

Travelhome

CAMPERVAKANTIES VAN ANWB

Voorwaarden Jucy Nieuw-Zeeland Geldig van 01 april 2019 t/m 31 maart 2020

CHRISTCHURCH AIRPORT

JUCY Airport Shuttle

From Christchurch Airport to JUCY:

- Our free JUCY Airport Shuttle can pick you up from Christchurch Airport during business hours. The shuttle loops every 25 minutes and takes about 10 minutes
- The first shuttle leave the airport at 8am on both weekdays and weekends.
- The last pick up shuttle leaves the airport at 5:45pm on weekdays and 4:45pm on weekends.
- After collecting your bags and going through customs, follow the below instructions to get the right spot to meet the shuttle:
 - **From the international arrivals hall:** proceed past the check in hall to the domestic end of the terminal (ground floor). Exit out of door 1 or 2 and walk straight ahead to the shuttle pick up area.
 - **From the domestic arrivals hall:** go down to the ground level and proceed past the check in hall to the domestic end of the terminal (ground floor). Exit out of door 1 or 2 and walk straight ahead to the shuttle pick up area.



From JUCY to Christchurch Airport:

- The last drop off shuttle departs JUCY at 5:30pm on weekdays and at 4:30pm on weekends.

Picking Up Your Vehicle

In Hours:

- Coming from Christchurch Airport:
 - If you're coming from Christchurch Airport, the JUCY shuttle is available to pick you up from the airport terminal and take you to the JUCY Christchurch Airport Customer Centre. Find out more about JUCY Airport Shuttle below.
- Coming from City:
 - If you're coming from the city, you'll need to make your own way to the Customer Centre which is located near the Airport. This is about 10km (20 mins drive, traffic dependent) from the City. We recommend taking a Taxi (approx \$50) however, you can also travel via bus. Catch either the Purple Line bus, or the number 29 Airport bus, from Platform C of the Christchurch Bus Interchange (corner of Lichfield St and Colombo St) to the airport and then follow the instructions below to catch our Airport Shuttle to the Customer Centre.

After Hours

- If you're picking up outside of hours, follow the instructions below to collect your vehicle. If you need help at any point, call us on 0800 399 736.
 - If you're at the Airport, proceed past the Visitor Information Centre (iSITE), following the BUS/COACH/COURTESY SHUTTLES signs to door 9 at the end of the terminal.
 - Dial [25] from the free phone located next to door 9 to request pick up by Airpark Canterbury
 - An Airpark Canterbury Shuttle will collect you from outside door 9 and take you to their centre, located at 17-25 Logistics Dr, where your JUCY vehicle will be waiting for you
 - The Airpark Canterbury staff will provide your rental agreement for you to sign and, if you are collecting a campervan, give you a show through of the vehicle.

Dropping Off Your Vehicle

In Hours:

- Once your adventure has come to an end, please return your vehicle to our JUCY Christchurch Airport Customer Centre. Please ensure your vehicle is full of petrol and you have removed all of your belongings and rubbish. Take your vehicle keys inside to our awesome JUCY Crew.

After Hours:

- **For Cars:** Please park the vehicle in the drop off area at the JUCY Customer Centre. Please ensure the vehicle is locked, full of petrol and empty of all your belongings and rubbish. Please place the keys in the drop box at the front of the Customer Centre building, near the drop off area.
- **For pre-booked Campervan returns:** Please return these vehicles to Airpark Canterbury, located at 17-25 Logistics Dr. and give the keys to one of the Airpark Canterbury staff. Airpark Canterbury will provide a shuttle transfer to the airport.

From JUCY to Auckland Airport:

- If you're heading onto Auckland Airport after dropping off your vehicle, the JUCY Shuttle can drop you off at the International or Domestic Terminal. The last drop off shuttle departs the Customer Centre at 5.30pm.

Picking Up Your Vehicle

In Hours:

- Coming from Auckland Airport:
 - If you're coming from Auckland Airport, the JUCY shuttle is available to pick you up from either the Auckland Airport Domestic or International terminal and take you to the JUCY Customer Centre. Find out more about JUCY Airport Shuttle below.
- Coming from Auckland City:
 - If you're coming from the city, you'll need to make your own way to the Customer Centre which is located near the Airport. This is about 20km (a 30 minute drive, traffic dependent) from the city. We recommend taking a Discount Taxi (approx. \$45) however, you can also travel via bus. Catch the SKYBUS to Auckland Airport and then take the JUCY Airport Shuttle to the Customer Centre. Find out more about JUCY Airport Shuttle below.

After Hours:

Only cars can be picked up after hours from this location.

- If you're picking up outside of hours, follow the instructions below to collect your vehicle. If you need help at any point, call us on 0800 399 736.
 - Head to the RELAY Convenience Store near the Help Desk in the International Arrivals area of the Auckland Airport International Terminal.
 - The RELAY staff member will give you your JUCY keys, a car park ticket and your after hours envelope with all the information you need regarding your JUCY Reservation.
 - Follow signs to the "Short Term Parking Area" and locate your car. Your exact car park spot will be written on the JUCY after hours Envelope.
 - You'll need to pay for the car park as you exit, this is normally between \$9-45.

Dropping Off Your Vehicle

In Hours:

- Once your adventure has come to an end, please return your vehicle to our JUCY Auckland Airport Customer Centre. Please ensure your vehicle is full of petrol and you have removed all of your belongings and rubbish. Take your vehicle keys inside to our awesome JUCY Crew.

