



WHOLESALE MANUAL

NEW ZEALAND

Effective from April 2019 to March 2020

Version 2 – August 2018



Table of Contents

1	Minimum Driver Age.....	3
2	Rates Include	3
3	Rates Exclude - *unless specified in your schedule	3
4	One Way Hires.....	3
5	Airport/Ferry Fees	3
6	Damage Excess Reduction	3
7	Continuous / Multi Island Hire Policy	4
8	Credit Card Requirement	4
9	Advance Reservations.....	5
10	Rental Period	5
11	Drivers Licence Requirements.....	6
12	Amendments and Cancellations.....	6
13	Restrictions to North and South Island Roads.....	6
14	Wholesaler Billing	7
15	Payment Terms.....	7
16	Emergency Roadside Service.....	7
17	Accessories	8
18	Car Type Reservation	9
19	Smoke Free Fleet	9

1 Minimum Driver Age

Minimum age for renting a Budget vehicle is 21 years, under net contracted rate.

2 Rates Include

Goods and Services Tax (GST) currently at 15%

Unlimited kilometres

Standard Motor Vehicle **Damage Waiver**

3 Rates Exclude - *unless specified in your schedule

One Way Fee

Airport/Ferry Fee

Special Request Delivery Fees

Optional Extras (GPS, child safety seats, etc)

Additional Excess Reduction

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 One Way Hires

ALL VEHICLE GROUPS are subject to a minimum hire of 3 days.

All One way hires that are less than 7 days will incur a One Way Fee of \$50.00+GST, payable direct by client's credit card. This cannot be charged back to company.

5 Airport/Ferry Fees

An Airport/Ferry Fee of \$45.00+GST per hire will apply for all hires which commence or terminate at an Airport or Ferry location. This is payable direct at the time of rental

A further Late Ferry Fee of \$50.00+GST will apply for vehicle collection which takes place at a ferry location after 1830 hours.

6 **Damage Excess Reduction**

- Standard Motor Vehicle **Damage Waiver** is included in all hires on nett contracted rate. In the case of damage to the vehicle, the renter is liable for an excess (aka Deductible or Liability) regardless of party at fault. The excess amount is **\$3,500.00+GST** for Groups A, C, G, D, E and H, and **\$4,250.00+GST** for Groups P, F, V, W and K

- Excess Reduction

The excess can be reduced down to \$225.00+GST by purchasing Excess Reduction at the time of rental. The charge for this is \$25.00+GST per rental day for vehicle Groups A, C, G, D, E and H, or \$29.00+GST per rental day for vehicle Groups P, F, V, W and K

~~Please note: if your clients purchased this excess reduction insurance, they will receive complete cover for one front windscreen replacement, if damaged. This means that the excess on the first windscreen is fully waived.~~

Please Note: For Exclusive rates, \$1400+GST will be charged if a windscreen (front or back) is cracked or broken that require replacement.
For Inclusive rates, the excess will be charged,
Chip on windscreen will cost \$60+GST

Please Note: Cost of tyre replacement are not covered unless the Road Side Assistance Package is purchased at the counter. Please refer to Section 17 – **Accessories**

7 Continuous / Multi Island Hire Policy

- A hire with multiple pick up/ drop off involving multiple locations/island can be treated as a continuous hire, provided each subsequent vehicle(s) are collected within 24 hours after returning the previous vehicle.
- Budget vehicles cannot be taken from one island across to the other on Cook Straight Ferry Services. Failure to comply will result in a relocation fee of no less than \$650+GST. When travelling between islands, change over vehicles are arranged at Wellington Ferry in the North Island or Picton Ferry in the South Island. This means the vehicle must be returned to our ferry locations prior to boarding the ferry services.
- ALL cross-over dates are required at time of booking request. This includes date + time of ferry/flight details if the traveller is flying within or between the Islands. If not known at time of booking, Budget needs to be advised of crossover details no less than 10 days to guarantee availability.
- Any one way segments must be more than 3 days. E.g. if your booking goes from Picton to Christchurch in the same day then, we will add 2 extra days to the invoice to meet the minimum one way requirement of 3 days. This is applicable for every one way segments in the itinerary.
- GPS units on continuous/multi island hire must be kept with the client until their final vehicle drop off.

