



## TERMS & CONDITIONS

### Details of Rental:

#### Daily Rates include

- : Unlimited kilometres
- : Free AA 24-hour roadside assistance
- : Access on all well formed roads
- : Goods & Services Tax (GST) of 15%
- : Insurance
- : Travel Pack with Road Maps, Camping Park Directories and other traveller information
- : All prices are in NZ\$
- : Diesel Road User Charges
- : Vehicle Living Equipment
- : Coromandel Peninsula Visitor Guide (on loan)
- : Outdoor Chairs, Table
- : Free Extra Driver

Rental days are calculated on a calendar basis. The day of pick up is counted as day one of the rental, regardless of pick up time. The day the vehicle is returned is counted as the final day of the rental regardless of return time. Late pick up or early return of the vehicle does not entitle the Hirer to any refund of the unused portion of the rental.

#### Vehicle Equipment

The vehicle includes the following equipment: duvet, blankets, sheets, pillows, towels, tea towels, crockery, cutlery, cooking utensils, frying pan, pots, chopping board, serving bowls, storage containers, grater, kettle, electric jug & toaster, colander, bucket, brush & shovel, clothesline, pegs, water hose, gas bottles, outdoor chairs, torch, first aid kit (sealed for health reasons. If the seal is broken, a \$20 fee is charged and the kit becomes the property of the renter)

#### Minimum Rental

Minimum rental period is three (3) days between February and November for pick up and drop off in Whitianga.

During December and January and for all rentals with pick up and drop off at Auckland or Hamilton airports, the minimum rental period is seven (7) days.

#### Deposits & Payments

A deposit of NZ\$200 is required at the time of confirmation to secure the booking. The balance is due on pick up.

#### One Way Hires

Unfortunately we are unable to offer one way hires.

#### Vehicle Availability

Coastal Campers shall make every effort to provide the vehicle requested, but where a vehicle is unavailable for any reason we reserve the right to provide a comparably high standard vehicle at the same or lower daily rate. While including the same facilities, vehicle layouts may vary slightly to those shown due to manufacturer design changes. This shall not constitute a breach of contract and does not entitle the hirer to any refund. Should this replacement not be possible, we will refund each full day of the hire that is lost.

#### Rental Extension

Extension of hire is subject to availability and confirmation from Coastal Campers. The cost of the extension is to be paid at the time of confirmation.

## Insurance and Bond

### Insurance

Standard insurance means that the vehicle you hire is insured for damage to the vehicle and to the property of a Third Party. This insurance cover of \$16 per day is included in the daily rate. When you collect your vehicle we take an impression of your credit card for the bond. This is also the insurance excess (the \$ amount the driver is liable for) for any single accident which may occur during your holiday. The excess is NZ\$1500 for drivers over 25 years of age or NZ\$2000 for drivers aged 21 to 24 years. We do not deduct the bond/excess 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 fuel fill-up and emptying of the toilet at the end of hire or any traffic infringements, losses or breakages. 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 by Coastal Campers for 21 days following hire. Insurance does not cover the hirer's personal property. The hirer will be fully liable for puncture repairs or replacement of damaged tyres with the same type and brand.

### Bond

A security bond must be paid at the commencement of hire. This is done by taking an imprint of your credit card (no funds are withdrawn from your account). This imprint is returned to you at the termination of hire, subject to the following:

- : No damage has been incurred to the vehicle or any third party property
- : No items belonging to Coastal Campers have been lost or damaged
- : The hire vehicle is returned in a clean condition
- : The fuel tank and LPG bottles are full
- : Toilet and waste water tanks have been emptied
- : Any traffic and infringement fines have been paid.

Charges will apply if these criteria are not met. The bond/excess is NZ\$1500 for drivers over 25 years of age and NZ\$2000 for drivers aged 21 to 24 years.

## Additional Fees

### Cancellation Fees

The booking deposit is non-refundable.

If you need to cancel your booking, a cancellation fee of \$300 will be charged.

If a vehicle is returned early for any reason there is no refund available.

Once a booking has been confirmed and a deposit paid the booking is considered live and is subject to the cancellation policy.

### Late Return Fee

The vehicle shall be returned in a clean condition and on the return date in the agreement. If the vehicle is kept beyond the contractual hire period without authorization or consultation with Coastal Campers, the contracted daily rate will be doubled for each day the vehicle is overdue. One way hires are not permitted.

### Damage Fees

Should there be any damage to vehicle equipment or optional extras that have been hired out and or not returned, a replacement fee starting at \$100 will be charged against your security bond.

### Waste Tank Fees

A fee of \$200 applies if the waste tanks have not been emptied at the time of return.

### Smoking Fee

Smoking in the Vehicle is prohibited. Any evidence of smoking in the vehicle will incur a cleaning fee of \$300.

## Administration Fee

CCL reserves the right to charge the customer for any parking, speeding, toll way or other fines, associated administration costs and/or accidents including third party property damage not reported on return of the vehicle. The administration fee will be \$50 per incident.

## Pick Ups and Returns

### Rental Location

Whitianga, Coromandel Peninsula, New Zealand

### Hours of Operation

Open 7 days, 9.00am to 5.00pm. We are closed 25 & 26 December and 1<sup>st</sup> January.

