

Travelhome

CAMPERVAKANTIES VAN ANWB

Voorwaarden Britz Geldig van 1 april 2018 t/m 31 maart 2019

Let op; teksten in dit document zijn in het Engels weergegeven vanwege het mogelijk verkeerd interpreteren van de algemene informatie en verzekeringsvoorwaarden. Mocht u vragen hebben over deze informatie, kunt u contact opnemen met Travelhome.

VEHICLE LIABILITY AND LIABILITY REDUCTION OPTION

New Zealand legislation provides limited coverage for personal injury. Britz does not accept any liability for personal injuries sustained during the rental, nor for any loss or damage to any personal belongings or property of the customer (or any person or entity related to the customer). 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 customer is responsible for the first \$5,000 (“the liability”) for the HiTop and the Voyager campervans and \$7,500 (“the liability”) for all other campervans of the cost of any 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 \$60 may apply, per claim. The liability applies in respect of each claim, not rental. The \$5,000 or \$7,500 liability can be reduced by purchasing the Liability Reduction Option or the Britz Inclusive Pack.

1 Liability Reduction Option

Cost per day	Liability reduced to
\$45 (maximum charge \$2,250)	NIL

When the Liability Reduction Option has been purchased, the hirer will have no liability at all with the exception of the ‘exclusions’.

The maximum public liability is \$20,000,000, sub limits may apply. Please note that the maximum public liability may change during the course of the year for which these terms apply.

BRITZ STRONGLY RECOMMENDS OUR CUSTOMERS TAKE THE BRITZ INCLUSIVE PACK FOR TRAVEL WITH PEACE OF MIND.

Liability Deposit

If the Liability Reduction Option or the Britz Inclusive Pack is not taken, the customer must pay the Liability Deposit. The Liability Deposit is \$5,000 or \$7,500 and is applicable regardless if the hirer has purchased private travel insurance.

The customer must provide a valid credit card to pay the Liability Deposit and the amount will be **debited** to the customer's credit card on the day of vehicle collection. The credit card holder must be present and able to sign for the Liability 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 Liability Deposit.

The Liability Deposit is subject to a 2% credit card administration fee in addition to the Liability Deposit amount when the credit card used is either a Visa or MasterCard, or 4.6% when the credit card used is American Express. The credit card administration fees are subject to change.

The Liability Deposit is fully refundable, including the 2% credit card administration fee, if the card used to provide the Liability Deposit is a Visa or MasterCard credit card, provided the Vehicle is returned undamaged. Britz recommend that customers use a Visa or MasterCard credit card for the Liability Deposit, as the credit card administration fee that applies when using American Express is not refundable.

Exclusions

The Liability Reduction Option will not apply and the customer is responsible for all costs arising out of, or incurred in connection with:

1. Any damage caused by wilful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle) or driving under the influence of alcohol or drugs, or negligence.
2. Any loss or damage to personal belongings or property of the customer (or any person or entity related to the customer). Britz recommends the customer does not leave valuables in the vehicle and that they take out personal travel insurance.
3. Any damage where the customer is charged by local authorities for being careless, showing gross negligence or willfulness in failing to abide by the local road rules.
4. Retrieving or recovering 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, in each case in circumstances within the control of the customer.
5. Replacing keys, which have been lost or stolen, or retrieval of keys which have been locked in a vehicle.
6. Overhead and underbody damage to the vehicle however caused, except where Liability Reduction Option or the Britz Inclusive Pack has been purchased.
7. Any single vehicle rollover except where the Britz Inclusive Pack has been purchased.
8. 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.
9. Damage caused by 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.
10. Any damage caused to the vehicle due to the use of snow chains.
11. Any damage associated with the incorrect use of fuel (fuel being diesel or petrol), which includes Bio-Diesel which should not be used, or water or other contamination of fuel.
12. Any water related damage which includes, but is not limited to, vehicle submersion, contact with salt water, creek or river crossings, driving through flooded areas and beach driving.
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 Britz does not accept any liability.
14. Using the vehicle in contravention of any legislation or regulation controlling vehicular traffic.

Rental Duration

- Minimum and maximum rental periods apply and are subject to change.
- Late pick-up or early return of vehicle does not entitle the customer 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 Britz (call 0800 831 900). 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 \$150 in addition to the daily rate.

Operating Hours

Britz branches are open daily from 0800 to 1630 hours, 7 days a week with the exception of Christmas Day (25 December) when all branches are closed.
Britz requests that clients collecting or returning their vehicle to be in the office by 1600 hours.

Multiple Rentals

Should a customer have more than one consecutive rental they can be combined to qualify for longer-term hire discounts off the daily vehicle rates. Details are on application.

Road Restrictions

Campervans can only be driven on sealed/bitumen or well-maintained roads. Vehicles shall not be driven on:

Skippers Road (Queenstown) Crown Range Road (Queenstown)

Ball Hut Road (Mt. Cook) Ninety Mile Beach (Northland)

North of Colville Township (Coromandel Peninsula) All ski field access roads (from 01 June to 31 October)

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

Licence and Age Restrictions

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. Drivers must be 21 years of age or over.

Change of Drop Off Location

If the customer wishes to change the drop-off destination, they must first obtain authorisation from Britz (call 0800 831 900).

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

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.

Voluntary Downgrade

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

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

Vehicle Age

All Britz vehicles are up to a maximum of 5 years of age.

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

Credit and Debit Card Payments

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 the Liability Deposit and **only the customer's credit card is acceptable to use for the purpose of the Liability Deposit and the Credit Card Authority**. The credit card administration fee is subject to change.

Branches

AUCKLAND

36 Richard Pearse Drive

Mangere

Ph: (09) 255 3910

CHRISTCHURCH

159 Orchard Road

Christchurch

Ph: (03) 357 5624

QUEENSTOWN

50 Lucas Place

Frankton

Ph: (03) 450 9510

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 does not accept liability for any claims submitted after this period. Please contact us on free phone 0800 788 558 or landline 0064 9 255 4471.

Disclaimer

Travelhome is niet verantwoordelijk voor onjuistheden en/of fouten in bijgevoegde gegevens.

Informatie is onder voorbehoud van tussentijdse wijzigingen. Gegevens verstrekt op het voucher en de voorwaarden zoals vermeld op het huurcontract tussen U en de leverancier zijn bindend.

Travelhome heeft slechts een bemiddelende rol tussen u en de leverancier. Travelhome Reizen vallen onder de ANVR voorwaarden.