

## Trade Terms and Conditions

Valid to 30 April 2020

GO Rentals offers a simple rate structure comprising of Standard rates plus the option of an All Inclusive supplement

De prijzen van Walkabout zijn de All Inclusive rates, tenzij anders vermeld.

### GO Standard rates include:

- GO Basic insurance cover (applicable bond/excess applies)
- Airport access fees
- Extra driver fees
- One way fees
- Unlimited kilometres
- Multiple hire discounts
- Free travel information
- Airport transfers upon pick up and drop off
- After hours pick up or drop off fees
- Airport or city hotel transfers upon pick up
- 15% GST (goods and services tax)
- Road User Charges
- Credit card fees
- Demurrage costs
- Vehicle FREE on the ferry [all year] in conjunction with discounted passenger rates, and GO North 25% discounts (01 March to 19 December) for hires from Christchurch or Queenstown to Auckland

### GO All Inclusive rates include:

All **GO Standard** inclusions as listed above PLUS

- GO Peace of Mind insurance cover with no bond or excess for drivers' 25+ years. Alternate insurance excesses and conditions apply to drivers ages 21-24 years.
- Tyre and windscreen cover
- Child seats (if required)
- Snow chains (if required)
- Roof and ski racks (selected vehicles only, must be requested)
- GPS navigation system

### Calculating the Rates

Rates are calculated on a 24 hour period. However, on the day of drop off, an allowance of up to 4 hours with part day payments is permitted before a full additional day is charged. The following example illustrates the applicable charges.

**Example:** A vehicle is picked up on 1 September and dropped off on 8 September.

PICK UP TIME	DROP OFF TIME	CHARGE APPLIED
12.00	12.00 or earlier	7 day hire
12.00	Up to 13.00	7.2 days hire
12.00	Up to 14.00	7.4 days hire
12.00	Up to 15.00	7.6 days hire
12.00	Up to 16.00	7.8 days hire
12.00	After 16.00	8 days hire

Where a hire includes two different rate periods each day of the hire will be charged for at the rate applicable for that day.

### Multiple Hires

Where two or more hires are made within the same booking the duration of the hires may be combined and the relative daily rate will be applied. For example if the first hire is for 7 days and the second hire is for 10 days then the 14-20 rate will be applied to both hires. The following conditions apply:

- All hires must be made within the same booking and with the same hirer name
- Pick up and drop off of all hires may be from any GO Rentals branch location
- Normal minimum rental durations apply for each hire within the booking
- Different vehicle categories, including the GO Glamper, may be booked for each hire within the booking and the applicable rate for each vehicle type will be applied
- Multiple hires with the Passenger Service Vehicles (PSV's) are not applicable
- Any accessories must be paid for each individual hire within the booking, except when the All Inclusive Rate is selected where all accessories are included.

### What is not included in the Rates

- Fuel – all vehicles are supplied with a full tank of fuel at the commencement of the hire and must be returned with a full tank at the end of the hire.

### Extra Drivers

All drivers are free of charge. GO Rentals must view the original drivers licence upon pick-up. Please note an International Drivers Permit/Translation Document will also need to be presented if the original licence is not in English.

## Rental Duration

Minimum hire periods apply between branches as follows:

PICK UP BRANCH	DROP OFF BRANCH			
	Auckland	Wellington	Christchurch	Queenstown
Auckland	3 days	5 days	7 days	7 days
Wellington	3 days	3 days	7 days	7 days
Christchurch	3 days	3 days	3 days	5 days
Queenstown	3 days	3 days	5 days	3 days

## Branches

GO locations are open 7 days a week, year round, excluding Penrose which is closed on Sunday's and Public Holidays.

Auckland City - Central	08.00 – 17.00
Auckland City - Penrose	08.00 – 17.00
Auckland Airport	06.00 – 22.00
Wellington Airport	07.00 – 19.00
Christchurch Airport	07.30 – 19.00
Queenstown Airport	08.00 – 20.00

## Picking up outside of normal branch opening hours

GO Rentals offer a convenient airport pick up service for those arriving off a flight outside of normal branch opening hours in Auckland, Wellington and Christchurch. No after-hour fees apply to this service and full vehicle collection procedures will be detailed in the booking confirmation. If arriving outside of normal branch opening hours a GO Fast Online Check In must be completed prior to arrival. This will enable GO Rentals to leave the vehicle in a specified location.

The GO Fast Online Check In link is on the GO Rentals confirmation email and can also be accessed by visiting: <https://www.gorentals.co.nz/online-check-in-access/>. If the GO Fast Online Check In link cannot be accessed then a phone call or email to GO Rentals with the clients full personal details including phone number, address, email, driver's license (name, date of birth, license number, expiry date and country of issue) and credit card information will suffice.

**GO Rentals cannot arrange to have a vehicle available for pick up after hours without this information.**

## Getting to/from the GO Branch

Vehicles must be picked up and dropped off at GO Rentals branch locations and free transfers are available as follows:

### Airport Transfers

- **Pick Up:** Airport shuttle transfers are available from the International or Domestic terminal to the GO Rentals Airport branch. These are to be requested on arrival by using the appropriate branch freephone number.

