

**APOLLO TERMS AND CONDITIONS**

The Apollo Terms and Conditions are issued on 21 November 2018 and are valid for all bookings and rentals from this date for travel in the 1920 season.

Apollo reserves the right with notice to update Terms and Conditions at such times where amendments are required.

**RATES**

Apollo Net rates are issued in New Zealand Dollars (\$NZD) and available at all participating locations in New Zealand.

**ALL RATES INCLUDE**

Unlimited Kilometres, Loss Damage Waiver (LDW) subject to excess, Vehicle Registration Fees (VRR), Admin Fee Recovery (AFR), 24Hr Roadside Assistance, Goods & Service Tax (GST), Additional Drivers.

**ADDITIONAL FEES**

**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.**

**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

**All after hour ferry terminal collections are on request and subject to staff availability.**

**Note: Out of Hours collections are not available on the following Ferry Arrivals:**

Wellington: Inter Islander 0300 and Bluebridge 2030,

Picton: Bluebridge 0015

### **CREDIT CARD SURCHARGE**

Any payment made at time of booking to Apollo:

Apollo only accepts Visa, MasterCard, American Express and Diners Club.

A credit card surcharge of **1.99% + GST** currently applies on all credit and debit card transactions. Hertz New Zealand reserves the right with notice to change this fee at any time.

### **RENTAL CONDITIONS**

All rentals are subject to Hertz New Zealand Standard Terms & Conditions which are issued with the customers Rental Agreement. A copy of the Rentals terms & Conditions is available on request.

### **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

### **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 DEPOSIT**

Cash deposits are no longer accepted.

### **AUTHORISED DRIVER REQUIREMENTS**

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

**BOOKING INFORMATION**

To ensure the most efficient service to your customers it is **MANDATORY** the correct pick up and drop off times and flight details if applicable are supplied to Apollo.

The Driver Name **MUST** match the Name given on the Reservation and the Credit Card must also be in the driver's name.

Please ensure this information is confirmed with Apollo prior to your client's departure.

Applicable and Wholesaler Booking Reference/Voucher Numbers must be advised at time of reservation.

**MINIMUM DRIVER AGE**

Group	Min Drivers Age
B2, D, I, F, H, K	21 years

**DRIVERS LICENCE**

All Renters and any additional drivers must present a full, valid national driver's licence that meets the following requirements. The drivers licence for all drivers must be presented at the time of rental.

Driver Licence must be in English. If not in English it must be accompanied by an International drivers licence or Permit or by a certified English translation.

Chinese Drivers Licences are acceptable but they must have a China Notarial Certificate (CNC)

- a. is valid for driving the vehicle;
- b. is not a learner's, restricted or probationary licence
- c. the driver has held for at least twelve consecutive months; and
- d. Satisfies any other conditions on the Rental Agreement or in any Additional Terms.

**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 noncompliance**

Please see the following link for full details on Driver License requirements in New Zealand.

<https://www.nzta.govt.nz/driver-licences/new-residents-and-visitors/approved-translators/>

**ADDITIONAL DOCUMENTS**

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

Minimum rental age and other requirements for additional drivers will be the same as for the main renter.

Additional authorized drivers must be registered on the authority to drive form which would accompany the Rental Agreement.

**VALUE PACK (must be pre-booked) – Standard Fleet NZ\$25.60 per day / Specialty Fleet NZ\$30.72 per day**

The Value Pack includes: Accident Excess Reduction (AER – reduces ADE to \$0), Unlimited Kilometres, 15% GST, Young Driver Fees, Additional Drivers.

**DAMAGE EXCESS**

**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 part 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 Section 7 Driving Restrictions

**ACCIDENT DAMAGE EXCESS (ADE)**

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

Vehicle Group	Accident Excess (ADE)
B2, D, I, F	\$4200 Inclusive of GST
H, K	\$5200 Inclusive of GST

**OPTIONAL RENTAL PROTECTION SERVICES**

**ACCIDENT EXCESS REDUCTION (AER)**

Hertz New Zealand offers an Accident Excess Reduction (AER) that in the event of an accident will reduce the ADE to Zero (\$0)

AER is included in the Apollo Value Pack.

