

THL campers Nieuw-Zeeland



Huurvoorwaarden, belangrijk om door te nemen

Bij het huren van een auto of camper sluit je een huurcontract af met de verhuurmaatschappij. Dit contract is onderdeel van onze reisovereenkomst. Dat betekent dat u ook aan de voorwaarden van de verhuurder gebonden bent. Het is belangrijk deze door te nemen. Bij het ophalen van de auto of camper dien je deze immers te ondertekenen in het huurcontract. Zo zijn er altijd uitzonderingen op de dekking van de verzekering, gebeurtenissen die niet vallen onder het afgesproken eigen risico, restricties aan de route of wegen die mogen worden bereden, kosten in geval van boetes, etc.

Op de eerste pagina's benadrukken we een paar belangrijke voorwaarden en instructies.

Op de volgende pagina's vind je de Engelstalige samenvatting van de voorwaarden van de verhuurmaatschappij zelf.

Wij raden aan om de voorwaarden goed door te nemen. Mochten er vragen over zijn, dan zijn wij graag bereid hier uitleg over te geven.

Verzekering van de camper

Huurauto's en campers zijn verplicht WA verzekerd, dat is altijd inbegrepen.

Heb je gekozen voor de Inclusive toeslag (**Value Pack**) dan is de "Liability Reduction Option" verzekering inbegrepen. Dat betekent een verlaging van het eigen risico tot NUL.

Maar let op: er zijn altijd uitzonderingen die niet gedekt zijn. Zie daarvoor de uitgebreide huurvoorwaarden van THL hieronder.

Leeftijd bestuurder / passagiers

Let op: minimum leeftijd 21 jaar, Let op: kinderzitje / boosterseat is tot 8 jaar verplicht

Rijbewijs

Je dient in het bezit te zijn van je rijbewijs en voor Apollo, Britz en Maui campers deze al minimaal 2 jaar te hebben.

Internationaal Rijbewijs verplicht: Naast je het huidige model Nederlandse rijbewijs is in Nieuw-Zeeland een Internationaal Rijbewijs verplicht. Deze is bij de ANWB aan te schaffen en kost ongeveer € 19,- en is 1 jaar geldig (neem pasfoto en het geldige rijbewijs mee).

Self Check-in website: **dit is verplicht voorafgaande aan het ophalen van de camper**

Op de volgende veilige website is het mogelijk om alvast in te checken bij THL voorafgaande aan het ophalen van de camper: <https://sci.thlonline.com>

Het 'booking number' dat moet worden ingevuld staat op de voucher die samen met de overige reisbescheiden voor vertrek uit Nederland wordt toegestuurd.

THL Roadtrip App

Deze gratis app geeft je alle informatie die je nodig hebt voorafgaande en tijdens je reis met de camper. De app kan je downloaden in **Google Play** en de **App Store**. In de app vind je o.a.:

- Instructie video's over de camper die je hebt gehuurd.
- Instructies over het gebruik en veilig besturen van de camper.
- Direct contact met de verhuurder voor hulp en vragen onderweg.
- Informatie over campings in de buurt
- Informatie over de locatie van de verhuurdepots, maar ook de dichtstbijzijnde benzinestations, vuilwater dump locaties, supermarkten, pinautomaten, etc..

Navigatie

Vanaf 2023 is de THL Roadtrip App niet meer voorzien van GPS navigatie, omdat dit tegenwoordig eenvoudig via je eigen mobiele telefoon kan. Navigeren kan door op je telefoon Google Maps of 'Kaarten' te gebruiken, de app waarmee je thuis ook op je telefoon de route en navigatie doet. De kaart verschijnt dan op het scherm van de auto en de stem via het luidsprekersysteem van de auto.

Vrijwel alle voertuigen zijn voorzien van Apple Carplay en/of Android Auto. Je kunt je telefoon met een USB kabel aansluiten op de auto en vervolgens op het scherm van de auto de navigatie van je telefoon gebruiken.

Hieronder staan een paar tips om goed te kunnen navigeren in Nieuw-Zeeland:

1. Off-Line navigeren zonder datagebruik (kosteloos)

Een offline kaart downloaden (bijv. in Google Maps), van het gedeelte van de regio en route die je de volgende dag / dagen gaat rijden. Doe dit van tevoren, thuis of in het hotel (met Wifi). Je kunt dan navigeren zonder dat je mobiele data gebruikt. (let op dat je 'data roaming' uitstaat als je in Nieuw-Zeeland bent).

