

CAR RENTAL TERMS AND CONDITIONS – NEW ZEALAND

Dated 30 June 2018
Effective from 1 July 2018 to 30 June 2019

All tariffs are in New Zealand Dollars (NZ\$) and are inclusive of New Zealand Goods and Services Tax (GST).

"Lucky Rentals" refers to Lucky Rentals Limited, a New Zealand registered company.

Rates

Daily hire charges are calculated on a 24 hour basis.

Daily hire charges cannot be altered once a booking has been confirmed (subject to changes in legislation or errors).

Minimum hire periods and one-way hires

Minimum hire periods apply. They are subject to change and will be notified to the hirer prior to booking confirmation.

An extra fee may apply to hires where the drop off location is different from the pick up location of the vehicle.

Pick up and drop off

Hours of operation are 8:00am to 6:00pm, seven days a week. Lucky Rentals is closed on the 25th of December and the 1st of January.

A set pick up and drop off time is required on each booking. Lucky Rentals reserves the right to release the vehicle 24 hours after the scheduled pick up if the hirer has not advised Lucky Rentals of any change to pick up date. The vehicle must be dropped off at the specified time. Lucky Rentals allows a grace period of 59 minutes. A fee equal to the daily rental rate may apply for drop offs after this time.

Drivers requirements and licence

Drivers must hold a current and valid drivers licence for the duration of the hire period. An International drivers licence without supporting country licence is not valid.

No minimum or maximum age restriction applies.

Deposit and payments

To secure a booking a debit or credit card is required. No deposit or charges will be taken until the day of pick up. This deposit will vary if booked through an agent.

Please note that the correct amount is required for all cash payments as no change is available.

A non-refundable surcharge fee of 2.5% on all Visa and MasterCard transactions and 5.0% on all American Express transactions applies.

Lucky Rentals requires a credit or debit card to be used as a bond on all rental agreements and this must be the credit or debit card of the main hirer unless prior arrangements have been made.

Lucky Rentals reserves the right to process a customer's credit or debit card pertaining to the rental after the hire period.

The hirer is liable for all administration, collection and legal costs in respect of charges payable under these terms and conditions.

Amendments

If an amendment is made to the hire dates within five (5) days prior to pick up or during the hire, no refund is available.

If the hirer wishes to extend the rental whilst on hire, authorisation must be obtained from Lucky Rentals. Any extension is subject to fleet availability and additional cost. The daily rate for an extension may differ from the original rate booked.

Failure to obtain authorisation (i.e. a late return) will result in the hirer being charged the daily rate, which may differ from the original rate booked, plus an additional NZ\$200 for each day.

If the hirer wishes to change the pick up or drop off location after confirmation of the booking, or during the hire period, authorisation must be obtained from Lucky Rentals. Subject to the change being approved, an additional relocation charge may apply.

If the vehicle is collected late or returned early for any reason there is no refund available for the unused portion of the hire.

Cancellations

Cancellation fees are as follows:

Cancelled 1 – 5 days prior to pick up

50% of the rental (including accessories and excess reduction option) is payable to Lucky Rentals and/or the booking agent.

Cancelled on the day or no show

100% of the rental (including accessories and excess reduction option) is payable to Lucky Rentals and/or the booking agent.

Hirer's responsibility

It is the hirer's responsibility to:

- Ensure that all child seats and restraints are installed correctly
- Be aware of, and comply with, all New Zealand legislation including, but not limited to, New Zealand Transport Agency rules and regulations

Fuel

The vehicle is supplied with a full tank of fuel and must be returned with a full tank of fuel. If the vehicle is returned without a full tank of fuel, the hirer is liable for the cost of the refuelling, plus a fee of NZ\$25.

Extra fees

The following extra fees should be noted:

- The driver is free. Each additional driver incurs an extra fee of NZ\$1 per day, unless Sure Thing Excess Reduction Option is taken
- A NZ\$10 premium location fee applies for all bookings collecting from Auckland and Christchurch branches
- If the vehicle is not returned vacuumed and tidy, a cleaning fee of NZ\$50 will apply
- All vehicles are designated smoke free. If smoking is undertaken inside the vehicle, a cleaning fee of NZ\$100 will apply

Traffic infringements and fines

All traffic infringements and fines (including speeding, parking, freedom camping and toll road infringements) are the liability of the hirer. The hirer authorises Lucky Rentals to charge the hirer's credit or debit card the cost of the infringement, any online payment fees, plus a processing fee.

