



Summary of Standard Terms & Conditions Valid To 30 September 2012

(Please note that all terms & conditions are subject to change without notice)

Standard Rates Include

- Free transfers on vehicle pick up from the airport or city hotel
 - Free transfer on departure from the depot to the airport or airport hotel
 - Unlimited Kilometres
 - New Zealand Goods & Services Tax
 - Standard Vehicle Insurance with a NZ\$5,000 Bond/Excess. Overhead and under-body damage, single vehicle accident and vehicle roll over are all covered
 - Demurrage Costs
 - Diesel Tax/Road User Charge
 - Vehicle Living Equipment
 - Snow chains where required
 - Tyre repair and/or replacement
 - Extra Driver Fee
 - One Way Fees
 - Cleaning Fees & pre-departure vehicle preparation
 - Supermarket Discount Card valid at almost 100 supermarkets throughout New Zealand
 - Complimentary New Zealand Road Atlas
 - Complimentary Camping Park directories & other tourist information
 - Complimentary New Zealand Travel Guide incorporating a United Vehicle Instructions Manual
 - LCD screen and DVD player in all 6, 4 & 2+1 Berth Vehicles
 - A freephone 0800 helpline providing 24 hour roadside assistance throughout New Zealand
- ❖ Please note that under Standard Rates an insurance Bond/Excess of NZ\$5000 is payable. There are two insurance options available at an additional cost to reduce this Bond/Excess. Please refer to Insurance – Standard Rates below.

All Inclusive Rates Include

- All Standard Rate inclusions
- Comprehensive United Vehicle Insurance cover with NO Bond/Excess
- Picnic table & chairs (one chair for each person travelling)
- Baby seat, baby capsule and/or child booster seat (if applicable)
- Multiple windscreen replacement
- Free Kiwi Holiday Parks VIP Membership Card with a two year validity providing 10% discount at any Kiwi Holiday Park in New Zealand or Top Tourist Park in Australia.

Calculating the Rates

Rates are calculated on a daily basis. The day of pick up is counted as Day 1 and the day of drop off is the last day, regardless of the time of pick up and drop off.

e.g. Pick up at 2.00 pm on 01 May and drop off at 10.00 am on 08 May is calculated as an 8 day hire.

Minimum Hire Period

For all rentals there is a minimum hire period of seven (7) days, except for the following when the minimum hire period will be 14 (fourteen) days:

- All vehicle pick ups between 20 December and 02 January annually.
- All one way hires between Christchurch and Auckland or vice versa
- All vehicle pick ups from 01 September 2011 to 23 October 2011 inclusive during the period of the Rugby World Cup.

One Way Hires

One way hires are possible between Auckland and Christchurch and vice versa providing the rental period is a minimum of 14 days. On some occasions, special circumstances may apply, and for purposes of re-positioning vehicles this time limit may be reduced, subject to permission from United Vehicle Rentals Ltd.

Extra Items for Hire

The following additional items are available for hire and should be reserved when booking the vehicle:

Baby seats, baby capsules / child seats	NZ\$25.00 per hire
Snow chains	FREE
Table and 2 picnic chairs	NZ\$25.00 per hire
Additional picnic chair	NZ\$5.00 per hire
Bicycle racks (on all models)	NZ\$50.00 per hire
Bicycles	NZ\$6.00 per day (max NZ\$125.00 per bicycle per hire)
Bicycle child seat	NZ\$25.00 per seat per hire
Mobile Phone	NZ\$30.00 per hire (includes a NZ\$20.00 call credit)
GPS Navigation System	NZ\$5.00 per day (max NZ\$200.00 per hire)

Rental Locations (vehicle collection & return)

Auckland & Christchurch.

Office hours for pick up & drop offs are daily from 8.00 am to 5.00 pm. Please note that all branches are closed on Christmas Day.

Transfers

United provide a free transfer on the first day of your hire to their depot from the airport or city/airport hotel. United also provide a transfer on the last day of your hire from their depot to the airport or airport hotel.

