



## BRITZ NEW ZEALAND - GROSS FLEX CAMPERVAN RENTAL RATES & CONDITIONS 01 April 2014 - 31 March 2015

### Please note:

- This document contains a summary of some of the rental conditions. For detailed conditions, refer to the rental agreement upon vehicle collection. A copy of the rental agreement can be downloaded from [www.britz.co.nz](http://www.britz.co.nz)
- Vehicle Rates, Britz Bonus Pack and the Additional Protection Cover quoted in this document are **gross**, inclusive of Goods and Services Tax (GST) and are in New Zealand dollars.
- Rental basis is per calendar day.
- Minimum rental period is **5 days**.
- Minimum rental periods are subject to change during peak periods.
- These rates and terms may not apply to convoy bookings (any rental that consists of five or more vehicles travelling together). Britz has a dedicated convoy department and requests for convoy quotes/bookings should be directed first to Reservations.
- For rentals 50 days or more (including multiple hires), please refer to the "Long Hire Rental" section of this document. All requests for quotes and bookings of 50 days or more should be directed first to Reservations.
- All rates and conditions are subject to change as required and without prior notification.

### PACKAGE CODES:

Flex Standard: **FLEXBGR**  
Flex Britz Bonus Pack: **FLEXINCBGR**

### FLEX MATRIX:

The flex matrix consists of sixty-four different flex levels. The flex level is two characters. The first character corresponds with the letter on the left hand side column of the matrix; the second character corresponds with the number on the top row of the matrix. The applicable flex rate is the rate where the two characters meet, i.e. flex level C3 is NZ\$77. **Gross**.

	2 <sup>nd</sup> character of flex level								
1 <sup>st</sup> character of flex level		1	2	3	4	5	6	7	8
	A	24	27	29	32	34	37	39	42
	B	44	47	49	52	54	57	59	62
	C	67	72	77	82	87	92	97	102
	D	107	112	117	122	127	132	137	142
	E	148	154	160	167	173	179	185	192
	F	199	207	214	222	229	237	244	252
	G	260	269	278	287	295	304	313	322
	H	332	342	352	362	372	382	392	402

Long term hire discount	
Rental duration	Discount
21+ days	5%

The discount does not apply to the Britz Bonus Pack.

- The Flex rate for the entire duration of the rental is determined by the date of pick-up, location and date of booking. The daily rate will not change within one booking.
- Amendments prior to the vehicle collection date will be re-calculated at the flex rate applicable on the date of amendment. This applies to changing the vehicle type, reducing the number of rental days, changing pick-up dates and/or changing the pick-up or drop-off location. Where the number of rental days is being extended prior to pick-up (days are being added on at the end of the rental with no change to the original pick up date), or the Bonus Pack is being added to or removed from the booking, the original flex rate, which applied at the time of the original booking, will apply.

Britz Vehicles		
Vehicle Name	Booking Code	Capacity
HiTop	2BB	Max 3 People
Voyager	4BBXS	Max 4 People
Trailblazer	2BTSBT	Max 2 People
Venturer	2BTSBV	Max 2 People
Explorer	4BB	Max 4 People
Explorer Auto	4BBA	Max 4 People
Frontier	6BB	Max 6 People

## QUOTES

Britz use 'flex rates' to determine the daily rental rate. Britz flex rates are released by each Friday effective for sale from the following Monday. All Britz rates/quotes expire after seven days of issue.

## EARLY BIRD DISCOUNT

An Early Bird discount of 5% off the daily vehicle rate will apply to bookings made 120 days or more before the travel date of booking. This discount does not apply to the Britz Bonus Pack. The Early Bird discount can be combined with long term hire discounts.

