



Direct Conditions for Car Rental (New Zealand)

Seasonal Gross Daily Rates (NZ\$)
Valid 1 April 2017 to 31 March 2018

1) APOLLO TERMS AND CONDITIONS

The Apollo Seasonal Terms and Conditions are valid for travel in the 2017-2018 season.

Apollo reserves the right with notice to update Terms and Conditions at such times where amendments are required.

2) RATES

Apollo rates are offered Gross in New Zealand Dollars (\$NZD) and available at all participating locations in New Zealand.

Standard Rates:

Downtown Rates include:

Unlimited Kilometres, Loss Damage Waiver (LDW), Accident Damage Excess (ADE) (\$3450 for Group B2, D, E, F and \$4025 for Group H, K), Extra Driver Fees, 24Hr Roadside Assistance, Goods & Service Tax (GST), Young Driver Fees

Airport/Ferry Rates include:

Unlimited Kilometres, Loss Damage Waiver (LDW), Accident Damage Excess (ADE) (\$3450 for Group B2, D, E, F and \$4025 for Group H, K), Extra Driver Fees, Airport/Ferry Concession Fee (ACFR), 24Hr Roadside Assistance, Goods & Service Tax (GST), Young Driver Fees

Inclusive Rate (must be pre-booked):

Standard Fleet (B2, D, E, F)

Add NZ\$25.60 gross per day to the daily rate.

Specialty Fleet (H, K)

Add NZ\$30.72 gross per day to the daily rate.

The Inclusive Rate includes: Accident Excess Reduction (AER – reduces ADE to \$0), Unlimited Kilometres, 15% GST, 24hr Roadside Assistance, Extra Driver Fees.

3) ADDITIONAL FEES

AIRPORT/FERRY TERMINAL CONCESSION FEE (ACFR) – Included in Airport/Ferry Rates

Airport/Ferry Concession Fee is applicable for all rental collections at all Airport and Ferry Terminal Locations.

| Airport/Ferry Terminal | Airport Concession Fee (ACFR) |
|--|--------------------------------------|
| Auckland, Christchurch, Queenstown, Wellington | \$51.75 Inclusive of GST |
| All other Airports | \$46.00 Inclusive of GST |
| Wellington & Picton Ferry Terminals | \$46.00 Inclusive of GST |

Note: The Airport/Ferry Terminal Fee is applicable for every pick up at a location where the fee applies including Multi Island Rentals.

CREDIT CARD SURCHARGE

Any payment made at time of booking to Apollo:

Apollo only accepts Visa, MasterCard, American Express and Diners Club.

Any payment made to Hertz:

A credit card surcharge of **1.99% + GST** currently applies on all credit card transactions. Hertz New Zealand reserves the right with notice to change this fee at any time.

4) RENTAL CONDITIONS

All rentals are subject to Hertz New Zealand Standard Rental Terms & Conditions which are issued with the customers Rental Agreement. A copy of the Rental Terms and Conditions is available on request.

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RENTAL PERIOD

A Rental Day consists of a consecutive 24 hours.

When returning a vehicle a grace period of **29 Minutes** is permitted, after which the customer is liable for an extra days hire at the current applicable daily rate.

No refunds will be given on unused days.

FLIGHT NUMBERS

Flight numbers are required for ALL rental reservations with an airport pick up

RENTAL EXTENSIONS

Rental extensions are permitted and will be charged to the customer/renter direct at the applicable daily rate

DEPOSITS/BOND

All rentals are subject to a bond deposit which covers additional costs such as fuel, one way fees and optional extras.

Hertz New Zealand accepts all major credit cards and debit cards (Not Eftpos) and will authorise a deposit bond – Minimum of \$200 – at time of rental.

CASH DEPOSITS

If the customer/authorised renter do not hold a card acceptable to Hertz, a cash deposit will be required.

A minimum deposit of \$300 will be required to cover the bond and any additional service options taken by the customer.

