

Terms and conditions for renting a Vehicle from Crucial Automation Limited who is trading as Abuzzy New Zealand Motorhome rentals

1. General:

1. All rates quoted in this document are gross, inclusive of NZ Goods and Service Tax (GST) and are in New Zealand Dollars (NZD).
2. Rental basis is per calendar day. When calculating the number of days a vehicle is rented, the day of pick-up is counted as day one of the rental. The day of the vehicle's return is counted as the final day of the rental.
3. Minimum rental period is 2 days.
4. Minimum rental periods are subject to change during peak periods.
5. These rates and terms may not apply to rentals exceeding 100 days, which includes multi hires. Requests for quotes/bookings of more than 100 days should be directed first to Abuzzy "Contact us" form on the Abuzzy web site.
6. All rates and conditions are subject to change as required and without prior notification. After the booking deposit has been received, the hire rates are fixed for the motorhome rental period booked.

2. Driving Licence

All drivers must meet the following mandatory conditions:

1. All drivers must be from 18 to 70 years for the smaller campervan rentals and 25 to 70 years of age for the large motorhome rentals.
2. All drivers must produce their full domestic driving licence plus 2 other forms of identification, one should bear their photo, signature and full address and all drivers must be present at the time of hire to sign the insurance documents and hire agreement.
3. All drivers must have held a full driving licence and have had driving experience over the last 36 months.
4. Visitors from abroad must produce a full domestic licence from their resident country or international driving license. One of these must be in the English language or approved translation. If in doubt check with us through the Cheap Camper "Contact us" form on the Abuzzy web site.

3. Insurance

3.1 Standard Insurance

This is included in the hire charge whereby all vehicles are insured for certain damage to the vehicle and third party property. The hirer is responsible for the first amount towards the repairs to the vehicle and any third party property (the excess). The exclusions in note 1 below are not included within this insurance. The excess amount is as follows:

Vehicle Type	Cost of Standard Insurance	Standard Insurance Excess	Standard Insurance Bond
Abuzzy 2 Berth Deluxe Campervan rental vehicle for drivers 21 yrs +	Nil, part of standard vehicle rental rate	NZD 2,000/ accident	NZD 2,000
Abuzzy 2 Berth Deluxe Campervan rental vehicle for drivers 18 - 20 yrs	Nil, part of standard vehicle rental rate	NZD 2,500/ accident	NZD 2,500
Drivers 25 to 70yrs - Abuzzy 3 Berth Top Motorhome - Abuzzy 4 Berth Top Motorhome - Abuzzy 2 Berth Grand Motorhome - Abuzzy 2 Berth Ultimate Motorhome - Abuzzy 4 Berth Grand Motorhome - Abuzzy 4 Berth Ultimate Motorhome - Abuzzy 6 Berth Grand Motorhome	Nil, part of standard vehicle Motorhome rate	NZD 5,000/ accident	NZD 5,000

1. The Damage Bond Deposit is debited from your credit card when the vehicle is collected and held as your excess. For this reason it is important that your credit card has sufficient funds available so as not to exceed your withdrawal allowance. If a credit card is not able to be used for this prior to vehicle collection, alternative payment methods must be made, otherwise the vehicle cannot be released for hire.
2. Should the vehicle be involved in an accident, the excess is applicable regardless of who is at fault and is frozen at the time the accident report is completed, not at the completion of the rental. The excess will

- be refunded if Abuzzy is successful in recovering the cost of the damages from the Third Party. Please note that Third Party claims can take months to resolve.
3. The excess applies in respect of each claim, not the rental.
 4. The Damage Bond Deposit will be refunded by credit card refund, postal cheque or internet bank transfer, or other agreed method if the vehicle is returned on time, undamaged, clean, toilet emptied and gas bottles fully charged (for Motorhomes only) and fuel tank full.

The insurance excess is reduced if either of the following insurance reductions are accepted and paid for at the time of booking the vehicle.