After Hours:

- Only cars can be returned after hours at this location. Please park your vehicle to the right of the gate outside the Customer Centre. Please ensure the vehicle is locked, full of petrol and empty of your belongings and rubbish. Please place the keys in the drop box on the gate post. Lift up the flap and drop the keys inside.
- Campervans can only be returned to this location during normal business hours.

WELLINGTON AIRPORT

JUCY Airport Shuttle

From Wellington Airport to JUCY:

- If you're picking up your vehicle when we're open, the JUCY Airport Shuttle can pick you up from Wellington Airport. The shuttle takes about 10 minutes.
- The last shuttle leaves the airport at 5:15pm.
- After collecting your bags, call 0800 399 736 or +64 9 929 2462 and follow the directions to select Wellington and let us know you're waiting for the shuttle.
 - **JUCY Shuttle Meeting Point:** Exit the airport through the doors next to Subway and turn right. Head toward the orange bus stop and wait for the shuttle there.

From JUCY to Wellington Airport:

- If dropping off your vehicle during office hours, you can simply hop on the next shuttle to the airport. The drop off point is outside Subway on the ground floor of the terminal. The last drop off shuttle departs the Customer Centre at 5.30pm.

Picking Up Your Vehicle

In Hours:

- Coming from Wellington Airport:
 - Catch our free JUCY shuttle from the airport terminal to our JUCY Customer Centre.
- Coming from City:
 - Make your own way to our branch near the Airport. This is about 6km (15 mins drive, traffic dependent) from the city. We recommend catching taking a Discount Taxi (approx. \$30) however, you can also travel via bus. Either, catch the Airport Hopper to Wellington Airport and then follow the instructions below to catch our Airport Shuttle to our customer centre or, catch a number 2, 11, 43 or 44 bus from outside 77 Manners Street to the intersection of Rongotai Road and Troy Street and walk approximately 600m to reach our customer centre.

After Hours:

Only cars can be picked up after hours.

- If you're picking up outside of hours, follow the instructions below to collect your vehicle. If you need help at any point, call us on 0800 399 736.
 - Make your own way to the JUCY customer centre.
 - Head to the front of the building. Look for the coded lock boxes on the right hand side of the main entrance door. You'll also see a board which will display your surname and, below that, your car registration.
 - Open the lock box with the last four digits of your reservation number, for example, R00000103, the code will be 0103. Inside the box, you'll find keys to your JUCY vehicle.
 - Take a look around, your vehicle should be right behind you!

Dropping Off Your Vehicle

In Hours:

- Only cars and selected campervans can be returned to this location. Once your adventure has come to an end, please return your vehicle to our JUCY Wellington Airport Customer Centre. Please ensure your vehicle is full of petrol and you have removed all of your belongings and rubbish. Take your vehicle keys inside to our awesome JUCY Crew.

After Hours:

- Only cars can be returned after hours at this location. Please park the vehicle in the spaces on the “driveway” or on the road out the front of the Customer Centre (Jean Batten Street). Do not park on yellow lines and do not block other vehicles in. Please ensure the vehicle is locked, full of petrol and empty of your belongings and rubbish. Please place the keys in the hole to the right of the main entrance doors of the JUCY building.
- Campervans can only be returned to this location during normal business hours.

QUEENSTOWN AIRPORT

Picking Up Your Vehicle

In Hours:

- Coming from Queenstown Airport:
 - Our Queenstown Airport branch is located inside the Airport Terminal. After collecting your bags and going through customs follow the signs to the Domestic Baggage claim area. You can't miss the green and purple JUCY Customer Centre on your way there.
- Coming from City:
 - Our Customer Centre is near the Airport. This is about 7km (10 mins drive, traffic dependent) from the town. We recommend taking a taxi (approx \$30) however, you can also travel via bus. Catch the number 11 bus from outside 30 Camp Street to Queenstown Airport.

After Hours

- After hours pick ups are not available at this location.

Dropping Off Your Vehicle

In Hours:

- On arriving at the airport, take a right (third exit) at the roundabout, signposted 'JUCY'. Do not park the car in the the rental car park. Please ensure your vehicle is full of petrol and you have removed all of your belongings and rubbish. A JUCY Crew member will assist you with your vehicle drop off on arrival.

After Hours:

- Only cars can be returned after 5.30pm at this location. Please park the vehicle in the marked drop off area of the JUCY yard (NOT the airport rental car park). On entering the airport, take a right (third exit) at the roundabout, signposted 'JUCY'. Take the next right into the JUCY

yard, where the green JUCY Shed is. Please ensure your vehicle is full of petrol and you have removed all of your belongings and rubbish. Please leave the keys in the key drop inside the green shed. This is clearly signposted.

JUCY Camper Child Seat Guide

| Fleet Category | Baby Capsule (0-0.5 yrs) | Child Seat (0.5 - 4 yrs) | Booster Seat (4.0 - 7.0 yrs) | Maximum seats per vehicle |
|----------------|--------------------------|--------------------------|------------------------------|---------------------------|
| Cabana | No | No | No | 0 |
| Condo | Yes | Yes | Yes | 2 |
| Chaser | No | No | No | 0 |
| Coaster | No | No | No | 0 |
| Compass | No | No | No | 0 |

Please Note:

JUCY can supply seats but are unable to fit them.

