

AVIS®

AVIS NEW ZEALAND

NET TOUR RATE TERMS & CONDITIONS

01 April 2026 - 31 October 2027



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1 Terms & Conditions ***UPDATED 26-27***

The terms and conditions outlined herein are valid through 31 March 2027. Should any changes be required for rates applicable from 1 April 2027, Avis will provide notification no later than six months prior to the rate start date.

2 Minimum Driver Age

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

3 Rates ***UPDATED 26-27***

All prices quoted in our rate sheets and within these Terms and Conditions are expressed in New Zealand Dollars (NZD) and are exclusive of Goods and Services Tax (GST), unless stated otherwise.

3.1 Inclusions: ***UPDATED 26-27***

- Goods and Services Tax (GST), currently at 15% Unlimited kilometers
- Standard Motor Vehicle Damage Waiver
- 1 Additional Driver per rental

3.2 Exclusions: - *unless specified in your schedule.

- One Way Fee Airport/Ferry Fee
- Special Request Delivery Fees
- Optional Extras (child safety seats, prepaid fuel etc.)
- Damage Excess Reduction
- Tyre and windscreen cover
- Fuel

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

3.3 Validity Period

The rates are valid for rentals that have a pickup date between 1 April 2026 and 31 March 2027 and 1 April 2027 to 31 October 2027 (per the applicable season listed on the rate sheet).

Bookings for rentals with a pick-up date beyond the stated validity period will be accepted. However, the applicable rate for such bookings will be determined by the rates released for that tour season once they become available.

4 Car Group Type Reservation ***UPDATED 26-27***

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

Category Grouping	
Passenger Vehicles	Groups C, G, P
	Groups F, W, V
Commercial Vehicles	Groups L, Z

5 One-Way Minimum hire length and Fees

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

- One-Way Fees are paid direct at the 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 ***UPDATED 26-27***

One-Way Minimum hire length & 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 <u>passenger vehicle groups C, G, and P only</u>	N/A	\$0

Relocation Rentals (South Island to North Island)	1 – 25 Days
South Island to North Island via ferry (Dual Island) <u>passenger vehicle groups C, G, and P only</u> – No Min Rental Days	\$0 one-way fee. Max Rental Days applies. Refer to Relocation Rates section

COMMERCIAL VEHICLES

Commercial Vehicle One-Way Minimum hire length & 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

One-Way Fee Exceptions (Same Island) ***UPDATED 26-27***

- A one-way fee does not apply for one-way travel that qualifies for relocation rates as listed below.
- No one-way fee applies to rentals picked up and dropped off within the same city i.e. Pick-Up: Auckland Airport / Drop Off: Auckland City.
- A one-way fee does not apply for one-way travel that qualifies for relocation rates as listed below.

All reservations must be booked to meet minimum rental periods of 3 days.

6 Relocation Rates *****UPDATED 26-27*****

Relocation Rates are valid from 1 April 2026 – 31 March 2027.

Rentals must meet the below requirements to qualify for the Relocation Rate and its applicable inclusions.

Relocation Route/Requirements:	Max Length
Rentals starting from any South Island location, returning to any North Island via ferry only (Dual Island)	25 days
Wellington returning to Auckland	6 days
Rotorua returning to Auckland	3 days
Christchurch/Queenstown returning to Picton / Blenheim / Nelson	6 days
Queenstown returning to Christchurch.	6 days

Value adds:

- Competitive daily rate
- No minimum hire
- No one-way fee

NOTE: Extensions over and above the listed lengths above will be charged at the best rate of the day directly on the clients' credit card.

7 Multi Hire / Dual Island / Continuous Hire Policy *****UPDATED 26-27*****

- Dual Island / Continuous Hire is one rental traveling North – South or South – North using Ferry Services. E.g., One Reservation Number: Auckland – Ferry – Queenstown
- Passenger Groups C, G, P are allowed to cross on ferries, all other passenger vehicle groups must be booked as multi-hire
- Multi Hire is multiple reservations booked across both islands with / without using the Ferry services.
 - Each Vehicle requires a separate reservation.
 - Subsequent vehicle(s) MUST be collected within 48 hours after the previous return.
 - Car groups & AWDs can be mixed and matched if minimum / maximum length of rentals have been adhered to for each vehicle booked.

Tour operators must use the AWD corresponding to the correct day break.

Example:

- 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.

8 Airport / Wharf Fees

An Airport/ Wharf Fee of **\$47+GST** per hire is applicable on hires commencing or terminating at an airport or ferry location. This surcharge is payable directly to Avis at the time of rental.

9 Damage Excess Reduction ***UPDATED 26-27***

Standard Motor Vehicle Damage Waiver is included in all hires at a net contracted rate except for those bookings made on Inclusive rates.

In the case of damage to the vehicle, the renter is liable for an excess (aka Deductible or Liability) regardless of party at fault.