3.2 Excess Reduction 1 Insurance

By paying the following daily insurance, the Insurance Excess and Damage Bond Deposit is reduced as follows:

Vehicle Type	Cost to have Abuzzy Reduction 1 Insurance	Abuzzy Reduction 1 Insurance Excess	Damage Bond
Abuzzy 2 Berth Deluxe rental Campervan for drivers 21 yrs +	NZD 15/day (maximum charge of NZ\$495)	NZD 1,000/ accident	NZD 1,000
Abuzzy 2 Berth Deluxe rental Campervan for drivers 18 - 20 yrs	NZD 15/day (maximum charge of NZ\$495)	NZD 1,500/ accident	NZD 1,500
Drivers 25 to 70yrs - Abuzzy 3 Berth Top Motorhome - Abuzzy 4 Berth Top Motorhome - Abuzzy 2 Berth Grand Motorhome - Abuzzy 2 Berth Ultimate Motorhome - Abuzzy 4 Berth Grand Motorhome - Abuzzy 4 Berth Ultimate Motorhome - Abuzzy 6 Berth Grand Motorhome	NZD 40/day (maximum charge of NZ\$2,000)	NZD 1,000/ accident	NZD 1,000

Excess Reduction 1 Insurance specifically Includes and Excludes the following:

- Includes - Vehicle/Motorhome sides, front and rear damage.
- EXCLUDES - Motorhome overhead or under body damage. (Note that the motorhome front top left and motorhome front top right, external luton corner trims are considered overhead items)
- EXCLUDES - Windscreen repair or replacement.
- EXCLUDES - Tyre repair or replacement.
- EXCLUDES - Diesel Road User Tax.

3.3 Excess Reduction 2 Insurance

By paying the following daily insurance, the Insurance Excess and Damage Bond Deposit is reduced as follows:

Vehicle Type	Cost to have Abuzzy Reduction 2 Insurance	Abuzzy Reduction 2 Insurance Excess	Damage Bond
Abuzzy 2 Berth Deluxe Campervan for drivers 21 yrs +	NZD 28/day (maximum charge of NZ 995)	Nil	Nil
Abuzzy 2 Berth Deluxe Campervan for drivers 18 - 20 yrs	NZD 28/day (maximum charge of NZ 995)	NZD 250	NZD 250
Drivers 25 to 70yrs - Abuzzy 3 Berth Top Motorhome - Abuzzy 4 Berth Top Motorhome - Abuzzy 2 Berth Grand Motorhome - Abuzzy 2 Berth Ultimate Motorhome - Abuzzy 4 Berth Grand Motorhome - Abuzzy 4 Berth Ultimate Motorhome - Abuzzy 6 Berth Grand Motorhome	NZD 60/day (maximum charge of NZ 2,700)	NZD 500	NZD 500

Excess Reduction 2 Insurance specifically Includes the following:

- Includes - Vehicle/Motorhome sides, front and rear damage.
- Includes - Motorhome overhead or under body damage. (Note that the motorhome front top left and motorhome front top right, external luton corner trims are considered overhead items)

- Includes - Windscreen repair or replacement.
- Includes - Tyre repair or replacement.
- Includes - Diesel Road User Tax.

3.4 Rental Vehicle Insurance Exclusions

All Insurance cover will be made void and the hirer is responsible for the full repairs **if any of the following 'Exclusions' are breached:**

