MIGHTY NEW ZEALAND CAMPERVAN RENTAL INFORMATION

mighty cars & campers

01 April 2014 to 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.mightycampers.co.nz
- Please note all prices 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 with the exception of the Lowball which has a 3 day minimum rental period.
 One-way rentals are subject to increased minimum hire requirements please refer to the one-way rental section within this document.
- Minimum rental periods are subject to change during peak periods.
- All rates and conditions are subject to change as required and without prior notification.

PACKAGE CODES:

Flex Standard: MIGHTY
Flex with The Almighty: MIGHTYINC

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\$71 gross.

	2 nd character of flex level									
1st character of flex level		1	2	3	4	5	6	7	8	
	Α	22	25	27	29	32	34	36	38	
	В	41	43	45	48	50	52	55	57	
	С	61	66	71	75	80	84	89	94	
	D	98	103	107	112	117	121	126	130	
	E	136	142	148	153	159	165	171	176	
	F	183	190	197	204	211	218	225	232	
	G	240	248	256	264	272	280	288	296	
	Н	305	314	324	333	342	351	360	370	

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

THIS DISCOUNT DOES NOT APPLY TO THE ALMIGHTY OPTION.

Mighty Vehicles							
Vehicle Name	Booking Code	Capacity					
Lowball	2YXS	Max 2 People					
Highball	2YX	Max 3 People					
Jackpot	2YXQ	Max 3 People					
Double Down	4YX	Max 4 People					
Deuce	2Y	Max 2 People					
Double Up	4Y	Max 4 People					

• 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 Almighty is being added to or removed from the booking, the original flex rate, which applied at the time of the original booking,
will apply.

QUOTES

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

INCLUDED IN RATES

- Unlimited kilometres
- Crockery and Cutlery
- 15% GST (Goods and Services Tax)
- Linen & Bedding
- Mighty Light vehicle liability (liability applies see the "For Your Protection" section for more information)
- Customer care 24 hour 7 days per week road service helpline (toll free)
- All branches have local tourist information and maps available
- Driver goes free to Waitomo Glowworm Caves

RATES EXCLUDE

- Liability Reduction Options
- Extra Driver Fees
- Road User Charge Recovery Fee (RUCRF) if applicable
- Refundable Vehicle Security Deposit
- Fuel and LPG costs
- One-way Fees and Location Fees if applicable
- Public Holiday surcharge

FOR YOUR PROTECTION

New Zealand legislation provides limited coverage for personal injury. Mighty 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. Mighty strongly recommends that all people travelling in New Zealand take out personal travel insurance.

In the USA a liability is referred to as the "deductible".

MIGHTY LIGHT

All vehicles are insured with Mighty Light vehicle liability which provides coverage for the damage to the vehicle or to the property of a Third Party. The hirer is responsible for the first NZ\$3,500 ("the liability") for the Lowball, Highball, Jackpot and Double Down campervans and NZ\$5,000 ("the liability") for the Deuce and Double Up 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. Mighty 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 Mighty 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.

The liability can be reduced by the purchase of **Mighty Confident** or **The Almighty**.

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MIGHTY CONFIDENT

VehicleCost per dayLiability reduced toLowball, Highball, Jackpot and Double DownNZ\$25 (max charge NZ\$1,250)NIL

Deuce and Double Up NZ\$35 (max charge NZ\$1,750) NIL

The Mighty Confident is in addition to the daily rental rate.

When the Mighty Confident option has been purchased, the hirer will have no liability with the exception of the 'exclusions'. *Note Mighty Confident is included in The Almighty option.*

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

THE ALMIGHTY

Vehicle	Cost per day	Liability reduced to
Lowball, Highball, Jackpot and Double Down	NZ\$30 (max charge NZ\$1,500)	NIL
Deuce and Double Up	NZ\$42 (max charge NZ\$2,100)	NIL

The Almighty is in addition to the daily rental rate.

The Almighty component is commissionable along with the vehicle component of the rental.

In addition to the inclusions in the daily rental rate, The Almighty includes:

- Mighty Confident (NIL liability)
- Tyre and Windscreen Cover * (valued at \$5 per day)
- Camping Chairs (1 per person travelling)
- Camping Table
- Pre-Purchase Gas (customers can return the vehicle without refilling the gas bottle. Gas is used for cooking and heating hot water in vehicles with a hot water facility)
- Extra Driver Fees
- Road User Charge Recovery Fee (RUCRF)
- * Unlimited windscreen and tyres will be covered for accidental damage.

ADDITIONAL PROTECTION COVERAGE

Vehicle Cost
All NZ\$99 per rental

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 Mighty Confident or The Almighty.

The Additional Protection Coverage component is commissionable.