It is recommended that all child restraints are fitted in the back due to airbags in front of the vehicle.

In Australia, New Zealand and USA, children 7 and under must be in a child restraint.

FLEX MATRIX

JUCY'S FLEX MATRIX consists of 72 different flex levels. The flex level is alpha numeric from A1 to H8. The applicable flex rate is the rate where the two characters meet.

Every Tuesday flex net rate files will be communicated to all partners via email. Flex rates are valid starting Wednesday 00:00 though to the following Tuesday 23:59

JUCY FLEX net rates offer a variable nightly rate for each vehicle type by departure and location. Rates are set each week and based on demand, distribution and availability.

FLEX RATE CONDITIONS

- FLEX net rates are calculated daily
- Rate resets apply on the 31st day of hire.
- Pick-up date and pick-up location determine the daily rate
- Minimum hire periods apply and are subject to change at short notice
- Rates are subject to change

| INCLUDED IN FLEX NET RATE | EXCLUDED IN FLEX NET RATE |
|---|--|
| Basic insurance cover with \$3000 (excess /deductible applies) GST 15% 24/7 roadside assistance Unlimited Kilometres | Excess reduction options Additional hire items One – way fees Premium location fee Additional drivers Credit card fees – 2% |

LONG TERM DISCOUNT

A long-term hire discount will apply when travelling:

21 -30 days 5% discount applies

31 -40 days 10% discount applies

41 days + 15% discount applies

RATE RESET

30 days is the maximum rental period available at the FLEX rate calculated on the original pick up date. If customers wish to travel for longer than 30 days, the additional rental days must be calculated using the flex rate applicable on the 31st day.

It is important to note a new FLEX rate will apply every 30 days. If the customer is hiring the vehicle for 39 days the rate will reset on the 31st day.

MINIMUM HIRE PERIODS

JUCY minimum hire periods are set based on availability and are subject to change at short notice. Minimum hire period is 5 days any changes to this will be communicated via email.

AGE RESTRICTIONS

Drivers must be 18 years of age or over.

DRIVERS LICENCE

A current and full motor vehicle driver's license is required and must be produced upon vehicle collection. Should a foreign license 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.

INFRINGEMENTS AND ADMINISTRATION FEES

All customers are responsible for paying all parking citations, tolls, fines, and other fees/penalties associated with their hire. There will be a NZD \$60.00 claims administration fee for all claims that are processed by JUCY in New Zealand.

A Damage Administration Fee of \$75 will be applied for processing every damage claim associated with hire.

ADDITIONAL ITEMS

Additional products and services are available and can be requested at time of reservation or upon vehicle collection.

| |
|--|
| JUCY GPS - \$10 per day (maximum cost \$160) |
| Camping table - \$25 per hire |
| Camping chair - \$8 per hire |
| Snow chains - \$40 per hire |
| Child seats - \$40 per hire |
| Roof racks - \$ 40 per hire |
| Additional drivers – \$2 per day (capped at 25 days) |

MANDATORY FEES

| Premium location fees | Campervan |
|------------------------------|---|
| Auckland Airport | \$12 |
| Wellington Airport | \$12 |
| Christchurch Airport | \$12 |
| Queenstown Airport | \$95 |
| One Way fee | North Island to South Island - \$250.00 Auckland to Wellington - \$200.00 South Island to North Island - \$0.00 |

The **Premium Location** Fee covers the operating costs associated with being on airport premises for the convenience of our customers and is being charged at pick up location.

All CAMPER bookings dropping off or picking up from Queenstown Airport will be charged a Queenstown Location Fee of \$95

TECHNOLOGY UPGRADE

During 2018/19 JUCY NZ will be upgrading its booking management platform. This will require patience and support from all our partners. This may result in changes to clauses stated in this document. The exciting outcome will be a better customer service experience from the JUCY team.

TRANSFER INFORMATION

JUCY operates a free Airport Shuttle to our Auckland Airport, Wellington Airport and Christchurch Airport Locations during branch opening hours

Customers need to call JUCY on 0800 399 736 (NZ Freephone) or +64 9 374 4360 when they arrive at the airport to arrange the shuttle transfer. The last shuttle run to the airport is 30 minutes prior to closing time. The latest pick up time for Campervans is 1 hour prior to closing time.

BRANCH INFORMATION

| LOCATION | ADDRESS | HOURS |
|----------------------|--|---|
| Auckland Airport | 15 Jimmy Ward Crescent, Auckland Airport 2022 | Mon- Sun 8am - 6pm |
| Wellington Airport | 13 Jean Batten Street, Rongotai, Wellington 6022 | Mon -Fri 8am - 6pm Sat – Sun 9am - 6pm |
| Christchurch Airport | 157 Orchard Road, Mustang Park, Christchurch 8051 | Mon – Fri 8am - 6pm Sat –Sun 8am – 5pm |
| Queenstown Airport | Queenstown Airport, Sir Henry Wrigley Drive, 9300 Pre- Booked Car Hire | Mon- Sun 8am - 5.30 Mon – Sun 8am – 20 mins after last flight |

EXCESS REDUCTION OPTIONS – Cabana, Condo and Chaser

| OPTION | EXCESS * | BOND |
|-------------|----------|--------|
| STRESS FREE | \$0 | \$0 |
| RISK TAKER | \$3000 | \$3000 |

EXCESS REDUCTION OPTIONS – Compass and Coaster

| OPTION | EXCESS * | BOND |
|-------------------|----------|--------|
| STRESS FREE Plus* | \$0 | \$0 |
| STRESS FREE | \$0 | \$0 |
| RISK TAKER | \$5000 | \$3000 |

*excess is deductible in the event of damage to the vehicle

*A \$75 admin fee applies to all claims, Exclusions also apply please see full Terms and Conditions, clause 11.

