



## Direct Conditions for Car Rental (New Zealand)

Seasonal Gross Daily Rates (NZ\$)  
Valid 1 April 2014 to 31 March 2015

### Summary of Rental Conditions

This document contains a brief summary of our rental conditions. The full details of our rental contract do apply. Rates quoted are in New Zealand dollars.

### Rate Inclusions:

#### Downtown Rates include:

Unlimited Kilometres, Loss Damage Waiver (LDW), Accident Damage Excess (ADE), Extra Driver Fees, 24Hr Roadside Assistance, Goods & Service Tax (GST)

#### Airport/Ferry Rates include:

Unlimited Kilometres, Loss Damage Waiver (LDW), Accident Damage Excess (ADE), Extra Driver Fees, Airport/Ferry Concession Fee (ACFR), 24Hr Roadside Assistance, Goods & Service Tax (GST)

### Rental Period

A Rental Day consists of a consecutive 24 hours.

When returning a vehicle a grace period of 29 Minutes is permitted, after which the customer is liable for an extra days hire at the current applicable daily rate.

No refunds will be given on unused days.

### Flight Numbers

Flight numbers are required for ALL rental reservations with an airport pick up.

### Rental Extensions

Rental extensions are permitted and will be charged to the customer/renter direct at the applicable daily rate.

### Inclusive Rate (must be pre-booked)

#### Standard Fleet

Add NZ\$25 gross per day to the daily rate .

#### Specialty Fleet

Add NZ\$30 gross per day to the daily rate .

The Inclusive Rate includes: Accident Excess Reduction (AER – reduces ADE to \$0), Unlimited Kilometres, 15% GST, 24hr Roadside Assistance, Extra Driver Fees.

The Airport/Ferry Fee is included in the Airport/Ferry New Zealand Car Rental rates.

### Branches

Branch	Address	Branch Hours
Auckland Downtown	154 Victoria Street, West Auckland	Mon-Sun 0730-1730
Auckland Airport	Andrew McKee Avenue, Manukau	Mon-Sun 0500-0200
Wellington Downtown	38-44 Hania Street, Wellington	Mon-Fri 0730-1800 Sat-Sun 0800-1730
Wellington Interislander Ferry Terminal	Aotea Quay, Pipitea Wellington	Mon-Sun 1030-1100 Mon- Sun 1330-1400 Mon- Sun 1630-1700
Wellington Airport	Stewart Duff Drive, Miramar, Wellington	0600-0100 7 days
Picton Interislander Ferry Terminal	Auckland Street, Picton	Mon-Sun 0800-1800

**Apollo Motorhome  
Holidays Pty Ltd**  
ABN 81 051 584 153

#### **Head Office**

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Christchurch Airport	Memorial Avenue, Christchurch	Mon-Sun 0600-2400
Queenstown Downtown	1-7 Earl Street St, Peter's Close, Queenstown	Mon-Fri 0800-1800 Sat-Sun 0900-1800

Queenstown Airport      Airport Avenue,      Mon-Sun 0830-1730  
Please note for Public Holiday pick-ups or returns the Downtown and Ferry locations may be closed.

#### **Airport/Ferry Terminal Concession Fee (ACFR)**

Airport/Ferry Concession Fee is applicable for all rental collections at all Airport and Ferry Terminal Locations. The current fees are listed below and Hertz New Zealand reserves the right, with notice to change this fee at any time.

<b>Airport/Ferry Terminal</b>	<b>Airport Concession Fee (ACFR)</b>
Auckland, Christchurch, Queenstown, Wellington	\$51.75 Inclusive of GST
All other Airports	\$46.00 Inclusive of GST
Wellington & Picton Ferry Terminals	\$46.00 Inclusive of GST

**Note: The Airport/Ferry Terminal Fee is applicable for every pick up at a location where the fee applies including Multi Island Rentals.**

The Airport/Ferry Concession Fee is included in our Airport/Ferry New Zealand Car Rental Rates.

