



NEW ZEALAND TERMS AND CONDITIONS 1 APRIL 2010 - 31 MARCH 2011

1) RATES

Pricing represents net wholesale rates. Rates are stated in New Zealand Dollars (NZ\$) and are available at participating locations in New Zealand.

RATES INCLUDE:

- For specific rate inclusion please refer to contract rate sheets.

RATES EXCLUDE:

- For specific rate exclusions please refer to contract rate sheets.

Additional Exclusions:

- Location Surcharge (rentals collected at the Kerikeri and Gisbourne locations will incur a fee of NZ\$45.00 inc GST)
- Any pick ups at the Wellington Ferry Terminal after 1700 will incur an after hours fee of NZ\$56.25 inc GST. Any pick ups at the Picton Ferry Terminal after 1800 may incur an after hours fee of NZ\$56.25 inc GST. This will be advised at time of reservation.
- Optional Extras (baby seats etc).

2) DRIVING REGULATIONS

Minimum rental age: 21 years – Exception: 25 years for car group **M**

DRIVERS LICENCE

Renters must present a full, valid national driver's licence that has been held for at least one year. A foreign driver's licence, issued in a language other than English, must be accompanied by a current International Drivers Permit or official translation.

NOTE: Restricted, Provisional or Probationary Licences are unacceptable.

ADDITIONAL DRIVERS

Additional Drivers are free of charge.

Minimum rental age and other requirements for additional drivers will be the same as for the renter. Additional authorised drivers must be registered on an Authority to Drive which forms part of the Rental Agreement.

3) DEPOSITS

All rentals are subject to a deposit which covers additional costs such as fuel, insurance and optional services.

Hertz accepts all major credit and charge cards (Hertz Charge Cards are not acceptable). If the authorised renter does not hold a card acceptable to Hertz, please see CASH DEPOSIT rule below. Third party credit/charge cards are acceptable if the holder is present.

CASH DEPOSITS

If the hirer has a Tour Voucher and they do not have a credit card then a cash deposit needs to be taken for any additional extras; i.e. Service Options (PKG, AER, PAI, PEC, FPO), Optional Equipment, Airport Fee, One Way Fee, Remote Fees plus a NZ\$300 inc GST security bond. (NZ\$ Travellers cheques

acceptable.)

OPTIONAL SERVICES

Each rental is subject to Accident Damage Excess (ADE) which may be reduced by purchasing Accident Excess Reduction (AER) (refer section 8).

4) RENTAL PERIOD

Rental days consist of 24 consecutive hours, with the minimum rental period being 3 days. For rentals covering both islands, i.e. Multi Island or Continuous rentals, each segment must be a minimum of 3 days.

When returning a vehicle, Hertz allows a grace period of 59 minutes, after which the customer is liable for an extra day's charge at a higher rate.

If a rental or segment of a Multi Island or Continuous rental is 1 or 2 days, then a One Way fee of NZ\$250.00 incl GST will be charged to the renter if applicable. No refund will be given on unused days. Please refer to One Way Rentals conditions below.

5) EXTENSION OF RENTAL/UPGRADE

Voluntary upgrades notified to Hertz at the time of rental will be charged the difference between the group booked and the upgrade based on applicable rates. All upgrades are subject to availability.

Additional days will be charged direct to the renter at locally applicable rates.

6) ONE WAY RENTALS

CONDITIONS

- GROUPS B, C, D, E, F, H, K M

1 and 2 days rentals will incur a One Way Fee of NZ\$250.00 incl GST payable direct. This is regardless of how many days were booked and prepaid. If the vehicle is returned early the Tour Operator will be invoiced for the number of days as booked and the customer charged the One Way Fee.

For rentals of 3 days or more there is no one way fee.

MULTI ISLAND RENTALS AND CONTINUOUS RENTALS

When a customer is having more than one rental or a rental covering both islands, billing will be based on the total number of voucher days. Only one rental voucher is required. There can be no more than 5 hours between returning one vehicle and collecting the next. If taking the Ferry or flying between the Islands, there must be a minimum 3 days per hire/segment otherwise a fee may apply. Hertz vehicles cannot be taken on the inter-island ferry. When using the ferry between Wellington and Picton, renters must return the vehicle to the Hertz location at the ferry departure terminal and collect another vehicle upon arrival at the other island - this is classified as a Multi Island Hire. Hires that are using airport locations as pickup and drop off points opposed to the ferry terminals are classified as Continuous Hires. All continuous hires will also be based on the total number of voucher days and can be no more than 5 hours between returning one vehicle and collecting the next and consist of a 3 day minimum per segment.

