



## frequently asked questions

### **What is the minimum rental duration?**

Minimum rental period is three (3) days between February and November and minimum of seven (7) days for December and January. Charges are per calendar day. The day of pick-up is the first day of the rental. The day of return is the final day of the rental.

### **What do you mean by calendar days when we book?**

Unlike rental car companies that charge by 24-hour clock, all campervan companies in New Zealand charge by the day. Coastal Campers however offers a reduced daily rate should you wish to pick up the campervan at 4pm on your day of commencement. The day of return is classed as a calendar day regardless of the time you return it.

### **What is the transfer fee from the Airport?**

If you require a transfer from Auckland or Hamilton airport there is a small fee of \$100 each way. We can provide a shuttle to our depot or meet you with the motorhome or campervan at the airport.

### **Is there a minimum age to rent?**

You must be 21 years or older to rent and to drive our motorhomes.

### **Who can drive the motorhome?**

There is no charge for extra drivers. All drivers must be 21 years or older and produce their drivers license at pick-up. Only those people named as drivers on the Rental Agreement may drive the vehicle.

### **Do I need a special license to drive?**

No, a standard car license is all that is needed. You will need to show us a full home-country driver's license for each person who intends to drive. If your license is not in English format, we will need to see a valid International Driver's License/Permit.

### **Can I do a 'one-way' rental?**

We are unable to offer one way rentals

### **When do I need to pay?**

Once we confirm availability with you, a non-refundable deposit of NZ\$200 is required to secure your booking. The remaining balance is due on pick up. See our Terms & Conditions.

### **How can I pay?**

Deposits and remaining balances can be made by credit card (Visa & Mastercard), New Zealand Dollar cash or bank deposit. The bond must be paid by credit card (Visa or Mastercard) at pick-up, by the person named on the Rental Agreement. Unlike some other rental companies, we do not add a credit card surcharge.

---

1



## **What if I cancel?**

If you cancel your booking you will forfeit your deposit. The Cancellation fee for less than 21 days notice is \$300. See our Terms & Conditions.

## **What will it cost me if I have an accident or damage the motorhome?**

In the unfortunate event of an accident or damage, you will be responsible for up to the first NZ\$1,500 (if over 25 years) or NZ\$2,000 (if aged between 21 – 25 years) towards repairs (called the excess). This insurance does not cover personal injury or belongings. We strongly recommend that you take out personal travel insurance. It does not cover you for reckless driving or driving under the influence of drugs or alcohol.

## **What is the Security Bond?**

This acts as the vehicle bond and insurance excess. Unlike other companies, Coastal Campers do not deduct your bond before your motorhome hire starts. We simply require a credit card imprint on the Rental Agreement. The cardholder must be present at pick up. If you don't have a credit card, we require either Cash or signed Traveller's Cheques in NZ\$. If there is no loss, damage or any reported incidents, speeding fines or parking tickets, and the vehicle has been returned in a clean condition, with the toilet and waste tanks emptied and the fuel and LPG tanks full, Coastal Campers will return the bond back to you in the form of the imprint or as a company cheque, 3 weeks after your hire. See our Terms & Conditions.

## **What happens if I have an accident and it's not my fault, say a third party caused it?**

In the event that something happens to the campervan or motorhome and you are not at fault (either a vehicle accident where someone strikes the vehicle or damage occurs while the vehicle is parked), if you are unable to supply Coastal Campers with details that enable recovery of the costs, then unfortunately you will be liable. A break in reported to the Police with a copy of the incident report from the police is not charged for.

## **Can I get a refund for early return?**

No. If you choose to terminate your hire early no refunds will apply.

## **Can I extend my hire?**

Yes, but only by arrangement and depending on availability.

## **Do I have to pay for road tax?**

No, Coastal Campers pays for the diesel road tax.

## What is included in the Motorhome or 2+1 Campervan?

Bedding – Duvet, Sheet, Pillow, Pillowcase, Pillow Protector, Blanket (in winter), Mattress Protector

Towels – Bath towel, bath mat, tea towels

Cutlery – Forks, knives, spoons, teaspoons

Crockery – Dinner plates, plates, bowls, mugs, glasses, children's plastic glasses, serving bowl

Cooking Utensils –vegetable peeler, knives, fish slice, whisk, scissors, can opener, serving spoons, tongs, can opener, corkscrew, potato masher

Kitchen – Matches, Electric Jug & Toaster, Kettle, chopping board, fry pan, saucepan, pot, grater, storage containers, mixing bowl, colander, dish brush, scouring pad, dish cloth, cleaning fluids

General – Pegs, clothesline, clothes hangers, bucket, dust pan & brush, hose, step stool, outdoor tables & chairs, toilet chemical, disposable gloves, fire extinguisher, torch, maps & information, vehicle handbook, soap, tissues, toilet paper, rubbish bag, grey water hose, electric fan heater

First Aid Kit, a sealed kit is supplied, but should you need to open it, a \$20 charge is made and you become the owner of the kit.