#### **After Hours Ferry Fee**

The following fees apply to rental collections at Ferry terminals after 1800 hours / 6pm:

<b>Ferry Terminal</b>	<b>After Hours Fee - Collections after 1800</b>
Wellington, Picton	\$57.50 Inclusive of GST

#### **Taxes**

Our rates include GST of 15%.

#### **Credit Cards**

Payment made to Apollo at time of booking:

Apollo only accepts Visa, MasterCard, American Express and Diners Club. Visa and MasterCard will incur an additional 2% surcharge on any transaction. American Express and Diners Club will incur an additional 4.5% surcharge on any transaction.

Payment made to Hertz at pick-up:

Hertz accept all major credit cards. All credit card payments will incur an additional fee of 1.99% + GST. Hertz New Zealand reserves the right with notice to change this fee at any time.

#### **Exchange Rate / Currency Variations**

All credit card 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. We do not accept any liability for variances up or down. Refunds by credit card can take up to 15 working days, depending on the renter's Financial Institution.

#### **Rental Duration**

The minimum rental for all vehicles is one day except for one way rentals.

#### **One Way Rentals**

One way rentals are permitted within New Zealand and the following conditions and fees apply.

Hertz New Zealand reserves the right with notice to change these fees at any time.

All one way fees are payable direct to the Hertz location at time of rental.

#### **Rentals 1<sup>st</sup> April to 31<sup>st</sup> October:**

<b>Vehicle Group</b>	<b>Rental Length</b>	<b>One Way Fee</b>
B, D, E, F, H, K	1-3 Days	\$170 Inc GST
B, D, E, F, H, K	4+ Days	FREE

#### **Rentals 1<sup>st</sup> November to 31<sup>st</sup> March:**

<b>Vehicle Group</b>	<b>Rental Length</b>	<b>One Way Fee</b>
B, D, E, F, H, K	1-2 Days	\$210 Inc GST
B, D, E, F, H, K	3+ Days	FREE

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### Authorised Driver Requirements

All reservations should be made in the name of the Authorised Driver/Main Renter

#### **Minimum Driver Age**

**21 years** for the following car groups

- B
- D
- E
- F
- H
- S

#### **Young Driver Surcharge (YDS)**

This surcharge is included in our rates.

### Drivers Licence

All Renters must present a full, valid national driver's licence that has been held for at least one year. Where a licence has two parts, photocard and paper, both parts of the licence must be presented.

An overseas driver's licence, issued in a language other than English, **must** be accompanied by a current International Drivers Permit (IDPs) or where in a country where IDP s are not issued official government approved translation document. Restricted, Provisional or Probationary Licences are NOT accepted

**Note: The New Zealand Land Transport Act 1998 and Drivers Licensing Rule 1999 state that it is mandatory in New Zealand for driver's licences to be carried at all times while driving. The renter is responsible for any fines or vehicle impound fees relating to non compliance**

### Additional Documents

All overseas drivers must present their passport at pick up of rental.

### Additional Drivers

Additional Drivers are Free of Charge. Minimum rental age and other requirements for additional drivers will be the same as for the main renter. Additional authorised drivers must be registered on the authority to drive form which would accompany the Rental Agreement.

### Optional Equipment

All requests for Optional Equipment **MUST** be made at time of reservation. We cannot guarantee availability of equipment if not pre booked. All Optional Equipment Rental Fees should be paid locally at time of rental.

#### **Infant & Child Seats**

Infant and Child seats are available for rental on all vehicles:

<b>Seat Type</b>	<b>Age Range</b>	<b>Fee – PER RENTAL</b>
Infant Seat (Rear Facing)	0 mths – 6 mths	\$59.80 Inclusive of GST
Child Seat	6 mths – 4 yrs	\$59.80 Inclusive of GST
Booster Seat	4 yrs – 8 yrs	\$59.80 Inclusive of GST

**Note: It is the renter's responsibility to ensure that the correct seats have either been pre booked or their own seats have been provided.**

#### **Ski Equipment**

Ski/Snowboard Racks and Snow Chains are available ON REQUEST at the following locations. Please ensure you have Reservation Email confirmation of all Equipment.

