

GO TRADE GUIDE.



A complete guide to
Kiwi car hire.



[GORENTALS.CO.NZ](https://www.gorentals.co.nz)

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We're the largest independent kiwi owned car rental company in New Zealand, and have recently partnered with Enterprise Holdings, the world's largest rental car company which has allowed us to expand our global network.

Since GO Rentals inception in 1999 we have experienced sound growth and built an enviable reputation in New Zealand. Fundamentally the business has grown thanks to the passion and commitment of our people who strive to meet and exceed our customer expectations by providing the best vehicles with a focus on quality, safety and value.

Our extensive and modern fleet, along with our network of eight branches across Auckland, Wellington, Nelson, Christchurch, Queenstown, and Dunedin, did not come about overnight. It's a result of our ongoing efforts.

The real satisfaction comes from seeing the excellent service and flexibility that delights our partners, who now make GO their first choice every time. As an award-winning company, we remain committed to our customers and this is recognised through having being recipients of the Canstar Blue Most Satisfied Customer Award in 2023, as the only Car Hire company to receive a perfect 5-star rating across all categories. Having also won this award in 2018, 2020 & 2022, we are delighted that our staff's ongoing passion for delivering outstanding customer service is reflected in the results.

My vision is to continually look for ways to expand on all of the great things we do ... together. We genuinely appreciate the strength of relationships from the trade channel and look forward to working with you for many years to come.

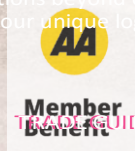
John Osborne
Director and Founder
GO Rentals



- Dedicated Trade support team around the world
- New Fleet with **focus on EV and Hybrid** vehicles
- **GONorth – Save 20% on rates with our year round deals!**
- No one way fees
- Large accessory range, **including GPS navigation**, snow chains, etc
- **GO All inclusive** and your customer has nothing to pay on arrival!
- 24-hour roadside assistance
- We can book your Ferry with discounted rates – request at time of booking.
- Connect to our XML for live availability or gain access to the GO booking portal
- Online check-in and GO App to smooch the journey
- Multi award winning customer care - see for yourself

Guide updates.

While the terms and conditions and other content in this published edition are valid to 30 April 2025, GO Rentals reserves the right to update the information as required. This may be in order to enhance the product or due to situations beyond our control. An updated version will always be available and may be accessed from the GO Agent portal using your unique login details or from agents@gorentals.co.nz.



GO LOCATIONS.

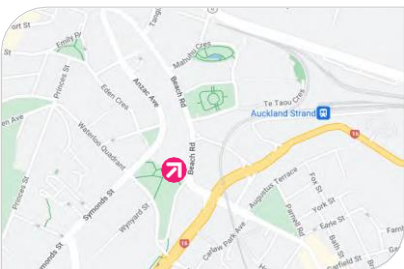
GO Rentals branches are open 7 days a week, year-round.

Please refer to each branch website link for their respective opening hours, phone number and contact email.

The relevant pick-up instructions for each individual booking will be provided on the customers confirmation email after the booking is confirmed. Please see our branch links for further collection instructions or contact the respective branch.

Auckland City - Central

Downtown location, convenient to Auckland city accommodation.
165 Beach Road, Auckland City 1010.

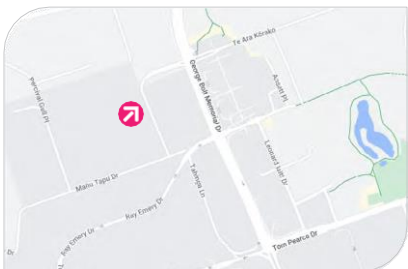


[GORENTALS.CO.NZ/RENTAL-CAR-LOCATIONS/AUCKLAND-CITY/](https://www.gorentals.co.nz/rental-car-locations/auckland-city/)

Auckland Airport

World class facility and the gateway to the North Island.

3 Joseph Hammond Place, Auckland Airport, Auckland 2022.

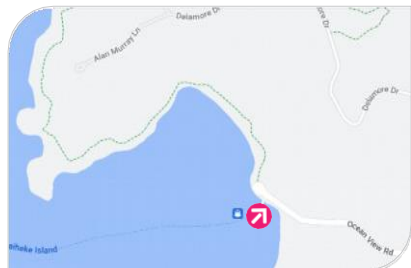


[GORENTALS.CO.NZ/RENTAL-CAR-LOCATIONS/AUCKLAND-AIRPORT/](https://www.gorentals.co.nz/rental-car-locations/auckland-airport/)

Waiheke Island

Conveniently located on the Matiatia wharf as you depart the ferry.

Unit 4, Matiatia Wharf, 6 Ocean View Road, Waiheke Island.

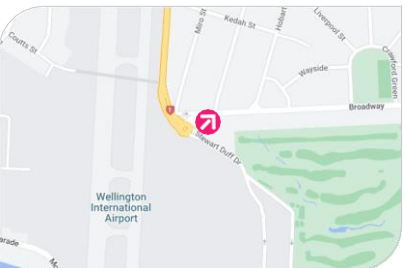


[GORENTALS.CO.NZ/RENTAL-CAR-LOCATIONS/WAIHEKE/](https://www.gorentals.co.nz/rental-car-locations/waiheke/)

Wellington Airport

Conveniently located minutes from the Airport and just a short drive from the Wellington City Centre.

357 Broadway, Miramar, Wellington 6022.

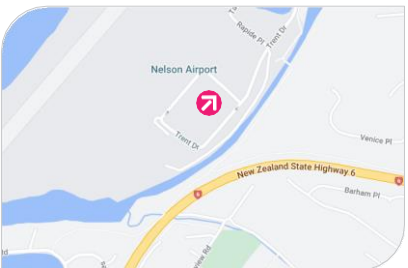


[GORENTALS.CO.NZ/RENTAL-CAR-LOCATIONS/WELLINGTON/](https://www.gorentals.co.nz/rental-car-locations/wellington/)

Nelson Airport

Start exploring from the top of the South Island, conveniently located right outside the terminal.

