



AVIS NEW ZEALAND

ALL INCLUSIVE NET TOUR RATE TERMS & CONDITIONS

01 April 2025 - 31 March 2026

(Updated by PPNZ, as at 03.03.25)



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1 Minimum Driver Age

Minimum Rental age is 21 years, under net contracted rate.

2 All Inclusive Rates Include:

Goods and Services Tax (GST), currently at 15%
Unlimited kilometers
Standard Motor Vehicle Damage Waiver

3 All Inclusive Rates Exclude:

One Way Fee
Special Request Delivery Fees
Optional Extras (child safety seats, prepaid fuel etc.)
Tyre and windscreen cover
Additional Driver Fee
Fuel

These above items are to be paid directly by client's credit card and cannot be charged back to company.

4 Car Group Type Reservation

Car groups are guaranteed, but not particular makes or models.

| Category Grouping | |
|---------------------|----------------------|
| Passenger Vehicles | Groups C, D, G, P |
| | Groups F, W, V, Z, S |
| Commercial Vehicles | Groups L, Z, H |

5 One-Way Minimum hire length and Fees ***UPDATED 26FEB25***

One-Way Rental means a vehicle picked up from Point A, and being returned to Point B.

- One-Way Fees are paid direct at counter via credit card & cannot be charged back on invoice.
- One-Way Fees are charged per vehicle.
E.g., Vehicle 1: Auckland – Rotorua = 3 Days + Vehicle 2: Christchurch – Blenheim = 6 Days
Each vehicle will incur a OWF

Same Island means hires starting and finishing within the same island.
E.g., Auckland – Wellington or Christchurch - Queenstown

Dual Island means hires starting in one island and finishing in another.
E.g., Auckland-Ferry-Queenstown

PASSENGER VEHICLES

| One-Way Minimum hire length and Fees | 3-6 days | 7+ days |
|--|-----------|---------|
| One-way rentals within the Same Island – Min Rental 3 Days – unless noted as an exception below | \$200+GST | \$0 |
| Dual Island One-way rentals – Min Rental 7 Days | N/A | \$0 |

One-Way Fee Exceptions (Same Island)

- No one-way fee applies to rentals picked up and dropped off within the same city, however, they must still meet minimum rental periods of 3 days. i.e. Pick-Up: Auckland Airport / Drop Off: Auckland City.

COMMERCIAL VEHICLES

| Commercial Vehicle One-Way Minimum hire length and Fees | 5-20 days | 21+ days |
|--|-----------|----------|
| Commercial Vehicle (Same Island) Min Rental 5 Days | \$500+GST | \$0 |
| Commercial Vehicle (Dual Island) Min Rental 10 Days | \$500+GST | \$0 |

6 Multi Hire / Continuous Hire Policy

- Continuous Hire is one rental traveling North – South or South – North using Ferry Services. E.g., One Reservation Number: Auckland – Ferry – Queenstown
- Multi Hire is multiple reservations booked across both islands not using the Ferry services.
 - Each Vehicle requires a separate reservation.
 - Subsequent vehicle(s) MUST be collected within 48 hours after the previous return.
- Tour operators must use the AWD corresponding to the correct day break.
e.g.
An itinerary of 5 + 6 days should be booked using the AWD for the 7–13 daybreak.
An itinerary of 7 + 5 + 5 days should be booking using the AWD for the 14 – 20 daybreak.

For multi hires, car groups can be mixed and matched.

7 Damage Excess Reduction ***UPDATED 26FEB25***

In the case of damage to the vehicle, the renter is liable for an excess (aka Deductible or Liability) regardless of party at fault. Damage Excess Reduction is included with the All-Inclusive Rate which reduces the excess to NIL.

Tyre and Windscreen repair or replacement is included under the All Inclusive Rates coverage.

All Inclusive rates do not include coverage for the call out cost if a customer calls roadside assistance to change the damaged tyre. The customer will be required to pay the call out fee if they have not purchased roadside assistance.

8 Credit Card Requirement

- a. A credit / debit card issued by a bank in the renter's name is required at time of collection.
- b. When a debit card is presented, it must either be a Visa or Master debit card, issued by a bank in the renter's name.
- c. Renters without a credit card / debit will not be provided with a vehicle.
- d. Avis does not accept Electronic/Prepaid/Preloaded debit cards nor cash payments.
- e. Cardholder must be present at time of vehicle collection; Avis will not accept credit card details over the phone/email/fax.
- f. Any additional charges outside of net rate inclusions will be applied to client's credit card direct, this includes but not limiting to:
 - i. Fuel
 - ii. Additional coverage such as excess reduction
 - iii. Extension of hires
 - iv. Any airport/wharf and one-way fees.
 - v. Damage excess.
 - vi. Accessories such as baby seat, additional protection cover etc.

A \$100.00 pre-authorization + the cost of optional extras selected will be charged to the credit card provided. Where no extras are selected, the pre-authorization of \$100 will be refunded at the end of the rental.

