



Terms and Conditions

RATES

Rates are calculated on a daily basis. The day of Pick Up is counted as Day 1 and the day of Drop Off is the last day regardless of the time of pick up and drop off, e.g. Pick Up at 1400hrs on 01 May and Drop Off at 1000hrs on 08 May is calculated as an 8 day hire.

CREDIT AND DEBIT CARDS

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

PUBLIC HOLIDAY SURCHARGE

A NZ\$50 surcharge will apply to all rentals picking up and/or dropping off on the following public holidays:

New Year's Day (1st January)	Day after New Year's Day (2nd January)
Waitangi Day (6th February)	Good Friday (3rd April 2015 and 25th March 2016)
Easter Monday (6th April 2015 and 28th March 2016)	ANZAC Day (25th April)
Queen's Birthday (1st June)	Labour Day (26th October)
Boxing Day (26th December)	

MINIMUM HIRE PERIOD

For all rentals there is a minimum hire period of seven (7) days except for the following when the minimum hire period will be fourteen (14) days:

- All vehicle pick ups between 20 December and 02 January annually
- All one way hires between Christchurch and Auckland or vice versa

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 motorhome hire in Australia

for maui, Britz, Mighty and KEA and in New Zealand for United, Alpha, maui, Britz and KEA and South Africa for maui, Britz and KEA can be combined to qualify if the vehicle collection date/s are within a 3-month period.

ONE WAY HIRES

A one-way rental fee of NZ\$100* applies where pick up originates from Auckland and returns to Christchurch. This is applicable all year round.

*The one-way fee is included in the All Inclusive Pack.

CANCELLATIONS, TRANSFERS & AMENDMENTS

Cancellations following confirmation will incur cancellation fees as follows:

Up to 22 days prior to commencement of hire - no cancellation fee

7-21 days prior to pick up - 20% of gross rental

1 -6 days prior to pick up - 50% of gross rental

No Show, or day of pick up - 100% of gross rental

- If a bookings travel dates are amended within the cancellation fee period to be outside of the cancellation fee period and is subsequently cancelled, the cancellation fee for the original booking will apply.
- If the customer wishes to change the drop-off destination, they must first obtain authorisation from Reservations. Subject to the change being approved, an additional charge of up to NZ\$750 may apply.
- We strongly recommend the purchase of Travel Insurance, providing sufficient cover in the event of cancellation insurance to cover the above charges.
- The early return of a vehicle does not entitle the hirer to a refund.

ROAD USER CHARGE RECOVERY FEE

The Road User Charge Recovery fee is included in the All Inclusive Rates. If the All Inclusive Rates have 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 vehicles rates per 100km are as follows:

- 2 berth: NZ\$5.82
- 2 + 1 berth: NZ\$5.82
- 4 berth: NZ\$6.22
- 6 berth: NZ\$6.22

United Campervans and Alpha Campervans reserves the right to amend the Road User Charge Recovery Fee in response to changes in Government Road User Charges

ON ROAD ASSISTANCE

It is a client's obligation to contact us should any problems be experienced with the vehicle. We offer a 24 hour telephone number for On-Road Assistance in case of accidents or breakdowns - 0800 788 558.

DRIVER REQUIREMENTS

All drivers must be 21 years of age or older. 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).

TRAFFIC INFRINGEMENTS

All traffic infringements are the responsibility of the hirer. The hirer's credit card details held by United will be retained until all traffic infringement notices have been settled with the New Zealand traffic and/or and Local Council Authorities. We reserve the right to charge an administration fee in addition to each fine imposed. If United pays the fine on the hirer's behalf a NZ\$60 administration fee will be charged in addition to the fine imposed. We also reserve the right to pass on details of the hirer's home contact to the New Zealand Traffic and/or Local Authorities.

NON SMOKING

Smoking is not permitted in any United Campervans or Alpha Campervans vehicles.

ANIMALS

We regret that animals are not permitted to travel in any of United or Alpha's vehicles, excluding guide dogs.

CONTACT INFORMATION**Auckland Depot, Head Office & Reservations****Physical Address**

36 Richard Pearse Drive
Mangere
New Zealand

Postal Address

P O Box 92 133
Auckland Mail Centre 1142
New Zealand

Email: info@campervan.co.nz

Reservations: reservations@campervan.co.nz

Phone: +64 9 275 9919

Fax: +64 9 275 9969

Freephone: 0800 759 919 (within New Zealand)

United Website: www.unitedcampervans.co.nz

Alpha Website: www.alphacampervans.co.nz

ROAD RESTRICTIONS

Motorhomes can only be driven on sealed/bitumen or well-maintained roads. No vehicle shall travel on any of the following roads which are prohibited in all circumstances:

North Island:

Ninety Mile Beach - Northland

North of Colville Township - Coromandel Peninsula

South Island:

Skippers Canyon Road - Queenstown

Ball Hutt Road - Mt Cook

The Crown Range Road (Queenstown)

VEHICLE SUBSTITUTION & DESIGN

We shall make every effort to provide the vehicle requested, but where a vehicle is unavailable for any reason we reserve the right to provide you with a comparably high standard vehicle at no extra cost. While including the same facilities, vehicle layouts may vary slightly to those shown due to manufacturer's design changes.

TRANSFERS - AUCKLAND DEPOT

Arrival: We offer our clients transport between Auckland Airport and Auckland Depot using the **thl** shuttle (branded Maui, Britz, Mighty, United and Alpha). The **thl** shuttle comes past the airport approximately every 30 minutes on the hour and half hour. If assistance is required please call United on our Freephone 0800 759 919.

International Arrivals:

Exit through door 5 and proceed across the pedestrian crossing to the Bus stop.

Domestic Arrivals:

Exit through door 3 and wait between door 3 and 4.

All Departures: transfers are available from the Depot to Auckland Airport by the **thl** shuttle and can be arranged by clients on termination of their hire.

TRANSFERS - CHRISTCHURCH DEPOT

Arrival: transfers between the Airport and Depot are available to our clients.

International and Domestic Arrivals:

Make your way to the phone board in the international arrivals area, located behind the I-Site on the ground floor. Follow the instructions on the board for thl (branded KEA, maui, United, Britz, Alpha and Mighty) and press 65 to call for the courtesy shuttle. Once ordered make your way to the Rental Car transfer pick up point in the carpark.

All Departures: transfers are available to Christchurch Airport by the **thl** Shuttle and can be arranged by clients on termination of their hire.

The above information is a summary of the rental Terms and Conditions only. For full rental Conditions please review the Rental Agreement below.

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