*Stress Free Plus includes: Road User Charges, GPS, table, up to 4 chairs, additional driver, LPG refill and Excess + Claims fees.

BOND

If the JUCY Excess Reduction has not been selected, customers are required to leave a bond of NZD \$3000 at time of pick-up.

For security reasons, only a credit card can be used to provide a bond. The credit card holder must be present and able to sign for the bond at time of pick-up. If the vehicle is returned damaged, the bond will be held and used to cover the cost of the damage up to the amount of relevant liability. If the terms of the Rental Contract are breached, and the bond is insufficient to cover the damage, any extra cost will be charged to the customer.

NO GO ZONES

We are happy for our customers to roam far and wide our JUCY Campervans, but we do have some restrictions. The vehicle should not be used in any off-road conditions. Off road conditions include: unsealed/unformed roads, fire trails, beaches, sand, tracks, fields or paddocks. The only exception to this is reasonable use of access roads to recognised commercial campgrounds up to 12 kilometers.

CUSTOMER OBLIGATIONS

Vehicles are provided in a clean and tidy manner and should be returned in a similar state. Animals and smoking are not permitted in the vehicle. A cleaning fee of up to \$250 may apply.

If the vehicle is returned late, a full day hire applies for each day until the vehicle is returned. An additional late return fee may also apply.

There will be no refunds for early return and additional fees will apply if the vehicle is returned to an alternative location without prior approval from JUCY in writing

Where the vehicle is involved in a single vehicle roll over or the roof of the vehicle is damaged because of any single vehicle incident or accident the hirer is liable for costs of up to \$5000.

Failure to return the vehicle with full petrol, diesel and/or LPG tanks (as applicable) will incur a \$20 administration fee plus the cost of refilling the fuel.

JUCY should be notified of any accident, mechanical breakdown or equipment failure within 24 hours of it occurring

JUCY does not cover loss or damage to any personal belongings.

A fee of \$500 will be charged for failure to empty the grey water or toilet cassette (if applicable) prior to returning the Vehicle.

The hirer is liable for all costs associated in replacing keys, which have been lost, broken or damaged and/or the cost of retrieval of keys which have been locked inside a vehicle. Please note a replacement key could be up to \$1,000 plus associated costs to the event.

****JUCY NEW ZEALAND CAR & CAMPER Terms and Conditions are the governing terms of the customers hire. This document is a summary of some of JUCY's rental conditions available when hire is collected. For more detailed conditions, a full copy can be requested from your Sales Manager.***

JUCY NEW ZEALAND CAR & CAMPA TERMS AND CONDITIONS

Valid from 06.12.18

The Rental Agreement ("Agreement") includes the following terms and "You" (being the Hirer, all Authorised Drivers and the Cardholder) agree to the following terms:

1. RATES, AMENDMENTS AND CANCELLATION CONDITIONS:

The term of hire and return location is listed on the Agreement. You must comply with this. There are no refunds for early returns.

Additional products are subject to availability at the time of pick up and are not guaranteed: these include GPS/HotSpot devices, baby seats, roof racks, snow chains, picnic tables and chairs.

JUCY will not make changes to rates or conditions once Your hire has been confirmed unless You request an amendment or change and You will be advised of any changes at that time.

If you request to downgrade the vehicle type from the confirmed vehicle You will not be entitled to a refund from JUCY.

All amendments or changes (including extensions of hire) are subject to availability and approval from JUCY.

2. PEOPLE WHO MAY DRIVE THE VEHICLE

Only the people listed on the Agreement as Authorised Drivers may drive the vehicle. These Authorised Drivers must also: be over 18 years old; comply with this Agreement; and comply with the terms of their drivers licence; and also hold a valid driver's licence appropriate for the vehicle. Accepted drivers licences are: (i) NZ restricted drivers licence; (ii) Australian green P licence; OR (iii) a full NZ licence or full overseas driving licence that is suitable for the class of vehicle.

If Your licence is not in English the NZTA requires You to have an English translation of the whole licence including any conditions. The original licence and the translation must be shown to JUCY when collecting the vehicle. This translation must be done by an NZTA approved translation service, diplomatic representative at a high commission, embassy or consulate or authority that issued the licence.

If You would like to add extra Authorised Drivers You must visit the nearest JUCY customer centre to have their licence checked by a JUCY staff member and the additional driver added to the Agreement.

3. YOUR OBLIGATIONS

You must take all reasonable care when driving and parking the vehicle including locking it when not in use as, subject to clause 6, You are liable to JUCY for any loss of, or damage to the vehicle (including spare parts and accessories) arising during the hire excluding fair wear and tear. You are also responsible for any consequential damage or loss or costs including salvage costs, loss of ability to re-hire and loss of revenue and any loss of, or damage to vehicle and property of third parties arising during the hire.

If a warning light is illuminated or if You think the vehicle needs mechanical attention You must stop driving and contact JUCY immediately.