8 Credit Card Requirement

- A credit card issued in the renter's name must be provided at time of collection.
- Renters without a credit card will not be provided with a vehicle.
- Budget does not accept Electronic/Prepaid/Preloaded/Debit cards nor cash payments.
- Card holder must be present at time of vehicle collection, Budget will not accept credit card details over the phone/email/fax.
- Any additional charges outside of nett rate inclusions will be applied to client's credit card direct, this includes but not limiting to:

- Fuel
 - Additional coverage such as excess reduction
 - Extension of hires
 - Any airport/wharf and one way fees.
 - Damage excess
 - Accessories such as baby seat, bike racks etc
- A minimum of \$100 NZD preauthorisation will be charged plus total value of any optional extras elected. If no optional extras were taken, the initial \$100 NZD preauthorisation will be refunded upon completion of the hire.
 - The preauthorisation can be made by any major international credit card (American Express, Visa, MasterCard or Diners Club).
A card transaction fee may apply. This fee is generally between 2% to 3% of the total payable direct charges +GST

9 Advance Reservations

Budget requires a minimum of two working days advance reservation. If you wish to confirm a reservation via email, please contact our specialist wholesale reservations team via: wholesale@budget.co.nz

The following information must be supplied to Budget Wholesale Reservation team for a booking to be confirmed:

- Name of the lead driver
- Pick up date, time and location. Flight number if from an airport location
- Return date, time and location.
- Cross over details, this includes date and time of flight or ferry.
- Your Budget Chargeback account detail (BCN)
- Your Budget Rate identifier (BCD)
- Car Group – Please refer to wholesale fleet guide
- Any optional accessories
- Your file reference number – reference to appear on a Budget Invoice.

Wholesale Reservation Staff is not responsible for providing quote for net contracted rate holders.

10 Rental Period

Daily rates are based on 24 hour periods. One rental day is equal to 24 hours, calculated from the time when the vehicle is collected. Reservations/rentals extended beyond each 24 hour period will be charged as a further full day.

E.g. if your booking request is 10am pick up / 10:30am drop off on the following day – you will be invoiced 1 extra day.

11 Driver Licence Requirements

All drivers must be 21 years old or over and hold a Full current non probationary driver licence (with an English translation shown on the driver licence) for their home country. If the licence is not issued **fully (i.e. every single endorsement)** in English, it must be accompanied by either an international driver permit or an approved translation. There is no maximum age for hiring a vehicle in New Zealand.

- **Additional Authorised Driver**
Additional authorised drivers have to be registered on the rental agreement.
Each additional driver will cost \$5+GST NZD per day up to a maximum of \$25+GST NZD for the entire length of rental.
Partner / Spouse (not restricted to marriages / relationships between individuals of any gender) are exempt from this fee.
All additional drivers must meet the above criteria under section – Driver Licence Requirements.

12 Amendments and Cancellations

- Amendments are allowed at no additional cost before the commencement of hire.
- Amendments after hire commencement must be initiated by the starting branch. Any additional cost are payable direct to Budget by the renter'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 Budget by the renter's credit card.
- Extensions
Voluntary extensions of rentals notified to Budget 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.
- Budget provides no refunds on any early return after commencement of the hire.

13 Restrictions to North and South Island Roads

- Please note that Budget Rent a Car vehicles are not permitted to drive on the following dangerous roads. There is no insurance cover for damage to a vehicle driven on these roads, regardless of whether additional insurances were purchased.
- Unformed Roads
e.g. dirt, farm roads. This also includes beaches and riverbeds.
- Ninety Mile Beach, Northland
- 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 insurance cover for rental cars.
- There are no driving restrictions applicable for other remote locations, which would jeopardise insurance claims, as long as the client uses the vehicle within the general terms and conditions of the Rental Agreement.

14 Wholesaler Billing

- A wholesale voucher is not required when your clients are collecting a car. However if you are still producing vouchers, it must contain Business Name and Billing Address; Budget Account Number; Renter's name; Vehicle Group; number of rental days prepaid; BCD number; commencement date, time and location; final return date, time and location; date of issue; and any special instructions.

