

*Let op: onze voorwaarden zijn in het Engels geschreven. Dit voorkomt vertalingsfouten en misverstanden.*

## RENTAL CONDITIONS STARRV NEW ZEALAND

### Camper rate includes:

15% Goods and Service tax, campers less than 12 months old, unlimited kilometers, extra driver fees, easy check out and check in, personalized vehicle consultation, valet service, linen and bedding including linen exchange service, kitchen equipment, full water tank, gas bottle exchange service for hires of 14 days or more in length, transfers on the day of pick up/drop off from the airport, SKOOT tablet.

**Please note that the flex rate resets after 7 days.**

### Camper rate is exclusive of:

Rates exclude one-way fees and all Liability Reduction Options and Extras.

**Star RV will now require the date of birth for all children under 8 years of age, this is to ensure they can safely travel in Star RV's vehicles.**

**All rates and conditions are subject to change as required and without prior notification.**

### Deposit/credit card

We only accept Visa, MasterCard, American Express and Diners Club. Visa and MasterCard will incur an additional 2% surcharge on any transaction. American Express and Diners Club will incur an additional 4.5% surcharge on any transaction. This surcharge is not included in our rates.

### Property Damage:

The Vehicle is insured for damage to it or damage to the property of a third party. However the renter is responsible up to the amount of the applicable Liability for the cost of such damage to third party property, or to the rented Vehicle. The Liability applies in respect of each claim, not per rental. In addition to the Liability an administration fee of \$75 will be charged per claim. The Liability is applicable regardless of who is at fault and must be paid at the time the accident is reported to Apollo, not at the completion of the rental Period. Star RV reserves the right to charge the renter for any vehicle damage including Third Party property damage not reported on return of the vehicle.

### Standard Liability

Star RV rental charge includes a Standard Liability of \$7,500. A Bond of \$7,500 will be collected at the time of entering into the Rental Contract. Payment of this Bond is only accepted by credit card. The \$7,500 will be debited to the credit card account immediately. An administration fee equal to the merchant surcharge applies. The Standard Liability can be reduced by purchasing the Star Pack:

### Star Pack

The maximum amount payable per rental segment for the Star Pack is 50 days rental. The minimum amount payable per rental segment for the Star Pack will be based on the minimum rental period applicable for your rental.

**The Star Pack includes:** Nil Liability, Unlimited Windscreen and tires will be covered for accidental

damage, undercarriage damage, Road User Charge Recovery Fee, GPS, One Way Rental Fee, Pre-purchased Gas Bottle, Snow Chains (on request), Camp Chairs and Table, Heater/Fan and Baby or Booster Seats (on request). A Bond of \$250 will be collected at the time of entering into the Rental Contract.

### **Bond**

For security purposes, only a credit card can be used to provide a Bond. The credit card holder must be present and able to sign for the Bond upon vehicle collection. The credit card holder is jointly and severally liable for any damage to the rental vehicle.

The Bond is fully refundable when the vehicle is returned to the correct location on time, is full of fuel and all other terms of the Rental Contract have been complied with. If there is damage to the vehicle on its return, the Bond will be used to cover the cost of such damage up to the amount of the relevant Liability. However, if the terms of the Rental Contract are breached and the Bond is insufficient to cover the damage then any extra cost will be charged. Refunds by credit card including bond refunds can take up to 21 working days depending on the renter's Financial Institution.

Bond Roll Overs are permitted for multi hires only within the same brand and same country when the bond is banked.

### **Full Responsibility**

At all times the renter is responsible for: Damage caused where the terms of Rental Contract have been breached. Damage caused by negligence. Damage caused to the Vehicle in any way by part or total water submersion or salt water. Damage caused to the Vehicle by the renter's willful conduct. Damage caused to the Vehicle by the use of snow chains. Damage caused due to a single vehicle roll over. Damage caused to the Vehicle when using the Vehicle in contravention of any legislation or regulation controlling vehicular traffic. Damage caused to tyres and windscreen except where the Star Pack has been purchased. Damage or loss caused to any personal belongings. Damage caused due to use of incorrect or contaminated fuel. Damage to the awning. Damage to the awning or overhead of the Vehicle. Damage to the underbody of the vehicle except where the Star Pack has been purchased.

### **Vehicle condition**

Vehicles must be returned with the interior cleaned and holding tanks emptied. The vehicles exterior does not require cleaning unless it is difficult to ascertain the condition of the vehicle on return. Fees will apply if the vehicle is not returned in the required condition.