You must return the vehicle: clean (with any toilet cassette and grey water tank emptied); with a full tank of fuel and a full gas canister (if one was supplied with the vehicle).

It is Your responsibility to maintain the oil, water and tyres at the proper level/pressure.

Smoking and animals are not allowed in the vehicle at any time (apart from registered guide or assistance dogs).

You must only refill the vehicle with the correct fuel type for the vehicle and make sure it is refilled into the correct tank as You are responsible for any contamination of the fuel or water tanks of the vehicle.

You must keep a copy of the Agreement accessible at all times through Your hire.

It is Your responsibility to pay for all infringements fees and costs due in respect of offences committed during the hire including offences for traffic, speeding, parking, freedom camping and tolls.

You must ensure that the vehicle is not driven in breach of sections 56, 57 or 58 of the Land Transport Act 1988 ("Act") – these relate to driving under the influence of alcohol or drugs.

You must not: offer or try to sell, sublet, hire to any other person or otherwise part with or attempt to part with the possession of the vehicle; and allow the vehicle to be operated outside Your authority.

You must not use or allow the vehicle to be used: in any race, speed test, rally or contest;

in breach of the Act, the Land Transport (Road User) Rule 2004, the Freedom Camping Act 2011 or any other act, regulation, rule or bylaw relating to road traffic;

to transport more passengers or goods than set in the certificate of loading for the vehicle;

to transport of passengers for hire or reward unless You get JUCY's prior written permission and You are appropriately licensed under Part 4A of the Act;

if at the time of driving the driver is not the holder of a current driver licence appropriate for the vehicle;

in any "off-road" conditions or any surface likely to damage the vehicle including fire trails, beaches, sand, tracks, fields or paddocks, including: Ninety Mile Beach, Ball Hut Road (Mt Cook) or Skippers Canyon Road.

You acknowledge that if the hire is for a "relocation offer" or relocation special", You have been advised by JUCY that the vehicle may have minor damage and/or certain items may not be functional. These will all be items which do not compromise the safety of the vehicle. You also agree that in such event the maximum liability of JUCY to You is the amount paid by You to JUCY.

4. JUCY'S OBLIGATIONS

JUCY will make sure the vehicle is in a safe and roadworthy condition up to current Certificate of Fitness standards. If You, for any reason, suspect that the vehicle is not, You must immediately stop driving the vehicle and call JUCY for instructions.

If the vehicle breaks down during the hire because of JUCY's negligence we will recover and repair the vehicle as soon as possible. If the vehicle cannot be repaired, JUCY will use its best endeavours to provide a replacement of an equivalent size and standard to the previous vehicle for the remainder of the hire.

Subject to the provisions of the Fair Trading Act 1986 and the Consumer Guarantees Act 1993 JUCY are only responsible for any direct loss that You suffer because of JUCY's breach of the Agreement. Unless JUCY have breached the specific requirements of these Acts JUCY is not responsible for missed flights, disrupted travel or holiday plans, loss of enjoyment or opportunity, indirect or consequential loss.

5. PAYMENT AND ADDITIONAL CHARGES:

You must pay the fees listed on page 1 on pick up of the vehicle. All fees and the Bond must be paid using a credit card in Your name. Any refunds or reversals can only be made to the same credit card. Non-refundable credit card administration fees apply for all payments made to JUCY (2% for Visa/Mastercard and 4% for AMEX).

You must pay JUCY for any additional charges due by You under this Agreement, including any amounts due from damage to the vehicle or property of a third party and infringement/toll offences. JUCY (acting reasonably) may deduct any such charges from Your credit card during or up to 6 months after the hire

| The following are additional charges: Additional Charges: | Reason: | Amount: |
|--|--|---|
| i. Refuelling fee | Returning vehicle not full of fuel or with full gas bottle | \$20 admin fee + amount refuelled |
| ii. Cleaning Fee | Vehicle is returned dirty OR evidence of smoking or animals in vehicle OR grey water or toilet cassette not emptied | Up to \$250 general cleaning fee and up to \$500 cleaning fee to empty grey water/toilet |
| iii. Unauthorised Drop Off fee | Vehicle is not returned to the location listed on the Agreement | Up to \$500 retrieval fee |
| iv. Claims/Damage Admin fee | Processing paperwork for a claims or damage incident | \$75 payable immediately |
| v. Infringement Admin fee | Processing an infringement into Your name for traffic or speeding fines, freedom camping fines or local authority infringements received during hire | \$60 per infringement |
| vi. Toll Admin fee | Processing a toll notice into Your name for a toll fine received during hire | \$30 per toll |
| vii. Premium Location fee | Premium location fee for customer centre pick up site | As listed on Agreement |
| viii. After Hours Pick Up fee | Administration fee for organising vehicle for pick up outside of operating hours | As listed on Agreement |
| ix. Road user charges | Levy based on distance travelled for diesel vehicles on NZ roads. This charge does not apply to hires with Stress Free Plus. | Calculated and charged after the vehicle is returned based on \$0.062 per kilometre travelled during hire |
| x. Additional Drivers | Adding an additional driver to Your Agreement | As listed on Agreement or our website |
| xi. One-way fees | When hiring a vehicle and returning it to a different JUCY location | As listed on Agreement |
| xii. Additional Products | GPS/Campable or SKOOT device, , Baby seats, roof racks, snow chains, picnic tables and chairs – all subject to availability. Replacement cost if they are damaged or lost. | As listed on Agreement and + replacement cost if they are damaged or lost |
| xiii. Damaged/lost GPS or other device | Replacement cost of any GPS or other device including Campable or SKOOT lost/damaged during hire or not returned to JUCY or any unauthorised WIFI use | Up to \$700 |
| xiv. AA Call Out Fee | For any non-mechanical breakdown (e.g. refuelling, incorrect filling of fuel or water in the vehicle, jump starts, tyre related incidents, salvage, lost | Actual AA fee charged to You |