2. On-Line navigeren met een Nieuw-Zeelandse simkaart

Je kunt in Nieuw-Zeeland een simkaart kopen voor mobiele data. (handig als je een 2^e reserve telefoon bij je hebt, of een telefoon waar 2 simkaarten in kunnen). Deze prepaid data simkaarten zijn vaak te koop op luchthavens, of in een telecomwinkel in de stad.

Tegenwoordig kun je met een moderne telefoon ook een digitale E-sim kaart kopen, dan heb je geen fysieke kaart nodig, zie je provider of dit mogelijk is.

We raden een simkaart aan als je een wat langere huurperiode hebt of gewoon de beste navigatie wilt, omdat het zoeken naar adressen soms nauwkeuriger werkt dan bij een offline kaart. Vooraf downloaden van offline kaarten is nog wel aan te raden voor een lager data verbruik.

Transfers van en naar het depot

Deze zijn niet inbegrepen. Je kunt het beste een taxi nemen vanaf de luchthaven of je hotel. Bij het inleveren van de camper zal de verhuurder een taxi voor je bellen indien gewenst.

Tolwegen Nieuw-Zeeland

Nieuw-Zeeland kent 3 tolwegen, namelijk een stuk van 7,5 km. van weg nr. 1 ten noorden van Auckland, en 2 snelwegen (15 en 5 km.) bij de plaats Tauranga. De tol op deze wegen kan alleen maar elektronisch worden betaald. Je kunt dit vooraf regelen op onderstaande website, maar pas nadat de auto is opgehaald. Gelukkig bestaat ook de mogelijkheid deze wegen te vermijden.

Zie voor meer informatie de website: <https://www.nzta.govt.nz/roads-and-rail/toll-roads/toll-road-information/>

Route beperkingen:

De campers mogen alleen op de asfaltwegen en goed onderhouden onverharde toegangswegen (max. 12 km.) naar erkende campings of belangrijke toeristische attracties rijden.

Uitgesloten zijn:

Skippers Road (Queenstown), the Crown Range Road/Cardrona Valley Road, Ninety Mile Beach (Northland), Wanaka – Mt Aspiring Road beyond exit to Treble Cone, Ball Hut Road (Mt. Cook) and North of Colville and Waikawau Township (Coromandel Peninsula).

Road User Charge Recovery Fee 'dieseltax':

Deze belasting voor het gebruik van de wegen met een dieselmotor (alle campers) wordt geheven op basis van het aantal kilometers dat je hebt gereden. Deze kosten worden achteraf bij het inleveren van de camper bij je in rekening gebracht. Op dit moment is deze belasting ongeveer NZ\$ 8 per 100 kilometer.

Boetes, administratiekosten, tolwegen:

Nagekomen boetes voor verkeersovertredingen dienen te worden betaald per creditcard. De boetes worden door THL verhoogd met NZ\$ 75 administratiekosten. Dit geldt ook voor boetes wegens onbetaald gebruik van de tolwegen: NZ\$ 35 administratiekosten.

De campers zijn uitgerust met een *telematic system* dat je locatie in de gaten houdt. Dit is voor je eigen veiligheid, maar bij geregistreerd continu niet naleven van de snelheidslimieten en ondanks waarschuwingen, of het niet naleven van de routebeperkingen en het rijden op niet toegestane routes, kan THL een boete van NZ\$ 300 per geregistreerde gebeurtenis opleggen.

Problemen, pech of vragen onderweg

THL heeft een 24-uurs 'Roadside Assistance' telefoonnummer.

Neem altijd direct contact op met THL als je pech hebt, schade, noodzakelijke reparaties of klachten onderweg, dan kunnen ze je zo goed mogelijk helpen.

Engelstalige samenvatting van de voorwaarden

Op de pagina's hieronder vind je de Engelstalige samenvatting van de voorwaarden. Wij raden aan om de voorwaarden goed door te nemen. Mochten er vragen over zijn, dan zijn wij graag bereid hier uitleg over te geven.



Welcome to thl:

New Zealand is built for the road trip. Boasting awe-inspiring landscapes, every turn offers a new visual feast right outside the RV window. **thl** New Zealand boasts the largest and widest fleet to travellers; offering a full spectrum of RV options across 6 well-renowned motorhome rental brands, ranging from our brand-new signature motorhomes, large family RVs and value options.