## INCLUDED IN GROSS RATES

- Unlimited kilometres
  - Vehicle liability (liability applies, see information under the heading "for your protection - vehicle liability")
  - 15% GST\*
  - Linen & Bedding\*
  - Extra Driver Fees
  - Tourism Radio
  - Airport transfer upon vehicle collection and return
  - Kitchen equipment\*
  - General equipment\*
  - Supermarket Discount Card
  - Customer Care 24 hour, 7 days per week road-service helpline (toll free)
  - Travel wallet including map of New Zealand with driving tips and travel information
  - New Zealand leading attractions map including discounts to iconic tourist attractions
  - Driver goes free to Waitomo Glowworm Caves.
- \* **Goods and Services Tax (GST)** - GST is a New Zealand Government imposed tax. GST is included in all Britz rates and is currently 15%. Britz reserves the right to amend GST upon Government intervention.
- \* **Linen and bedding includes** pillow, pillowcase, sheet and towel per person plus one duvet per bed.
- \* **Kitchen equipment** includes plates, bowls, cups, glasses, knives, forks, spoons, bottle/can opener, mixing bowls, colander, saucepans, frying pans, cooking utensils, chopping board, kettle, teapot, toaster and tea towel.
- \* **General equipment** includes pegs, dustpan/brush, fire extinguisher, bucket/hose, broom, matches, coat hangers, toilet chemicals and floor safes in all products with the exception of the Hitop.

## BRITZ BONUS PACK:

The Britz Bonus Pack for **2WD campervan** rentals is **gross NZ\$65 per day** (maximum charge of **NZ\$3,250** per rental) and is payable in addition to the daily gross vehicle rate.

The Britz Bonus Pack component is commissionable.

## Inclusions are:

- Liability Reduction Option 2\*
- One-Way fees if applicable
- Road User Charge Recovery Fee (RUCRF) if applicable
- Pre-Purchase Gas (PGO)\*
- Picnic table and chairs (chairs per person travelling)
- Snow Chains if required
- Portable heater if required

- \* **Liability Reduction Option 2** - This option reduces the liability from NZ\$7,500 to NIL.
- \* **Pre-Purchase Gas Option (PGO)** allows the customer to return the vehicle without the need for the gas bottle to be replenished. The gas bottle is used to operate the gas stove and to heat the hot water in vehicles with a hot water facility. This option can be purchased separately if the Bonus Pack has not been selected. See “additional products and services” for costs.

### LONG HIRE RENTALS

We love Long Hire Rentals! Contact us for the best quote for hires 50 days or longer and benefit from our Long Hire Super Service.

All rentals 50 days or longer (including multiple rentals) will have the added advantage of:

- Linen Exchange Service\*
- Free Extra Linen per bed
- Valet Service\*
- Vehicle Safe Service Check\*
- LPG Gas Bottle Exchange\*

\* **Linen Exchange Service** - Britz customers may exchange their linen and bedding during their rental at any time at any Britz branch.

\* **Valet Service** - customers may visit any Britz location while on hire to have their vehicle detailed. Please call ahead by a minimum of 48 hours for this service.

\* **Vehicle Safe Service Check** - customers may visit any Britz location while on hire to have checks carried out on oil and water, visual brake pads, tyre and windscreen wiper blades. Please call ahead by a minimum of 48 hours for this service.

\* **LPG Gas Bottle Exchange** - allows the customer to swap the LPG Gas bottle at any time at any of our branches. The gas bottle is used to operate the gas stove and to heat the hot water in vehicles with a hot water facility.

### ROAD USER CHARGE RECOVERY FEE (RUCRF)

The Road User Charge Recovery Fee is included in the Britz Bonus Pack. If the Bonus Pack has not been selected the Road User Charge Recovery Fee will be calculated and collected on return of the vehicle based on the kilometres travelled during the hire.

The vehicle rates per 100km are as follows:

2 Berth:	Nil
2 Berth Diesel:	NZ\$5.82
Voyager:	NZ\$5.82
2 Berth (Toilet Shower):	NZ\$5.82
4 Berth Auto:	NZ\$5.82
4 Berth Manual:	NZ\$6.22
6 Berth:	NZ\$6.22

Britz reserves the right to amend the Road User Charge Recovery Fee in response to changes in Government Road User Charges.

### FOR YOUR PROTECTION - VEHICLE LIABILITY#

New Zealand legislation provides limited coverage for personal injury. Britz does not accept any liability for personal injuries sustained during the rental and recommend the hirer does not leave valuables in the vehicle and that they have personal travel insurance to cover for the loss/damage of personal belongings. Britz strongly recommend that all people travelling in New Zealand take out personal travel insurance.