- **Drop Off:** Transfers are provided to the Airport on drop off from all Airport branches.

Please note there are no transfers available on Pick up or Drop off between the Airport and City branches in Auckland.

### Airport and City Hotels

- **Pick Up:** FREE delivery of the vehicle to many Auckland central city hotels is available between 08.30 to 14.30 and must be prearranged with GO Rentals at least 14 days prior to pick up. Where GO cannot deliver to the hotel transfers to the Auckland City - Central depot may be available. Please advise hotel at time of booking and GO will confirm the delivery or transfer procedure.

All other depot locations offer FREE transfers from city or airport hotels to the depot between 09.00 and 14.30 and must be prearranged with GO Rentals at least 14 days prior to pick up. With the exception of Queenstown, where the only available time is 08.30.

- **Drop Off:** No transfers are available to airport or city hotels upon drop off but taxis can be arranged at the hirers expense.

## Drivers Licence and Minimum Age

- The minimum age to drive a GO Rentals vehicle is 21 years and there is no maximum age.
- Driving in New Zealand is only permitted if a current valid driver licence in English is held. If the licence isn't in English, the driver must obtain an International Driving Permit or an approved translation of their licence. They must also carry the original driver licence when driving in New Zealand on an International Driving Permit.
- Please note that any restrictions or conditions on the licence will continue to apply in New Zealand. If the restriction is in regards to the number of passengers that the driver can carry, the closest New Zealand category equivalent will apply. For example if driving on a French licence that has a maximum capacity of 8 passengers including the driver – GO rentals are able to hire this driver a 10 or 12 seater van if required. Refer to your GO Rentals representative for details affecting other license holders.

## Additional Accessories for Hire

**GO Standard** rates: Additional accessories must be booked at the time of reservation. They are non-commissionable and are payable direct to GO Rentals upon vehicle collection.

- Child seat, baby capsule, booster seat NZ\$45 per hire
- GPS navigation systems \$8 per day
- Snow chains NZ\$45 per hire
- Roof and ski racks (available for Compact Auto/Manual, GO Touring, GO Executive, GO SUV, GO Intermediate 4x4 and GO Large 4x4) NZ\$50 per hire

**GO All Inclusive** rates: Additional accessories are included in the daily rate. These must be booked at the time of reservation.

De prijzen van Walkabout zijn de All Inclusive rates, tenzij anders vermeld.

## Insurance

The hirer and any driver authorised to drive the vehicle are indemnified to the extent of NZ\$10,000,000 in respect of any liability he or she might have for damage to any property (including injury to any animal) belonging to any person and arising out of the use of the vehicle.

This indemnity does not apply to any property being transported in the vehicle at the time of accident. Please note that the GO Basic (standard) insurance option is included in the daily rental rate. We recommend the GO All Inclusive rates to ensure a worry free holiday. Please note that underbody, roof damage and damage caused by items stored inside/outside the vehicle (such as a surfboard or bike) is not covered by any insurance options.

## GO Standard Insurance Options

All GO Standard rates include Basic insurance with an excess to apply. The following tables outline the options available to reduce the excess:

### Late Model Fleet Insurance Rates

Insurance Option	Drivers Age 25+		Drivers Age 21-24	
	Cost Per Day	Standard Excess	Cost Per Day	Standard Excess
	GO zippy GO compact GO touring GO executive	GO hybrid GO station wagon GO SUV GO intermediate 4x4		
GO Basic	Included	\$2,500	Included	\$3,500
GO Peace of Mind		\$0		\$350

*De prijzen van Walkabout zijn de All Inclusive rates, waarbij de Peace of Mind verzekering t.w.v. \$30 per dag is inbegrepen (tenzij anders vermeld).*

### Premium Model Fleet Insurance Rates

Insurance Option	Drivers Age 25+		Drivers Age 21-24	
	Cost Per Day	Standard Excess	Cost Per Day	Standard Excess
	GO large 4x4 GO luxury 4x4 GO sport utility All Passenger Service Vehicle (PSV) categories	GO people mover GO 10 seater GO 12 seater		
GO Basic	Included	\$3,500	Included	\$4,500
GO Peace of Mind		\$0		\$500

*De prijzen van Walkabout zijn de All Inclusive rates, waarbij de Peace of Mind verzekering t.w.v. \$30 per dag is inbegrepen (tenzij anders vermeld).*

Insurance for the GO Trailer is covered under the same Insurance as the GO 10 seater and GO 12 seater when hired together. The GO Trailer cannot be hired separately.

Different insurance rates & excesses apply for the the GO Glamper. Please consult the **GO Glamper Trade Terms and Conditions** document for full details.

## Bond

If GO Basic insurance has been taken the excess is payable by credit card only. Please note that this amount will not be debited from the card but a pre-authorisation will be obtained for the total amount of the excess as a bond.

The bond is fully refundable provided the vehicle is returned on time to the correct location, undamaged, with a clean interior and with a full fuel tank. If your clients present a debit card at pick-up, they will not be able to proceed with Basic insurance for security reasons. They will simply need to select one of our additional insurance options.