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 Group	Accident Excess (AER)
B2, D, I, F	\$29.90 Inclusive of GST per day
H, K	\$35.65 Inclusive of GST per day

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

**DRIVING RESTRICTIONS**

Hertz Vehicles are **not** permitted to be driven on the following roads with New Zealand

Skippers Road – Queenstown  
Road to Macetown – Queenstown

Tasman Valley Road – Mount Cook National Park  
90 Mile Beach – Northland

**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.

Vehicle Group	Rental length	One Way Fee
B2, D, I, F, H, K	1-2 Days	\$210 Inc GST
B2, D, I, F, H, K	3+ Days	FREE

**MULTI ISLAND RENTALS**

**MULTI ISLAND**

**Should a vehicle be returned to a different Island from collection a \$1000 repositioning fee will apply.**

Hertz Vehicles are permitted on the Cook Strait Ferries (Inter Islander and Bluebridge) **if the rental collection and drop off point are the same.** However it is recommended that vehicles are dropped at the Hertz location at the Inter Islander Ferry Terminals at Wellington/Picton and a new vehicle collected at Picton/Wellington. The renter is responsible for any ferry carriage charges and any damages occurred whilst on the ferry.

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.

If Hertz do not have the correct crossover details in the reservation prior to the first rental commencing we cannot guarantee the correct availability of vehicles on subsequent rentals.

Where a customer is renting multi island a mobile or local telephone contact must be provided.

No changes are permitted on reservations confirmed 20<sup>th</sup> December – 10<sup>th</sup> January and 1<sup>st</sup> February – 28<sup>th</sup> February due to fleet availability.

Apollo cannot guarantee the same make and/or model of vehicle in the car category confirmed on Multi Hire Booking.

**MULTI HIRE RENTALS**

Multi Hire Rentals are not available.

**FLEET AVAILABILITY & PARTICIPATING LOCATIONS**

**Groups B2, D, I, F, H, K**

Reservations on freesale must be made with at least 72 hour notice. Rentals within 72 hours of reservation are on a request basis Only.

**PARTICIPATING LOCATIONS – NORTH ISLAND**

Location	Code	Available Vehicles
Auckland Airport	AKLT50	<b>B2, D, I, F, H, K</b>
Auckland City	AKLC60	<b>B2, D, I, F, H, K</b>
Wellington Airport	WLGT50	<b>B2, D, I, F, H, K</b>
Wellington Airport	WLGC60	<b>B2, D, I, F, H, K</b>
Wellington Ferry Terminal	WLGC61	<b>B2, D, I, F, H, K</b>

**PARTICIPATING LOCATIONS – SOUTH ISLAND**

Location	Code	Available Vehicles
Christchurch Airport	CHCT50	<b>B2, D, I, F, H, K</b>
Picton Ferry Terminal	PCNP60	<b>B2, D, I, F, H, K</b>
Queenstown Airport	ZQNT50	<b>B2, D, I, F, H, K</b>
Queenstown City	ZQNC60	<b>B2, D, I, F, H, K</b>

**OPTIONAL EQUIPMENT**

All requests for Optional Equipment **MUST** be made at time of reservation. Hertz New Zealand cannot guarantee availability of equipment if not pre booked.

All Optional Equipment Rental Fees should be paid locally at time of rental.

Hertz reserve the right to withdraw optional equipment at any time. Advance notice of any changes will be sent in writing.

**INFANT & CHILD SEATS**

Infant and Child seats are available for rental on all vehicles. A per Rental Fee will apply to all bookings and is payable locally at time of rental

Seat Type	Age Range	Fee
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 Hertz Reservation Email confirmation of all Equipment.

Equipment	Location	Rental Fee
Snow Chains or Snow Socks	Christchurch, Picton, Queenstown Auckland, Wellington (Limited)	\$17.25 Inclusive of GST Per Day Maximum of \$86.25 Per Rental
Ski/Snowboard Racks	Christchurch, Dunedin, Picton, Queenstown,	\$17.25 Inclusive of GST Per Day Maximum of \$86.25 Per Rental

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

**D, I, F,H**

It is the renter’s 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.

1. Due to sudden snowfalls being experienced in the above areas, all vehicles must carry snow chains.
2. 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

**HERTZ NEVERLOST © – SATELITTE NAVIGATION**

Hertz 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, and Swedish**

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

<b>Rental Fee Per Day</b>
\$12.60 Inclusive of GST Per Day

**Replacement Costs:** In the event of damage, loss or theft charges will apply. 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.

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 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 Hertz 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.

#### **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 Wi-Fi 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.

#### **DELIVERY&COLLECTION**

Deliveries and Collections are not available

#### **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.

#### **NO SHOWS**

Where a client does not pick up their rental vehicle at the date and time confirmed on the reservation, Apollo will 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.

#### **REFUNDS**

No refunds will be issued for early return of vehicles or any unused portion of a rental.

Where the vehicle provider terminate a rental agreement due to accident incident;

a refund of unused days may be offered. Any refund request must be applied for by the

agent/operator who made the original reservation by contacting Apollo New Zealand Customer Relations