### Vehicle Pick Ups

Can be made at Whitianga or any of our serviced non depot locations. The vehicle will be supplied in a clean condition with a full fuel tank and a full bottle of LPG.

### Vehicle Returns

The Vehicle must be returned at the time stated on the rental agreement and to the point of collection or as arranged. Late returns will incur an additional fee. The vehicle must be returned with a full fuel tank and a full bottle of LPG. It must also be returned in a reasonably clean condition, with empty waste tanks and all equipment must be undamaged and accounted for.

## Use of the Vehicle

The Hirer will not allow the vehicle to be:

- (a) Left with the ignition key in the vehicle while it is unoccupied;
- (b) Used for any illegal purpose or in any rally, race or contest;
- (c) driven otherwise than in a prudent, cautious and normal manner;
- (d) damaged by:
  - Beach driving
  - Contact with salt water
  - Creek or river crossing
  - Driving through low plain flooded areas
  - Submersion in water of any kind
- (e) driven by a person under the influence of alcohol or drugs or with a blood alcohol level in excess of that allowed by the law;
- (f) used to tow any vehicle or trailer;
- (g) used to carry passengers or property for hire or reward;
- (h) used to carry more persons than is allowed by any relevant authority or as specified for that vehicle or detailed in this agreement;
- (i) used to carry volatile liquids, explosives, gases or other corrosive or flammable material.
- (j) sublet or hire to any other person.
- (k) permit the vehicle to be operated outside his or her authority.
- (l) driven or permit the vehicle to be driven by any person if at the time of driving the vehicle the hirer or other person is not the holder of a current driver's licence appropriate for the vehicle. All drivers must be listed on the Rental Agreement Form.
- (m) Operate the vehicle or permit it to be operated in breach of the Transport Act 1962, the Traffic Regulations 1976, or any other Act, regulations, or bylaws relating to road traffic.

**Coastal Campers has the right to:**

Terminate this agreement and repossess the vehicle, and for that purpose enter upon any premises and remove the vehicle at any time without notification to the customer, and that the customer will pay the reasonable costs "including towing" of repossessing the vehicle, if;

- a. The vehicle appears to be abandoned.
  - b. The vehicle is not returned on the agreed return date or
  - c. CCL reasonably believes that the vehicle will not be returned on the agreed return date.
  - d. The customer fails to comply with any of the terms of this Agreement, or if the vehicle is damaged.
  - e. The customer has obtained the vehicle through fraud or misrepresentation.
  - f. CCL considers on reasonable grounds that the safety of the passengers or the condition of the vehicle is endangered.
- The customer understands that in the event of such termination or repossession, the customer has no right to a refund of any part of the rental charges or the Security Bond.

Coastal Campers reserves the right to refuse any rental, or continuation of any Rental, at its absolute discretion.

**Minimum Age**

All drivers must be aged 21 years and over, hold a current driver's license from their own country or an International Driving Permit.

**Road Restrictions**

Vehicles may not be driven on Ninety Mile Beach in Northland or any other beach or unformed road in New Zealand. Extreme care is needed on unsealed, gravel roads which are often steep, narrow and windy.

**Traffic Infringements**

All fines and fees imposed on any driver of the Vehicle during the hire period are payable by the driver in question. We reserve the right to pass on the hirer's home contact details to New Zealand traffic authorities.

**Lost Keys**

The hirer is responsible for the cost of replacing lost or misplaced keys.

**Animals**

Animals are not permitted in the vehicle apart from registered guide dogs.

## Accidents, Damage & Breakdowns

### Maintenance & Repairs – Equipment Faults

The hirer shall take all reasonable care to ensure that the vehicle is properly maintained. This shall include daily 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, and gas (or thermal) hot water heater do not constitute a breakdown. Coastal Campers 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.

If the vehicle has any equipment failures (not mentioned above) these problems must be reported to Coastal Campers as soon as possible in order to give Coastal Campers 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 Coastal Campers has been advised of the problem earlier, and has been given the opportunity to rectify the situation. Coastal Campers do not accept any liability for any claims made after this point.

### Breakdown, Accidents or Mechanical Failure

Our campervans & motorhomes have free 24 hour roadside breakdown assistance by telephoning the provided number on the AA window sticker. In the event of an accident or mechanical problems the hirer should contact Coastal Campers as soon as possible. Repairs with a cost up to NZ\$100 may be made without authorization and will be reimbursed, as long as receipts are available and the hirer was not directly responsible for the damage. Any cost above NZ\$100 will require prior approval. No responsibility will be accepted for accommodation charges, meals or out-of-pocket expenses resulting from a breakdown or accident. Due to ever increasing bookings for our campervans and motorhomes especially during peak demand periods, we may not be able to provide a replacement vehicle. Our liability extends only to a refund of rental charges for any days of loss of vehicle usage caused by a mechanical breakdown.

### Release & Indemnity of Coastal Campers

The hirer releases Coastal Campers, their employees and agents, from any liability to the hirer (regardless of who is at fault), for any loss or damage incurred by the hirer by reason of rental, possession or use of the vehicle.