# In the USA a liability is referred to as the “deductible”.

All vehicles are insured for the damage to the vehicle or to the property of a Third Party. The hirer is responsible for the first **NZ\$7,500** (“the liability”) of the cost of damage to Third party property or to the rented vehicle, including single vehicle accident (does not include single vehicle roll over), windscreen and tyre damage, towing and recovery costs, theft, fire, break-in or vandalism with the exception of the ‘exclusions’. This also includes the cost of the daily rental for the period the vehicle is being repaired. In addition to these costs, an administration fee of NZ\$60 may apply, per claim

The liability is applicable regardless of who is at fault and must be paid at the time the accident report is completed, not at the completion of the rental. Britz reserves the right to charge the hirer for any vehicle damage including Third Party property damage not reported on return of the vehicle. The liability will be refunded if Britz is successful in recovering the cost of the damages from the Third Party. Please note that Third Party claims can take months to resolve.

The liability applies in respect of each claim, not rental.

Please see the 'Exclusions' section below, whereby all liability cover will be made void.

This **NZ\$7,500** liability can be reduced, in most circumstances, by the purchase of Liability Reduction Option 1 or Liability Reduction Option 2 (note Liability Reduction Option 2 is included in the Bonus Pack).

#### Liability Reduction Option 1

<b>Cost per day</b>	<b>Liability reduced to</b>
<b>NZ\$29 (max charge NZ\$1,450)</b>	<b>NZ\$2,500</b>

When Liability Reduction Option 1 has been purchased the hirer is responsible for the first **NZ\$2,500** ("the liability") of the cost of damage to Third Party property or to the rented vehicle. This includes single vehicle accident (does not include single vehicle roll over), windscreen and tyre damage, towing and recovery costs, theft, fire, break-in or vandalism with the exception of the 'exclusions'. This also includes the cost of the daily rental for the period the vehicle is being repaired. The liability applies in respect of each claim, not rental.

#### Liability Reduction Option 2

<b>Cost per day</b>	<b>Liability reduced to</b>
<b>NZ\$45 (max charge NZ\$2,250)</b>	<b>NIL</b>

When Liability Reduction Option 2 has been purchased, the hirer will have no liability at all with the exception of the 'exclusions'. This cover includes unlimited tyre and windscreen cover for accidental damage.

Note: Liability Reduction Option 2 is included in the Britz Bonus Pack

#### Additional Protection Coverage

<b>Vehicle</b>	<b>Cost</b>
<b>All</b>	<b>Gross NZ\$99 per rental</b>

Where the hirer purchases Additional Protection Coverage the cost of damage resulting from a single vehicle roll over will be covered.

Additional Protection Coverage can only be purchased in conjunction with Liability Reduction Option 2 or the Bonus Pack.

The Additional Protection Coverage component is commissionable.

**BRITZ STRONGLY RECOMMENDS OUR CUSTOMERS TAKE THE BONUS PACK WITH ADDITIONAL PROTECTION COVERAGE FOR TRAVEL WITH PEACE OF MIND.**

#### EXCLUSIONS

All liability cover will be made void if any of the following 'Exclusions' are breached:

1. Overhead and underbody damage to the vehicle - except where Liability Reduction Option 2 or the Bonus Pack has been purchased (does not cover single vehicle roll over).
2. Damage caused to the vehicle because total load (kg) has exceeded recommended load as stated in vehicle manual. Vehicles are not to be used for the purpose of transporting and haulage of goods other than what might be reasonably expected of a leisure rental.
3. Any water related damage which includes, but is not limited to:
  - a) any vehicle submersion
  - b) creek or river crossing
  - c) driving through flooded areas
  - d) beach driving