<b>Equipment</b>	<b>Location</b>	<b>Rental Fee</b>
Snow Chains or Snow Socks	Christchurch, Picton, Queenstown Auckland, Wellington (Limited)	\$17.25 Inclusive of GST Per Day Maximum of \$120.75 Per Rental
Ski/Snowboard Racks	Christchurch, Picton, Queenstown,	\$17.25 Inclusive of GST Per Day Maximum of \$120.75 Per Rental

Ski/Snowboard Racks are available on the following vehicle types:

- D
- E
- F
- H

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It is the renters responsibility to ensure that Snow Chains are fitted when required during the winter season (June-October) in Queenstown Lake District & Milford Sound and adhere to the local Bylaws. Due to sudden snowfalls being experienced in the above areas, all vehicles must carry snow chains. Bylaws have been introduced as outlined below.

*"At the discretion of an enforcement officer or an authorised officer the driver of any vehicle may be required to fit snow chains to such vehicle on any road, and no person shall drive, or direct or allow such vehicle to be driven without snow chains fitted."*

The fines for Non Compliance are detailed below and the renter will be responsible for paying these direct to the local authorities.

Queenstown Lakes District \$150.00

Milford Sound Road \$750.00

#### Neverlost © – Satellite Navigation

Neverlost© is available at all participating locations subject to availability.

Neverlost is available in the following languages: **English, Chinese (Mandarin), Czech, Dutch, Finnish, French, German, Italian, Norwegian, Polish Spanish, Swedish**

Neverlost units must be hired as part of a rental. They are not available for separate hire.

#### **Rental Fee Per Day**

\$12.60 Inclusive of GST Per Day

**Replacement Costs:** Each Neverlost unit comes in a kit made up of the following components and in the event of damage, loss or theft the renter will be responsible for the following replacement fee

Component	Replacement Fee
Neverlost Carry Bag	\$46.00 Inclusive of GST
Windscreen Mount	\$39.35 Inclusive of GST
Charger	\$35.30 Inclusive of GST
Neverlost Unit (only)	\$573.85 Inclusive of GST
FULL UNIT	\$673.05 Inclusive of GST

**Note: Purchase of AER does not cover the renter for damage and/or loss to the Neverlost units.**

**Rates incorporating the Neverlost Unit do not cover the unit for loss or damage.**

Neverlost units are available for One Way rentals at no additional cost.

The renter must **not** take the Neverlost equipment with them across the Cook Strait. The renter must return the Neverlost unit to the Hertz counter or leave it in the glove box of the first vehicle and pick up another unit with their second vehicle after they have crossed the Cook Strait. If the renter takes the Neverlost unit across the Cook Strait a NZD\$57.50 inc GST relocation fee will be charged.

For Multi-Island rentals, provision will be made for Neverlost units to be picked up from locations other than Neverlost locations.

If the renter needs to return the equipment outside of operating hours they must complete and sign the Neverlost addendum and place it inside the Neverlost carry case with the other Neverlost equipment and then place the Neverlost carry case in the glove box of the vehicle. Hertz will not acknowledge return of the equipment until the renter returns it to the counter or it is collected by a Hertz representative from the glove box of the vehicle.

#### **WIFI**

WIFI units are available for hire at selected locations. It can only be purchased locally and cannot be pre-booked.

These units connect customers' various digital devices (e.g. laptops, smart phones & tablet devices) to a New Zealand telephone network so that they can access web and phone based services without data roaming costs.