| | | |
|--------------------------|---|--|
| | keys and keys locked in the vehicle) | |
| xv. Late Return fee | Vehicle is returned after the date and time listed in the Agreement | Daily rental rate until the vehicle is returned + actual costs and losses suffered by JUCY in relation to the failure to return the vehicle on time |
| xvi. Damage/Repair costs | Vehicle or third-party property is damaged during hire where no excess reduction option applies | Actual damage or repair costs to the vehicle or third-party property and the daily rental rate for the vehicle while the vehicle is unavailable for hire by JUCY due to repair |

You expressly and irrevocably authorise JUCY to deduct all charges determined by JUCY (acting reasonably) to be payable under this Agreement from Your credit card and such authority will not be revoked without the prior written approval of JUCY.

You agree that in the event of a dispute arising as to whether a charge has been appropriately charged to Your credit card, You will not seek to have the charge on the credit card reversed, but will rather contact JUCY directly to discuss whether the charge has been applied in error.

6. EXCESS REDUCTION & EXCLUSIONS:

The vehicle is insured by JUCY under a comprehensive policy of motor vehicle insurance from a licensed insurance company. If the vehicle is damaged or causes any damage You must contact us at once and only deal with us.

Subject to the exclusions in (d) and (f) below, Your "Excess" (the amount You must contribute towards the cost or repair of the vehicle) if the vehicle is involved in an accident or is damaged while on hire is:

for all bookings made after 1 October 2018:

| Vehicle type | Risk Taker Excess/Bond | Chance It Excess/Bond | Stress Free Excess/Bond | Stress Free Plus Excess/Bond |
|--------------------------------------|-------------------------------|------------------------------|--------------------------------|-------------------------------------|
| Car | \$2,000 | \$1,000 | \$0 | Not applicable |
| Campa (excluding Compass or Coaster) | \$3,000 | \$2,000 | \$0 | Not applicable |
| Compass or Coaster | \$5,000 | Not applicable | \$0 | \$0 |

You may also make Your own insurance arrangements provided that these are approved by JUCY.

You will have to pay a Bond to JUCY if You select Risk Taker or Chance It. Your Excess applies in respect of each separate accident, incident or new damage, not each rental.

If JUCY provides You with a replacement vehicle after an accident, any excess reduction paid for is not transferable to the replacement vehicle and You will have to pay for Stress Free for the remainder of the hire.

Risk Taker and Chance It do not include tyre damage, punctures, glass damage or any theft or attempted theft of the vehicle which results in damage or loss where reasonable precautions were not taken by You (such as locking the vehicle).

JUCY will deduct the Excess from any Bond held by JUCY or deduct the Excess from the credit card details held (if JUCY does not hold a Bond in relation to Your hire) for any additional charges arising because of this Agreement. JUCY will give You prior notice by contacting You by email of the deduction of such amounts. In the event the actual costs and damages are less than the Excess JUCY will refund You such amounts.

IMPORTANT: JUCY is not providing insurance services to You. JUCY offers excess reduction options to You subject to the provisions and exclusions set out below and NONE of the excess reduction

options apply in the following events and You must pay for the full amount of the costs and damage if:

he driver is under the influence of alcohol or any drug that affects their ability to drive the vehicle.
The vehicle is driven by someone not authorised on the Agreement or not legally entitled to drive the vehicle in New Zealand.

The vehicle has water damage due to crossing a lake, river, creek, salt water beaches, or in low plain flooded areas.

The vehicle was used in "off-roading" conditions including fire trails, beaches, sand, tracks, fields or paddocks, including the following locations/roads: Ninety Mile Beach, Ball Hut Road (Mt Cook) or Skippers Road.

The vehicle has been refilled with the incorrect fuel or any other incorrect contamination of the fuel or water tanks of the vehicle has occurred.

The vehicle has any roof damage or damage to the pod on the roof. You will have to pay for costs to repair the damage of up to \$5,000.

The vehicle has a single vehicle roll over, which is where the vehicle has rolled or tipped on its side or one or more of its wheels have left the ground and which did not involve a collision with another vehicle. You will have to pay for costs to repair the damage of up to \$5,000.

The vehicle is in an unsafe or unroadworthy condition that began during Your hire and caused or contributed to the damage or loss, and You were aware or should have been aware of the unsafe or unroadworthy condition of the vehicle (including if a warning sensor/light appears in a red zone or if You drive with the handbrake on).

The costs to get the vehicle back to road level where the vehicle has become bogged, submerged, trapped, restricted or stuck in anyway.

The driver of the vehicle is fined or convicted of any driving offence under New Zealand law.

The vehicle is driven on a road or ski resort access road without snow chains when snow chains are required to be fitted by the relevant local authority, Transit New Zealand, NZ Police or the relevant ski resort.

All costs due to breakages, loss, theft or defacement of the vehicle caused by or contributed to by You or any other person You permit or allow in the vehicle.