4. Personal belongings. Britz recommend the hirer does not leave valuables in the vehicle and that they have travel insurance to cover for the loss/damage of personal belongings.
5. Any damage caused by willful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle).
6. A single vehicle roll over occurs except where Additional Protection Coverage has been purchased.
7. Damage caused to the vehicle by snow chains.
8. Any damage caused while driving under the influence of alcohol or drugs.
9. The Customer will be liable for any costs associated with the incorrect use of fuel or the use of Bio-Diesel which should not be used (fuel being diesel or petrol), or water or other contamination of fuel.
10. The cost to retrieve or recover a vehicle, which may include, but is not limited to a vehicle that has become bogged, submerged, caught, trapped, stuck or restricted in anyway and/or has been abandoned.
11. The cost to replace keys, which have been lost or retrieval of keys, which have been locked in a vehicle.
12. The vehicle rented may only be used to carry the maximum number of passengers as dictated by the vehicle type. If more passengers are carried than what is allowed Britz does not accept any liability.
13. Drivers not identified on the rental agreement and/or drivers whose licence has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence.

#### VEHICLE SECURITY DEPOSIT

Upon vehicle collection, a vehicle security deposit is required. The amount is determined by the Liability Reduction Option selected. The vehicle security deposit is applicable regardless if the hirer has purchased private travel insurance.

For security purposes, only a credit card can be used to provide a vehicle security deposit. The credit card holder must be present and able to sign for the vehicle security deposit upon vehicle collection. The credit card holder is jointly and severally liable for any damage to the rental vehicle. Any type of pre-paid travel card is not acceptable as a means to provide a vehicle security deposit. Visa and MasterCard debit cards are acceptable provided the card is being used as a credit card.

Debited vehicle security deposits are subject to a 2% credit card administration fee in addition to the vehicle security deposit amount when the credit card used is either a Visa or MasterCard or 4.6% when the credit card used is American Express.

If a Liability Reduction Option is not selected, the security deposit is **NZ\$7,500** payable by credit card.

The **NZ\$7,500** is debited to the hirer's credit card when the vehicle is collected. For this reason it is important that the hirer have the funds available on the credit card and that the amount does not exceed the hirer's daily withdrawal allowance available on the credit card.

If **Liability Reduction Option 1** has been taken the vehicle security deposit is **NZ\$2,500**.

The **NZ\$2,500** is debited to the hirer's credit card when the vehicle is collected. For this reason it is important that the hirer have the funds available on the credit card and that the amount does not exceed the hirer's daily withdrawal allowance available on the credit card.

If **Liability Reduction Option 2** is selected or the package booked is the Bonus Pack the vehicle security deposit is **NZ\$250**.

The **NZ\$250** is taken as an imprint to the hirer's credit card when the vehicle is collected. An imprint simply records a figure against the hirer's credit card of **NZ\$250** that Britz can then debit if required.

The vehicle security deposit is fully refundable, including the credit card surcharge if the card used to provide the vehicle security deposit is a Visa or MasterCard, provided the vehicle is returned on time, to the correct location, undamaged, in a clean condition and with full fuel tanks (fuel being petrol or diesel) and gas bottle. Except where the customer has purchased PGO (PGO is included in the Britz Bonus Pack) and/or Pre Purchase Fuel (PPF), failure to return the vehicle with full petrol or diesel tanks and/or a full LPG bottle will result in refill charges, which will be advised upon return of the vehicle.

Britz reserves the right to retain an NZ\$250 cleaning fee if the vehicle is not returned in a clean condition. This includes smoking related cleaning, as smoking is not permitted in the vehicle. The toilet and waste water tank must be emptied prior to the return of the vehicle, or an additional NZ\$125 soiling fee will be retained.

**FOR SECURITY PURPOSES, ONLY THE HIRERS CREDIT CARD CAN BE USED FOR VEHICLE SECURITY DEPOSITS.**

#### EXCHANGE RATE / CURRENCY VARIATIONS

All credit and debit card transactions are conducted in New Zealand dollars. Due to exchange rate fluctuations and/or bank transaction fees there could be some variance in the amount refunded compared to the amount initially charged. Britz does not accept any liability for variances up or down.

#### CREDIT AND DEBIT CARDS

The credit or debit card holder will be jointly and severally liable as a customer. Accepted credit and debit cards are Visa Card, MasterCard and American Express. A non-refundable **2%** administration fee will apply to all Visa and MasterCard transactions or **4.6%** for American Express. Credit card administration fees also apply to debited vehicle security deposits and only the hirer's credit card is acceptable to use for the purpose of the vehicle security deposit.