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

MIGHTY STRONGLY RECOMMENDS OUR CUSTOMERS TAKE THE ALMIGHTY FOR TRAVEL WITH PEACE OF MIND.

ROAD USER CHARGE RECOVERY FEE (RUCRF)

The Road User Charge Recovery Fee is included in The Almighty. If The Almighty option 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:

2 Berth Diesel:

NZ\$5.82

2 Berth (Toilet Shower):

4 Berth (non Toilet Shower):

VZ\$5.82

VZ\$5.82

VZ\$6.22

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^{*} Note that tyre and windscreen cover is only available with The Almighty and can not be purchased separately.

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

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 the Mighty Confident or The Almighty option has been purchased (does not cover single vehicle roll over).
- 2. A single vehicle roll over occurs except where the Additional Protection Coverage option has been purchased.
- 3. Tyre and windscreen damage unless The Almighty option has been purchased.
- 4. 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
- 5. Personal belongings. Mighty recommends the hirer does not leave valuables in the vehicle and that they have travel insurance to cover for the loss/damage of personal belongings.
- 6. Any damage caused by wilful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle).
- 7. Any damage caused while driving under the influence of alcohol or drugs.
- 8. Damage caused to the vehicle by snow chains.
- 9. Cost of replacement of any lost or stolen additional hire items, living equipment or linen.
- 10. 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.
- 11. 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.
- 12. The cost to replace keys, which have been lost or retrieval of keys, which have been locked in a vehicle.
- 13. 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 Mighty does not accept any liability.
- 14. 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.
- 15. 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 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. Accepted credit cards are Visa or MasterCard.

If the customer elects to keep the Mighty Light vehicle liability and no further Liability Reduction Option is selected, the vehicle security deposit is **NZ\$5,000** for the Deuce and Double Up and **NZ\$3,500** for other campervans payable by credit card.

The NZ\$3,500/NZ\$5,000 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 Mighty Confident or The Almighty option is selected, the vehicle security deposit is NZ\$250.

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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 Mighty can then debit if required.

The vehicle security deposit is fully refundable, including the applicable 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, having completed all items on the Mighty Vehicle Return Checklist and with full fuel tanks (fuel being petrol or diesel) and gas bottle. Except where the customer has purchased the Pre-Purchase Gas Option (PGO is included in The Almighty) 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. Failure to adhere to these requirements will result in additional charges plus an administration fee of \$50.

Mighty 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 those vehicles with a toilet and/or waste water tank.

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 bank transaction fees there could be some variance in the amount refunded compared to the amount initially charged. Mighty 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 and MasterCard. A non-refundable **2%** administration fee will apply to all Visa and MasterCard transactions. Credit card administration fees also apply to debited vehicle security deposits and <u>only the hirer's credit and debit card is acceptable to use for the purpose of the vehicle security deposit.</u>

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 paid to Mighty 14 days prior to commencement of rentals. Personal or Company cheques are not acceptable as the vehicle security deposit.

CALCULATION ERRORS

Mighty will not honour calculation errors. Should a calculation error occur Mighty 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 Mighty.

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 an accredited English translation. The translation must be provided by a NZ Transport Agency authorised translation service or a diplomatic representative at a high commission, embassy or consulate, or the authority that issued your overseas licence (an International Driving Permit may be acceptable as a translation if in English).

AGE RESTRICTIONS

Drivers must be 21 years of age or over. If the rented vehicle is a Lowball, Highball or Jackpot; drivers must be 18 years of age or over.

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ADDITIONAL PRODUCTS & SERVICES

Picnic Table
 Picnic Chair
 NZ\$25 per rental
 NZ\$18 per rental

Extra Driver Fees
 NZ\$5 per day, per driver, per hire (maximum charge per hire, per driver is NZ\$150)

Baby / Booster seat
 Electrical Adaptor
 Portable Heater
 NZ\$16 per rental
 NZ\$16 per rental

Snow Chains
 NZ\$36 per rental (In vehicle. If seal broken customer is charged)

First Aid Kit
 From NZ\$35 for purchase
 Souvenir Road Atlas
 From NZ\$25 for purchase

GPS
 NZ\$10 per day with a maximum charge of NZ\$100 per hire

• PPF – Pre-Purchase Fuel Option Details on request upon vehicle collection

• PGO – Pre-Purchase Gas Option

Lowball, Highball, Jackpot and Double Down NZ\$28 per gas bottle
Deuce and Double Up NZ\$38 per gas bottle

Note the PGO option, extra driver fees, camping chairs and camping table are included in The Almighty.