You have breached clauses 2 or 3 of the Agreement.

7. BOND

If You select Risk Taker or Chance It You must pay a Bond to JUCY as security during the hire. This is held as an authorisation/hold on Your credit card and will be automatically released at the end of the hire by JUCY (subject to no damage or claims). Depending on Your bank it may take between 5 to 30 working days for the Bond to be released to You.

JUCY may deduct from the Bond any amounts due by You to JUCY arising because of this Agreement, including the amount of any damage under clause 3.1(a) and any charges as set out in this Agreement. JUCY will give You prior notice by contacting You by email of the deduction of such amounts.

JUCY may keep all or part of the Bond for such period as JUCY may determine (acting reasonably) after the hire to cover the cost of un-notified damage or damage to third parties or their property. In the event the actual costs and damages are less than the Bond JUCY will refund You such amounts.

8. TERMINATION

JUCY may refuse any rental and/or cancel the Agreement and take immediate possession of the vehicle if You have breached clauses 2 or 3 of the Agreement; OR if the vehicle has been damaged; OR if in the reasonable opinion of JUCY or the NZ Police any Authorised Driver does not have sufficient skill or experience to operate the vehicle in a safe manner or the safety of any person or the vehicle is at risk.

Cancellation of the Agreement under clause 8(a) is without prejudice to the rights of JUCY and the obligations of You under the Agreement or otherwise and You will remain liable for all hire fees and additional charges payable under this Agreement.

9. MECHANICAL REPAIRS AND ACCIDENTS:

If the vehicle is involved in an accident, is damaged, breaks down or requires repair or salvage, regardless of fault, You must call JUCY on 0800 399 736 (+64 9 929 2462 option 2) as soon as possible within 24 hours so we can investigate the problem and help You. You may have to pay an international calling fee if You are calling from an international number.

Do not arrange or undertake any repairs or salvage without JUCY's permission except if necessary to stop further damage to the vehicle or other property.

24-hour roadside assistance is also provided by AA on 0800 734 543. This service is free for all mechanical faults but fees and charges apply for all other non-mechanical breakdowns, faults or driver induced errors. For non-mechanical breakdowns You must pay the fees and charges directly to AA or JUCY.

Following an accident involving the vehicle You must: (a) if necessary advise NZ Emergency Services by calling '111' or if Police did not attend, call into the closest Police station to report the incident and get a copy of the Police report; (b) record full details of all parties, witnesses to, and vehicles involved in the accident; (c) if possible, take photos of the accident site and damaged vehicles and prepare a written statement of the facts; (d) not make any admission of liability; and (e) notify JUCY and complete the JUCY damage claim form.

JUCY (acting reasonably) will investigate the accident or incident within 7 days of notification or discovery of the damage to determine if You were at fault and if any of the exclusions in clause 6 apply. JUCY may also require a post-accident safety stand down period to enable JUCY to investigate the cause of the accident. Note that if JUCY receives further information after this 7-day period it may be necessary for JUCY to reopen the investigation. JUCY will also immediately deduct the Bond (if not held by JUCY) from Your credit card to cover the costs of repair. The Bond will be refunded to You upon: (i) the determination by JUCY (acting reasonably) that You were not at fault; or (ii) the determination of JUCY (acting reasonably) of the amount that You were at fault in relation to the damage; or (iii) once the actual costs to repair the damage are known if it is less than the Bond amount.

If any of the exclusions in clause 6 apply and the vehicle is in an accident or damaged during the hire, you must pay for the actual costs and JUCY (acting reasonably) may immediately deduct the actual costs from the Bond or Your credit card to cover the costs. These amounts will only be refunded to You upon: (i) the determination by JUCY (acting reasonably) that the You were not at fault; or (ii) the determination of JUCY (acting reasonably) of the amount that You were at fault in relation to the damage; or (iii) once the actual costs to repair the damage are known if it is less than the amount paid by You.

If a vehicle requires repair or replacement the decision to supply another vehicle to You is at JUCY's sole discretion. You are responsible for all transportation costs to collect any replacement and for any accommodation/living expenses that are incurred. JUCY will only be responsible for costs and expenses if such accident, breakdown or equipment failure has been caused by or contributed to by a breach of this Agreement by or the negligent act, error or omission of JUCY. If JUCY decide not to supply another vehicle to You, You will not be entitled to any refund for the remaining part of the rental.

JUCY may not accept liability for any claims notified after the period listed in clause 9(a) unless You can give a reasonable excuse (in the absolute discretion of JUCY) as to the failure to provide notice within such period.

PRIVACY

JUCY will collect personal information about You and the Authorised Drivers as part of the rental process. JUCY may not be able to perform this agreement if all the information requested is not provided. Any information collected by JUCY will be handled in accordance with the JUCY Privacy Policy which is on our website. You agree JUCY may collect, use and disclose Your personal information (including but not limited to the location, usage and servicing of the vehicle, speed, distance travelled, locations visited) through GPS tracking and diagnostics and other electronic tools in accordance with the JUCY Privacy Policy. You have rights of access to and correction of Your personal information. Please contact us at privacy@jucyworld.com if You have any concerns. Your personal information may also be disclosed to local authorities for infringement processing and insurance companies and to other hire operators for promoting safe driving in New Zealand when in JUCY's reasonable opinion the safety of any person or the vehicle is at risk.

