

Car Rates & Conditions

New Zealand | 01 April 2021 – 31 March 2022

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Thank you for choosing Apollo Cars. Whether your guests are setting out on a holiday, travelling for work, or just in need of a car for day to day, we look forward to having them on the road with us.

Apollo cars is part of Apollo Motorhome Holidays. Experts in RV holidays in Australia, New Zealand, North America, the UK, and Germany. For over 30 years' Apollo has been helping guests explore stunning destinations, create memories, and have amazing experiences.

Here are the details you need to know when planning for the year ahead

General Conditions

Hertz New Zealand reserves the right to update Terms and Conditions at such times where amendments are required. Any amendments will be valid for all new bookings from the release of the updates.

A link to Hertz New Zealand Rental Services Terms and Conditions can be found below and we ask that this link is provided to all customers on their vouchers or confirmation documents

https://www.hertz.co.nz/rentacar/productservice/index.jsp?targetPage=Terms_and_Conditions_NZ.xml

Rates are issued in New Zealand Dollars (\$NZD)

RATE INCLUSIONS:

Downtown Net Rates

Unlimited Kilometres, Loss Damage Waiver (LDW) subject to Accident Damage excess, Admin Fee Recovery (AFR), 24Hr Breakdown Roadside Assistance, Additional Drivers, and Goods & Service Tax (GST).

Airport/Ferry Fee Inclusive Rates

Unlimited Kilometres, Loss Damage Waiver (LDW) subject to Accident Damage excess, Admin Fee Recovery (AFR), Airport/Ferry Concession Fee (ACF) 24Hr Breakdown Roadside Assistance, Additional Drivers, and Goods & Service Tax (GST).

Downtown Value Pack Inclusive Rates

Unlimited Kilometres, Loss Damage Waiver (LDW) subject to Accident Damage excess, Admin Fee Recovery (AFR), 24Hr Breakdown Roadside Assistance, Goods & Service Tax (GST), Additional Drivers, and Maximum Cover (MAX).

Airport/Ferry Fee & Value Pack Inclusive Rates

Unlimited Kilometres, Loss Damage Waiver (LDW) subject to Accident Damage excess, Admin Fee Recovery (AFR), Airport/Ferry Concession Fee (ACF) 24Hr Breakdown Roadside Assistance, Goods & Service Tax (GST), Additional Drivers, and Maximum Cover (MAX).

RATES DO NOT INCLUDE:

- Out of Hours Pick Up
- Delivery & Collection Fees
- Fuel Purchase Options
- Additional Equipment: Child Seats
- Road Tolls
- Premium Roadside Assist
- Private Parking Charges
- Young Renter Fee

ADDITIONAL FEES

AIRPORT/FERRY TERMINAL CONCESSION FEE (ACF)

Airport/Ferry Concession Fee is applicable for all rental collections at all Airport and Ferry Terminal Locations. The current fees are listed below and Hertz New Zealand reserves the right, with notice to change this fee at any time.

Airport/Ferry Terminal	Airport Concession Fee (ACFR)
Auckland, Christchurch, Queenstown, Wellington	\$51.75 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

A credit card surcharge of **2.53% incl GST** currently applies on all credit and debit card transactions. Hertz New Zealand reserves the right with notice to change this fee at any time.

YOUNG RENTERS FEE

A Young Renter Fee of \$20.00 including GST, per day, per renter will apply to all renters aged between 18-20 years. This will be capped at 10 days in every 30-day rental. Standard Rental conditions will apply and only a Full Drivers licence will be accepted. This fee will apply to all Main Renters and Additional Drivers.

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 time the customer is liable for an extra day 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 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. Third party credit/charge cards are acceptable if the holder is present. A 'Credit Card Authority' form must be completed at the counter by the third party.

Cash deposits are no longer accepted.

Minimum Driver Age

B2-EDAV, D-CDAV, I-HFAR	18 Years of Age (Subject to a Young Driver Fee)
H-PWAV, K-SVAR	21 Years of Age

Drivers Licence

All Renters and any additional drivers must present a full, valid national driver's licence that meets the following requirements. The drivers licence for all drivers must be presented at the time of rental.

Driver Licence must be in English. If not in English, it must be accompanied by an International driver's licence or permit or by a certified English translation. Chinese Drivers Licences are acceptable, but they must have a China Notarial Certificate (CNC)

- is valid for driving the vehicle;
- is not a learner's, restricted or probationary licence;
- the driver has held for at least twelve consecutive months; and
- Satisfies any other conditions on the Rental Agreement or in any Additional Terms.

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 noncompliance

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

Please see the following link for full details on Driver License requirements in New Zealand.

<https://www.nzta.govt.nz/driver-licences/new-residents-and-visitors/approved-translators/>

Damage Excess

LOSS DAMAGE WAIVER (LDW)

Loss Damage Waiver (LDW) is included in all rates and provides cover for accident damages to the Hertz vehicle and/or third party property. LDW is subject to an Accident Damage Excess (ADE) as detailed below and valid so 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

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

Vehicle Group	Accident Excess (ADE)
B2-EDARV, D-CDAV, I-HFAR	\$4500 Inclusive of GST
H-PWAV, K-SVAR	\$5600 Inclusive of GST

What Injuries and Accidents are Covered by the Rental Agreement?