In over 36 years we've hosted thousands of guests, and our people, situated across three branches located in Auckland, Christchurch and Queenstown are passionate about delivering unforgettable journeys. Our passion and local expertise are what set us apart.

| SIGNATURE RANGE | FLAGSHIP OFFERING | ADVENTURE RANGE | VALUE RANGE | YOUTH / YOUNG AT HEART |
|---|--|--|--|---|
| | | | | |
| <ul style="list-style-type: none"> Motorhomes from new to 2.5 years on fleet 1 year on fleet with the maui Elite option All fully self-contained motorhomes External cooker on the Ultima & Ultima Plus | <ul style="list-style-type: none"> Campervans & motorhomes from new to 5 years on fleet Widest range; 7 categories From 2 berths, up to larger 6 berth motorhomes Range of non toilet/shower or fully self-contained motorhomes | <ul style="list-style-type: none"> Campervans & motorhomes from new to 2.5 years on fleet Build new into Britz, including newly designed campers Mix of non-toilet/shower campers and fully self-contained motorhomes Range of Toyota, Mercedes & Iveco | <ul style="list-style-type: none"> Campervans from 5 years on fleet Mix of non-toilet/shower campers and fully self-contained motorhomes Options for young full-licensed drivers 18+ Lower liability & bond options | <ul style="list-style-type: none"> Campers from 6 years on fleet All fleet available to young full-licensed drivers 18+ Lower liability & bond options |
| <p>For premium travellers who deserve the best, maui is the only choice.</p> <p>Our signature motorhome brand, boasts the newest and most sophisticated fully self-contained motorhomes on the market enabling guests to explore endlessly, rest easy and travel in style.</p> <p>Discover the magic of maui's Winery Havens, an enchanting experience that invites you to immerse yourself overnight in the beauty of picturesque vineyards.</p> | <p>Take the ultimate adventure with Apollo, thl's flagship rental brand. With the most extensive and diverse fleet in New Zealand, Apollo has an unrivalled selection of options to suit every traveller's unique style and needs.</p> <p>For families seeking a fun-filled getaway at a favourite holiday park, a couple seeking a romantic off the beaten track adventure, or a trio of friends ready to tick off items from their bucket list on an epic road trip... Whatever their travel style, Apollo has the perfect vehicle in their extensive fleet line-up.</p> | <p>Adventurers assemble! For daring duos, fearless families or even for those exploring with their furry friends, with Britz guests can discover the breathtaking beauty of New Zealand on their own terms.</p> <p>When you travel with Britz, every journey is an exciting escape into the unknown. So grab that bucket list, set the pace and pick your own path through the stunning scenery of New Zealand.</p> <p>Britz's campervans & motorhomes are decked with amenities needed to confidently travel in comfort, whilst you immerse yourself in the wild wonders of the great outdoors.</p> | <p>We believe that making priceless memories shouldn't have a hefty price tag. That's why we're committed to providing incredible value road trip experiences for every adventurer.</p> <p>From basics done brilliantly to unmatched total packages at unbeatable prices, Mighty and Cheapa offer great value.</p> <p>With a fleet comprised of experienced vehicles from thl's top-tier brands maui, Britz, and Apollo; guests will enjoy the same holiday experience whilst getting exceptional value at every turn.</p> | <p>For young travellers looking to try the #vanlife and experience New Zealand, Hippie is the natural choice.</p> <p>Guests can choose their own travel route, wake up to amazing views every day and linger longer if a place is their jam.</p> <p>Hippie campers are known for keeping road trip vibes high and prices low.</p> |

Valid 1 April 2025 – 31 March 2026

- Rental days are calculated per calendar day. The day of pick-up is calculated as the first day of the booking and the day of return is calculated as the last day of the booking.
- Rates are in **New Zealand** dollars and include 10% Goods and Services Tax.

Rate Inclusions - standard (The Low Road)

To make travel as comfortable as possible for our guests, our rates for all brands include:

- 24hr On Road Assist
- Unlimited Kilometres
- Kitchen Kit: plates, bowls, knives, forks, spoons, bottle opener, can opener, colander, saucepans, frying pans, cooking utensils, chopping board, kettle, toaster, and tea towel. Electrical appliances are supplied in vehicles that have 240V.
- General Equipment: pegs, clothesline, fire extinguisher, bucket, hose, dustpan, and brush.
- Complimentary linen, bedding and towels.

