

Relocation: For Your Information

Effective 01 April 2019 – 31 March 2020 Consumer



FOR YOUR INFORMATION:

This information applies to Britz, Maui and Mighty relocations and must be used in conjunction with the Britz 'Rental Agreement, Terms and Conditions'.

SUBJECT TO AVAILABILITY: Relocations are subject to availability and business needs. **thl** reserves the right to cancel a relocation booking if there is no longer a need to relocate the vehicle. Should the vehicle booked be unavailable, the right is reserved to substitute another vehicle without prior notification. This shall not constitute a breach of contract and does not entitle the customer to a refund.

RENTAL CHARGES: \$5 per day. Rentals on the same island are 3 day. Rentals that cross islands are 4 days. Kilometre allowance is detailed in the table below. Kilometres travelled in excess of the allowance will be charged at 28 cents per kilometre.

RENTAL DURATION: Rental days are calculated per calendar day.

EXTRA DAY: Requests for extra days must be made at least 24 hours prior to the expected return date. Additional days are subject to availability and with a maximum rental period of 7 days. Where travel is between 15 December and 15 March the maximum rental period is 5 days for cross island relocation hires and 4 days for same island relocation hires. The extra day rate will be \$50 per day for travel 01 April to 31 October and \$100 per day for travel 01 November to 31 March; and must be paid by credit or debit card immediately. Where a customer is paying for extension days, they receive unlimited free kilometres. Extra days can be requested by contacting **thl** Rentals Reservations 0800 651 080. No refund is available for unused days.

DRIVERS LICENCE: A current and full motor vehicle driver's licence is required and must be produced on vehicle collection. Should a foreign licence be in a language other than English, it must be accompanied by a current international driving permit.

FUEL/LPG: Fuel costs are the hirers own. The vehicle is supplied with a full tank of fuel and the hirer is required to return the vehicle with a full tank of fuel. Failure to do so will result in additional charges. **thl** welcome you to share fuel expenses with your fellow travellers; however, it is illegal to charge them a fare. **thl** may offer a fuel allowance to a relocation booking. If a fuel allowance has been offered, no monies will be refunded without GST receipts. Campervans are supplied with a full LPG bottle for the purposes of cooking and heating hot water. The hirer is required to return the vehicle with a full LPG bottle. Failure to do so will result in additional charges.

ROAD USER CHARGE RECOVERY FEE: If you are relocating a diesel vehicle a Road User Charge Recovery Fee will apply, based on the number of kilometres travelled and is paid by the hirer when the vehicle is returned. **thl** reserves the right to amend the Road User Charge Recovery Fee in response to changes in Government Road User Charges. The current Road User Charge Recovery Fee costs can be obtained from your Local Host. Road User Charge Recovery Fee will apply for all kilometres travelled.

PAYMENT: Cash, EFTPOS, Visa, MasterCard and American Express only will be accepted for rental and protection package charges. Please note that **thl** does not take any responsibility for any currency fluctuations in exchange rates. A non-refundable 2.4% credit or debit card administration fee applies to all Visa and MasterCard transactions and a 4.6% credit card administration fee applies to all American Express transactions.

CREDIT CARD AUTHORITY: A customer's credit or debit card will be required for the purposes of the Credit Card Authority. The credit or debit card holder is jointly and severally liable for any damage to the rental vehicle. Customer's authorises **thl** to charge the credit or debit card for all amounts payable under this Agreement.

FOR YOUR PROTECTION: All vehicles are insured for damage to the vehicle or any third party property. The customer is liable for the first \$1000 worth of damage (per incident) to the vehicle or any third party property. Any costs incurred will be calculated and recovered at end of the hire, regardless of any independent cover the customer may have.

LIABILITY REDUCTION OPTION: For \$12 per day you can reduce the liability to \$500 (per incident). Exclusions do apply. Please read the Rental Agreement Terms and Conditions carefully.

VEHICLE COLLECTION: Vehicles are available for collection from 11am or after to help with your smooth departure.

VEHICLE DROP OFF (SAME ISLAND): Return time on the final day is 1200 hours. A late fee of \$500 will be charged for vehicles returned after 1200 hours.

VEHICLE DROP OFF (CROSS ISLAND): Return time on the final day is 1500 hours. A late fee of \$500 will be charged for vehicles returned after 1500 hours.

ONEWAY AND LOCATION FEES: One Way and Location fees do not apply to relocation bookings.

ACCIDENTS: Must be reported to **thl** within 24 hours of the event. An accident report must be completed on return of the vehicle.

MECHANICAL BREAKDOWN: In the event of a breakdown you may spend up to \$100 for minor

repairs or oil. For larger repairs, please phone **thl** for authorisation. Receipts must be presented for reimbursement. **thl** is not liable for any incidental costs (accommodation, transportation) incurred by the hirer and passengers as a result of a breakdown or accident. **thl** staff will however endeavour to assist where and if possible.

CLEANING FEE: A \$250 cleaning fee will be charged if the vehicle is returned in a dirty condition (this includes smoking related cleaning as smoking is not permitted in the vehicle). A fee of \$125 will also be charged if the toilet and waste water tanks have not been emptied.

CANCELLATION FEE: There is a \$50 fee payable to **thl** for any relocation that is cancelled once confirmed or not collected on the due date. Please note the vehicle model booked or the booking itself may change prior to departure or be cancelled at **thl's** discretion, even on the day of travel. The \$50 cancellation fee will not apply in this instance. In addition, **thl** Rentals is not liable for any incidental costs (accommodation, transportation) incurred by the hirer and passengers as a result of cancellation of the relocation. If customer has booked the relocation hire via an agent, different cancellation fees may apply. For details customer should contact their agent.

FERRY CROSSING: A ferry booking must be made at the time of booking/pick up if the vehicle is to cross between the North and South Islands. Where a free ferry is included, we reserve the right to choose an off peak sailing. Any amendments to the ferry booking will be charged an amendment fee of \$25 per change. If the customer fails to cross at their booked time, they will be required to rebook and pay at their own cost with no refund available. If customer fails to collect the relocation vehicle without prior notification to **thl** any cancellation fees applicable to the ferry crossing will be charged to the customer in addition to the cancellation fee applicable to the rental. Note that **thl** will pay for the ferry crossing cost for the vehicle and driver only. Additional passengers costs are the hirers own.

BREACH OF CONTRACT: Please read the Britz "Rental Agreement, Terms and Conditions" very carefully and ensure that all points are clear before signing. Your signature binds you to the Britz 'Rental Agreement, Terms and Conditions' conditions. Should there be any variance between the Britz 'Rental Agreement, Terms and Conditions' and this 'For Your Information' document, this (For Your Information) document will supersede the standard conditions.

Branch Details

Auckland	36 Richard Pearse Drive, Mangere, Auckland	09 255 3913
Christchurch	159 Orchard Road, Christchurch	03 358 4159
Queenstown	50 Lucas Place, Frankton, Queenstown	03 442 2011

Number of Rental Days

	Auckland	Christchurch	Queenstown
Auckland		4 days / 1350 km	4 days / 2000 km
Christchurch	4 days / 1350 km		3 days / 750 km
Queenstown	4 days / 2000 km	3 days / 750 km	