Standard Rates Excess	
Passenger Vehicles	
Groups C, G	\$5350.00 including credit card surcharges & GST
Groups P, F, V, W	\$6150.00 including credit card surcharges & GST
Commercial Vehicles	
Commercial Vehicle Groups L	\$5463 including credit card surcharges & GST
Commercial Vehicle Groups Z	\$5175 including credit card surcharges & GST

Excess Reduction can be purchased at rental commencement & is paid at the counter.

Excess Reduction		
	Charge Per Day	Excess Responsibility
Passenger Vehicles		
Groups C, G	\$36 .00	\$1025.00
	\$47.00	Zero Excess
Groups P, F, V, W	\$35.65	\$1300.00
	\$51.00	Zero Excess
Commercial Vehicles		
Commercial Vehicle Groups L, Z	\$35.00+GST	\$1000.00+GST
Commercial Vehicle Groups L, Z	\$50.00+GST	Zero Excess

Please Note: Windscreen, chip repair and tyre replacement are not included in Standard Rates & will be charged as follows:

\$1500+GST will be charged if a windscreen (front or back) is cracked or broken that require replacement. Chip on windscreen will be charged at **\$65+GST**

A charge of **\$250+GST** per tyre applies if the damage is not normal wear and tear and Avis reasonably believes it was caused deliberately or by reckless driving.

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

Please note: Standard & Inclusive rates do not include coverage for the call out cost if 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.

10 Credit Card Requirement ***UPDATED 26-27***

- A credit / debit card issued by a bank in the renter's name is required at the time of collection.
- 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.
- Renters without a credit card / debit will not be provided with a vehicle.
- Avis does not accept Electronic/Prepaid/Preloaded debit cards nor cash payments.
- The cardholder must be present at the time of vehicle collection; Avis will not accept credit card details over the phone/email/fax.
- Any additional charges outside of net rate inclusions will be applied to clients' 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 seats, additional protection cover etc.

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

- Accepted Cards for Pre-authorization – A card transaction fee of 2 – 3% will apply.
 - Visa
 - Mastercard
 - American Express

All rentals are subject to a deposit at the time of vehicle collection to cover miscellaneous / optional charges and may also have to cover the applicable excess and a \$100.00+GST fuel bond. A credit or debit card is required.

An additional deposit will be required where the Local Renter Policy applies.

11 Advanced Reservations ***UPDATED 26-27***

Minimum of 2 working days advance reservation Required by phone, automated system (CRS), direct reservation link. Email to Specialist wholesale reservations team via: toures@avis.co.nz

Please note: Wholesale Reservation Team has no access to your confidential net rate therefore cannot provide quotes on your contracted rates.

Mandatory Booking Information required for a booking to be confirmed:

- Name of the lead driver
- Pick up + Return date, time, location & flight details if collecting from an airport location
- Contact Details for the travelers while in country
- Avis Chargeback account details (Wizard)
- Avis Rate identifier (AWD)
- Car Group – Please refer to wholesale fleet guide.
- Any optional accessories
- Your file reference number – reference to appear on Avis Invoice.

12 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.

13 Driver Licence Requirements ***UPDATED 26-27***

- 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. We allow one free additional driver per booking.
- All additional drivers must meet the same criteria as the main driver.
- Each additional driver will cost **\$5+GST** per day up to a maximum of **\$25+GST** per rental.

14 Local Renter Policy (Domestic Customers Only) ***UPDATED 26-27***

Avis New Zealand may require a customer who lives within 50km of the rental pick up to complete a Local Hirer Form, provide additional identification and a security deposit. For further information please visit the Local Renter Requirements in the FAQs - Requirements for Renting section. <https://www.avis.co.nz/en/customer-service/faqs/nz/requirement-for-renting>

15 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.

16 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.

17 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; Avis Account Number (Wizard); Renter's name; Vehicle Group; number of rental days prepaid; AWD number; commencement date, time, and location; final return date, time and location; date of issue; and any special instructions.
- AVIS will not return copies of the voucher unless it is required to resolve 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 Operator will be charged for the number of days booked, irrespective of the number of days used during each rental. There are no refunds for unused days should clients return the vehicle early. Clients renting for longer than voucher value will be charged the extra rental days at local applicable rate at the time of rental (see Extensions of rentals).
- Seasonality
The start date of rental determines the rate applied to the total hire.

18 Payment Terms

Trading terms are 7 days from receipt of invoice.

19 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.

20 Optional Accessories / Coverage Options ***UPDATED 26-27***

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 Racks and Snow Chains	\$20.00+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.
- Snow Chains are available on all car groups, subject to availability if not booked at time of reservation.
- Ski Racks are only Available on Group P Intermediate SUV, Group F Full Size SUV and Group W Premium SUV only, subject to availability if not booked at time of reservation.
- **Not available from North Island locations**

21 Roadside Assistance Coverage

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	✗	✓

22 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.