#### PERSONAL AND COMPANY CHEQUES

Personal and company cheques will not be accepted as payment for rentals at the time of pick-up. These must be received by Britz 14 working days prior to commencement of the hire/s.

#### CALCULATION ERRORS

Britz will not honour calculation errors. Should a calculation error occur Britz will charge for the shortfall.

#### AGENT NON-PAYMENT

In the case where pre-payment is required and this has not been made the hirer agrees to pay the full costs to Britz.

#### LICENCE

A current and full motor vehicle driver's licence is required and must be produced upon vehicle collection. Should a foreign licence be in a language other than English it must be accompanied by a current international driving permit issued in the same country as the driver's licence was issued. An accredited English translation will be accepted in lieu of an international driving permit.

#### AGE RESTRICTIONS

Drivers must be 21 years of age or over.

#### ADDITIONAL PRODUCTS & SERVICES

**To be requested at time of reservation or upon vehicle collection and paid by customer on the day of vehicle collection:**

- |   |  |
|---|--|
| • Picnic Table                                      | NZ\$25 per rental  |
| • Picnic Chair                                      | NZ\$18 per rental  |
| • GPS   | NZ\$10 per day with a maximum charge of NZ\$100 per rental   |
| • Baby / Booster seat                               | NZ\$36 per rental  |
| • Fan Heater  | NZ\$16 per rental  |
| • Souvenir Road Atlas                               | From NZ\$25 for purchase   |
| • Snow Chains                                       | NZ\$36 per rental (In vehicle. If seal broken customer is charged)                                   |
| • First Aid Kit                                     | NZ\$35 for purchase (In vehicle. If seal broken customer is charged)                                 |
| • Toilet Emptying Service*                          | NZ\$75 per rental  |
| • PGO - Pre-Purchase Gas Option                     | (gas bottle used for cooking. Also used for hot water facilities in vehicles that have this option): |
| <i>HiTop/Voyager</i>                                | <i>NZ\$28 per vehicle</i>  |
| <i>Trailblazer / Venturer / Explorer / Frontier</i> | <i>NZ\$38 per vehicle</i>  |

- Pre-Purchase Fuel Option (PPF) Details on request
- Electrical Adaptor NZ\$14 for purchase

\*On drop off of vehicle, customers will have the convenience of having the toilet emptied for them.

Charges for additional products and services will be charged per hire.

**Outdoor table and chairs, pre-purchase gas option, portable heater (if required) and snow chains (if required) are included in the Britz Bonus Pack.**

#### RENTAL DURATION

- Rental days are charged per calendar day. When calculating the number of days a vehicle is rented, the day of pick-up is counted as day one of the rental. The day of the vehicle's return is counted as the final day of the rental. Vehicles are required to be collected and returned within business hours.
- Minimum rental period is **5 days**.
- Minimum rental period is **10 days** for hires with a collection date between **20 December and 10 January**.
- Minimum rental period is **10 days** when a vehicle is being collected from the North Island and is being returned to the South Island if the rental commences between the months of October through to March.
- Minimum rental period is subject to change during peak periods.
- For rentals 50 days or more (including multiple hires), please refer to the "Long Hire Rental" section of this document. All requests for quotes and bookings of 50 days or more should be directed first to Reservations.
- Late pick-up or early return of vehicle does not entitle the hirer to any refund of the unused portion of the rental.
- If a customer wishes to extend the rental whilst on hire, they must first obtain authorisation from reservations or any of the Britz branches. The rental extension is subject to vehicle availability. The cost of an extended rental must be paid by credit card over the telephone on confirmation of the rental extension. The rate charged may not reflect the original rate booked. Failure to obtain authorisation will result in a daily fee of NZ\$150 in addition to the daily rate.

#### ROAD RESTRICTIONS

2WD campervans can only be driven on sealed/bitumen or well-maintained roads.