- GROUPS B - H

Only one reservation is required i.e, pick up location and ultimate destination. Reservation requests must include all departure and arrival locations as well as flight numbers and/or collection times. For customers travelling between Wellington and Picton, a ferry crossover date is required.

- GROUPS K & M

For rentals covering the North and South Island within the same booking, a separate reservation must be made for each island. A group K or M rental from Auckland to Christchurch must be booked Auckland to Wellington and Picton to Christchurch.

7) AIRPORT CONCESSION FEE RECOVERY/FERRY TERMINAL FEE RECOVERY

Airport Concession/Ferry Terminal Fee Recovery is applicable at all Airport Locations and Ferry Terminals. The current charge is NZ\$39.38 inc GST per rental. Hertz reserves the right to change this rate at any time. For Multi Island and Continuous Rentals the Fee will apply at each point of collection.

8) DAMAGE EXCESS

Rentals are subject to an Accident Damages Excess (**ADE**). With the purchase of Accident Excess Reduction (**AER**) the Accident Damages Excess is reduced to nil.

<u>VEHICLE GROUPS</u>	<u>ACCIDENT DAMAGES EXCESS (ADE)</u>	<u>ACCIDENT EXCESS REDUCTION (AER)</u>	<u>REDUCED DAMAGE EXCESS</u>
B-F	NZ\$ 2812.50 inc GST	NZ\$28.13 per day inc GST	NIL
H, K, M,	NZ\$ 3375.00 inc GST	NZ\$33.75 per day inc GST	NIL

NB: Hertz reserves the right to change the Accident Excess Reduction (AER) and Accident Damage Excess (ADE) with 30 days notice in writing.

DRIVING RESTRICTIONS

Cars are insured on all existing public roadways with the exclusion of, but not limited to Skippers Road, Queenstown; Macetown Access Road; Tasman Valley Road - Mt Cook and the 90 Mile Beach, North Auckland. If the vehicle is driven "Off Road" or on any of the roads mentioned above, the rental agreement and insurance becomes void. The definition of "Off Road" is any non existing formed public roadway.

9) LOSS DAMAGE WAIVER (LDW)

LDW - provides cover for accident damages to the Hertz vehicle and/or third party property, subject to the accident damages excess and as long as the terms and conditions of the rental agreement are being complied with. Third party liability claims are limited to NZD\$1 million and cover property damage (including any animal).

PAI (Personal Accident Insurance) can be purchased at the rental counter if required. PAI provides compensation for accidental death or bodily injury to a maximum amount of NZD\$100,000 and is limited to the events stated in the policy. PAI is not available for persons aged 80 years of age or older.

10) DELIVERIES

Hertz offers a delivery and collection service on a request only basis from Monday to Friday, 0830am to 4pm (excluding Public Holidays), within a 10km radius. The fee for this service is NZ\$50.63 inc GST per delivery or collection. Deliveries outside these hours will incur an additional fee.

Deliveries from Hertz locations to lodges and resorts are available on a request only basis and may incur a fee. Please check fees at time of reservation.

This service is available during office hours only and a minimum 48 hours advance notice is required.

11) OPTIONAL EQUIPMENT

Any request for Optional Equipment must be made at time of reservation.

1. Ski racks, snow boards and/or chains: NZ\$16.88 inc GST per day, per item to a maximum of NZ \$118.13 incl GST per rental/item.
N.B. Ski racks and Snowboards available on all vehicles except Groups B, K.

A refundable deposit of NZ\$56.25 incl GST is required for each item.

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|----|----------------|---------------------------------|------------------------------|
| 2. | Infant Seats: | 0 mths – 6 months – rear facing | NZ\$45.00 inc GST per rental |
| | Child Seats: | 6 mths – 4 yrs | NZ\$45.00 inc GST per rental |
| | Booster seats: | 5 – 7 yrs | NZ\$45.00 inc GST per rental |

A refundable deposit of NZ\$56.25 inc GST is required for each Infant/child/Booster seat rental.

All charges for optional equipment are payable by the renter at the Hertz counter.

Note - Snow chains in Queenstown Lakes District and Milford sound

As a result of problems experienced in these areas with motor vehicles being caught without snow chains due to sudden snowfalls in winter, bylaws have been introduced to penalise people not able to comply.

The bylaw reads:

“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 are:

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|---------------------------|----------------------------|
| Queenstown Lakes District | \$150.00 for not complying |
| Milford Sound Road | \$750 for not complying |

12) FLEET AVAILABILITY

Reservations on freesale must be made outside 48 hours.
Rentals within 48 hours of reservation are on a request basis only.