## Credit Cards

The hirer must provide a valid credit card for security and bond as part of the rental agreement. Accepted credit cards are Visa, MasterCard, American Express and Diners. Note that a debit card is not considered a credit card and cannot be used as a form of bond.

## Cancellation Policy

The standard cancellation fees that apply to reservations are as follows:

- please contact your travelagent for any cancellation fees
- If vehicle is returned early, there will be no refund available

## Travel Restrictions

Cars can only be driven on sealed/bitumen or well-maintained roads. No vehicle is to be driven on the following roads: Skippers Canyon Road, Ball Hutt Road and 90 Mile Beach. Northland; all roads north of Colville on the Coromandel Peninsula; or any unformed road including any beach or any road that has been closed by traffic police or other authority.

## On Road Assistance

24 Hour roadside assistance is provided to all Hirers in all locations for any breakdown. Hirers are provided with an emergency freephone number to contact and a specialist will meet the hirer at the vehicles location.

## Smoking and Animal Restrictions

Smoking in GO Rental vehicles is strictly prohibited and offenders will be charged a minimum vehicle grooming fee of NZ\$200. Animals are also not permitted in any GO Rentals vehicle. The same grooming fee of NZ\$200 will apply if the vehicle is returned in an excessively dirty condition that requires extra cleaning or deodorizing.

## Booking Amendments

- Changes to the drop off rental location after the rental has commenced must be approved by GO Rentals. If approved a minimum charge of NZ\$500 may apply.
- Rental extensions whilst on hire must be approved by GO Rentals and a minimum of 72 hours notice is required and are subject to availability which may be difficult during peak seasons. The extra cost must be paid to GO Rentals on confirmation of the extension.
- Unauthorised extensions may incur a fee of NZ\$500 in addition to the current daily rental rate.

## Change of Vehicle

In the unlikely event that the reserved vehicle is not available GO Rentals reserve the right to substitute a comparably higher standard of vehicle at no extra cost to the client. This shall not constitute a breach of contract and does not entitle the Hirer to any form of refund.

## Toll Notices and Infringement Fees

In the event that GO Rentals receives an Unpaid Toll Notice relating to the period the vehicle was on hire, GO Rentals will pay the outstanding toll fees on behalf of the hirer and an administration fee of NZ\$25 will be charged per notice in addition to the toll fees.

In the event that GO Rentals receives an infringement notice of a speeding, parking or other traffic infringement relating to the period the vehicle was on hire, GO Rentals will notify and provide the hirer details of the infringement notice as soon as is practical. GO Rentals will also provide the necessary information to the relevant authority for such notices to be directed to the hirer.

An administration fee of NZ\$50 will be charged to the hirer for transfer of liability of the notice to the hirer.

## Fuel

All vehicles are provided with a full tank of fuel. A NZ\$25 refuelling fee plus the cost of fuel will be charged if the fuel tank is not full upon return. A NZ\$3.00 variance (approximately 10kms) is allowed.

## Vehicle Category Downgrade/Upgrade

Should the hirer decide to take a lesser category vehicle than booked within 14 days of pick up or during the rental, no refund will be paid. In the case of an upgrade the rate difference is payable.

## Mechanical Repairs

The hirer shall not arrange or undertake any repairs without prior authorisation from GO Rentals except to salvage the vehicle to prevent further damage to the vehicle or to other property. If the hirer has had to pay to salvage the vehicle, the hirer must inform GO Rentals within a maximum 12 hour period or forfeit the right to seek reimbursement of the salvage costs.

## Responsibilities of the Hirer

The hirer is fully liable for any damage to the GO Rentals vehicle and third party vehicle or property if the terms of the rental contract are breached.

## Commercial Use of GO Rentals Vehicles

New Zealand Transport Agency regulations require that if a rental vehicle is to be used for commercial purposes (where the driver is a guide and/or will receive payment or reward for their services) it must be a registered Passenger Service Vehicle (PSV).

GO Rentals offers two Passenger Service Vehicle categories – a 12 Seater PSV Van and a Large 4x4 PSV. Both these vehicle categories have the same specifications as their equivalent in the main GO Rentals fleet but with the required Certificate of Loading (CoL) along with additional features for passenger comfort and safety.

The use of any non-compliant GO Rentals vehicle for commercial purposes will leave the hiring company and/or Driver/Guide fully responsible for any charges or fines incurred, and all insurance will be voided.

For full Terms and Conditions applicable to GO Rentals Passenger Service Vehicles please refer to the document 'Trade Terms and Conditions – Passenger Service Vehicles [PSV's].'

## Vehicle Return

Should the hirer decide to voluntarily return the vehicle, including car keys or accessories, prior to the expiry of the hire term, the hirer will not be entitled to a refund.

## Interisland Ferry

Vehicles must be taken on the ferry between the North and South Islands and vice versa.

## General

This document contains a summary of the rental conditions. All Rates and conditions are subject to change as required and without prior notification.