Rate Inclusions - with The Value Pack

If purchased the Value Pack there are more inclusions, see further down in this document.

Driver Licence and Minimum Age

A current and full motor vehicle driver licence is required to be shown at pick-up and all drivers need to be present. If the driver licence is not in English then we require an accredited English translation or an International Driver Permit.

Mighty Campers (Highball and Double Down), Cheapa Campa (Hitop and Endeavour) and Hippie (Hitop and Endeavour) drivers must be 18 years of age or over with a full driver licence.

For all other RV types drivers must be 21 years of age or over with a full driver licence and the licence must be valid for the entire booking duration.

It is important to select the correct country in which the driver licence was issued to ensure correct rates are calculated. If the hirer presents a driver licence that is from a different country to which the booking was created the guest may incur additional charges.

Multiple Rentals

Should a guest have more than one consecutive rental in either Australia or New Zealand that in total are 21 days or more they can be combined to qualify for longer-term hire discounts off the daily vehicle rates.

Discounts

Guests who love road trips as much as we do and travel for at least 21 days, receive 5% off daily rates. This is also available to guests with multiple bookings that total 21+ days.

Road User Charge Recovery Fee

The cost of using New Zealand's roads is recovered from road users via levies in the price of some fuels or through road user charges (RUC). The Road User Charge Recovery Fee will be calculated and collected on return of the RV based on the kilometres travelled during the hire for the RVs that are fuelled by diesel. The fee per 100km is as follows:

- 4 Berth and 6 berth toilet & shower: \$8.04
- All other vehicles : \$7.64

We reserve the right to amend the Road User Charge Recovery Fee upon Government intervention without notice.

Booking Alterations

We understand that sometimes plans change. Changing the vehicle type, pick-up date, pick-up location, drop-off date and/or drop-off location may lead to additional charges. Any change in rental charges will be presented at the time of alteration.

Change to the Drop-Off Location after Pick-Up

If your guest wants to change their drop-off destination after pick-up, they should get in touch with our friendly Reservations crew who will be happy to help. Our team will advise guests if the change is possible and subject to the change being approved an additional charge of up to \$750.00 may apply.

Extending a Road Trip

If your guest is having so much fun that they want to extend their booking whilst on the road, they should first contact our friendly Reservations crew who will be happy to advise if the extension is possible, and the associated costs. To secure an extension, the extra costs (calculated on the current rate of the day), will need to be paid by credit card inclusive of all taxes and surcharges, either over the phone or at a **thl** Branch at the time of extension. Any long-term discounts in place will continue to apply to the booking.

We will always do our best to accommodate any extensions, subject to vehicle availability.

Change of RV

Our RVs can be requested by category, not by make or model. We always do our best to accommodate requests, however **thl** reserves the right to substitute the booked RV with an alternative available RV without prior notification and at no extra cost. Any changes made to the booked RV and agreed to by the guest shall not constitute a breach of contract and does not entitle the guest to a refund.

Online Check-In

It is mandatory for guests to complete **thl**'s online check-in no less than 30 days prior to pick-up at:

<https://sci.thlonline.com/>

By completing the required pick-up information ahead of the pick-up date, guests will experience a smoother and quicker RV collection process. Guests will also be required to watch our **thl** safe driving and 'How to Videos' through the **thl** Roadtrip App, prior to pick-up to learn how to use their RV.

thl Roadtrip App

The **thl** Roadtrip App is custom built for guests travelling in Australia and New Zealand. The free app provides our guests with all the necessary information needed to make their **thl** journey an amazing experience.

The app is designed to:

- Enhance guests' holiday experience by providing 'how-to videos' prior to pick up, so that they become familiar with their vehicle before arriving at the branch and prepare any questions they may have.
- Educate our guests on how to use the vehicle and safe driving practices.
- Provide **thl** contact details to extend their holiday, contact roadside assistance, email any other enquiries, and find answers to FAQ's.
- Provide information on campgrounds while on the road and allow for campgrounds to be booked.
- Search and book great deals on attractions and activities.
- Find helpful travel information such as branch locations, nearby petrol stations, dumping stations, supermarkets, and ATMs.

Guests can download the app on [Google Play](#) or the [App Store](#).

Getting To and From the Airport

Branches are located near major airports, making pick-up and drop-off easy for our guests. **thl** provides free airport to branch and branch to airport transfers on the day of arrival and departure for our Auckland, Christchurch and Queenstown branches.

