



KEA CAMPERS (NEW ZEALAND) LTD

TERMS & CONDITIONS FOR RENTALS FROM 01 APRIL 2011 - 31 MARCH 2012

Standard Rates include:

- 15% GST (Goods & Services Tax)
- Credit Card Fee
- Standard excess insurance cover (NZ\$5,000 bond & excess)
- Unlimited kilometres for all vehicle types
- Diesel Tax – average value NZ\$225 per hire
- Extra driver fee
- Full gas bottle(s)
- Nationwide roadside assistance & free phone help-line
- Extensive travel information pack & discount vouchers
- Complimentary transfers on the first and last day of rental to/from the airport or a city hotel
- Vehicle cleaning & grooming fee
- All living equipment, including bedding (pillows, sheets, duvets & travel blankets) bath & tea towels, dish brush & dish washing liquid, lighter, crockery and cutlery, wine glasses, fire extinguisher, bucket, broom, dustpan, clothes line, coat hangers, 240V heater and more.

Rental Duration

Minimum rental period: 7 days. Minimum rental is extended to 10 days for vehicle pick up between 09 Sep and 24 Oct 2011 and between 20 Dec 2011 to 05 Jan 2012. 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.

Rental Locations

KEA depots are located in Auckland and Christchurch.

Vehicle Pick Up and Drop Off Locations

Vehicles must be picked up and dropped off at the KEA rental location. Transfers to and from the airport or a city hotel to the rental location are included in the rental price on the first and last day of the hire.

Office Hours

Monday to Friday/Public Holidays: 8.00 am to 5.00 pm
Saturday/Sunday: 8.00 am to 1.00 pm
All branches are closed on Christmas Day (25 December)

One Way Rental Fee

One-way rentals are available between depot locations. A one-way rental fee of NZ\$350 will apply to rentals between 01 Sep 2011 and 31 Mar 2012. The fee is waived when all inclusive 'Platinum' cover is taken.

Standard Excess Insurance Cover

All KEA Campers vehicles come with comprehensive insurance cover. A bond of NZ\$5,000 is taken to cover the excess in the event of any damage to our vehicle. The hirer will also be fully liable for demurrage - the daily rental rate for the period the vehicle is off fleet for accident repairs (max 7 days) - and for replacing or repairing damaged windscreens and tyres. Overhead and under-body damage on the rented vehicle is not covered. The bond can be paid by cash, traveller's cheques or credit card (see section "Important: Bond Payments By Credit Card"). The bond is fully refundable on return of the vehicle to the agreed location, on the agreed date in clean condition with no damage incurred to the KEA vehicle, with a full tank of fuel, the toilet cassette and waste water tank emptied and no equipment lost or damaged.

Important: Bond Payments By Credit Card

If the hirer does not choose to purchase an Excess Reduction option from KEA Campers, a bond of NZ\$5,000 is taken. This bond is deducted from the customer's credit card when they pick up their KEA vehicle. When the vehicle is returned to KEA undamaged, the excess is refunded. Like other currencies, the NZ Dollar does fluctuate, sometimes by up to 3 or 4 cents in a period of only 3-5 weeks. Fluctuating exchange rates, the difference between buy and sell rates charged by banks as well as bank fees, may result in the amount refunded being different. KEA Campers is not liable for currency variations or bank transaction fees which may be payable, depending on the credit card provider.

KEA Campers offers the following options to reduce or waive the Standard Excess:

Excess Reduction 1 (Bronze Cover)

Excess Reduction 1 at NZ\$28 per day will reduce the excess for any damage to the vehicle to a maximum of NZ\$2,000. The hirer, however, will be fully liable for demurrage - the daily rental rate for the period the vehicle is off fleet for accident repairs (max 7 days) - and for replacing or repairing damaged windscreens and tyres. Overhead and under-body damage on the rented vehicle is not covered. A bond of NZ\$2,000 is payable at the time of pick up and can be paid by cash, traveller's cheques or credit card: a manual imprint of the credit card will be taken. The bond is fully refundable on return of the KEA vehicle to the agreed location, on the agreed date in clean condition with no damage incurred, with a full tank of fuel, the toilet cassette and waste water tank emptied and no equipment lost or damaged. The total insurance charge is limited to a maximum of 50 days or NZ\$1,400.

Excess Reduction 2 (Silver Cover)

Excess Reduction 2 at NZ\$38 per day will waive the excess for any vehicle damage and the cost of replacing or repairing windscreens and tyres. Overhead and under-body damage on the rented vehicle is also included. A bond of NZ\$500 is payable at the time of pick up. The bond is fully refundable on return of the KEA vehicle to the agreed location, on the agreed date in clean condition, with a full tank of fuel, the toilet cassette and waste water tank emptied and no equipment lost or damaged. The total insurance charge is limited to a maximum of 50 days or NZ\$1,900.

All Inclusive Net Rate (Platinum Cover)

KEA's All Inclusive Rate is available to travellers for NZ\$60 per day premium (charge is limited to a maximum of 50 days).

The All Inclusive Rate includes:

- Full Cover Insurance (NIL EXCESS) on any vehicle and third party property damage; including the cost of replacing and repairing windscreens and tyres, the cost of overhead and under-body damage on the rented vehicle as well as the demurrage fee
- The standard one-way fee on all rentals
- Camping equipment – table, chairs and sun umbrella
- Multilingual GPS navigation system
- Baby/child & booster seat(s) on request
- Toll road charges
- Snow chains on request

A bond of NZ\$500 is payable by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) for NZ\$500 at the time of vehicle pickup. The bond is fully refundable on return of the KEA vehicle to the agreed location, on the agreed date in clean condition, with a full tank of fuel, the toilet cassette and waste water tank emptied and no equipment lost or damaged.

