



## What is included in the Britz Campervan rental rate?

Rates include:

- Unlimited kilometres
- Vehicle insurance (excess applies. See Insurance question below)
- Kitchen equipment
- General equipment
- 12.5% GST
- 24 hour Customer Care helpline
- Travel Wallet including road maps and travel information.
- Supermarket Tourist Card
- New Zealand Leading Attractions map including discounts to iconic tourist attractions
- Free mountain bike hire at selected Top 10 Holiday Parks
- Airport transfer upon vehicle collection and return (except Wellington)

### What do I get in a Britz Campervan?

When you get your Britz Campervan you'll find a gas stove and fridge and even a microwave, toilet and shower in most models.

Plates & bowls  
Cups & glasses  
Knives, forks & spoons  
Bottle/can opener  
Mixing bowls  
Saucepans & frying pan  
Cooking utensils  
Chopping board  
Kettle & teapot  
Tea towel  
Pegs  
Dustpan and brush  
Fire Extinguisher  
Bucket & hose  
Broom  
Matches  
Coat hangers  
Toilet chemicals

The above Kitchen and General equipment are not included in the **Britz Rookie**. The Rookie comes with a picnic pack backpack that contains plates, cups and cutlery for two people. Two camping stools and a picnic table are also included.

If you'd prefer not to bring your own linen or sleeping gear, you can hire a Linen & Bedding Kit from us for NZD\$35 per person per rental. We also have an extensive range of additional hire items including picnic tables, picnic chairs and baby seats.

It's a great idea to pack your belongings into soft bags instead of suitcases as they take up less room and can easily fit into the storage compartments in the campervans.

### Do I need a special licence to drive the Britz?

No, all you need is a current and full motor vehicle licence which must be presented when you pick up your Britz Campervan. If your licence is not in an English format, 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.

### How old do I need to be to drive the Britz?

Drivers must be 21 years of age or over. If you are over the age of 75 years, a medical certificate is required at time of vehicle collection stating you are fit to drive for the duration of the hire is required.

### What is the minimum rental duration?

The minimum rental period for Campervans is **5 days (3 days for the Rookie)**, based on a calendar day. Hires with a collection date between 23 December and 10 January will require a minimum hire of **10 days**.

Minimum rental is 10 days when a vehicle is being collected from the North Island and returned to the South Island between October through to March.

Minimum rental periods are subject to change during peak periods.

### Can I pick up the Britz in one city and drop it off in another?

One-way rentals are available between all branch locations. A one-way rental fee of NZ\$220 is charged for rentals between the North and South Island (and vice versa), where pick-up is between 01 October and 31 March.

One-way rentals for the Rookie are available between Auckland and Christchurch, with a minimum of 10 days. No fee applies to the Rookie.

### Wellington and Queenstown Location Fee

Vehicle collection and returns in Wellington & Queenstown will incur a location fee of NZ\$100 & NZ\$175

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respectively (both NZ\$200 from 01 April 2008). Same city pick-up and drop-off, one fee applies.

**Can I pick up or drop off my Britz at the airport?**

Our Queenstown branch is located at the airport! We provide FREE airport transfers for our Auckland and Christchurch branches, which are both very close to the airport.

**What time can I pick up and drop off my Britz?**

Our vehicles can be picked up or dropped off between 8:00am and 5:30pm daily. Please note during the winter months Queenstown Branch closes at 5:00pm. All Britz branches are closed on 25 December.

Save time you can fill out our online pre-registration form. By providing us with your details in advance our branch staff can process your rental vehicle faster allowing you to get on the road with a minimum wait time.

**Can I change the vehicle type that I originally booked?**

If you would like to take a larger vehicle and your preference is available, the additional charge will be taken when you pick the vehicle up. If you want to downgrade to a smaller vehicle, you will not be given any refund.

**Can I change the date and destination of drop-off during my hire?**

If you want to extend your hire, you must get authorization from the Britz reservation or scheduling departments, as it will be due to availability. The extra cost of the rental will be charged to your credit card.

If you return the vehicle early, for any reason, there is no refund.