The cost of renting the unit includes a daily allowance of 150 megabytes of data

#### **Available Locations**

Auckland, Wellington,  
Christchurch Picton Queenstown

#### **Rental Fee Per Day**

\$15.00 Inclusive of GST per day

#### **Benefits to the Customer**

On-the-go, highly-portable mobile internet access

Nationwide coverage

Eliminates data roaming charges

No risk of high hotel rates for Internet access

Use anywhere - in the car, at a café, at your meetings, in your hotel

Rechargeable from any power outlet or use the in-car adaptor to charge while you drive

Fast download speeds via 3G network

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Connect up to 5 devices simultaneously – the whole family can use it at once

#### **Liability for Loss or Damage**

Electronic Equipment is hired to the renters at their own risk. They are liable for any loss or damage during the hire. Purchase of AER does not cover the renter for damage and/or loss to the Wifi units.

#### **One-Way and Multi Island rentals**

One-way rentals are allowed for WIFI at no extra cost.

Hirers on multi-island rentals must leave the Electronic Equipment with the vehicle (in the glove box with the vehicle locked), cross Cook Strait, and then pick up a new unit on the other side of the Strait.

#### **Multi Island Rentals**

Vehicles are NOT permitted on any of the Inter Island Ferry services. All vehicles must be dropped at the Hertz location at the Inter Islander Ferry Terminals at Wellington/Picton and a new vehicle collected at Picton/Wellington.

**Note:** No refunds will be given on cancellation charges for rental vehicles booked onto ferry services. Ferry Crossing dates and times MUST be given at the time of reservation and reconfirmed at time of rental pick up. Hertz New Zealand can accept changes to times providing a MINIMUM of 72hrs notice is given.

**Note:** No changes are permitted on reservations confirmed 20<sup>th</sup> December – 10<sup>th</sup> January due to fleet availability.

For multi island hires, the total number of rental days must be 6 days or more.

**Group B-H** - Only one reservation is required. - Pick up location and final destination

**Group K** – Multi Island Rentals are not permitted.

#### **Multi Hire Rentals**

Multi hire rentals are not permitted.

#### **Availability**

##### **Groups B, D, E, F, H**

Reservations on freesale must be made with at least 48 hours notice. Rentals within 48 hours of reservation are on a request basis only.

##### **Group K**

Group K is on request basis only.

#### **Driving Restrictions**

Hertz Vehicles are **not** permitted to be driven on the following roads with New Zealand and AER insurance will be invalid if damage occurs due to non compliance:

Skippers Road – Queenstown  
Road to Macetown – Queenstown  
Tasman Valley Road – Mount Cook National Park  
90 Mile Beach - Northland

#### **Change of Drop Off Destination**

If the renter wishes to change the drop off destination after the rental has commenced, they must first obtain authorisation from Hertz. Subject to the change being approved, a minimum additional charge of \$700 will apply.

#### **Rental Extension**

If the customer wishes to extend the rental whilst on hire, they must first obtain authorisation from Hertz Reservations who will advise of the additional costs. Rental extension is subject to fleet availability. The additional days will be charged direct to the client at locally applicable rates.

Failure to obtain authorisation will result in the renter being charged double the daily gross rental rate.

#### **Change Of Vehicle**

Should the vehicle booked be unavailable due to unforeseen circumstances, we reserve 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 renter to a refund.





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**Vehicle Category**

Vehicles cannot be requested by make or model, only by vehicle category.

**Voluntary Downgrade**

Should the renter decide to take a lesser vehicle than booked within 14 days of pick up or during the rental then they will not be entitled to any refund.

**Limit of Liability**

In the event of no alternative vehicle being available to the renter our liability is limited to a refund of the hire charge or in the case of mechanical failure (unless caused by the renter), the remainder of the hire period.

**Important**

We reserve the right to refuse any rental at our discretion.

**Animals**

No animals are permitted in our vehicles, excluding guide dogs.

**Smoking**

Smoking is not allowed in our vehicles.