Additional Equipment for Hire

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

- Camping Table NZ\$35 per rental
- Beach Umbrella NZ\$20 per rental
- Snow Chains NZ\$75
- GPS Navigation System NZ\$5 per/day (min NZ\$75 –max NZ\$250)
- Vodafone SIM CARD NZ\$35 – pre-loaded with NZ\$5 credit
- Camping Chair NZ\$30 per rental
- Baby/Child or Booster Seat NZ\$50 per rental

**Note: baby/child or booster seat cannot be fitted in the KEA 2ST*

Booking Amendments

- If rental dates are amended within 14 days of vehicle pick up, no refund will be made if the hire is shortened.
- If the pick up or drop off rental location is amended within 14 days of vehicle pick up, a relocation fee may apply.
- Changes to the drop off rental location after the rental has commenced must be approved by KEA reservations. If approved a minimum charge of NZ\$750 applies.
- Rental extension, whilst on hire, must be approved by KEA reservations. The extra cost must be paid on confirmation of the rental extension.

Special 2011 Rugby World Cup Terms & Conditions for travel period between 09 Sep to 24 Oct 2011 (last date of travel) apply:

Payment

Full payment must be received 120 days prior to pick up or the booking is considered cancelled.

Booking Amendments

- If rental dates are amended within 120 days of vehicle pick up, no refund will be made if the hire is shortened.
- If the pick up or drop off rental location is amended within 120 days of vehicle pick up, a relocation fee may apply.
- Changes to the drop off rental location after the rental has commenced must be approved by KEA reservations. If approved a minimum charge of NZ\$ 750 applies.
- Rental extension, whilst on hire, must be approved by KEA reservations. The extra cost must be paid on confirmation of the rental extension.

Change of Vehicle

If, for reasons beyond our control, the reserved vehicle is not available, KEA 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.

Vehicle Category Downgrade / Upgrade

Vehicles cannot be requested by model, mileage or age, only by vehicle category*. Should the hirer decide to take a lesser category vehicle than booked within 14 days of pick up or during the rental, no refund will be paid. In the case of an upgrade the rate difference is payable.

**Some features vary between models*

Licence and Minimum Age

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

Travel Restrictions

KEA vehicles can only be driven on sealed/bitumen or well-maintained access roads. No vehicle is to be driven on the following roads: Skippers Canyon Road, Ball Hutt Road, 90 Mile Beach and all unsealed ski access roads.

Smoking and Animal Restrictions

Smoking in KEA vehicles is strictly prohibited, and offenders will be charged a fume removal fee of NZ\$500. Animals are also not permitted in any KEA vehicle and the same cleaning fee will apply.

Limit of Liability

If, for reasons beyond our control, no vehicle is available to the hirer, KEA's liability is limited to a refund of the hire charge in full. In the case of mechanical failure (unless caused by the hirer), KEA's liability will be limited to the hire charge for the remainder of the hire period.

Repairs

Repairs of up to NZ\$100 may be affected without authorisation and will be reimbursed. Amounts above NZ\$100 require approval from KEA on-road assistance.

Traffic Infringements

The hirer is liable for all fines and penalties in relation to the driver's use of the vehicle or the vehicle itself incurred during the rental period plus an administration fee of NZ\$25 for each infringement or penalty notice that has been redirected by KEA to the hirer.

Responsibilities of the Hirer

The hirer is fully liable for:

1. Any damage to the KEA Campers vehicle or third party property if the terms of the rental contract are breached;

2. Damage is caused by careless, wilful or reckless driving;
3. Damage is caused by driving under the influence of alcohol or drugs;
4. Damage caused by driving on restricted roads;
5. Damage to or loss of any personal belongings;
6. Damage caused by the use of incorrect or contaminated fuel;
7. Damage caused by water submersion or salt water damage caused through own fault.

In case of any damage to the KEA vehicle or third party property a second bond will be collected to cover the excess for any subsequent damage.

In the instances of a manual vehicle being hired, the driver must be a competent and experienced operator of manual vehicles.

Vehicle Return

All vehicles must be returned to the agreed location, on the agreed date in clean condition with no damage incurred to the KEA vehicle or third party property, with the toilet cassette and waste water tank emptied and no equipment lost or damaged. A fee of NZ\$100 will be charged if the toilet cassette is not emptied or the vehicle is not returned in a reasonable condition.

Vehicles must be returned with a full fuel tank. Refuelling at our depot will be charged at NZ\$3.00 per litre of fuel plus a handling fee of NZ\$25.

First Aid Kit

A First Aid Kit is supplied in each vehicle. If the seal is broken or the kit is not returned, a fee of NZ\$25 is charged at the time of vehicle drop off.

General

Rates, terms & conditions are subject to change without notice. Whilst including the same facilities, some campervans may have different layouts to those shown. All measurements and volumes shown are approximate. The information provided on the website is subject to change without notice.

Any claims or legal action in connection with the provision of our services to the client will be governed by the laws of New Zealand. Any claim or legal action against the suppliers is likely to be subject to the terms and conditions of our contract with them.