In the event that Lucky Rentals receives notification of any infringement notice or fine:

- A processing fee of NZ\$25.00 will apply to all infringement notices or fines pertaining to a road or bridge toll
- A processing fee of NZ\$50.00 will apply to all other infringements such as but not limited to speeding, traffic violations, parking and camping

Hirer's liability

Lucky Rentals requires a bank pre-authorisation of the excess/bond amount (or a NZ\$250 minimum whichever is greater) from the hirer's credit or debit card.

The hirer is liable for all damages to the vehicle regardless of who is at fault. If the hirer is not at fault, and a third party admits liability, then a refund will be processed upon receipt of payment from the third party. The hirer is liable for all damages to a third party vehicle and/or property if the hirer is at fault.

The hirer's liability is covered by the relevant Excess Reduction Option selected up to a maximum of NZ\$2,000,000.

The hirer's personal belongings are not covered by Lucky Rentals.

The hirer is fully liable for any and all damages or costs when:

- These terms and conditions are breached
- Negligence or wilful misconduct has occurred
- Incorrect or contaminated fuel is used (this includes running out of fuel)
- The vehicle is used in contravention of any legislation or regulation
- The hirer breaks or loses the vehicle key(s)
- The vehicle is damaged due to improper use of campervan components or accessories (such as, but not limited to, gas cookers and snow chains)
- Any and all costs incurred by mechanical or campervan operational user error or issues

- The hirer has an accident involving an animal whilst driving between dusk and dawn (night driving) outside of city limits
- The hirer takes the vehicle onto a beach or sand
- The vehicle becomes submerged, flooded, bogged or immobile
- The hirer is involved in a single vehicle rollover. This includes, but is not limited to, a vehicle that has rolled, tipped, or fallen over on its side
- Driving on gravel or unsealed roads (there are no restrictions on which roads the vehicle can be driven on, however, travel on gravel or unsealed roads voids all liability limitations)
- Retrieving, storing and recovering the vehicle to the agreed rental location following an accident
- The hirer has failed to stop and contact Lucky Rentals when a warning light appears on the dashboard
- The hirer continues to drive the vehicle following the temperature gauge moving in a direction which shows a departure from the normal operating temperature
- The hirer continues to drive the vehicle after a mechanical breakdown or failure (including an accident) has occurred
- The hirer, at Lucky Rentals request, does not complete an insurance claim form following an accident

Excess reduction options

There are three levels of excess reduction options available to the hirer:

The Gambler

Lucky Rentals' rates include standard vehicle with an excess of NZ\$1500. i.e. There is no extra cost.

On the Fence

The hirer can pay an additional NZ\$10 per day (to a maximum of fifty (50) days) and reduce the excess/bond to NZ\$1000.

Sure Thing

The hirer can pay an additional NZ\$25 per day (to a maximum of fifty (50) days) and reduce the excess/bond to NZ\$0. A bank pre-authorisation of NZ\$250 will be required.

Sure Thing includes the following:

- One complete windscreen replacement or multiple windscreen chips
- Multiple tyre replacement
- Free extra drivers

Third Party excess reduction is not compulsory in New Zealand and claims can take months to resolve. For peace of mind, Lucky Rentals recommends the hirer takes Sure Thing excess reduction option.

Accidents

A non-refundable administration fee of NZ\$75 will apply in the event of an accident that requires an insurance claim to be lodged. This is irrespective of whether the hirer or a third party is at fault and will be applicable on a per claim basis.

The hirer will be responsible for all associated costs in retrieving, storing and recovering the vehicle to the agreed rental location irrespective of whether the accident is the hirer's fault or a third party. This cost is not covered under any excess reduction option and is in addition to respective excess reduction option levels.

The hirer is fully liable for demurrage, being the daily rental rate for the period the vehicle is off fleet for damage or accident repairs caused while in the hirers' care limited to a maximum seven (7) days.

In the event that the costs of all parties involved in the accident and liability is not confirmed before drop off of the vehicle the hirer will be charged the full excess under the rental agreement. The hirer will be refunded any excess payment following confirmation of costs and liability.

If an exchange vehicle is required it is the hirer's responsibility, and at their cost, to return to the nearest Lucky Rentals depot to collect the exchange vehicle. Prior to the collection of an exchange vehicle the daily rate will still apply and Lucky Rentals accepts no liability for loss of travel days and associated costs.

Lucky Rentals cannot guarantee an exchange vehicle following an accident. Any exchange vehicle may take up to three (3) days to be available and may not be an identical vehicle. This is irrespective of whether the hirer or third party is at fault.

