch on the day of arrival and departure. Customers can also take the Airbus free of charge to and from downtown Auckland to the Auckland Mangere Branch on day of pick up and drop off. Backpacker Campervans provide free transfers to and from the Christchurch airport to the Christchurch branch on the day of arrival and departure. The Queenstown branch is located at the airport. The Wellington agency is located 40 minutes from the airport and clients must

find their own transportation to and from the branch, at their own expense. Note only campervans are available from the Wellington office, rental cars are not available from Wellington.

INFRINGEMENTS and ADMINISTRATION FEES

Backpacker reserves the right to charge the hirer for any speeding, toll way or parking fines and/or vehicle damage including Third Party property damage not reported on return of the vehicle. In addition to these costs Backpacker reserve the right to charge for associated administration costs for processing the fines (irrespective of excess) and/or all insurance claims in the event of the customer not having a NIL excess. In addition to the costs associated per fine and/or insurance claim, an administration fee of \$60 will be applicable.

EXCHANGE RATE / CURRENCY VARIATIONS

All credit card transactions are conducted in New Zealand dollars. Due to exchange rate fluctuations and bank transaction fees there could be some variance in the amount refunded compared to the amount initially charged. Backpacker does not accept any liability for variances up or down.

LICENCE

A current and full (i.e. no probationary licences are accepted) 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. A medical certificate stating that the customer is fit to drive the vehicle they have booked for the duration of the hire is required for drivers 75 years of age or greater.

AGE RESTRICTIONS FOR THE NOMAD AND BREEZER

Drivers must be 18 years of age or over. A medical certificate stating that the customer is fit to drive the vehicle they have booked for the duration of the hire is required for drivers 75 years of age or greater.

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 Backpacker 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 Liability reduction option or the Smart Pack if applicable.

If multiple hires are within the same country and total days exceed 50 days only the maximum charge applicable to the Liability Reduction Option or the Smart Pack will apply. If combining a vehicle hire with another Backpacker vehicle that has a more expensive Smart Pack or Liability Reduction Option, the more expensive Smart Pack/ Liability Reduction maximum cost is applied.

ROAD RESTRICTIONS

Vehicles can only be driven on sealed/bitumen or well-maintained roads. No vehicle shall be driven on Skippers Road (Queenstown), Ninety Mile Beach (Northland), Ball Hut Road (Mt. Cook), Bluff Road that runs between Kuatounu and Matarangi and North of Colville Township (Coromandel Peninsula).

Backpacker reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions.

ON-ROAD ASSISTANCE

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

Please contact us toll free on:

North Island: 0800 422 267
South Island: 0800 304 304

REPAIRS

Repairs up to **NZ\$200** may be affected without authorization and will be reimbursed. For amounts over **NZ\$200**, Backpacker will need to be informed in advance. Repairs will be approved provided the hirer 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 Backpacker 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 - CAMPERVANS

The cancellation fees are:

If cancelled up to 22 days prior to pick up:	No Fee
If cancelled from 21 - 7 days prior to pick up:	20% of Gross Rental
If cancelled 6 - 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 no refund is available for the unused portion of the hire

DISCRETION

Backpacker reserves the right to refuse any rental at its discretion.

ANIMALS

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

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 paid to Backpacker 14 days prior to commencement of rentals. Personal or Company cheques are not acceptable as the vehicle security deposit.



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CALCULATION ERRORS

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

NEW ZEALAND RESERVATIONS OFFICE HOURS AND CONTACT DETAILS

Open 24 hours, 7 days per week, closed Christmas Day (25 December) and New Years Day (1 January)

Tel: +64 9 255 3985
Fax: +64 9 255 0629
Free call within New Zealand: 0800 422 267
Free call outside New Zealand: +800 200 80 801
E-mail: direct@backpackercampervans.com
Website: www.backpackercampervans.co.nz

AUSTRALIAN RESERVATIONS OFFICE HOURS AND CONTACT DETAILS

Open 24 hours, 7 days per week, closed Christmas Day (25 December) and New Years Day (1 January)

Tel: +61 3 8398 8830
Fax: +61 3 9687 4844
Free call within Australia: 1800 670 232
Free call outside Australia: +800 200 80 801
E-mail: ausinfo@backpackercampervans.com
Website: www.backpackercampervans.com.au

BRANCHES FOR VEHICLE COLLECTION AND RETURN

Auckland Mangere, Auckland Beach Rd*, Christchurch, Queenstown* and Wellington*

- Daily from 0800 to 1630 hours. Open all public holidays except Christmas Day (25 December) when all Backpacker branches are closed.
- All campervans must be collected from and returned to the nominated Backpacker Campervans branch.

* **The Breezer is not available to and from Wellington and Queenstown.**

* **The Wanderer, Quattro and Six Pack are not available to and from Auckland Beach Road**

AUCKLAND

36 Richard Pearse Drive
Mangere
(3km from Auckland Airport)

Tel: +64 9 255 0620
Free call: 0800 422 267

AUCKLAND CITY

86 Beach Road
Auckland

Tel: +64 9 304 0940

CHRISTCHURCH

530-544 Memorial Avenue
Christchurch Airport
(300m from Christchurch Airport)

Tel: +64 3 358 4159
Free call: 0800 304 304

QUEENSTOWN

Queenstown Airport Terminal

Tel: +64 3 442 2011

WELLINGTON

c/- Top 10 Hutt Park Holiday Park
95 Hutt Park Road
Lower Hutt

Tel: +64 4 569 5378

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 Backpacker or modifications and/or upgrades to the vehicle design made by the manufacturer.