

Car Rates & Conditions

New Zealand Dynamic Rates valid until 31 March 2021

Version valid as at December 2019



General Conditions

Firefly Standard Rental Terms & Conditions will be issued to all renters on commencement of rental. A link to Firefly Standard Rental Terms can be found [here](#).

Firefly New Zealand reserves the right to update Terms and Conditions at such times where amendments are required. Any amendments will be valid for all new bookings from the release of the updates.

Rates are issued in New Zealand Dollars (\$NZD)

RATE INCLUSIONS:

Unlimited Kilometres, Loss Damage Waiver (LDW) subject to Accident Damage excess, Admin Fee Recovery (AFR), Airport/Ferry Concession Fee Recovery (ACFR) 24Hr Breakdown Roadside Assistance, Goods & Service Tax (GST) and 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.

Airport/Ferry Terminal	Airport Concession Fee (ACFR)
Auckland, Christchurch, Queenstown, Wellington	\$51.75 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.

CREDIT CARD SURCHARGE

A credit card surcharge of **2.53% incl GST** currently applies on all credit and debit card transactions from time of pick up.

YOUNG RENTERS FEE

A Young Renter Fee of \$20.00 including GST, per day, per renter will apply to all renters aged between 18-20 years. This will be capped at 10 days in every 30-day rental. Standard Rental conditions will apply and only a Full Drivers licence will be accepted. This fee will apply to all Main Renters and Additional Drivers.

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 time the customer is liable for an extra day hire at the current applicable daily rate. No refunds will be given on unused days.

Deposits/Bond

All major credit cards and debit cards (Not EFTPOS) are accepted and an authorised bond of \$100 will be taken at the 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 are no longer accepted.

Minimum Driver Age

Standard Fleet

B2-EDAR, D-CDAR, G-GFAR

18 Years of Age (Subject to a Young Driver Fee)

Premium Fleet

j-IFAR, K-SVAR

21 Years of Age

Rental Extensions

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

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 driver's 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/>

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

Damage Excess

LOSS DAMAGE WAIVER (LDW)

Loss Damage Waiver (LDW) is included in all rates and provides cover for accident damages to the vehicle and/or third part property. LDW is subject to an Accident Damage Excess (ADE) of 6,250 and valid so 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

What Injuries and Accidents are Covered by the Rental Agreement?

Rates include Damage Cover (providing the standard rental terms and conditions are not breached), for the vehicle and/or Third-Party Property Damage. An Accident Damages Excess (ADE) applies per incident. If the renter is not at fault and the damage costs are less than the ADE, then the renter will be responsible for the actual cost. However, if the actual cost is higher than the ADE then the renter will only be responsible up to the level of the ADE. The renter may be charged the full ADE at vehicle return while the details of the incident or accident are being assessed and fault and costs determined. In relation to an accident or incident if the renter has breached a prohibited use provision (Australia) or an insurance exclusion (NZ) (and this has caused the incident/accident) then the ADE will not apply, and the renter will be liable for the full costs incurred by Firefly and any third party.

Driving Restrictions

Vehicles are not permitted to be driven on the following roads.

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

One Way Rentals

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

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

Multi Island Hire

Should a vehicle be returned to a different Island from collection the cost to relocate the vehicle will be charged to the renter.

Vehicles are permitted on the Cook Straight 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 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 and changes can be accepted to times providing a MINIMUM of 5 Day notice is given.

If the correct crossover details are not provided 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 20th December – 10th January and 1st February – 28th February due to fleet availability.

Optional Equipment

All requests for Optional Equipment MUST be made at time of reservation. Availability of equipment cannot be guaranteed if not pre booked. All Optional Equipment Rental Fees should be paid locally at time of rental. Advance notice of any changes will be sent in writing.

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.

Current Law Requirements

- The law states in New Zealand Children under seven years old must be in the correct seating for their age and size. They cannot travel in a vehicle that does not have the approved and correct child restraints. This will be the best protection in a crash for a child as a vehicle seat belt does not have the same protection as a child restraint will have in a car crash.
- Older babies and Toddlers and preschool children will need to use a car seat.
- Preschool and School- aged Children – will need to be using an approved booster seat.
- Preschool and School Aged Children – child safety harness can be used with or without an approved booster seat.

Seat Type	Age Range	Fee
Child Seat	6 months – 4 years	\$50 Inclusive of GST
Booster Seat	4 years – 8 years	\$50 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.

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

Rental Fee Per Day – \$14 Inclusive of GST Per Day

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. 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 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 an NZD\$57.50 Inc GST relocation fee will be charged.

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. Return of the equipment will not be acknowledged until the renter returns it to the counter or it is collected by a representative from the glove box of the vehicle.

Refunds

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

Where a rental agreement is terminated due to accident or 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 Customer Relations.

No Shows

If the rental vehicle is not collected at the date and time confirmed on the reservation, Firefly May 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.