1. Any water related damage which includes, but is not limited to, any vehicle submersion, creek or river crossing, driving through low plain flooded areas, beach driving.
2. Personal belongings. Abuzzy recommends the hirer does not leave valuables in the vehicle and if so that they have insurance to cover for the loss/damage of personal belongings. Travel insurance is recommended which will cover cancellation costs, personal luggage, money loss, personal accident and medical expenses.
3. Any damage caused by wilful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle).
4. Damage resulting from driving on any gravel roads.
5. Abuzzy reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions.
6. Damage resulting from driving on any unsuitable roads including Ninety Mile Beach (Northland), North of Colville Township (Coromandel Peninsula), Ball Hut Road (Mt. Cook), Skippers Road (Queenstown) and Bluff Road that runs between Kuatunu and Mataurangi.
7. Any Motorhome overhead or under body damage. (This is not applicable for Abuzzy Reduction 2 Insurance, as the insurance in this case covers this)
8. A single vehicle roll over occurs.
9. Windscreen and tyre damage and recovery costs (This is not applicable for Abuzzy Reduction 2 Insurance, as this insurance covers this), theft only if vehicle is not locked or the vehicle keys are used, fire if caused by leaving appliances on, break-in or vandalism.
10. Any damage caused while driving under the influence of alcohol or drugs.
11. Any damage as a result of careless or dangerous driving.
12. The Customer will be liable for any costs associated with the incorrect use of fuel or the use of Bio-Diesel which should not be used (fuel being diesel or petrol), or water or other contamination of fuel.
13. The cost to retrieve or recover a vehicle, which may include, but is not limited to a vehicle that has become bogged, submerged or has been abandoned.
14. The cost to replace keys, which have been lost or retrieval of keys, which have been locked in a vehicle.
15. The vehicle rented may only be used to carry the maximum number of passengers as dictated by the vehicle type. If more passengers are carried than what is allowed Abuzzy does not accept any liability.
16. Drivers not identified on the rental agreement and/or drivers that have a licence that has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence.
17. Where the damage is an Insurance Exclusion including any one of the above, the cost of the daily rental for the period the vehicle is off fleet for accident repairs shall be paid by the hirer.
18. Any personal injury, any associated health care costs and any associated claims. The New Zealand Accident Compensation Corporation (ACC) provides comprehensive, no-fault personal injury cover for all New Zealand residents and visitors to New Zealand.
19. Any damage to the inside of the vehicle including broken fittings, appliances, windows, doors or cupboards, miss use of equipment to cause breakages, dents and major deformation, scratching etc. Children's crayon, pencil or pen marks. Tares in fabric including bedding, curtains seats etc.
20. Any damage resulting from reversing the motorhome. Abuzzy recommends that when ever reversing is required that a passenger guides the driver from the rear of the vehicle.
21. Theft of the Satellite GPS Navigation system or entertainment systems. To minimize the chance of theft the Navigation system and radio/CD faceplate should be placed out of site in a secure location.
22. After arriving from a flight with a duration of 3 hours or more, it is compulsory to stay the first night (includes staying in the Motorhome) in the city (Auckland or Christchurch) for which the customer picks up the vehicle. Failure to do this deems the insurance invalid for the first 24 hours from the time of Motorhome pickup.

3.5 Additional Insurance cover

The following additional insurance options are required for additional drivers and Non NZ, Australian or UK driving license:

1. Second and subsequent drivers are charged at NZD10/day per driver, must have a clean drivers license for the last 3 years. (maximum of 3 drivers in total)
2. Non NZ, Australian or UK driving license NZD10/day per driver, must have a clean drivers license for the last 3 years.

3.6 Damage Bond Deposit (also referred to in the USA as deductible)

The following additional insurance options are available:

1. Upon vehicle collection, a Damage Bond Deposit is required.
2. The amount is determined by the Insurance Option selected within sections 3.1, 3.2 and 3.3.
3. For security purposes, it is preferable a credit card is used to provide a vehicle security deposit unless agreed prior with Abuzzy. Visa and Mastercard are not subject to a commission charge. Amex is subject to a 3.1% commission on each transaction. There is no Commission on refunding all or part of the bond after the vehicle has been returned. The credit card holder must be present and able to sign for the vehicle security deposit upon vehicle collection. The credit card holder is jointly and severally liable for any damage to the rental vehicle.

4. Driver Competency

If at Motorhome pickup the customer nominated driver in the booking is not deemed capable of driving the Motorhome (this also includes the use of a manual transmission where specified), Abuzzy personnel reserve the right to reject the nominated driver. If the customer can not arrange a competent replacement driver the motorhome can not be driven and there shall be no refund on the rental. Should a driver create damage to a vehicle due to driver incompetence, such as burning out a clutch after stopping on a steep incline and not being familiar with using the clutch and manual gears to restart, the customer will be responsible for the full repair cost of the damage caused.

5. Cancellation Fee

The cancellation fees are:

- If cancelled more than 31 days prior to pick-up 20% of Gross Rental
- If cancelled 30 to 11 days prior to pick-up 50% of Gross Rental
- If cancelled between 10 days and the day of pick up or No-Show 100% of Gross Rental
- If vehicle is returned early for any reason what so ever no refund is available for the unused portion of the hire.

6. Hire Fee Payment details

Payment by internet banking, bank transfer or Visa/Master Card (worldwide), Debit card - details to be provided at time of booking confirmation.

7. Payments

A booking reservation of 20% of the hire price is payable at the time of making the reservation and will be deducted from the total hire charge.