If you want to change the destination of drop-off, you must get authorisation first from the reservation or scheduling departments. An additional charge of up to NZ\$500 (NZ\$550 from 01 April 2008) may apply.

**What is the diesel tax recovery fee?**

It is a government tax and is calculated and collected on return of your vehicle as follows:

Voyager: NZ\$3.90

Elite: NZ\$3.70

Explorer: NZ\$3.90

Frontier: NZ\$4.25

Adventurer 4WD: NZ\$3.90

The rates are subject to government changes and apply to Campervans only. The diesel recovery Tax is included in the Britz Bonus Pack.

**Do I have to pay for more than one driver?**

Yes. Campervan and Rookie rentals are subject to an Extra Driver Fees of NZ\$3 per day (maximum charge per driver, per hire NZ\$150) for each additional driver.

**Do I get any discounts for hiring in Australia and New Zealand?**

Yes you do. Consecutive campervan hire in Australia, New Zealand and South Africa and/or consecutive car hire in New Zealand for both Britz and Maui can be combined to qualify if the vehicle collection date/s are within a 3-month period. For all rentals to qualify each booking needs to be made at the same time. If you make another booking at a later time, the new booking can be combined to qualify if the vehicle collection date/s are within a 3-month period, however, the original booking/s will not qualify for a discount if applicable.

2WD car hire in Australia cannot be combined with any campervan or New Zealand car hire to qualify for longer-term discounts.

Don't forget to check that your credit card has the funds available and that the amount does not exceed your daily withdrawal allowance.

**What Credit Cards do you accept?**

We accept Visa Card, MasterCard and American Express. Please note, a non-refundable surcharge of 1.75% will apply to all Visa and Mastercard credit card transactions. A 4.5% fee is applicable to American Express cards.

**What happens if I cancel my booking?**

If you cancel your Britz Campervan or 4WD, the following fees will apply:

If cancelled up to 22 days prior to pick-up ..... No Fee

If cancelled from 21 to 7 days prior to pick-up ..... 20% of Rental

If cancelled 6 to 1 days prior to pick-up ..... 50% of Rental

If cancelled on day of pick up or No-Show ..... 100% of Rental

If vehicle is returned early for any reason ..... No refund available for the unused days

**Can a baby seat be fitted to any of your campervans?**

Baby, booster & child seats can be fitted to the front passenger seat of all Britz Campervans. Please ask your Reservations consultant for possible alternative fitting arrangements. Britz offers these for hire if you need one.

Booster seats can be fitted to all Britz vehicles. Baby seats can be fitted to the Britz Voyager, Explorer, Frontier and Adventurer 4WD. Britz offer the seats for hire if you need one. For specific details about where your child will sit during travel, please ask your consultant.

**Are there restrictions on where I can drive the Britz?**

2WD campervans can be driven on any sealed/bitumen or well-maintained roads. You are not allowed to drive on Skippers Road (Queenstown), Ball Hut Road, (Mt. Cook), Ninety Mile Beach (Northland), North of Colville Township (Coromandel Peninsula) and Bluff Road that runs between Kuatunu and Mataurangi.

**Where can I camp in the Britz?**

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New Zealand has an extensive network of holiday parks in all major tourist centres and in most towns. We recommend all Qualmark rated holiday parks. They offer excellent recreational facilities, as well as resources to dispose of your waste water. They also have provisions for you to plug the vehicle into 240V mains power.

**How long does the battery system last?**

Britz vehicles have two batteries – one to run the engine and the other to operate the living equipment such as the fridge and lights. This battery will remain charged for approximately 12 to 14 hours. If you flatten it you can start the engine to recharge.

**Do you have any Vehicle Assistance while I am on the road?**

Yes, we do. Please phone tollfree at any time within 24 hours to give us the opportunity to solve the issue.

**North Island Customer Care:** 0800 831 900

**South Island Customer Care:** 0800 304 304

Our Customer Care Partners are also familiar with the Britz vehicles and can help you out on the road.

Look out for the Customer Care sign.

**IMPORTANT**

The purpose of this page is to answer frequently asked questions we receive from customers. For full Britz Campervan and 4WD Terms and Conditions, please read the Britz [Terms & Conditions](#) or Rental Agreement.