## What is included in the \$ Saver Campervan?

Cutlery: Forks, Knives, spoons, teaspoons

Crockery: Dinner plates, plates, bowls, mugs, glasses, serving bowl

Cooking Utensils: vegetable peeler, knives, fish slice, whisk, scissors, can opener, serving spoon, tongs, corkscrew, potato masher

Kitchen: tea towels, matches, electric toaster, kettle, chopping board, fry pan, saucepan, pot, grater, storage containers, mixing bowl, dish brush, scouring pad, dish cloth, cleaning fluids

General: pegs, clothesline, clothes hangers, bucket, dust pan & brush, hose, fire extinguisher, torch, maps & information, vehicle handbook, tissues, rubbish bag, electric fan heater, outdoor chairs.

First Aid Kit, a sealed kit is supplied, but should you need to open it, a \$20 charge is made & you become the owner of the kit.

## How are the appliances powered?

When DRIVING the following work: - fridge, battery charging, CD player, lighting & heating.

When FREEDOM camping without mains/shore (240v) power: fridge, CD player, LPG heater, lights, grill/hob, hot water, toilet & hot shower

At CAMPSITE plugged into mains/shore (240v) power: everything including microwave, electric kettle/jug & toaster, fan heater, air conditioner, TV, your laptop and your hairdryer

## Can I flatten the battery and be stranded?

The vehicle (starter) battery is not connected to the appliances so can not be flattened by using lights or the fridge etc.

## How long will my batteries last?

All of our Motorhomes & Campervans have a dual battery system. It has a house battery, which is independent of the engine batteries and charges whilst driving or if plugged into mains power. Using the house battery will not run the engine battery flat. This house battery, depending on usage, can last up to 48 hours without driving or being plugged into mains power. If the battery starts to lose power it's just a matter of running the engine for a while or moving to a powered site to recharge it. The 12V house battery will power the fridge, water pump and lighting. For long stays it may be advisable to go to a holiday park and plug into 240V. Since the engine battery is separate, if you flatten one of the house batteries, you will still be able to start the engine and drive.

## **Is there heating in the vehicle?**

Yes, all of our motorhomes have electric or gas-operated heaters. Our campervans only have electric fan heaters.

## **Where can I empty the toilet and grey water?**

Dump stations are located in campgrounds and various tourist sites around New Zealand. We provide a list of where these are in our vehicle handbook.

## **How long does the LPG last?**

If you are freedom camping and using the central heating, hob and hot water often, you may use a 9kg gas bottle every 7 to 10 days with average use, maybe more in winter. We recommend you check the bottle every 4-5 days to avoid running out at an inappropriate time.

## **Can I park and sleep in the campervan wherever I want, or do I have to stay in a campground?**

While it is not always necessary to go to a campground every night we do recommend it every 2nd or 3rd night, to empty toilet and wastewater tanks and replenish your fresh water. The rule of thumb with stopping on the side of the road or bush reserve is - so long as there are no signs saying "No Parking/Overnight Camping" then it should be OK. Camps usually charge around NZ\$25 - \$35 per night depending on numbers and they do have very good camping facilities. Of course if you do free camp please remember not to leave any rubbish or traces of your stay. There are certain areas in NZ that you are unable to free camp. These are well signposted. If free camping, we ask you to be a careful camper. Please respect the environment and leave only your footprints.

## **Where can I travel?**

New Zealand is generally recognised as a country which is easy to drive in, however there are several difficult roads which may be unsuitable due to the narrow, windy, steep terrain. These roads are predominantly gravelled. Extreme care is needed in the following areas: These include: Crown Range between Cardrona & Arrowtown, Skipper's Canyon (near Queenstown), Ball Hutt Road (near Mt Cook), North of Colville township and the Tapu-Coroglen Road (both in the Coromandel Peninsula).

## **What about weather, busy times and school holidays?**

Summer months are December to February and many kiwis (except us) take their holidays over Christmas and January. This is the busiest time for tourism.

## **Can a child seat be fitted to the campervan?**

Yes, you can fit any of the 3 different sized child seats to our Motorhomes or Campervans. It is law in New Zealand that a child under 5 is required to be in an appropriate child seat whilst travelling. Each vehicle is different so when booking please let us know the ages of your children and if a car seat is required.

## **How do I get to Whitianga to collect my motorhome?**

We can meet you at Auckland International Airport or Hamilton International Airport or transfer you to our base in Whitianga on the Coromandel Peninsula if you wish to begin your journey from here. We also offer free car parking while you hire a motorhome or campervan from us.

## **How long should I allow when I arrive at Coastal Campers?**

When you pick up your motorhome we'll introduce you to its facilities. This takes around 30 to 45 minutes. You will also be required to sign the Rental Agreement and leave your credit card imprint for the security bond and insurance excess.

## **What happens if I have a problem with the motorhome?**

All our motorhomes & campervans are regularly maintained and dealer-serviced. We are members of the Automobile Association (AA) nationwide service and recovery group with 24-hour breakdown cover. Simply call the number on the windscreen 0800 734 543 toll free for assistance. For minor repairs under \$100, we will reimburse you when you return with the receipt.