Refunds for cash deposits will be made by cheque issued by Hertz New Zealand head office and sent to the customer's residential address at the end of the rental.

5) AUTHORISED DRIVER REQUIREMENTS

All reservations should be made in the name of the Authorised Driver/Main Renter.

The Driver Name **MUST** match the Name given on the Reservation and the Credit Card must also be in the driver's name.

| Group | Min Drivers Age |
|-------------------|-----------------|
| B2, D, E, F, H, K | 21 years |

DRIVERS LICENCE

All Renters must present a full, valid national driver's licence that has been held for at least one year.

Where a licence has two parts, photocard and paper, both parts of the licence must be presented. An overseas driver's licence, issued in a language other than English, **must** be accompanied by a current International Drivers Permit (IDPs) or where in a country where IDP s are not issued official government approved translation document.

Restricted, Provisional or Probationary Licences are NOT accepted

Note: The New Zealand Land Transport Act 1998 and Drivers Licensing Rule 1999 state that it is mandatory in New Zealand for driver's licences to be carried at all times while driving. The renter is responsible for any fines or vehicle impound fees relating to non-compliance

ADDITIONAL DOCUMENTS

All overseas drivers must present their passport at pick up of rental.

ADDITIONAL DRIVERS

Additional Drivers are **Free of Charge**

Minimum rental age and other requirements for additional drivers will be the same as for the main renter. Additional authorised drivers must be registered on the authority to drive form which would accompany the Rental Agreement.

6) DAMAGE EXCESS / ACCIDENT EXCESS REDUCTIONS

LOSS DAMAGE WAIVER (LDW)

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Loss Damage Waiver (LDW) is included in all rates and provides cover for accident damages to the Hertz vehicle and/or third part property. LDW is subject to an Accident Damage Excess (ADE) as detailed below and valid as long as the renter complies with the standard rental terms and conditions.

Third Party liability claims are limited to NZD\$10 Million and cover property damage including any animals.

LDW will not apply where the vehicle has been driven off road and/or on roads other than tar seal or metal or driven on restricted roads – See Section 7 Driving Restrictions

ACCIDENT DAMAGE EXCESS (ADE)

In the event of an accident the following Accident Damage Excess will apply .

| Vehicle Group | Accident Excess (ADE) |
|---------------|-------------------------|
| B2, D, E, F | \$3450 Inclusive of GST |
| H, K | \$4025 Inclusive of GST |

ACCIDENT EXCESS REDUCTION (AER)

Hertz New Zealand offers an Accident Excess Reduction (AER) that in the event of an accident will reduce the ADE to Zero (\$0).

Hertz New Zealand offer wholesale tour rates inclusive of AER.

Alternatively the renter can choose to purchase this locally at time of rental. The following AER daily rates currently apply. Hertz New Zealand reserves the right with notice to change these rates at any time.

| Vehicle Group | Accident Excess (ADE) |
|---------------|----------------------------------|
| B2, D, E, F | \$29.90 Inclusive of GST per day |
| H, K | \$35.65 Inclusive of GST per day |

Important Note: If the renter has their own insurance the Accident Damage Excess must be paid to Hertz in the event of an accident.

It is the renter's responsibility to claim this charge back through their own insurance company.

7) DRIVING RESTRICTIONS

Hertz Vehicles are **not** permitted to be driven on the following roads with New Zealand and AER insurance will be invalid if damage occurs due to non-compliance:

- Skippers Road – Queenstown
- Tasman Valley Road – Mount Cook National Park
- Road to Macetown – Queenstown
- 90 Mile Beach – Northland

8) MULTI ISLAND RENTALS

Hertz Vehicles are permitted on Inter Island Ferry services **if the rental collection and drop off point are the same**. However it is recommended that vehicles are dropped at the Hertz location at the Inter Islander Ferry Terminals at Wellington/Picton and a new vehicle collected at Picton/Wellington. The renter is responsible for any ferry carriage charges and any damages occurred whilst on the ferry.