11. GENERAL PROVISIONS:

JUCY retains the title to the vehicle always.

All charges and expenses payable by You under this Agreement are due on demand by JUCY including any collection costs incurred by JUCY.

This Agreement is the entire agreement between us and there are no other representations, warranties or agreements between the parties that have been relied on by You.

All Your rights set out in this Agreement are in addition to Your rights NZ consumer protection laws. Such rights are not excluded, restricted or modified by operation of this Agreement. Please contact us if You have any questions about this Agreement.

If any provision of this Agreement is, or becomes unenforceable, invalid or illegal for any reason it will be deemed to be severed from the Agreement without affecting the validity of the remainder of the Agreement and will not affect the enforceability, validity or legality of the remaining provisions.

This Agreement is governed by New Zealand law and the courts of New Zealand have exclusive jurisdiction.

12. FEEDBACK

If You have a complaint about Your JUCY experience or have any feedback please chat to the JUCY staff at our customer centres and they will try to resolve the issue.

If You are not happy with the outcome, please contact JUCY on feedback@jucyworld.com OR phone 0800 399 736 (toll free) or +649 929 2462 and our internal complaint handling team will deal with the issue.

NEW ZEALAND ROAD RULES

WE WANT YOU TO HAVE A SAFE JOURNEY, TAKE TIME TO REVIEW OUR DRIVING RULES IN NEW ZEALAND, ALWAYS REMEMBER TO KEEP LEFT!

<http://www.nzta.govt.nz/resources/whats-diff-driving-nz/whats-diff-driving-nz.html>

KEEP LEFT

Always drive on the left side of the road. If you drive on the right hand side in your own country, please take a moment to re-familiarise yourself with this rule before pulling out onto the road after a break – it's easy to forget where you are!

DRIVING SPEEDS

Speed limit signs show the maximum speed you can travel. However, at times you may need to drive at a slower speed due to road or weather conditions. Different speed limits apply throughout New Zealand – look out for the speed limit signs. On most of New Zealand's main roads the speed limit is 100km/h unless a sign says a lower speed applies in urban areas, the speed limit is usually 50km/h unless a sign says otherwise.

ALCOHOL

Don't drink and drive – the laws against this are strictly enforced in New Zealand and penalties are severe.

SAFETY BELTS

By law, everyone in the vehicle must wear a safety belt – whether they're in the front or back of the vehicle.

CELLPHONES

No cellphones while driving, it's against the law to use your cellphone while driving.

DRIVERS LICENCE

You must carry your Driver Licence and/or the copy of your English Translation on you at all times while driving. Please also keep a copy of your Rental Agreement in the vehicle at all times.

HERE'S SOME HANDY INFO FOR YOU OUT ON THE ROAD...

Watch out for wildlife, drive on sealed roads only

Please return your vehicle in a clean condition

No refunds for early returns

Check oil and water regularly

Please return your vehicle full of fuel

Please pay for road tolls and fines. A \$60 admin fee applies if left unpaid

If you have any problems or questions please call JUCY on **0800 399 736**

JUCY DEALS

As a valued JUCY fan you are entitled to a huge range of discounts and special offers with other tourism operators. For the latest deals check out <http://deals.jucy.co.nz/jucy/auckland/home>

TOLL ROADS

(Applies to travellers driving in the North Island)

There are three toll roads in New Zealand

Northern Gateway Toll Road, State Highway 1, Auckland
Tauranga Eastern Link Toll Road, State Highway 2, Tauranga
Takitimu Drive Toll Road, State Highway 29, Tauranga

| TOLL ROADS | Car, motorcycle, or light commercial vehicle (3.5 tonnes or less) | Heavy Vehicle (over 3.5 tonnes) | Caravan or trailer |
|---------------------------------|---|---------------------------------|--------------------|
| Northern Gateway Toll Road | \$2.20 | \$4.40 | No extra charge |
| Tauranga Eastern Link Toll Road | \$2.00 | \$5.00 | No extra charge |
| Takitimu Drive Toll Road | \$1.80 | \$4.80 | No extra charge |

To find the free alternative route go to www.tollroad.govt.nz

HOW TO PAY THE TOLL?

To fully automate your toll payment, you can visit the toll road website or call the contact centre to open a direct debit or credit card based account

To pay as you go visit the toll road website or call the contact centre*

To pay by cash, credit card or Eftpos visit a cash payment point at selected BP & Caltex service stations, visit the toll road website to find out which ones

www.tollroad.govt.nz or 0800 40 20 20 Monday to Friday 8am to 6pm

*If you choose to pay for your tolls online or by contacting the call centre, you will incur a payment charge of \$1.20 per transaction online, OR by phone \$3.70 per transaction

Tolls should be paid before you travel, but you can pay up to 5 days after the trip is taken. If you don't pay, the issuing Authority sends an infringement and/or the unpaid toll to JUCY and a \$60 admin fee will be charged for each infringement and/or unpaid toll received.

ACCIDENTS/INCIDENTS & BREAKDOWNS

If you are involved in an accident or incident involving the Vehicle, please contact the appropriate New Zealand Emergency Services (**Police, Ambulance, Fire**) by calling "111".

Please notify **JUCY** the full circumstances as soon as possible on **0800 399 736** or on **(09) 929 2462**.

If there is an equipment failure or any problems with the vehicle, please notify JUCY as soon as possible on the numbers above.

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.