



Bukima

Adventure Travel

MOTORHOMES

6 BERTH

Standard Specifications:

Thermostatically controlled heater
240v mains supply
120ltr water tank
Fridge
Gas cooker and microwave
Colour TV/video and stereo
Hot & cold water
Interior shower & toilet
Air conditioned cab



RENTAL INCLUSIONS/EXCLUSIONS

Rental rates include:

- Modern vehicles, fully maintained to Manufacturers recommendations
- Fully equipped vehicles
- All living equipment including cutlery, crockery, cooking utensils, sheets, towels, pillows, duvets and duvet covers or sleeping bags
- Unlimited kilometers on all bookings over minimum hire period, except where specific bookings have been made on a limited kilometer basis
- Road user charges (Diesel Tax) on all bookings
- Complimentary transfer on arrival from Airport or Airport and City motel/hotel properties to all Client Service Centres. Hirers must call the applicable branch to arrange their complimentary transfer
- Standard insurance is compulsory and carries a \$4500 damage excess. CDW options are available as outlined under insurance section
- Extra drivers fee
- One way rentals
- 100% LPG gas refills
- Starter pack
- Maps and visitor information

Rental Rates exclude:

- Vehicle security deposit = payable at time of pick up with a credit card imprint or cash bond
- Fuel (Diesel)
- On bookings under the minimum hire period – unlimited kilometers

AFRICA - ANTARCTICA - GALAPAGOS - LATIN AMERICA - NEW ZEALAND - MOROCCO

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ATOL: 6920

Optional Equipment:

The following additional items may be requested and are paid for when the vehicle is picked-up. It is recommended that the optional extras be pre-booked to ensure availability.

Picnic Chair	\$5.00 per hire
Picnic Table	\$15.00 per hire
BBQ (gas)	\$45.00 per hire
Microwave (Eclipse 2 only)	\$35.00 per hire
TV	\$60.00 per hire
Bike rack	\$55.00 per hire
Snow chains	\$35 per hire
Baby or child seat	\$25.00 per hire
Port-a-cot	\$55.00 per hire

BRANCHES**Pick up and Drop off points:**

AUCKLAND
5 Aintree Oaks
Mangere
Auckland
Ph: 09 275 9349

WELLINGTON
Corner Grays Road & State Highway 1
Plimmerton
Wellington
Ph: 04 233 8881

CHRISTCHURCH
Unit 4/855 Wairakei Road
Airport Complex
Christchurch
Ph: 03 358 6483

PICTON
13 Market Street
Picton
Ph: 03 573 8180

CLIENT SERVICE CENTRE HOURS OF OPERATION

- 21st April to 23rd September (Low Season) Monday to Sunday 8.00am to 5.00pm
- 24th September to 20th April (High Season) Monday to Sunday 8.00am to 6.00pm
- Client Service Centres are closed on Christmas Day. (25th December)

We advise to allow 15-30 mins to complete the drop off formalities and also allow for airport transfers to be ordered. If the vehicle is returned after these times a late pick up or drop off fee may be charged.

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BOOKING TERMS AND CONDITIONS

Rental Agreement

Details of the following terms & conditions are contained in the rental agreement. The following is a summary of those conditions.

Extension to Hire Period

Should you wish to extend the length of the hire after day of pick up, you will need to make contact with our reservations office. Your request to extend will be accommodated if possible. The toll free number is 0800 4285462. The extra cost of the extension to the hire will be charged and this must be paid for immediately. E.g. by credit card.

Driver Licensing Regulations

A current full and valid driver's license is essential and must be sighted by a Pacific Horizon employee at or before commencement of the hire. This is required under New Zealand law. An International permit or a country of origin license is satisfactory. Minimum age of all drivers is 21 years. If the license is not in English, an English translation is required.

Traffic Regulations

A copy of the "driving safely in New Zealand" brochure is supplied with all vehicles to ensure hirers are familiar with all New Zealand traffic regulations. Safety belts and Child/baby restraints are required by law. Please advise if there are children under 5 traveling.

If the hirer is fined or penalized for breaking any traffic law, they are responsible for the fine plus all costs including administration on our part incurred as a result.

Availability/change of Vehicle

Pacific Horizon reserves the right to substitute a comparable or superior vehicle at no extra cost in some circumstances. While we always endeavor to provide the vehicle with the transmission type requested, the substitution of Manual for Automatic or vice versa, may be necessary in some circumstances.

Please note: - Neither of the above shall constitute a breach, and will not entitle the customer (hirer) to any refund whatsoever.

One Way Charges

There is no charge for one way rentals between any of our Client Service Centres.