Branch Locations and Vehicles

thl branches are located in Auckland, Christchurch and Queenstown. For guests who pick-up or drop-off at our Queenstown branch a single \$260 location fee applies.

All RVs are available in all locations and the matrix below includes the vehicle booking codes.

Branch Hours and Public Holidays

The table below details the specific hours for pick-up and drop-off.

| Location | Dates/Hours for Pick-up and Drop-off |
|--|--|
| Auckland Christchurch Queenstown | 1 April 2025 - 31 March 2026 8am to 4:30pm 7 days a week |

Our staff enjoy a holiday as much as you do, and all branches are closed on Christmas Day (25 December 2025). Our branches are open on other public holidays, but a \$120 fee applies when the pick-up and/or drop-off is booked for a public holiday as outlined in the following table.

Public Holidays:

| Date | Auckland (AKL) | Christchurch (CHC) | Queenstown (ZQN) |
|------------------|----------------|--------------------|------------------|
| 18 April 2025 | ✓ | ✓ | ✓ |
| 21 April 2025 | ✓ | ✓ | ✓ |
| 25 April 2025 | ✓ | ✓ | ✓ |
| 02 June 2025 | ✓ | ✓ | ✓ |
| 20 June 2025 | ✓ | ✓ | ✓ |
| 27 October 2025 | ✓ | ✓ | ✓ |
| 14 November 2025 | | ✓ | |
| 25 December 2025 | CLOSED | | |
| 26 December 2025 | ✓ | ✓ | ✓ |
| 01 January 2026 | ✓ | ✓ | ✓ |
| 2 January 2026 | ✓ | ✓ | ✓ |
| 26 January 2026 | ✓ | | |
| 6 February 2026 | ✓ | ✓ | ✓ |
| 23 March 2026 | | | ✓ |

Ferry Reservations

Ferry travel is required for guests moving between NZ's North and South Islands (and vice versa). Ferry reservations can be difficult to manage during high season. We recommend that a reservation is made for a 7.7m RV on the ferry, irrespective as to the size of the motorhome reserved.

Booking Duration

An RV holiday allows guests to travel at their own pace. To ensure our guests get the most out of their road trip a minimum five-day rental period applies when pick-up and drop-off is from the same branch location. Higher minimum rental periods may apply and, if applied, will be reflected on the booking confirmation.

Additional minimum periods apply as follows:

- 10 Day minimum hire period for Easter 17 to 22 April 2025
- 14 Day minimum hire period for 26 December 2025 to 7 January 2026
- 10 Day minimum hire period for 8 January to 15 March 2026.

One-way Bookings

Road trips don't always finish where they start, and some of the best adventures take you far and wide. If a guest drops off at a different branch location from which they picked up, a minimum booking period of five days along with a one-way fee applies per below.

Additional minimum periods may apply and, if applied, will be reflected on the booking confirmation. A set of additional minimum period apply as follows:

- 7 Day minimum applies for travel from AKL to CHC from 01 April to 30 September 2025.
- 10 Day minimum applies for travel from AKL to CHC from 01 October 2025 to 31 March 2026.
- 10 Day minimum applies for travel from AKL/CHC to ZQN from 01 April to 30 September 2025.
- 14 Day minimum applies for travel from AKL/CHC to ZQN from 01 October 2025 to 31 March 2026.

One-Way fees:

- For pick up Auckland returning in Christchurch or Queenstown between 01 April and 30 September 2025 - \$189.00.
- For pick up Auckland returning in Christchurch or Queenstown between 01 October 2025 and 31 March 2026 - \$295.00.
- For pick up Christchurch or Queenstown returning in Auckland between 01 October 2025 and 31 March 2026 - \$189.00.
- For pick up Christchurch returning in Queenstown between 01 April 2025 and 31 March 2026 - \$189.00.
- For pick up Queenstown returning in Christchurch between 01 October 2025 and 31 March 2026 - \$89.00.

Travel Restrictions

Not all RVs are suitable for all driving situations, so it's important the right RV is chosen for the travel planned. **thl**, at its discretion, may restrict RV travel 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. If applicable, any further restrictions will be mentioned at pick-up. Guests are encouraged to contact On-Road Assist on 0800 788 558 or +64 9 801 3857 if they have any concerns regarding road accessibility.