Diesel Tax / Road User Charge

United does NOT charge you extra for the New Zealand Road User Charge / Diesel Tax.

Driver Requirements

All drivers must be 21 years of age or older and hold a current valid driver's licence, to be produced at the start of the hire. A country of origin licence is acceptable; however non-English licence holders must either carry an accurate English translation of their foreign driver's licence or an International Driving Permit while driving. A normal car licence is all that is required to drive any United Campervan vehicle. No heavy vehicle or other special category licence is required. No maximum age limit applies providing an appropriate valid licence is held by the hirer.

The English translation referred to must be issued by one of the following authorities:

- The New Zealand Translation Service
- A diplomatic representative at a High Commission, Embassy or Consulate
- The authority that issued your overseas driver's licence

Animals

We regret that animals are not permitted to travel in any of United's vehicles.

On Road Assistance

It is a client's obligation to contact United Vehicle Rentals Ltd should any problems be experienced with the vehicle. United Vehicle Rentals Ltd offers a 24 hour telephone number for On-Road Assistance in case of accidents or breakdowns - 0800 759 919.

Repairs

Hirers may undertake on-road repairs or replace broken equipment up to NZ\$100 with out authorisation from United Vehicle Rentals. The amount will be reimbursed on presentation of a receipt. Authorisation from United Vehicle Rentals is required for amounts over NZ\$100. Hirers should call 0800 759 919 for authorisation.

Important

United reserves the right to refuse any rental at its discretion.

Traffic Infringements

All traffic infringements are the responsibility of the hirer. The hirer's credit card details held by United will be retained until all traffic infringement notices have been settled with the New Zealand traffic authorities (New Zealand Police and Local Councils). United Vehicle Rentals reserves the right to pass on details of the hirer's home contact to the New Zealand Traffic authorities as required by New Zealand law. If United pays the fine on the hirer's behalf a NZ\$30 administration fee will be charged in addition to the fine imposed.

Road Restrictions

Clients are permitted to drive their vehicle on any road in New Zealand except the following which are prohibited in all circumstances:

North Island:

Ninety Mile Beach - Northland

North of Colville Township - Coromandel Peninsula

South Island:

Skippers Canyon Road - Queenstown

Ball Hutt Road - Mt Cook

North & South Island

Any road closed by Traffic Police or other authority.

Vehicle Substitution & Design

United shall make every effort to provide the vehicle requested, but where a vehicle is unavailable for any reason United reserve the right to provide you with a comparably high standard vehicle at no extra cost. While including the same facilities, vehicle layouts may vary slightly to those shown due to manufacturer's design changes.

Insurance - Standard Rates

All United Vehicle Rentals Ltd Standard Rates include Standard United Vehicle Insurance. This provides cover for:

- Damage to the United Vehicle Rentals Ltd vehicle including overhead and/or under-body damage, single vehicle accident or vehicle rollover, or damage third party property.
- Demurrage Costs – the rental rate for the days the vehicle is not available for hire due to accident repairs.
- Public Liability up to NZ\$5,000,000.
- A Bond/Excess of NZ\$5,000 must be paid on collection of the campervan or motorhome. The hirer will be responsible for the first NZ\$5,000 of any costs incurred due to damage to the hired vehicle or third party property.

- The hirer will be fully liable for the repair or replacement of damaged windscreens.
- This Bond/Excess may be paid by cash or credit card. United Vehicle Rentals Ltd accepts Visa and Mastercard. If a credit card is used as the method of payment then NZ\$5,000 will immediately be debited from the credit card account. United Vehicle Rentals Ltd will not be responsible for losses resulting from bank charges, lost interest or currency fluctuations.
- Payment of the NZ\$5,000 Bond is per incident and should damage be incurred to the hired vehicle or third party property a further Bond payment will be required.
- The Bond is fully refundable on return of the vehicle to the agreed drop off depot, on the due drop off date, in a reasonably clean undamaged condition, with no damage incurred to third party property, and with a full tank of fuel and empty toilet cassette and waste water tank.
- Refund of the Bond by credit card may take up to three working days to process by the bank or credit card company and will only be refunded to the credit card it was originally debited from.

