

## RENTAL LOCATIONS (Vehicle Pick Ups and Drop Offs)

Auckland, Christchurch, Wellington, Picton. All locations provide full service to our clients.

## Wellington & Picton Fees

Vehicles that either pick up or drop off from these locations incur a \$100 location fee. This is in addition to any one way fee (if applicable).

## CLIENT SERVICE CENTRE OPERATING HOURS

Monday to Friday 0800 - 1700

All Client Service Centres are closed on Christmas Day (25 December)

**Important Note:** Pick Ups & Drop Offs **must** commence 30 minutes prior to 1700. Where applicable agents need to allow appropriate time for clients to get from airports, ferry terminals and hotels to meet this requirement.

## CONTACT CENTRE OPERATING HOURS

Monday to Friday 0800 - 1900

Saturday & Sunday 0800 - 16.30

The Contact Centre is closed on Christmas Day (25 December)

## RATE INCLUSIONS

See rate sheet for inclusions on all rate levels (Exclusive, Standard & All Inclusive)

## STANDARD EXCESS INSURANCE COVER

All Pacific Horizon Motorhomes come with fully comprehensive insurance cover which insures against recoverable 3rd party accident damage, theft and break-ins (excluding personal belongings). A standard excess of NZD\$4,500 (per incident) applies in the event of any damage to either our vehicle or 3rd party property. Multiple windscreen and tyre damage is also covered in the standard policy as is overhead and under-body damage on the rented vehicle. A credit card imprint only (no money held or transferred) of NZD\$4,500 will be taken on vehicle collection. The security can be covered by cash, traveller's cheques in NZD or a credit card. Should the insurance excess and the Vehicle Security Guarantee be covered by credit card the amount will NOT be debited to your account and will only be done so in case of an accident. We retain the right to hold these details 28 days after the hire.

Pacific Horizon Motorhomes offer the following options to reduce the Standard Excess:

- **Street Smart Excess Reduction 1:** NZ\$19 per day (added to the standard rate) will reduce the excess for any damage to either the vehicle or third party property to a maximum of NZ\$2,500 (per incident). Multiple windscreen and tyre damage is covered in the standard policy as is overhead and under-body damage on the rented vehicle. The total insurance charge is limited to a max of 50 days or NZ\$950. The security can be covered by cash, traveller's cheques in NZD or a credit card. Should the insurance excess and the Vehicle Security Guarantee be covered by credit card the amount will NOT be debited to your account and will only be done so in case of an accident. We retain the right to hold these details 28 days after the hire.
- **Freedom Plus Excess Reduction 2:** NZ\$35 per day (added to the standard rate) will waive the excess for any vehicle and the third party property damage. Multiple windscreen and tyre damage is covered as in the standard policy as is overhead & under-body damage on the rented vehicle. The total insurance charge is limited to a max of 50 days or NZ\$1,750. The security can be covered by cash, traveller's cheques in NZD or a credit card. Should the insurance excess & Vehicle Security Guarantee be covered by credit card the amount will NOT be debited to your account & will only be done so in case of an accident. We retain the right to hold these details 28 days after the hire.
- **All Inclusive Package:** Pacific Horizon's All Inclusive Package is available to traveller's for NZ\$47 per day premium on standard rental rates. The All Inclusive Package includes:
  - 1) Waiver of insurance excess on any vehicle and third party property damage.
  - 2) Camping table and chairs, baby seat or child/booster seat(s) as required & snow chains where necessary.
  - 3) All one way hires free of charge.**Note:** the rate premium is reduced with long hire discounts as per the rate sheet.

## PREMIUM CLASS VEHICLE

For an additional fee of NZ\$12 per day Pacific Horizon will guarantee a motorhome of 18 months or less (since the date of the vehicles first hire). In the event that a previously booked and confirmed Premium vehicle is not available Pacific Horizon will: 1) Refund the client the NZ\$12 per day for the hire period 2) Compensate the client a further \$10 per day for every day that Pacific Horizon does not provide a Premium Class Vehicle.

## VEHICLE SECURITY GUARANTEE

A credit card imprint is required on all rental agreements. The credit card must be valid for 28 days after the end of the hire. In the absence of a credit card, Pacific Horizon requires a cash vehicle security bond of NZ\$4,500 (or \$2500 if Street Smart is taken, \$250 if Freedom Plus buy down option is taken). This credit card imprint or cash will be held for 28 days after the return of the motorhome.