For the safety of guests, the following travel restrictions are in place:

- All RVs 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, any recognised campground or major tourist attraction access road less than 12 kilometres in length.
- No RV shall be driven on all ski field access roads from 01 June to 31 October, Skippers Road (Queenstown), the Crown Range Road/Cardrona Valley Road, Ninety Mile Beach (Northland), Wanaka – Mt Aspiring Road beyond exit to Treble Cone, Ball Hut Road (Mt. Cook) and North of Colville and Waikawau Township (Coromandel Peninsula).

Guests who travel to restricted areas without permission may void all Liability Cover in the event of damage or accident.

Kilometres

For the safety of guests please don't underestimate the time it will take to drive from one point to another. While our RVs include unlimited kilometres, we recommend travelling a maximum of 250 kilometres per day or the equivalent of 4-5 hours driving. We encourage our guests to take a break from driving at least every 2 hours.

Returning the RV

The RV is a home away from home and for comfort, we recommend it's kept tidy throughout the road trip. The RV needs to be returned to the branch as it was taken, with the interior cleaned and toilet cassette (where applicable) and holding tanks emptied. The RV exterior does not require cleaning unless it's covered with excessive dirt or mud, making it difficult for our team to see its return condition. The Cleaning Pack is available to be pre-purchased or added on pick-up to offer quick and easy return.

Repairs

We understand that while on holiday the RV may require small repairs. To avoid further disruptions to the road trip, if the damage was not caused by the guest, repairs up to \$100.00 can be completed without authorisation and will be reimbursed upon presentation of receipts. If repairs over \$100.00 are needed, the On-Road Assist team should be informed prior to any repair being completed. Unauthorised repairs are not permitted.

All RVs are covered by the New Zealand Automobile Association and 24hr mechanical emergency roadside assistance is available if needed please contact On-Road Assist on 0800 788 558 or +64 9 801 3857.

Infringements, Tolls and Fines

thl will pass on any charges the guest receives for traffic infringements, toll, or parking fines during their road trip. For toll way fee received, **thl** reserves the right to charge the guest's credit or debit card upon receiving the toll way fee. If **thl** cannot nominate the guest for traffic infringements or traffic fines the guest incurs, **thl** reserves its right to charge the guest's credit card for the full amount of the traffic infringement or traffic fine. **thl** will make reasonable attempts to issue the traffic infringement or traffic fine to the guest. An administration fee of up to \$75.00 to cover associated administrative costs per toll way fee, traffic infringement or parking fine received may be charged.

Animals

We believe fur friends can only make a road trip better. Pet dogs and cats are allowed to travel in Britz, Apollo, Cheapa Campa, Mighty Campers and Hippie vehicles. There is a \$315.00 pet fee (excluding service animals). Service dogs are permitted in all vehicles. If a vehicle is returned soiled by a pet **thl** reserves the right to charge an extra cleaning fee. Our full policy can be viewed on the **thl** website.

Smoking and Drugs

Our RVs are a smoke free and drug free zone; hence smoking or drugs are not permitted in any of our RVs.

Payment at Branches

For security reasons, we accept credit card and debit card for charges paid at RV pick-up and drop-off.. The liability deposit, if applicable, is payable by credit or debit card and cannot be paid with a pre-paid credit card.

Credit Cards

We accept Visa, MasterCard and American Express. The following fees apply for the rental charges and any additional products (irrespective of chosen account e.g. savings, credit, etc.):

| | Rental/Extras |
|-----------------|---------------|
| Visa/Mastercard | 3.05% |
| Amex | 5.2% |

Fees are subject to change

Exchange Rate and Currency Variations

All transactions are conducted in New Zealand dollars. Due to exchange rate fluctuations, there could be some variance in the amount refunded compared to the amount initially charged. Refunds by credit card can take up to 14 business days depending on the guest's financial institution. **thl** will not be responsible for credit or debit card fees or bank-imposed fees relating to currency conversion or foreign transactions.

Travel Insurance

For peace of mind, we strongly recommend that all guests take out the highest level of private travel insurance.

Personal Injury

New Zealand's statutory, no-fault Accident Compensation scheme covers everyone in New Zealand injured in an accident. Accordingly, **thl** does not accept any liability for personal injuries sustained during the rental. Except where such loss or damage is caused by **thl**'s (or that of its employees) own negligence or breach of the Rental Agreement Terms and Conditions. **thl** does not accept liability for any loss or damage to any personal belongings or property of the Customer (or any person or entity related to the customer).