United Vehicle Rentals Ltd offers two options to either reduce or waive this standard Bond/Excess of NZ\$5,000:

CDW OPTION 1 - Payment of NZ\$20 per day (maximum NZ\$1,200 for any one hire) at the commencement of the hire will reduce the Bond/Excess to NZ\$1,200 (NZ\$2,400 for hirers under the age of 25 years).

- The hirer will be responsible for the first NZ\$1,200 (NZ\$2,400 for hirers under the age of 25 years) of any costs incurred due to damage to the hired vehicle or third party property.
- The hirer will be fully liable for the repair or replacement of damaged windscreens.
- If a credit card is used as the method of payment then details will be taken by United Vehicle Rentals Ltd and held on file. No amount will be debited against the credit card on pick up. However, in the event of an accident, the full Bond of NZ\$1,200 (NZ\$2,400 for hirers under the age of 25 years) will be uplifted immediately and any balance refunded only after full and final costs have been established and deducted. As the Bond is applicable per incident further credit card details will be taken for a new NZ\$1,200 Bond.
- No deductions will be made against this credit card provided the vehicle is returned to the agreed drop off depot, on the due drop off date, in a reasonably clean undamaged condition, with no damage incurred to third party property, and with a full tank of fuel and empty toilet cassette and waste water tank.

CDW OPTION 2 - Payment of NZ\$32 per day (maximum NZ\$1920 for any one hire) or NZ\$44 per day for hirers under the age of 25 years (maximum NZ\$2640 for any one hire) will completely waive the Bond/Excess.

- The hirer will not be responsible for any costs incurred due to damage to the hired vehicle or third party property, or for the repair or replacement of damaged windscreens, subject to the Insurance Exclusions and provided the hirer has complied with all Policy Conditions.

Insurance – All Inclusive Rates

Comprehensive insurance as detailed in OPTION 2 is included in the All Inclusive Rates, and NO excess applies. This applies to all eligible hirers over 21 years with hires of 7 days or over.

Insurance Exclusions - (applicable to both Standard and All Inclusive Rates)

The following are the standard exclusions and the hirer will be fully liable for any damage to the United vehicle or third party property if:

- The terms of the Rental Agreement entered into with United Vehicle Rentals Ltd are breached.
- Damage is caused while driving under the influence of alcohol or drugs.
- The vehicle is driven on restricted roads.
- Damage is due to careless, willful or reckless driving.
- Negligence or other act of the hirer results in water submersion or salt water damage.
- The hirer has repairs made to the vehicle without the insurer's permission.
- The hirer admits liability and accepts responsibility for third party damage.

Security Deposit

Under both the CDW Option 2 & All Inclusive Rates options details of a credit card to a maximum of NZ\$150 will still be taken for a fuel and cleaning deposit. This deposit is fully refundable on return of the vehicle to the agreed drop off depot, on the due drop off date, in a reasonable clean condition and with a full tank of fuel and an empty toilet cassette and waste water tank.

Rugby World Cup 2011 Special Conditions

The 7th Rugby World Cup will be held in New Zealand during September and October 2011. In addition to United Campervans Standard Terms & Conditions, some additional conditions will apply to all bookings with a pick up date between 01 September 2011 and 23 October 2011 inclusive.

We recommend that you carefully consider your requirements, and the conditions shown below before you make your booking.

Additional Conditions:

- A minimum hire period of 14 days will apply to all hires with a pick up between 01 September 2011 and 23 October 2011 inclusive.
- Name changes of the hirer will not be permitted. Such requests will be treated as new bookings and will be subject to availability.
- Amendments to the period of hire will be accepted without penalty only up to three months in advance of the pick up date. In all cases amendments will be subject to availability.
- Amendments to the period of hire within three months of the pick up date will be subject to an amendment fee of NZ\$400 and will be subject to availability.
- Normal cancellation conditions will be strictly applied
- Special promotional offers will not apply during the period of the Rugby World Cup.