1. The payment balance shall be received 28 days before the collection date other than the Damage Bond Deposit. Insurance cover is advised to safeguard against this possibility of a late cancellation.
2. The Damage Bond Deposit must be paid prior to or when collecting the vehicle.

8. Collection and return

1. The Abuzzy rental motorhome shall be collected and then returned as detailed in the booking statement unless special arrangements have been agreed with Abuzzy.
2. Failure to return the Abuzzy rental motorhome on time may incur a surcharge of NZD60 per hour or part day in addition to the daily hire rate.
3. Please return vehicle in a clean and undamaged condition. Abuzzy reserves the right to charge NZD60 if the toilet is not emptied and clean, NZD40 for each LPG Gas bottle not fully charged (This does not apply to Abuzzy 2 berth budget campervan), NZD60 if the inside of the Abuzzy rental motorhome is not clean (including the fridge, oven/grill, hobs and sink).
4. Abuzzy also reserves the right to deduct from the Damage Bond Deposit, the cost of any repairs or cleaning that maybe required.
5. Failing to return the motorhome at any time after the hire period, Abuzzy shall be entitled to reposes the Abuzzy rental motorhome and the hirer on demand shall pay for expenses incurred.

6. The hirer shall notify Abuzzy of any problems by email as they arise or are discovered during the rental so as to enable Abuzzy the opportunity to have these remedied. Abuzzy does not accept any liability for any claims made at the time of or after vehicle drop off .

9. Diesel or Petrol, oil and punctures

1. The Abuzzy rental motorhome is available with a specified level of diesel or petrol when setting off from the Abuzzy depot and is to be returned the tank level not less than when the hire commenced, otherwise a deduction will be made from the Damage Bond Deposit.
2. The hirer is responsible to carry out periodic checks on oil, water levels and tyre pressure.
3. Any punctures or tyre damage are at the hirer's expense unless covered under a reduction 2 insurance option.
4. For Abuzzy rental motorhome deliveries to the customer's specific address, the hire commencement in regards to customer fuel responsibility and mileage shall be from the Abuzzy depot and likewise the hire completion in regards to customer fuel responsibility and mileage shall be when returned to the Abuzzy depot.

10. Breakdown or accident

1. In the event of a breakdown or accident, assistance is at the disposal of the hirer by phoning the Automobile Association Breakdown help line on 0800 734 543. Please state the Vehicle Registration Number. Please also notify Abuzzy on 021 139 0613 or 092555443.
2. Please note that the hirer will only be charged for breakdown assistance call out if the fault is caused by the hirer which include flat battery, out of fuel, wrong fuel, tyre damage, windscreen damage.
3. For vehicle faults not attributable to the hirer, the hirer may give permission for repairs or replacement of parts at a cost up to NZ\$200.00 Abuzzy approval must be obtained in respect of repairs or replacement in excess of this. The money will be refunded on production of a valid receipt.
4. Abuzzy is not responsible for any consequential loss or expense subsequent to a breakdown. Every effort is made to ensure that all the motorhomes are in a safe and road worthy condition before they leave the premises, but Abuzzy shall be under no liability for third party claims or damages in connection with, or consequence to any breakdown or accident.
5. In the event of an accident involving the Abuzzy rental motorhome a complete accident report must be made out immediately after the accident and handed to Abuzzy at the time of termination of the hire. All accidents or damage must be reported to Abuzzy.
6. In the event of an accident please make sure you obtain all names and addresses and vehicle information of all third parties and their insurance details. Also any witnesses details if applicable and photos taken if able to. A sketch of the accident may be helpful. Do not admit liability. An accident report form is included within the Abuzzy Manual and should be completed for all accidents.

11. Car parking

Car parking is provided free to the hirer for the duration of the hire period if required (at owners risk).

12. Availability

1. If, due to circumstances beyond our control, the Abuzzy rental motorhome is not available, Abuzzy reserves the right to offer a suitable alternative motorhome.
2. If this is not acceptable, or another motorhome is not available, the liability of Abuzzy will be limited to a refund of monies paid, and the hirer shall have no further claims against Abuzzy.

13. Cancellation by Abuzzy

1. Abuzzy may cancel the hire of the Abuzzy rental motorhome if, at the time of collection, the driver's licenses are invalid or not in accordance with this agreement.
2. This will be treated the same as a no show, whereby all hire fees will be forfeited to Abuzzy.