Property Damage

The RV is insured for damage to it and damage to the property of a third party. However, the guest is responsible up to the amount of the applicable Liability for damage to third party property, or to the RV. The guest is also responsible for the cost of the daily rate for the period the vehicle is being repaired. There is no refund for any unused portion of the rental period. The Liability applies to each claim, not RV.

thl reserves the right to charge the guest for any RV damage including Third Party property damage not reported but identified on return of the RV.

Liability Options and Value Pack

Guests can choose between the following liability options. Please refer to the Rate Plan document for pricing. The table below is applicable across all brands.

Value Pack **Walkabout: "vrijwel altijd bijgeboekt en dan inbegrepen, zie je boekingsoverzicht"**

| | The Low Road | The High Road | Value Pack |
|---|--------------|---------------|------------|
| Liability for Damage reduced to Nil[^] <ul style="list-style-type: none">Includes front, back, side panel and awning damage, and Towing and recovery costsExcludes Overhead/underbody, Windscreen and Tyre or single vehicle rollover damage | x | ✓ | ✓ |
| Overhead/Underbody Damage Cover[^] | x | x | ✓ |
| Single Vehicle Rollover Damage Cover[^] | x | x | ✓ |
| Unlimited Windscreen and Tyre Damage Cover[^] | x | x | ✓ |
| Camp Chairs | x | x | ✓ |
| Picnic Table | x | x | ✓ |
| Extra Driver Fees | x | x | ✓ |
| Child/Booster Seat/s (with prior request) | x | x | ✓ |
| Fan/Heater (if required) | x | x | ✓ |
| 3x Toilet Chemicals (for vehicles with toilet) | x | x | ✓ |
| Snow Chains (on request) | x | x | ✓ |
| Linen exchange* | x | x | ✓ |

*This service allows guests to exchange their linen and bedding during their rental after seven days of travel at any **thl** branch. The branch will need to be notified ahead of time to ensure items are available and ready for when guests arrive.

[^] Damage means any loss or damage to the Vehicle, which is not noted on the Vehicle Condition Report, including that caused by theft of the Vehicle or by adverse weather events, that requires repair or replacement including the loss of use of the Vehicle, legal expenses, assessment fees, towing and recovery costs, storage, service charges and any appraisal fees of the Vehicle. There are exclusions to Reduction Option cover where the Guest will be responsible for all costs. Exclusions include:

- Damage caused where the terms of Rental Agreement have not been met by the guest.
- Damage caused by negligence and/or wilful conduct.
- Damage caused to the RV in any way by part or total water submersion or salt water.
- Damage caused to the RV when using the RV in contravention of any legislation or regulation controlling vehicular traffic.
- Damage and associated costs with recovery of a bogged vehicle.
- Damage or loss caused to any personal belongings.
- Damage or loss caused by a guest's pet.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage caused to tyres and the windscreen except where 'Value Pack' or 'WAP' has been purchased and applies.
- Damage caused due to a single vehicle rollover except where the 'Value Pack' has been purchased and applies.
- Damage to the undercarriage or overhead of the RV except where the 'Value Pack' has been purchased and applies.

The amount payable for each Liability Option is based on the number of days of hire for the minimum rental period applicable for each RV or total days of the RV booking. The maximum charge for Liability Options is 50 days per rental segment.

A credit card authority will be recorded at the time of pick-up regardless of the liability option selected by the guest.

| | The Low Road | | The High Road | | Value Pack | |
|-----------------------------------|--------------|-----------------------------|---------------|-----------------------------|------------|-----------------------------|
| | | Liability/Liability Deposit | | Liability/Liability Deposit | | Liability/Liability Deposit |
| maui/Apollo/Britz toilet & shower | Included | \$7,500 | | \$0 | | \$0 |
| Apollo/Britz non-toilet & shower | Included | \$5,000 | | \$0 | | \$0 |
| Mighty/Cheapa toilet & shower | | | | | | |
| Mighty/Cheapa non-toilet & shower | Included | \$3,500 | | \$0 | | \$0 |
| Hippie | Included | \$3,000 | | \$0 | | \$0 |

Damage Liability

If the guest chooses to take 'The Low Road', they will be responsible to pay for damage to the RV, where they are at fault. The liability amount, which varies by RV type, applies per claim. This is applicable regardless of if the guest has purchased private travel insurance.