Changes to the Drop off Client Service Centre

If the hirer wishes to change the drop off location after the commencement of the hire, then authorisation must be sought from our reservations department, if approved; a relocation/repositioning fee of up to \$750.00 will apply

Vehicle Drop off Requirements

All vehicles must be returned to the nominated Client Service Centre with fuel tank full and waste tanks (both grey water and toilet waste cassette) emptied. If they are not, then Pacific Horizon reserve the right to withhold part of the vehicle security deposit to accommodate the cost of filling the fuel tank and/or emptying the waste tanks. Should the vehicle be returned in an excessively unclean state or the toilet and waste tanks are not emptied, Pacific Horizon reserve the right to charge the hirer an amount of \$100.00.

The fuel tank will be full at the commencement of their hire and this will be your responsibility to return the vehicle with a full tank. Toilet waste tanks are cleaned before every hire and recharged with chemicals to accommodate the breakdown of waste, these also must be empty or additional charges apply.

You are only required to empty the waste tanks, fill with fuel, wash all the dishes, sweep the floor, and remove all personal rubbish. The outside of the vehicle must be clean enough to ascertain if any accident damage has occurred.

Pets

Health and safety Regulations prevent us from permitting pets to be carried in our vehicles with the exception of Guide dogs.

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Safety Belts and Child Restraints

New Zealand law requires the use of safety belts and of approved child restraints for children less than 5 years of age. Suitable child seats are available from Pacific Horizon.

It is advantageous if Pacific Horizon are advised prior to arrival, the age and weight of the child, should a seat be required, to ensure the correct seat is available.

Pacific Horizon accepts no responsibility or liability for the use or misuse of supplied child seats, nor do they accept any liability for the anchorage requirements of baby or booster seats that may apply in the country of origin of the hirer.

Vehicle Breakdown/Customer Back up Service

All Pacific Horizon vehicles are fully maintained and serviced regularly, according to manufacturer's recommendations. However, should you experience any difficulties while traveling in a Motorhome, Pacific Horizon provides a free phone customer support service which runs 24 hours a day operated by their own staff.

Minor repairs costing less than \$100 may be undertaken without prior authorization. Receipts must be presented to the drop off client service centre for a refund.

Amounts in excess of \$100 require prior approval.

Contact Pacific Horizon free phone 0800 808 881. If the problem cannot be fixed quickly, you will be directed to the nearest service agent. The free phone service is available 24 hours a day from any New Zealand phones and mobiles.

No responsibility for accommodation, meals or other expenses resulting from a breakdown or accident will be accepted without prior approval.

Problems associated with the vehicle must be reported to us as soon as possible (within 24 hours), in order for us to fairly effect repairs and not detract from the holiday experience. Pacific Horizon will not accept liability after the termination of the rental agreement for any problem during the rental period for which they were not notified.

Road Restrictions

While all Pacific Horizon vehicles can be driven on all legal formed roads, it is important the hirer understand that the vehicle insurance cover will be negated should the hirer/driver take or drive the vehicles on the following roads. The hirer will therefore be responsible for all damage incurred.

- Ninety Mile Beach Northland
- Colville Township to Port Jackson Coromandel
- Skippers Canyon Road Queenstown
- Ball Hut Road Mt. Cook

Vehicle Security Deposit

A vehicle security deposit is required at the time of vehicle pick-up and can be paid by Cash, Travelers Cheques in New Zealand dollars or a credit card. This security deposit covers; insurance, excess for damage to the vehicle, third party or property damage via an imprint of a credit card. Provided the vehicle is returned undamaged to the correct location, on the correct date, refueled and in a clean and tidy condition the imprint will be destroyed.

Insurances

All vehicles are fully insured for damage to the vehicle or to the property of a third party. The hirer is responsible for the relevant damage excess for the cost to the third party property or to the rented vehicle, towing or recovery cost and consequential loss resulting from an accident, fire, theft, or break in. This excess applies to each claim, not per rental.

The excess is applicable regardless of who is at fault and must be paid at the time the accident is reported, not at the completion of the rental.

Where liability for the accident is clearly identified as being the responsibility of the third party, the insurance excess will be refunded, less any costs incurred.

Where the hirer is at fault, any monies remaining after the assessment of total costs of the accident or damage, and the consequential loss incurred by Pacific Horizon Ltd, including loss of revenue whilst the vehicle is unavailable for hire, will be immediately refunded.

Standard insurance is compulsory and is included in your standard rates

Note if you are using 'Exclusive Rates' \$15/day is payable by the client at time of pick up

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A credit card imprint or cash bond is required on all hires to cover the Vehicle Security Guarantee regardless of level of insurance taken.

- If no credit card is available to leave an imprint to cover the security of the vehicle (this is not the damage excess) and the cash option is taken, the Vehicle security cash bond is \$4500 for standard (level 1) insurance. If any additional insurance (Level 2 or 3) is taken the cash bond required is \$2500 in both cases to secure the vehicle.

Levels 2 and 3 are only available on hires 7 days or more

Level 3 is not available to drivers under 25 years of age

Insurance levels 2 and 3 are capped to a maximum of 50 days. Please note this insurance is charged per incident not per hire. Therefore the excess (all or part thereof) will be charged per incident.