Hertz Australia & New Zealand rates include Damage Cover (providing the standard rental terms and conditions are not breached), for the Hertz vehicle and/or Third-Party Property Damage. An Accident Damages Excess (ADE) applies per incident. If the renter is not at fault and the damage costs are less than the ADE, then the renter will be responsible for the actual cost.

However, if the actual cost is higher than the ADE then the renter will only be responsible up to the level of the ADE. The renter may be charged the full ADE at vehicle return while the details of the incident or accident are being assessed and fault and costs determined.

In relation to an accident or incident if the renter has breached a prohibited use provision or an insurance exclusion (NZ) (and this has caused the incident/accident) then the ADE will not apply, and the renter will be liable for the full costs incurred by Hertz and any third party.

Optional Rental Protection Services

ACCIDENT EXCESS REDUCTION (AER)

Hertz New Zealand offers an Accident Excess Reduction (AER) that in the event of an accident will reduce the Accident Damage Excess ADE to the amounts outlined below.

The following AER daily rates currently apply. Hertz New Zealand reserves the right with notice to change these rates at any time. AER can be purchased locally at the time of rental.

Vehicle Groups	Accident Excess Reduction (AER) per day	Accident Damage Excess (ADE)
B2-EDAV, D-CDAV, I-HFAR,	\$30.00 Inclusive of GST per day	\$800 Inclusive of GST
H-PWAV, K-SVAR	\$36.00 Inclusive of GST per day	\$1000 Inclusive of GST

MAX COVER (MAX)

Hertz New Zealand now offers Max cover which in the event of an accident will reduce the excess to \$0. Should the renter choose to purchase this locally at time of rental the following MAX daily rates will apply.

Vehicle Groups	MAX Cover (MAX) per day	Excess
B2-EDAV, D-CDAV, I-HFAR	\$39.00 Inclusive of GST per day	\$0
H-PWAV, K-SVAR	\$44.00 Inclusive of GST per day	\$0

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

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.

Driving Restrictions

Hertz Vehicles are not permitted to be driven on the following roads.

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

One Way Rentals

One-way rentals are permitted within New Zealand and the following conditions and fees apply. All one-way fees are payable direct to the Hertz location at time of rental.

The below table is for rentals up to 2 days. Any rentals 3+ days will have \$0 One Way Fee.

From	To	Auckland	Christchurch	Picton	Queenstown	Wellington
Auckland			\$ 250	\$ 250	\$ 250	\$ 250
Christchurch		\$ -		\$ -	\$ 250	\$ -
Picton		\$ -	\$ 250		\$ 250	\$ 180
Queenstown		\$ 180	\$ -	\$ -		\$ 250
Wellington		\$ -	\$ 250	\$ 250	\$ 250	

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

Multi Island Hire

Should a vehicle be returned to a different Island from collection the cost to relocate the vehicle will be charged to the renter.

Hertz Vehicles are permitted on the Cook Strait Ferries (Inter Islander and Bluebridge) 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.

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 5 Day 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.

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

Hertz cannot guarantee the same make and/or model of vehicle on a multi-hire booking.

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. All Optional Equipment Rental Fees should be paid locally at time of rental. Hertz reserve the right to withdraw optional equipment at any time. Advance notice of any changes will be sent in writing.

INFANT & CHILD SEATS

Infant and Child seats are available for rental on all vehicles, a per Rental Fee will apply to all bookings and is payable locally at time of rental.

Current Law Requirements

- The law states in New Zealand Children under seven years old must be in the correct seating for their age and size. They cannot travel in a vehicle that does not have the approved and correct child restraints. This will be the best protection in a crash for a child as a vehicle seat belt does not have the same protection as a child restraint will have in a car crash.
- Infants – infant restraints for young babies and are often called baby capsules.
- Older babies and Toddlers and preschool children will need to use a car seat.
- Preschool and School- aged Children – will need to be using an approved booster seat.
- Preschool and School Aged Children – child safety harness can be used with or without a booster seat.

Seat Type

Age Range

Fee

Infant Seat (Rear Facing)

0 months – 6 months

\$59.80 Inclusive of GST

Child Seat

6 months – 4 years

\$59.80 Inclusive of GST

Booster Seat

4 years – 8 years

\$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.

SNOW CHAINS

Snow chains are available on request at the following locations:

Location

Rental Fee

Auckland, Christchurch, Picton,
Queenstown, Wellington (Limited)

\$17.25 inclusive of GST per day
Maximum of \$86.25 per rental

It is the renter's 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, and Swedish

Rental Fee Per Day - \$12.60 Inclusive of GST Per Day

In the event of damage, loss or theft charges will apply. Purchase of AER does not cover the renter for damage and/or loss to the Neverlost units. Neverlost units are available for One Way rentals.

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 an NZD\$57.50 Inc GST relocation fee will be charged.

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.

Refunds

No refunds will be issued for early return of vehicles or any unused portion of a Tours rental.

Where Hertz New Zealand terminate a rental agreement due to accident or incident; a refund of unused days may be offered. Any refund request must be applied for by the agent/operator who made the original reservation by contacting Hertz New Zealand Customer Relations.

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.