## IMPORTANT

The hirer is fully liable for any damage to the Pacific Horizon vehicle or third party property if:

- 1) The terms of the rental contract are breached
- 2) Damage to the vehicle is caused by careless, willful or reckless driving or breach of any NZ driving rules and regulations
- 3) Driving under the influence of alcohol or drugs
- 4) Driving on restricted roads
- 5) Water submersion or salt water damage caused through the hirer's fault
- 6) Incorrect fuel is used

## MINIMUM RENTAL DURATION AND COSTING

Minimum rental period: 5 days. Minimum rental is extended to 14 days for the travel period from 20 December to 10 January and also for NZ/Australia school holiday dates. Shorter rentals may be accepted entirely at the discretion of Pacific Horizon. Vehicle rentals are calculated on a per calendar day basis, i.e. day of pick up or drop off is always counted as a full day irrespective of what time it is collected or dropped off.

## LONG-TERM RENTAL DISCOUNTS

Additional discounts are available for long term rentals. See rate sheet for relevant periods.

## ONE-WAY RENTAL FEE

One-way rentals are available between Client Service Centre locations. A fee of \$250 is applicable for hires less than 14 days during 1 October - 31 March.

## LICENCE AND MINIMUM AGE

A valid full national driver licence is required. Non-English language national drivers' licences must be presented in conjunction with an official translation or valid international driver's licence. The minimum age is 21 years.

## RESTRICTIONS

Pacific Horizon motorhomes can be driven on sealed/bitumen or well formed gravel roads. No vehicle is to be driven on the following roads: Skippers Canyon Road, Colville Township to Port Jackson, Ball Hut Road, 90 Mile Beach. No animals permitted in vehicles, with the exception of guide dogs, subject to the approval of Pacific Horizon. No smoking is permitted in the vehicles.

## REPAIRS

Minor repairs (when hirer is not at fault) up to NZ\$100 may be made without authorisation and will be reimbursed upon production of itemised receipt. Amounts above NZ\$100 require approval from Pacific Horizon On-Road Care and clients must retain an itemised receipt.

## VEHICLE RETURN

All vehicles must be returned with a full fuel tank and be filled up within 3 km's of the drop off location. Refuelling at our Client Service Centre will be charged at current rates per 1/4 tank plus an admin fee. Charges will apply should the vehicle be dropped off at a location other than that which was agreed upon.

## CANCELLATION FEES

Cancellation fees are as follows:

- If cancelled 26 days or more prior to vehicle pick up - No charge
  - If cancelled 25 - 8 days prior to vehicle pick up 20% net price
  - If cancelled 7 - 1 day prior to pick up 50% net price
  - No show or cancelled on day of pick up 100% net price
- If a vehicle is returned early for any reason whatsoever, no refund is available. **Fees will be charged as of date of cancellation.**

## AMENDMENT FEES

Alterations to a booking incur a \$20 fee per amendment. The amendment fee will be waived should the amendment increase the revenue of the hire (e.g. additional days added, accessories and insurances added). If an amendment is made that alters the date of pickup then any cancellation of the booking thereafter is charged at 100% net price, regardless of when the cancellation is made.

**Exception:** Changes to arrival times on pre-confirmed date of pick up or drop off are free of charge.

#### ADDITIONAL EQUIPMENT

To be booked at time of reservation and payable on vehicle collection.

EQUIPMENT	CHARGE PER HIRE (each)
Chairs	\$15
Table	\$25
Baby seat/Booster (3 sizes)	\$30
Snow Chains	\$40

#### SUBSTITUTION OF VEHICLE

If, for reasons beyond our control, the reserved vehicle is not available, we reserve the right to substitute a comparable or superior vehicle at no extra cost to the client. This shall not constitute a breach of contract and does not entitle the renter to any form of refund.

#### TAXES AND LOCAL STATE TAX

All charges include 12.5% GST and Road Diesel Tax. All rates and conditions are subject to change in accordance with changes in government taxes.

#### PLEASE NOTE:

- 1) Rates and conditions may be subject to change.
- 2) Whilst including the same facilities, some motorhomes may have different layouts to those shown.
- 3) All measurements and volumes shown are approximate.
- 4) The information provided on the website is subject to change without notice.