Vehicles are not hired to clients under 21 years of age

Please note:

- Salt water damage or damage resulting from submersion in water **is not covered** by the above options. The hirer will be liable for all damage and loss to Pacific Horizon Ltd. including consequential loss whilst the vehicle is unavailable for hire.
- Driving on roads as listed under Road Restrictions negates any and all insurance cover. The maximum number of days for level 2 and 3 additional insurance is, 50 days.

Windscreen and tyre cover is included in all Pacific Horizon insurance policies.

		Daily rate	Maximum payable	Excess	Multiple incident terms	Imprint ONLY
Level 1 Standard Insurance	Compulsory	Included in the 'Standard rate'	N/A	\$4500	Excess only charged per incident up to maximum excess	YES
AND (optional and in addition to Level 1 compulsory insurance)						
Level 2 Street Smart Insurance	Optional (min 7 day hires)	\$19 (non refundable) (34 incl L1)	50 days maximum (\$950)	\$2500	Excess only charged per incident up to maximum excess	YES
OR (optional and in addition to Level 1 compulsory insurance)						
Level 3 Freedom Plus Insurance	Optional (min 7 day hires)	\$35 (non refundable) (\$50 incl L1)	50 days maximum (\$1750)	nil (not available for under 25 or < 1 year full license)	Excess only charged per incident up to maximum excess	YES

Cancellation Fees

Cancellation fees are as follows:

If cancelled	25 days or more prior to vehicle pick up	No charge
If cancelled	21 – 8 days prior to vehicle pick up	20% net tariff
If cancelled	7 – 1 days prior to vehicle pick up	50% net tariff
No show or cancelled on day of pick up		100% net tariff

If a vehicle is returned early for any reason whatsoever, no refund is available.

Amendment Policy

Once a booking is confirmed, 2 amendments will be actioned free of charge with all remaining amendments at a cost of \$20 each.

FERRY BOOKINGS

Should you wish to travel between the North and South Islands, we encourage that you take your hire vehicle with you on the Inter-Island ferry. We are happy to assist with arranging ferry crossings as required, and strongly recommend reservations are made between November and March and surrounding school holidays and public holidays as the ferry services are extremely busy and space can be difficult to obtain. We accept no liability for sailings that are delayed or cancelled or failure to make a reservation. No compensation will be made for any loss of travel time or inconvenience caused as such interruption.

There are two ferry services offering crossings:

- Bluebridge – 3 ½ hours, or
- Inter-Islander – 3 ¼ hours

VISAS

Depending on your nationality you may need a visa to travel to New Zealand.

For information on the location of your nearest embassy or consulate we recommend the following website: yahoo.com/Government/Embassies_and_Consulates/

SECURITY

Traveling overseas can be a bit daunting especially if it is your first time. In general travel is safe in New Zealand. Here are a few ideas to help you out.

- Take the same precautions you do when traveling around your own country
- Never flash wealth around, people **WILL** be watching. Take off your earrings, watches and jewellery.
- Be careful placing valuables when relaxing or in Internet café as this is where lots of tourist flock and so do the people who live off them.
- In the end don't worry yourself sick, be prudent and keep your valuables in safe secure places.
- Note. Bukima takes no responsibility for loss or damage to personal effects.

FIRST AID KIT

When traveling in a foreign country it's good to have a first aid kit available.

Suggested items as below:

- Antiseptic cream, Betadine is good
- Sunscreen & lip cream
- Insect Repellent
- Cotton wool & sterile swabs
- Dressing pads like melonin or telfa and adhesive tape
- Bandages and Band-Aids
- Pain killers - paracetamol/Panadol
- Ear & eye drops
- Butterfly tape (sterile strips)
- Tweezers and scissors
- Water purification tablets
- Rehydration sachets for diarrhoea
- Antibiotics for infected cuts and tropical ulcers
- Broad-spectrum antibiotics (amoxicillin or Augmentin)

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WEATHER

Max/Min 0c

COUNTRY	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
AUCKLAND	24/12	25/13	23/14	20/13	18/12	18/11	16/10	15/09	16/10	18/11	20/11	22/12
BAY OF ISLANDS	25/14	25/15	24/14	21/11	19/12	19/10	17/08	16/07	17/19	19/09	21/12	25/13
ROTORUA	24/12	24/13	22/14	18/09	17/11	15/09	14/05	13/04	15/05	17/07	19/10	22/11
WELLINGTON	20/13	21/14	20/13	17/11	16/11	14/09	14/07	12/06	14/07	15/09	17/11	19/12
CHRISTCHURCH	22/12	22/13	21/12	18/08	16/08	15/06	13/04	12/03	14/06	17/07	19/10	21/11
QUEENSTOWN	22/10	23/14	21/11	16/06	15/06	14/05	11/02	10/01	13/04	16/05	18/09	21/10

ANY QUESTIONS ? PLEASE CONTACT US AT adventure@bukima.com
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