Should a vehicle be returned to a different Island from collection a \$1000 repositioning fee will apply.

Ferry Crossing dates and times **MUST** be given at the time of reservation and reconfirmed at time of rental pick up. Hertz New Zealand can accept changes to times providing a MINIMUM of 72hrs notice is given.

If Hertz do not have the correct crossover details in the reservation prior to the first rental commencing we cannot guarantee the correct availability of vehicles on subsequent rentals. Where a customer is renting multi island a mobile or local telephone contact must be provided.

Note: No changes are permitted on reservations confirmed 20th December – 10th January and 1st February-28 February due to fleet availability.

9) ONE WAY RENTALS

One way rentals are permitted within New Zealand and the following conditions and fees apply.

Hertz New Zealand reserves the right with notice to change these fees at any time.

All one way fees are payable direct to the Hertz location at time of rental.

| Vehicle Group | Rental Length | One Way Fee |
|-------------------|---------------|---------------------|
| B2, D, E, F, H, K | 1-2 Days | \$210 Inclusive GST |
| B2, D, E, F, H, K | 3+ Days | FREE |

10) MULTI HIRE RENTALS

Multi Hire Rentals are not available.

11) FLEET AVAILABILITY & PARTICIPATING LOCATIONS

Groups B2, D, E, F, H, K

Reservations on freesale must be made with at least 48 hour notice. Rentals within 48 hours of reservation are on a request basis only.

PARTICIPATING LOCATIONS – NORTH ISLAND

| Location | Code | Available Vehicles |
|---------------------------|--------|--------------------|
| Auckland Airport | AKLT50 | B2, D, E, F, H, K |
| Auckland City | AKLC60 | B2, D, E, F, H, K |
| Wellington Airport | WLGT50 | B2, D, E, F, H, K |
| Wellington City | WLGC60 | B2, D, E, F, H, K |
| Wellington Ferry Terminal | WLGC61 | B2, D, E, F, H, K |

PARTICIPATING LOCATIONS – SOUTH ISLAND

| Location | Code | Available Vehicles |
|-----------------------|--------|--------------------|
| Christchurch Airport | CHCT50 | B2, D, E, F, H, K |
| Picton Ferry Terminal | PCNP60 | B2, D, E, F, H, K |
| Queenstown Airport | ZQNT50 | B2, D, E, F, H, K |
| Queenstown City | ZQNC60 | B2, D, E, F, H, K |

12) OPTIONAL EQUIPMENT

All requests for Optional Equipment MUST be made at time of reservation. Hertz New Zealand cannot guarantee availability of equipment if not pre booked.

Rates are subject to change.

All Optional Equipment Rental Fees should be paid locally at time of rental.
Hertz reserve the right to withdraw optional equipment at any time.

INFANT & CHILD SEATS

A per Rental Fee will apply to all bookings and is payable locally at time of rental.

| Seat Type | Age Range | Fee |
|---------------------------|-----------------|--------------------------|
| Infant Seat (Rear Facing) | 0 mths – 6 mths | \$59.80 Inclusive of GST |
| Child Seat | 6 mths – 4 yrs | \$59.80 Inclusive of GST |
| Booster Seat | 4 yrs – 8 yrs | \$59.80 Inclusive of GST |

Note: It is the renter's responsibility to ensure that the correct seats have either been pre booked or their own seats have been provided.