No vehicle shall be driven on Skippers Road (Queenstown), Ninety Mile Beach (Northland), Ball Hut Road (Mt. Cook), Bluff Road that runs between Kuaotunu and Matarangi and North of Colville Township (Coromandel Peninsula).

Britz reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions.

#### CHANGE OF DROP-OFF DESTINATION

If the customer wishes to change the drop-off destination, they must first obtain authorisation from Reservations.

Subject to the change being approved, an additional charge of up to NZ\$750 may apply.

#### BOOKING AMENDMENTS

All amendments to bookings are subject to availability of vehicle and/or package. Different rates may apply based on the amendment made.

Amendments prior to the vehicle collection date will be re-calculated at the flex rate applicable on the date of amendment. This applies to changing the vehicle type, reducing the number of rental days, changing pick-up dates and/or changing the pick-up or drop-off location. Where the number of rental days is being extended prior to the vehicle collection date (days are being added on at the end of the rental with no change to the original pick up date), or the Bonus Pack is being added to or removed from the booking, the original flex rate, which applied at the time of the original booking, will apply.

## MULTIPLE RENTALS

Should a customer have more than one consecutive rental they can be combined to qualify for longer-term hire discounts off the vehicle rate. Consecutive campervan hire in Australia and South Africa for Britz, maui and KEA and in New Zealand for Britz, maui, KEA, United and Alpha can be combined to qualify if the vehicle collection date/s are within a 3-month period. For all rentals to qualify each booking needs to be made at the same time. If a customer makes another booking at a later time, the new booking can be combined to qualify if the vehicle collection date/s are within a 3-month period however, the original booking/s will only qualify for a discount if the booking/s are not already travelling or travelled.

Note that 2WD car hire cannot be combined with any campervan hire to qualify for longer-term discounts.

Longer-term discounts must be requested at the time of booking.

For campervans that pick up and drop off on the same day, the less expensive rental day will be free of charge. This also applies to the Liability Reduction Option or the Britz Bonus Pack if applicable.

If multiple hires are within the same country and total days exceed 50 days only the maximum charge applicable to the Liability Reduction Option or the Britz Bonus Pack will apply. If combining a vehicle hire with another Britz vehicle that has a more expensive Bonus Pack or Liability Reduction Option, the more expensive Bonus Pack/ Liability Reduction maximum cost is applied. In the instance where a Britz hire is being combined with a maui, United or Alpha hire and the packages have the Britz Bonus Pack, maui Premium Pack, United Inclusive Pack or Alpha Inclusive Pack these components cannot be combined to have a maximum charge applied however the vehicle rate can have a longer-term discount applied if applicable.

For rentals 50 days or more (including multiple hires), please refer to the “Long Hire Rental” section of this document. All requests for quotes and bookings of 50 days or more should be directed first to Reservations.

Vehicle security deposits can be transferred between most multiple rentals. This service is available when the booked products are campervans and the vehicle security deposit amount is the same.

## ONE-WAY RENTALS

- A one-way rental fee of **NZ\$300** is charged for rentals between the **North and South Islands and vice versa**, where pick-up is between **01 October and 31 March**.
- The one-way fee if applicable is charged per hire.
- **The one-way fee is included in the Britz Bonus Pack.**

## QUEENSTOWN LOCATION FEES

Vehicle collections and returns in Queenstown will incur a **NZ\$210** location fee (same city collection and return; one fee applies). This fee is in addition to the one-way fee if applicable.

## PUBLIC HOLIDAY SURCHARGE

A NZ\$50 surcharge will apply to all rentals picking up and/or dropping off on National public holidays. Please see the “Operating Hours” for Public Holiday’s and dates.

## TRANSFERS

Britz provides free airport to branch and branch to airport transfers on the day of arrival and departure for our Auckland, Christchurch and Queenstown Branches.

## TOLL AND TRAFFIC NOTICES AND ADMINISTRATION FEES

Britz reserves the right to charge the hirer for any speeding, toll way, parking or freedom camping fines. In addition to the costs associated per fine, an administration fee of NZ\$60 may be applicable.