RENTAL DURATION

- Minimum rental period is 5 days with the exception of the Mighty Lowball, which has a 3 day minimum if the pickup, and return location are the same. One-way hires are subject to increased minimum hire requirements. Please refer to one-way rentals section for more information
- All campervan rentals with a collection date between the **20**th **December and the 10**th **of January** are subject to a **10 day minimum** rental requirement.
- 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 1st of October and the 31st of March.
- Minimum rental periods are subject to change during peak periods.
- Rental days are calculated on a calendar day basis. When calculating the number of days a vehicle is rented, the day of pick-up is counted as day one of the rental, regardless of pick-up time. The day of the vehicle's return is counted as the final day of the rental.
- Late pick-up or early return of vehicle, does not entitle the hirer to any refund of the unused portion of the rental.
- Mighty Pick Up is a self-service process and requires the Customer to have completed Self Check-In online or in the branch. If additional service is required from a Mighty staff member, a fee of NZ\$50 may apply.
- The Customer is required to pick up at the time selected when the booking is confirmed. If the Customer wishes to change this time prior to the day of travel, they must obtain authorisation from the Mighty Reservation Centre. Mighty allows a grace period of 59 minutes.
- The Customer is required to drop off at the time stated on the Rental Agreement. If the customer wishes to change this time prior to the day of drop off, they must obtain authorisation from the Mighty Reservation Centre. Mighty allows a grace period of 59 minutes.
- If the customer wishes to extend the rental for an extra day(s) whilst on hire, they must first obtain authorisation from reservations or any of the Mighty branches. The rental extension is subject to vehicle availability. The cost of an extended rental day(s) 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

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).

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

CHANGE OF LOCATION

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If the customer wishes to change the pick up or drop-off location from what was originally booked, permission must be first obtained 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.

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 New Zealand for Mighty can be combined to qualify if the vehicle collection date/s is 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 is 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 Mighty Confident option or The Almighty option if applicable.

If multiple hires are within the same country and total days exceed 50 days only the maximum charge applicable to the Mighty Confident or The Almighty will apply. If combining a vehicle hire with another Mighty vehicle that has a more expensive Mighty Confident option or The Almighty option, the more expensive maximum cost is applied.

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

- One-way rentals are available between all branch locations
- For rentals commencing between the 1st of October and the 31st of March a one-way rental fee of NZ\$210 is charged for Lowball, Highball, Jackpot, Deuce and Double Down or NZ\$260 for Double Up, for rentals between the North and South Islands and vice versa.
- The one-way fee if applicable is charged per hire.

Location fees will also apply if applicable.

QUEENSTOWN LOCATION FEES

A location fee of **NZ\$210** applies to the Deuce and Double Up campervans if pick-up or drop-off is in Queenstown. If the pick-up and drop off occurs in the same city, only one location fee will apply.

One-way fees will also apply 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 refer to "Operating Hours" for Public Holiday's and dates.

TRANSFERS

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Mighty offers a shuttle transfer between our Auckland branch and Auckland Airport, Christchurch Branch and Christchurch Airport and Queenstown Branch and Queenstown Airport.

TOLL AND TRAFFIC OFFENCES AND ADMINISTRATION FEES

Mighty 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.

ON-ROAD ASSISTANCE

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

Please contact us toll free on: 0800 788 558

REPAIRS

Repairs up to NZ\$200 may be affected 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, Mighty 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, Mighty 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
 If cancelled 6 to 1 days prior to pick-up
 If cancelled on day of pick up or No-Show
 20% of Nett Rental
 100% of Nett Rental

• If vehicle is returned early no refund is available for the unused portion of the hire

DISCRETION

Mighty 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

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The Mighty 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 (January 1).

Phone: +64 9 255 3910

Fax: +64 9 363 9385

Toll free within New Zealand: 0800 422 267

Toll free within Australia: 1800 670 232

Toll free International: +800 200 80 801

E-mail: mighty@thlonline.com

Website: www.mightycampers.co.nz

Agent Resources

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

Online Media Resources: http://www.thlonline.com/AgentMediaResourcesMighty

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

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

- Mighty branches are closed on Christmas Day (25th 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)

New Year's Day (1st January)

Waitangi Day (6th February)

Easter Monday (21st April)

Queen's Birthday (2nd June)

Day after New Year's Day (2

Good Friday (18th April)

ANZAC Day (25th April)

Labour Day (27th October)

Boxing Day (26th December)

BRANCHES FOR VEHICLE COLLECTION AND RETURN

AUCKLAND Mangere

36 Richard Pearse Drive

10 De Havilland Way

50 Lucas Place

Mangere

(3km from Auckland airport)

Ph: (+64) 9 255 3910

CHRISTCHURCH

10 De Havilland Way

50 Lucas Place

Frankton

(500m from Queenstown Airport)

Ph (+64) 3 357 5610

Ph (+64) 3 450 9510

Ph: (+64) 9 255 3910 or 0800 422 267

DISCLAIMER

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

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