SKI EQUIPMENT

Ski/Snowboard Racks and Snow Chains are available ON REQUEST at the following locations.
Please ensure you have Hertz Reservation Email confirmation of all Equipment.

| Equipment | Location | Rental Fee |
|---------------------------|--|--|
| Snow Chains or Snow Socks | Christchurch, Picton, Auckland, Wellington | \$17.25 Inclusive of GST per day (Max of \$86.25 per rental) |

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| | | |
|---------------------|----------------------------------|---|
| Ski/Snowboard Racks | Christchurch, Picton, Queenstown | \$17.25 Inclusive of GST per day (Max of \$86.25 per rental) |
|---------------------|----------------------------------|---|

Ski/Snowboard Racks are available on the following vehicle types

- Group D
- Group E
- Group F
- Group H

It is the renters responsibility to ensure that Snow Chains are fitted when required during the winter season (June-October) in Queenstown Lake District & Milford Sound and adhere to the local Bylaws.

Due to sudden snowfalls being experienced in the above areas, all vehicles must carry snow chains.

Bylaws have been introduced as outlined below.

"At the discretion of an enforcement officer or an authorised officer the driver of any vehicle may be required to fit snow chains to such vehicle on any road, and no person shall drive, or direct or allow such vehicle to be driven without snow chains fitted."

The fines for Non Compliance are detailed below and the renter will be responsible for paying these direct to the local authorities.

Queenstown Lakes District \$150.00

Milford Sound Road \$750.00

HERTZ NEVERLOST © – SATELLITE NAVIGATION

Hertz Neverlost© is available at all participating locations subject to availability.

Neverlost is available in the following languages: **English, Chinese (Mandarin), Czech, Dutch, Finnish, French, German, Italian, Norwegian, Polish Spanish, Swedish.**

Neverlost units must be hired as part of a rental. They are not available for separate hire.

| Rental Fee Per Day | |
|---|---------------------------|
| \$12.60 Inclusive of GST Per Day | |
| Replacement Costs: Each Neverlost unit comes in a kit made up of the following components and in the event of damage, loss or theft the renter will be responsible for the following replacement fee | |
| Component | Replacement Fee |
| Neverlost Carry Bag | \$46.00 Inclusive of GST |
| Windscreen Mount | \$39.35 Inclusive of GST |
| Charger | \$35.30 Inclusive of GST |
| Neverlost Unit (only) | \$573.85 Inclusive of GST |
| FULL UNIT | \$673.05 Inclusive of GST |

Note: Purchase of AER does not cover the renter for damage and/or loss to the Neverlost units.

Rates incorporating the Neverlost Unit do not cover the unit for loss or damage.

Neverlost units are permitted on One Way rentals.

One Way Rentals will incur a one way fee of \$11.00 including GST.

The renter must **not** take the Neverlost equipment with them across the Cook Strait. The renter must return the Neverlost unit to the Hertz counter or leave it in the glove box of the first vehicle and pick up another unit with their second vehicle after they have crossed the Cook Strait. If the renter takes the Neverlost unit across the Cook Strait a NZD\$57.50 inc GST relocation fee will be charged.

For Multi-Island rentals, provision will be made for Neverlost units to be picked up from locations other than Neverlost locations.

If the renter needs to return the equipment outside of Hertz operating hours they must complete and sign the Neverlost addendum and place it inside the Neverlost carry case with the other Neverlost equipment and then place the Neverlost carry case in the glove box of the vehicle. Hertz will not acknowledge return of the equipment until the renter returns it to the counter or it is collected by a Hertz representative from the glove box of the vehicle.

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13) DELIVERY & COLLECTION

Deliveries and Collections are not available.

14) PAYMENT OPTIONS, REFUNDS & NO SHOWS

PAYMENT TO CONFIRM BOOKING

At time of booking a deposit of \$1 is required and balance is due 7-days prior to pick-up. If payment is not made 7-days prior to pick-up Apollo can cancel your booking and your deposit will not be refunded.

REFUNDS

No refunds will be issued for any unused portion of a Tours rental.

NO SHOWS

Where a client does not pick up their rental vehicle at the date and time confirmed on the reservation, Hertz will charge a No Show fee equal to the cost of one rental day as per the reservation. Exceptions to this charge will apply for those reservations that have been cancelled at least 48 hours prior to pick up date; as well as having some form of documentation confirming cancellation.