CUSTOMER CARE ON-ROAD ASSISTANCE

Any problems associated with the vehicle, including equipment failure, must be reported to Britz as soon as possible and within 24 hours in order to give Britz the opportunity to rectify the problem during the rental. Failure to do so will compromise any claims for compensation. Britz do not accept liability for any claims submitted after this period.

Please contact us on free phone: 0800 788 558

REPAIRS

Repairs up to NZ\$200 may be effected without authorisation and will be reimbursed upon presentation of a receipt provided the customer was not directly responsible for the damage. For amounts over NZ\$200, Britz will need to be informed in advance. Receipts must be submitted for any repair or the claim will not be paid.

CHANGE OF VEHICLE

Should the vehicle booked be unavailable, Britz 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 hirer to a refund.

VEHICLE CATEGORY

Vehicles cannot be requested by make or model, only by vehicle category.

VOLUNTARY DOWNGRADE

Should the hirer decide to take a lesser vehicle than booked they will not be entitled to any refund.

CANCELLATION POLICY

The cancellation fees are:

- |  |                     |
|--|---------------------|
| • If cancelled up to 22 days prior to pick-up                                    | No Fee              |
| • If cancelled from 21 to 7 days prior to pick-up                                | 20% of Nett Rental  |
| • If cancelled 6 to 1 days prior to pick-up                                      | 50% of Nett Rental  |
| • If cancelled on day of pick up or No-Show                                      | 100% of Nett Rental |
| • If vehicle is returned early there is no refund available for the unused days. |                     |

IMPORTANT

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

ANIMALS

No animals are permitted in our vehicles, excluding guide dogs.

RESERVATIONS OFFICE HOURS AND CONTACT DETAILS

The Britz Reservations/B2B support centre for both Australian and New Zealand hires is located in Auckland, New Zealand. This is a dedicated contact centre for travel agent enquiries only.

Open 24 hours, 7 days. Closed Christmas Day (25 December) and New Years Day (1 January).

Phone: +64 9 255 3910

Fax: +64 9 363 9384

Toll free within New Zealand: 0800 831 900

Toll free within Australia: 1800 331 454

Toll free International: +800 200 80 801

E-mail: [britz@thlonline.com](mailto:britz@thlonline.com)

Website: [www.britz.co.nz](http://www.britz.co.nz)

**AGENT RESOURCES**

Online Library: <http://www.thlimagelibrary.com/>

Online Media Resources: <http://www.thlonline.com/AgentMediaResourcesBritz>

Customer Self Check In: <https://selfcheckin.thlonline.com/Pages/BookingSearch.aspx>

B2B: <https://www.thlrentalsb2b.com/content/agentLogin.aspx>

Please contact your dedicated account manager if you don't yet have access to our B2B booking tool.

**OPERATING HOURS**

Britz branches are open daily from **08:00 to 16:30** 7 days a week with the following exceptions:

- Britz branches are closed on Christmas Day (25<sup>th</sup> of December)
- A \$50 surcharge will apply to all rentals picking up and/or dropping off on National public holidays;
 

New Year's Day (1st January)	Day after New Year's Day (2nd January)
Waitangi Day (6th February)	Good Friday (18th April)
Easter Monday (21st April)	ANZAC Day (25th April)
Queen's Birthday (2nd June)	Labour Day (27th October)
Boxing Day (26th December)	

Britz requests that clients collecting or returning their vehicle to be in the office by 1530 hours.

**BRANCHES FOR VEHICLE COLLECTION AND RETURN****AUCKLAND**

36 Richard Pearse Drive  
Mangere  
(3km from Auckland airport)  
Ph: (+64) 9 255 3910  
or 0800 831 900

**CHRISTCHURCH**

10 De Havilland Way  
Christchurch Airport 8053  
Ph (+64) 3 357 5610

**QUEENSTOWN**

50 Lucas Place  
Frankton  
(500m from Queenstown Airport)  
Ph (+64) 3 450 9510

**DISCLAIMER**

Illustrations and text in any of our documentation, brochures or website are subject to change. Images are a representation only of the vehicle depicted. Variances in the vehicles offered for rental may occur due to substitutions made by Britz or modifications and/or upgrades to the vehicle design made by the manufacturer.