NORTH ISLAND

LOCATION	CODE	FREESALE	REQUEST	NEVERLOST
AUCKLAND CITY	AKLC60	B,C,D,E,F,H, K,M		YES
AUCKLAND AIRPORT	AKLT50			
AUCKLAND – NORTH SHORE	AKLN60	B,C,D,E,F	H,J,K	YES
GISBOURNE	GIST50	C,D,E,F	H	NO
HAMILTON CITY	HLZC60	C,D,E,F	H,K	NO
HAMILTON AIRPORT	HLZT50			
KERIKERI AIRPORT	KKET50	C,D,E,F		NO
NAPIER AIRPORT	NPET50	B,C,D,E,F,H	K	NO
NEW PLYMOUTH AIRPORT	NPLT50	C,D,E,F	B,H	NO
PALMERSTON NORTH APT	PMRT50	B,C,D,E,F,H,K, M		NO
ROTORUA CITY	ROTC60	B,C,D,E,F	H,K	NO
ROTORUA AIRPORT	ROTT50			
TAURANGA CITY	TRGC60	B,C,D,E,F	H,K	NO
TAURANGA AIRPORT	TRGT50			
TAUPO CITY	TUOC60	C,D,E,F		NO
TAUPO AIRPORT	TUOT50			

WANGANUI CITY	WAGC60		B,C,D,E,F,H,K, M	NO
WANGANUI AIRPORT	WAGT50			
WHAKATANE AIRPORT	WHKT50	B,C,D,E,F	H,K	NO
WHAKATANE CITY	WHKC60			
WHANGEREI CITY	WREC60	C,D,E,F		NO
WHANGEREI AIRPORT	WRET50			
WELLINGTON CITY	WLGC60	B,C,D,E,F,H, K,M		YES
WELLINGTON AIRPORT	WLCT50			
WELLINGTON FERRY TERMINAL	WLGC61			

SOUTH ISLAND

LOCATION	CODE	FREESALE	REQUEST	NEVERLOST
BLENHEIM CITY	BHEC60	B,C,D,E,F,H,K, M		NO
BLENHEIM AIRPORT	BHET50			
CHRISTCHURCH CITY	CHCC60	B,C,D,E,F,H,K, M		YES
CHRISTCHURCH AIRPORT	CHCT50			
DUNEDIN CITY	DUDC60	B,C,D,E,F,K,H, M		YES
DUNEDIN AIRPORT	DUDT50			
GREYMOOUTH RAILWAY STATION	GMNX01	B,C,D,E,F,H,K, M		NO
HOKITIKA AIRPORT	HKKT50	B,C,D,E,F,H,K, M		NO
INVERCARGILL AIRPORT	IVCT50	B,C,D,E,F,H,M		NO
NELSON AIRPORT	NSNT50	B,C,D,E,F,H,K, M		NO
PICTON FERRY TERMINAL	PCNP60	B,C,D,E,F,H,K, M		YES
QUEENSTOWN CITY	ZQNC60	B,C,D,E,F,H,K, M		YES
QUEENSTOWN AIRPORT	ZQNT50			
TIMARU AIRPORT	TIUT50		B,C,D,E,F,K	NO

13) NEVERLOST – HERTZ PORTABLE SATELLITE NAVIGATION SYSTEM

Neverlost is available at participating locations at a cost of NZ \$11.20 inc GST per day, payable at the rental counter. The units are available on all car classes, subject to availability and can be confirmed at the time of booking.

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

Each Neverlost unit comes in a kit made up of the following components:

- Neverlost Carry Bag - NZD\$45.00 inc GST replacement cost
- Windscreen Mount - NZD\$38.51 inc GST replacement cost
- Charger - NZD\$34.56 inc GST replacement cost
- Neverlost Unit (only) - NZD\$505.13 inc GST replacement cost

- NZD\$600.69 inc GST total replacement cost

The renter is liable for all damage and/or loss of these units. Replacement charges will be applied should damage and/or loss occur.

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 available for one way rentals at no additional cost.

Multi Island rentals are NOI available with these units. 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\$56.25 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.

14) REFUNDS

No refunds will be issued on any unused portion of the inclusive tour voucher.

15) NO SHOWS

Where a client does not pick up his rental vehicle at the date and time confirmed on the reservation, Hertz reserves the right to charge a No Show fee equal to the cost for one rental day as per the reservation.

16) STANDARD TERMS AND CONDITIONS

All rentals are subject to the standard terms and conditions printed on the Hertz Rental Agreement in effect at the time and place of rental.

These terms and conditions are subject to change without notice.