**No Shows**

Where a client does not pick-up their rental vehicle at the date and time confirmed on the reservation, Apollo reserves the right to charge a No Show Fee equal to the cost of one rental day as per the reservation. Exceptions to this charge will apply for those reservations that have been cancelled at least 48 hours prior to pick-up date; as well as having some form of documentation confirming cancellation.

**Payment to Confirm Booking**

At time of booking a deposit of \$1 is required and balance is due 7-days prior to pick-up. If payment is not made 7-days prior to pick-up Apollo can cancel your booking and your deposit will not be refunded.

**Travel Insurance**

We strongly recommend that the renter/s take out the highest level of Travel Insurance.

**PROTECTION PACKAGE**

**Personal Injury**

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

**Property Damage**

The Vehicle is insured for damage to it or damage to the property of a third party. However the renter is responsible up to the amount of the applicable Liability for the cost of such damage to third party property, or to the rented Vehicle. The renter is also responsible for the cost of demurrage for the period the Vehicle is unavailable due to repairs. The Liability applies in respect of each claim, not per rental.

Third Party Liability claims are limited to \$10 million and cover property damage (including any animal).

The Liability is applicable regardless of who is at fault and must be paid at the time the accident is reported to the rental company, not at the completion of the rental Period. The rental company reserves the right to charge the renter for any vehicle damage including Third Party property damage not reported on return of the vehicle.

**Damage Excess/Accident Excess Reductions**

**Loss Damage Waiver (LDW)**

Loss Damage Waiver (LDW) is included in all rates and provides cover for accident damages to the Hertz vehicle and/or third party property. LDW is subject to an Accident Damage Excess (ADE) as detailed below and valid as long as the renter complies with the standard rental terms and conditions. Third Party liability claims are limited to NZD\$10 Million and cover property damage including any animals. LDW will not apply where the vehicle has been driven off road and/or on roads other than tar seal or metal or driven on restricted roads – See Driving Restrictions



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#### **Accident Damage Excess (ADE) – Standard Liability**

In the event of an accident the following Accident Damage Excess will apply:

##### **Vehicle Group**

B, D, E, F  
H, K

##### **Accident Excess (ADE)**

\$3450 Inclusive of GST  
\$4025 Inclusive of GST

#### **Accident Excess Reduction (AER) – Included in the Inclusive Rate**

Hertz New Zealand offers an Accident Excess Reduction Insurance (AER) that in the event of an accident will reduce the ADE to Zero (\$0). Hertz New Zealand offer wholesale tour rates inclusive of AER. Alternatively the renter can choose to purchase this locally at time of rental. The following AER daily rates currently apply. Hertz New Zealand reserves the right with notice to change these rates at any time.

##### **Vehicle Groups**

B, D, E, F  
H, K

##### **Accident Excess Reduction (AER)**

\$29.90 Inclusive of GST per day  
\$35.60 Inclusive of GST per day

AER covers windscreen, tyres and theft.

**Important Note: If the renter has their own insurance the Accident Damage Excess must be paid to Hertz in the event of an accident. It is the renter's responsibility to claim this charge back through their own insurance company.**

#### **Deposits/Bond**

All rentals are subject to a bond deposit which covers additional costs such as fuel, one way fees and optional extras. Hertz New Zealand accepts all major credit cards and debit cards (Not Eftpos) and will authorise a deposit bond – Minimum of \$200 – at time of rental. Third party credit/charge cards are acceptable if the holder is present. A 'Credit Card Authority' form must be completed at the counter by the third party.

#### **Cash Deposits**

If the customer/authorised renter do not hold a card acceptable to Hertz, a cash deposit will be required. A minimum deposit of \$300 will be required to cover the bond and any additional service options taken by the customer. Refunds for cash deposits will be made by cheque issued by Hertz New Zealand head office and sent to the customer's residential address at the end of the rental.

#### **Rates/Terms/Conditions**

Are subject to change without notice.