Accepted Cards for Pre-authorization: Visa, Mastercard or American Express credit cards & card transaction fee of 2 – 3% may apply.

9 Rental Period

Rental Fees are based on 24-hour periods, starting from when the vehicle is collected. Reservations that go beyond a 24-hour period, are charged an additional full day. E.g., if your booking request is 10am pick up / 10:30am drop off on the following day, this is considered a 2-day rental.

10 Driver Licence Requirements

- Drivers must be at least 21 years old and have a valid, non-probationary driver's licence from their home country. If the licence is not in English and includes endorsements, it must be accompanied by either an International Driver Permit or an NZTA approved translation.
- There is no maximum age for hiring a vehicle in New Zealand.
- Additional Authorised Drivers must be registered on the rental agreement. Partner / Spouse (not restricted to marriages / relationships between individuals of any gender) Free to register as additional drivers.
- All additional drivers must meet the above criteria under section – Driver Licence Requirements.
- Each additional driver will cost \$5+GST NZD per day up to a maximum of \$25+GST for the entire length of rental.

11 Amendments and Cancellations

- Amendments and cancellations are allowed at no additional cost before the commencement of hire.
- Amendments after hire commencement must be initiated by the rental location (branch). Any additional cost incurred will be charged to the customer's credit card.
- Upgrades - If a customer decides to upgrade at the time of rental, the charge will be at local applicable rates and payable direct to Avis by the renter's credit card.
- Extensions - Voluntary extensions of rentals notified to Avis at the time of rental will be charged at local applicable rates. This service is available for customers who decide at the time of rental to use the vehicle for a longer period than what was reserved.
- No refunds for unused days if returning early.

12 Restrictions to South and North Island Roads

Please note that you are not permitted to drive on the following dangerous roads. There is no cover for damage to the vehicle driven on these roads, regardless to the level of coverage purchased (e.g., nil excess)

- **SKIPPERS ROAD – SOUTHLAND**
A very dangerous, narrow mountain road near Queenstown. There is a sign at the entrance to this road stating that there is no cover for rental cars.
- **NINETY MILE BEACH – NORTHLAND**
- **UNFORMED ROADS**
e.g. – dirt, farm roads. This also includes beaches.
Customers are required to exercise duty of care at all times while driving in remote / unsealed roads.

13 Avis Care 24 Hour Emergency Roadside Services:

Avis provides 24-hour emergency breakdown assistance (operated by AA New Zealand) for any mechanical breakdowns.

In cases such as flat tyres, keys locked in the vehicle, refueling (i.e., where the driver might be considered 'at fault') charges will apply.

14 Roadside Assistance Coverage ***UPDATED 26FEB25***

- Roadside Assistance can be purchased for \$8+GST per day.
- Roadside Assistance PLUS can be purchased for \$10+GST

Please note that if roadside assistance has not been purchased, a call-out fee will apply, costs may vary from \$205+GST for non-mechanical faults.

The coverage includes the following:

| Incident | Roadside Assistance | Roadside Assistance Plus |
|---|---------------------|--------------------------|
| Call out fees (min \$205) as a result of non-mechanical, customer at fault roadside assistance support | ✓ | ✓ |
| Up to \$20 fuel delivery | ✓ | ✓ |
| Recovery support for vehicle lockouts, vehicle unlock (e.g. keys locked inside) and the cost for lost or replacement keys | ✓ | ✓ |
| Recovery support for tyre-related incidents, e.g. change & puncture repair (not the cost for a new tyre) | ✓ | ✓ |
| Towing costs up to 100km and/or to the nearest rental location under 100km | ✓ | ✓ |
| Recovery support for jump-starts due to a flat battery | ✓ | ✓ |
| Windscreen replacement | ✗ | ✓ |

15 Optional Accessories / Coverage Options

Child safety, booster seats, ski/snowboard racks, and changes can be provided upon request for an extra fee per item. These are to be requested in advance at time of booking. *The age of the children must be advised when requesting child safety / booster seats.*

| Optional Extras | Charge Per Day / Week | Maximum Per Month |
|----------------------------------|------------------------|-------------------|
| Child Safety Seat / Booster Seat | \$17+GST | \$65+GST |
| Ski/Snowboard Racks/Snow Chains | \$12.50+GST / \$90+GST | \$160+GST |

Ski/Snowboard Racks/Snow Chains:

- Available to book in Queenstown and Christchurch.

- Available at other South Island locations upon request.
- Ski Accessories must be requested in the reservation.
- **Not available from North Island locations**

16 Smoke Free Fleet

We are always looking for ways to make renting a more enjoyable and satisfying experience. We have introduced a 100% smoke free policy to our entire fleet. We have implemented new inspection processes to ensure a fresh, clean, odour free vehicle. A cleaning fee of up to \$250+GST may be charged if the vehicle is returned smelling of smoke. Customers will find a sticker on their vehicle to identify it as smoke free.

* * * * *

AVIS New Zealand Reserves the Right to amend or change any Conditions of this Contract at any time upon 90 days' notice.