### **Booking amendments**

If you wish to make any changes to your booking (including voluntary downgrade) the booking will be calculated by using either the original flex rate or the flex rate that is valid at the time of the booking change, depending on whichever rate is higher. There are no exceptions to this rule. The following situations are classified as booking alterations:

- Change of date for vehicle pick-up or drop-off
- Change of location (depot) for vehicle pick-up or drop-off
- Change of vehicle category
- Name change

If an amendment is made to the rental dates within 14 days of collection, no refund will be made if the length of hire is shortened (that is; the rental will be charged at the number of days originally booked). A relocation fee may apply if the collection or return location is amended within 14 days of vehicle pick up or if notification occurs during the hire.

The first change only is at no charge. The first change may involve several aspects of the reservation. The Subsequent changes are at NZ\$25 per aspect, per change.

### Vehicle Changes

Should the vehicle booked be unavailable through unforeseen circumstances, Star RV reserves the right to substitute an alternative vehicle without prior notification and at no extra cost. This shall not constitute a breach of contract and does not entitle the renter to a refund. Vehicles cannot be requested by make or model, only by vehicle category. Should the renter decide to take a lesser vehicle than booked within 14 days of pick-up or during the rental then they will not be entitled to any refund.

### Cancellations

- If cancelled 91+ days prior to pick-up. No fee.
- If cancelled 90 to 22 days prior to pick-up - 10% of Total Rental (minimum \$250).
- If cancelled 7 to 21 days prior to pick-up - 20% of Total Rental (minimum \$250).
- If cancelled less than 7 days prior to pick-up - 50% of Total Rental (minimum \$250).
- If cancelled on the day of pick-up or no-show - 100% of Total Rental (minimum \$250).
- There is no refund for late pick-up or early return of vehicle.
- Original pick up date is used to calculate the cancellation fee.

### Driver requirements

A current and full motor vehicle driver's license is required. If the driver's license is not in the English language then an international driver's license is also required. An accredited English translation will be accepted in lieu of an international driving permit. The driver's license must have been held for at least two years and be valid for the whole length of the rental. The original driver's license must be shown at time of pick-up when the driver is present. Drivers must be 21 years of age or over.

### Minimum rental period

The minimum rental for all vehicles is seven days. Between 15 December and 10 January, a minimum period of 14 days applies. Minimum rental periods are subject to change during peak periods.

### One-ways

A one way rental fee (where applicable) will be charged for rentals between the North and South Islands and vice versa. One-way fees vary between \$100 and \$300.

### Transfers

Vehicles must be collected and returned to our branches (not airports). A transfer to the Star RV branch from the airport and vice versa is provided free of charge.

### Picking up the vehicle

Auckland and Christchurch branches are open seven days a week, 8:00 am to 4:00 pm. Branches will be closed Christmas Day, New Years Day and Good Friday. Pick up and drop off of the vehicle must be within branch opening hours. A NZ\$100 surcharge will apply to all rentals picking up and/or dropping off on National public Holidays.

### Pets and animals

Service dogs are permitted to travel in our vehicles with prior permission from Star RV. No other animals are permitted in our vehicles.

### Smoking

Smoking is not allowed in our vehicles.

### Additional Products:

- Camp Chairs
- Camp Table
- SKOOT plus GPS and/ or WiFi

- Heater/Fan
- Toilet Chemicals
- Baby Seats - Baby seats (must be pre-booked) suitable for children 6 months to 3 years of age can be fitted to the Motorhome Range. Baby seats can only be fitted in selected models. Children under 6 months of age cannot be accommodated in any of the motorhomes.
- Booster Seats - Booster seat (must be pre-booked) suitable for a child between 3 and 8 years of age can be supplied for the Motorhome Range. Booster seats can only be fitted in selected models.
- First Aid Kits - A First Aid kit is supplied in every vehicle
- Snow chains - \$50 per rental

### **Travel Restrictions**

Two Wheel Drive Vehicles can only be driven on sealed/bitumen roads. The only exception to this is the loose road surface on any major ski field access roads or any recognized campground access road less than 12 Kilometers in length. No vehicle shall be driven on Skippers Road (Queenstown), The Crown Range Road/ Cardrona Valley Road (from Cardrona to Arrow Junction) (Queenstown), Ninety Mile Beach (Northland), Ball Hut Road (Mt. Cook) and North of Colville Township (Coromandel Peninsula). Star RV reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions, and the distance to nominated destinations in relation to the length of the rental period.

### **Repairs**

Although we run late model vehicles, it may happen that small repairs are required. Repairs up to \$100 may be affected without authorization and will be reimbursed unless the renter causes the damage. For amounts over \$100, Star RV will need to be informed in advance. 24hr emergency roadside assistance is available.

### **Infringements and Administration Fees**

Star RV reserves the right to charge the renter for any speeding, toll way or parking fines not reported on return of the vehicle.

In addition to these costs, Star RV reserves the right to charge for associated administration costs for processing the fines (irrespective of liability). An administration fee of \$75 per fine will be applicable.

### **Pre-registration link**

For a hassle free check out: <https://bookings.apollorv.com/PreReg/WWAPRVCO>