14. Fines and Tolls

1. Any and all fines incurred by the hirer for the infringement of traffic laws or regulations shall be paid in full by the hirer, who indemnifies Abuzzy from any liabilities in such circumstances.
2. This includes any unpaid toll road fees/fines.

15. Smoking and pets

1. Smoking and pets are not permitted in any Abuzzy rental motorhome and any infringement of this condition will result in a loss of part of the Damage Bond Deposit. For the benefit of other users, your co-operation is most appreciated.
2. Smoking offenders will be charged a NZD500 fume removal fee.
3. Some pets may be accepted if approved by Abuzzy at the time of booking. For approval contact us through the Abuzzy "Contact us" form on the Abuzzy web site.
4. If approved a pet cleaning fee of NZD100 will apply.

16. Competence

1. After the induction at the time of vehicle collection, the hirer shall be fully familiar with the operation of the motorhome.
2. Any questions should be asked by the hirer and cleared by Abuzzy before signing the rental agreement.
3. By signing the rental agreement, the hirer accepts that they are fully competent with the operation of the Vehicle and Motorhome.

17. Satellite GPS Navigation and driving Responsibility

Regardless of whether a Satellite GPS navigation system is used as part of the rental, or not, this does not make Abuzzy liable for any driving decisions resulting from the use of this system. The driver shall be ultimately responsible for all driving decisions, this includes:

1. Avoiding driving on gravel roads.
2. Avoiding driving along narrow roads that may result in damage to the Abuzzy rental motorhome and others.
3. Avoiding driving along roads, or car parks, or any other off road facilities which have less than a 3.1 meter height restriction.

18. Diesel Road User Charge Recovery Fee

For all Petrol vehicles NZ Government Road Tax is paid as part of the fuel charge at the pump when you buy fuel at the petrol station.

For all Diesel vehicles the NZ Government Road Tax (Diesel Road User Charge) is paid on the distance traveled and is pre-paid based on each vehicle mileage recording. For this reason the price of diesel is approximately 35% cheaper than petrol in NZ. For Abuzzy Standard and Reduction 1 Insurance options the Diesel Road User Charge Recovery Fee will be calculated and collected on return of the vehicle based on the following:

Vehicle Type	Diesel Road User Charge Recovery Fee
- Abuzzy 2 Berth Deluxe Campervan hire - Abuzzy 3 Berth Top Campervan hire - Abuzzy 4 Berth Top Campervan hire	Nil, these are Petrol Vehicles
- Abuzzy 2 Berth Grand Motorhome rental - Abuzzy 2 Berth Ultimate Motorhome rental - Abuzzy 4 Berth Grand Motorhome rental - Abuzzy 4 Berth Ultimate Motorhome rental - Abuzzy 6 Berth Grand Motorhome rental	NZ\$6.50/100km travelled

Notes

- For Abuzzy Reduction 2 Insurance option the Diesel Road User Charge Recovery Fee is paid for by Abuzzy and not passed onto the customer.
- It is typically cheaper for customers to use diesel vehicles even after paying the Road User Charge, as diesel vehicles are typically more fuel efficient than petrol vehicles. For example a typical 1 week rental may cover 1,000km for which the Diesel Road User Charge Recovery Fee would be NZ\$65 for an Abuzzy 2 to 5 berth Motorhome rental . There are no other charges for mileage.
- Note that for the Abuzzy 2 Berth Budget Campervan model, these are petrol and therefore Diesel Road Users charges do not apply with this model.

19. Rights

1. Abuzzy reserves the right to vary rates, conditions and specification without notice.
2. Abuzzy also reserves the right to refuse hire to any person.
3. All rental agreements are subject to the standard terms and conditions of the agreements supplement as above.

20. Disclaimer

1. Illustrations and text in any of our documentation, brochures or website are subject to change.
2. Images are a representation only of the vehicle depicted. Variances in the vehicles offered for rental may occur due to substitutions made by Abuzzy or modifications and/or upgrades to the vehicle design made by the manufacturer.

21. Legal

Any claims or legal action in connection with the provision of Abuzzy services to the client will be governed by New Zealand law and subject to the Motorhome rental agreement signed by the client at the time of vehicle pick-up.