If the guest chooses to take 'The High Road' their liability for damage will be zero (subject to exclusions). However, the guest will be responsible for the total costs of any damage, and 'The High Road' and the 'Value Pack' (if taken) will be void if:

- The guest breaches any of the Rental Agreement Terms and Conditions terms and that breach is the cause of or contributes to the relevant damage.
- The damage is covered by any of the exclusions in the definition of Damage provided on the above section Liability Options and Value Pack.

Value-Added Services

thl offers a range of optional extras to make road trips that little bit easier.

| Item | Price | Conditions |
|--|--|--|
| maui Elite under 1 year | \$ 45.00 \$ per day | |
| Extended Roadside Assistance | \$6.00 per day | This includes opening RV on lock out, jump start, flat tyre change using spare located in the RV, fuel delivery up to 20 litres and call out fee up to \$150.00. Non-mechanical issues are not covered and guests may be required to take the RV to a repairer. Capped at 25 days. |
| | | |
| Re-fuelling Pack | \$419.00 (hires 15 days and under) \$565.00 (hires 16-24 days) \$729.00 (hires 25 days+) | This includes: Road User Charge recovery fee, 1x fuel tank refill and 1x gas bottle refill. |
| Cleaning Pack | \$99.00 | This includes: toilet and grey water emptying (where applicable), end of hire tidying. Simply return the vehicle neat and tidy and we'll take care of the rest including vehicle, cabin and bathroom cleaning. |
| Camp Chairs | \$22.00 each per rental | Included in Value Pack |
| Camp Table | \$31.00 per rental | Included in Value Pack |
| Additional Doona/Duvet | \$19.00 per rental | |
| Heater/Fan | \$19.00 per rental | |
| Child/Booster Seats | \$44.00 each per rental | Please refer to the Child Restraints guide on the thl Content Hub. Maximum 2 seats. |
| Pre-Purchased Gas Bottle – non-toilet & shower | \$34.00 per rental | A gas bottle is necessary for cooking in the RV. A full gas bottle(s) may be pre-purchased and can be returned empty to thl at the completion of the road trip. Fee applies for each booking of a multiple rental. |
| Pre-Purchased Gas Bottle – toilet & shower | \$44.00 per rental | |
| Snow Chains | \$53.00 per rental | Cannot be pre-booked. Guest can request at Pick-Up. |
| Extra Driver/Renter | \$4.00 per person per day | Capped at 15 days. Included in Value Pack |
| Toilet Chemicals | \$3.50 each | Cannot be pre-booked. Included in Value Pack |

Fees

| Item | Price | Conditions |
|---|--|--|
| First Aid Kit | \$42.00 | A First Aid kit is supplied in every RV. If the seal is broken or the kit is not returned the kit becomes the property of the guest and fee is charged. |
| Change of Drop-off location after Pick up | Up to \$750.00 | Subject to availability. |
| Pet Cleaning Fee | \$315.00 per rental | Applies on all bookings where a pet dog or cat is travelling in the RV. A maximum of two pets are allowed in the RVs. |
| One-Way Fee (AKL to CHC/ZQN) | \$295.00 (Oct to March) \$189.00 (Apr to Sep) | Minimum rental periods apply. |
| One-Way Fee (CHC/ZQN to AKL) | \$189.00 (Oct to March) | Minimum rental periods apply. |
| One-Way Fee (CHC to ZQN) | \$189.00 (Apr to March) | Minimum rental periods apply. |
| One-Way Fee (ZQN to CHC) | \$89.00 (Oct to March) | Minimum rental periods apply. |
| Queenstown Location Fee | \$260.00 | Per rental. |
| Public Holiday Surcharge | \$120.00 | A Public Holiday Surcharge will apply to all rentals picking up and/or dropping off on the observed public holiday dates at the pick-up and drop-off location. |

- There is no refund for late pick-up of an RV. A refund for the unused portion due to an early return may apply if, after pick-up, **thl** is notified of the early return with 60 or more days of notice.

Other Things You Need to Know

thl reserves the right to refuse any rental at our discretion.

Our RV's are equipped with a location monitoring device. **thl** reserves the right to send warnings to guests that are driving in contradiction to our terms and conditions, or exceeding speed limits.

On-Road Assist

0800 788 558

+64 9 801 3857

onroadnz@thlonline.com

Rates/Terms/Conditions are subject to change.

Enjoy the adventure, wherever it takes you.

The **thl** crew