Budget will not return copies of the voucher unless it is required to solve a specific customer dispute.

- The date of rental commencement determines the rate applied to the total hire. We do not split rates between seasons.
- Voucher Value
Tour Operators will be charged for the number of days in the original booking, irrespective of the number of days the renter actually rents. If the client returns the vehicle early the tour operator will be charged the full value. Clients renting for longer than voucher value will be charged the extra rental days at local applicable rate at the time of rental (see 12 - Extensions of rentals).

15 Payment Terms

Payment terms are 7 days from receipt of invoice.

Payment for transactions should be made by Electronic Funds Transfer (EFT) to the following account:

Bank Name:	ANZ Banking Group (New Zealand) Limited
Bank Address:	Cnr Queen and Victoria Streets, Auckland, N.Z.
Account Name:	Budget Rent a Car Limited
Account Number:	010102-0040089-00

To identify each payment and to ensure it is allocated promptly and correctly please send remittances to one of the following addresses.

Attn: Credit Department
Mail: Private Bag 92144
Auckland
Fax: (09) 526 2828
Email: remit@budget.co.nz
Swift Code: ANZBNZ22

16 Emergency Roadside Service

Budget offers 24 hour emergency roadside service throughout the country. All Budget customers can call our 0800 500 222 toll free number in the event of a breakdown. In cases such as flat tyres, keys locked in the vehicle, refuelling (i.e. where the driver might be considered 'at fault') charges will apply and will be payable direct to the Automobile (AA).

Your client may elect to purchase Roadside Assistance at \$6.00+GST per rental day, which provides roadside assistance in these instances.

17 Accessories

Child Safety Seats, Child Booster Seats, Ski Racks and Chains and / or GPS units etc are available on application at an additional cost per item per hire. These are to be requested in advance at time of booking. Please specify the age of the children when requesting child safety / booster seats.

- Child safety seat/ booster seats can be hired for \$13+GST per day up to a maximum of \$65+GST per month.
- GPS units can be hired for
\$9.95+GST per rental day or
\$49.95+GST per week or
Up to a maximum payment of \$99.95+GST per month.
In the event the GPS unit is lost, damaged or stolen while on rent to the customer, the customer will be charged \$200+GST for the unit.
- Ski Racks, Snow Board Racks and Snow Chains can be hired for
\$12.50+GST per day or
\$90.00+GST per week or
Up to a maximum payment of \$160.00+GST per month
Available at Queenstown and Christchurch. Available at other South Island locations upon request. Ski Accessories must be requested in the reservation.
- Bike Racks can be hired for:
\$12.50+GST per day per rack or
\$80.00+GST per week per rack or
Up to a maximum payment of \$120.00+GST per month per rack
Available at Auckland and Christchurch. Bike racks must be requested in the reservation.
Limited to 2 racks per car.
- Roadside Assistance can be purchased for \$6+GST per day.
Roadside Assistance covers:
 - Out of fuel (Up to \$10 fuel delivery)
 - Key replacement for lost keys/lock-outs
 - Flat Tyre Assistance
 - Tyre Replacement (just the tyre – the rubber) excludes spare wheel/wheel cover/hub cap
 - Flat Battery

- Roadside Assistance **PLUS** can be purchased for \$10+GST per day
Roadside Assistance **PLUS** covers:

- Out of fuel (Up to \$10 fuel delivery)
- Key replacement for lost keys/lock-outs
- Flat Tyre Assistance
- Tyre Replacement (just the tyre – the rubber) excludes spare wheel/wheel cover/hub cap
- Flat Battery
- **Windscreen replacement free of charge**

18 Car Group Type Reservation

- Car group is guaranteed but not any particular make, model, colour or features.
- All car group type must kept the same for continuous hires.

19 Smoke Free Fleet

Budget have a 100% smoke free policy to our entire fleet.

We have implemented an 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, or evidence it has been smoked in. Customers will find a sticker on their vehicle to identify it as smoke free.

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