In the event of an exchange vehicle being required, any excess reduction option purchased is not transferable to the exchange vehicle.

If an exchange vehicle is not required by the hirer no refund for the unused portion of the hire is applicable.

Mechanical faults

The hirer shall take all reasonable care to ensure that the vehicle is properly checked and maintained during the hire period. This shall include daily checks of the oil, water and tyre pressures.

Mechanical breakdowns must be reported to Lucky Rentals as soon as possible in order to give Lucky Rentals the opportunity to rectify the issues during the hire. In order to facilitate on-road repairs, Lucky Rentals may require the hirer to take the vehicle to an approved repairer.

The hirer is not entitled to any refund unless Lucky Rentals has been advised of the issue, and has been given the opportunity to rectify the situation.

Lucky Rentals is not liable for any delays in rectifying a situation caused by a breakdown occurring on a weekend or public holiday.

Lucky Rentals is not liable for any monetary (or otherwise) loss arising from the hirer pre-paying activities or campsites, but not limited to, where a breakdown has caused delays in the hirer's travel schedule.

Road-side assistance

The vehicle is covered by 24 hour, 7 days road-side assistance. This service covers any mechanical malfunction or failure of the vehicle.

Please note that this service does not cover failure resulting from the hirer's actions or inactions, which includes, but is not limited to, the following:

- The vehicle running out of fuel or incorrect fuel being used
- The keys being locked inside the vehicle or lost
- Flat battery caused by incorrect usage of the battery and /or incorrect usage of any equipment that requires the battery in order to operate
- A breakdown resulting from damage caused in an accident
- A breakdown caused by wilful neglect

The hirer is liable for any charge from a road-side assistance provider, Lucky Rentals uses NZ Roadside Assistance Limited, in the event assistance is required for the above. In addition, this includes all charges relating to vehicle recovery assistance and towing in the event of an accident. These terms and conditions of hire authorises Lucky Rentals or NZ Roadside Assistance Limited to charge the hirer directly.

Refunds

Any potential refund for a breakdown of the vehicle is limited to the daily rental rate of the vehicle for each whole day in which total use of the vehicle is lost. This limit is for all costs incurred by the hirer and, for the avoidance of doubt, includes any substitute rental vehicles and/or accommodation costs.

All monetary refunds are processed in NZ\$ and Lucky Rentals does not accept any liability for currency exchange rate fluctuations or bank charges.

Important

These terms and conditions constitute the entire agreement and there are no other oral undertakings, warranties or agreements. Lucky Rentals employees and agents are not authorised to vary, add to, or delete from, this agreement or to make any representations about performance, specifications or fitness for purpose of Lucky Rentals' vehicles.

Where the hirer comprises of more than one person, each person is liable jointly and severally for all obligations under this agreement.

Lucky Rentals cannot be held responsible for any insect infestation such as, but not limited to, mosquitoes, ants, flies, fleas and bedbugs.

Except to the extent where Lucky Rentals is liable under law, the hirer agrees to release and indemnify Lucky Rentals from and against all actions, claims, demands, losses, damages, costs, expenses, harm or other misadventure which the hirer may suffer or incur or become liable for as a result of the use or misuse of the vehicle.

Should the vehicle booked be unavailable, Lucky Rentals reserves the right to substitute an alternative vehicle without prior notification, and at no extra cost to the hirer or cancel the booking and refund the hirer all monies paid to Lucky Rentals. Please note a substitute vehicle may be with a different supplier.

The hirer authorises Lucky Rentals to collect, hold and use the hirer's personal information for purposes related to the hire of the vehicle and the provision of related customer services, including direct marketing and assessing customer satisfaction with products and services provided by Lucky Rentals. The hirer further acknowledges that such personal information may be disclosed to debt collection agencies, parties involved in an accident with the vehicle while on hire, any agents responsible for the processing or handling of infringements and fines or statutory bodies as required.

Lucky Rentals reserves the right to amend these terms and conditions, vehicle specifications and tariffs at any time without prior notice. Subject to changes in legislation or system generated errors, Lucky Rentals will not amend the terms and conditions applicable to a confirmed booking, unless the booking is amended at the hirer's request.

Lucky Rentals reserves the right to refuse any rental and/or terminate a confirmed booking or current hire and take immediate possession of the vehicle if the vehicle is damaged, the hirer has not complied with any of the material terms and conditions, in the reasonable opinion of Lucky Rentals and/or the NZ Police that the hirer does not have sufficient skill or experience to operate the vehicle or the safety of the passengers or the vehicle is at risk.