Nelson Airport, Terminal Building, Trent Drive, Nelson Airport, Nelson 7011.

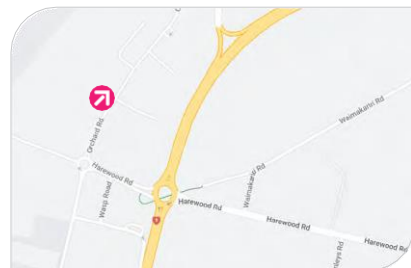


[GORENTALS.CO.NZ/RENTAL-CAR-LOCATIONS/NELSON/](https://www.gorentals.co.nz/rental-car-locations/nelson/)

Christchurch Airport

World class facility and the gateway to the South Island.

155 Orchard Rd, Harewood, Christchurch 8051.

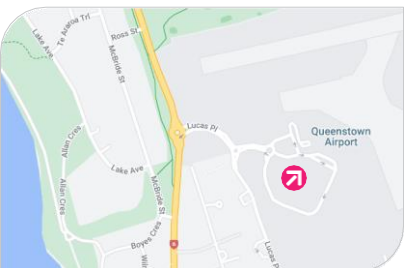


[GORENTALS.CO.NZ/RENTAL-CAR-LOCATIONS/CHRISTCHURCH/](https://www.gorentals.co.nz/rental-car-locations/christchurch/)

Queenstown Airport

Conveniently located minutes from the Airport and just a short drive from the Central City Centre.

Terminal Building, Dunedin Airport, Dunedin 9073.

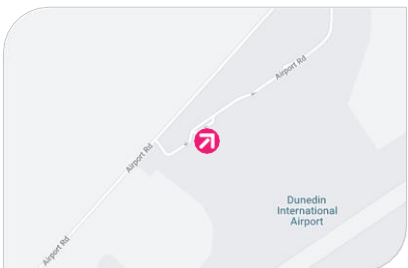


[GORENTALS.CO.NZ/RENTAL-CAR-LOCATIONS/QUEENSTOWN/](https://www.gorentals.co.nz/rental-car-locations/queenstown/)

Dunedin Airport

Conveniently located right in the airport terminal building.

Queenstown Airport, Sir Henry Wigley Drive, Queenstown 9300.



[GORENTALS.CO.NZ/RENTAL-CAR-LOCATIONS/DUNEDIN/](https://www.gorentals.co.nz/rental-car-locations/dunedin/)

MEET THE FLEET.



GO economy



Toyota Yaris or similar 5
Year: 2019-2020
Car Class: 1
SIPP Code: EDAR
Seats: 5
Cruise Control, Touch Screen, Audio, USB Port, Air Conditioning

Fuel economy rating: ★★★★★ ANCAP Safety Rating: ★★★★★

GO crossover hybrid



Toyota Yaris Cross Hybrid or similar 5
Year: 2023
Car Class: 4X
SIPP Code: EGAH
Seats: 5
Reversing Camera, Apple Carplay, Android Auto, Road Sign Assist

Fuel economy rating: ★★★★★ ANCAP Safety Rating: ★★★★★

GO compact SUV



Mitsubishi ASX or similar 5
Year: 2021-2023
Car Class: 4H
SIPP Code: CFAR
Seats: 5
Bluetooth, Apple CarPlay, Android Audio, Reversing Camera, Cruise Control

Fuel economy rating: ★★★★★ ANCAP Safety Rating: ★★★★★

GO intermediate SUV



Mitsubishi Outlander or similar 5 OR 7
Year: 2023
Car Class: 5
SIPP Code: IFAR
Seats: 5
Keyless Entry, Bluetooth, Apple CarPlay, Android Auto

Fuel economy rating: ★★★★★ ANCAP Safety Rating: ★★★★★

GO intermediate SUV hybrid



Toyota Corolla Cross Hybrid or similar 5
Year: 2023
Car Class: 5H
SIPP Code: IFAH
Seats: 5
Reversing Camera, Apple CarPlay, Android Auto, Road Sign Assist

Fuel economy rating: ★★★★★ ANCAP Safety Rating: ★★★★★

GO intermediate AWD hybrid



Toyota RAV4 Hybrid or similar 5
Year: 2023
Car Class: 6H
SIPP Code: IFDH
Seats: 5
AWD, Reversing Camera, Cruise control, Parking Sensors

Fuel economy rating: ★★★★★ ANCAP Safety Rating: ★★★★★

GO fullsize 4x4



Mitsubishi Pajero or similar 5 OR 7
Year: 2022-2023
Car Class: 7
SIPP Code: FFBR
Seats: 5
Adaptive Cruise Control, Blind Spot Monitoring, 360° View Monitor

Fuel economy rating: ★★★★★ ANCAP Safety Rating: ★★★★★

GO fullsize 4x4 hybrid



Toyota Highlander Hybrid or similar 5 OR 7
Year: 2023
Car Class: 7H
SIPP Code: FFBH
Seats: 5
8" Colour Touchscreen, Dynamic Radar Cruise Control, Apple CarPlay, Android Auto

Fuel economy rating: ★★★★★ ANCAP Safety Rating: ★★★★★

GO premium 4x4




Toyota Landcruiser Prado or similar 5 OR 7
Year: 2019-2023
Car Class: 14
SIPP Code: PFBR
Seats: 5 (7)
Sat Nav, Front Seat Warmers

Fuel economy rating: ★★★★★ ANCAP Safety Rating: ★★★★★

MEET THE FLEET.

GO utility 4x4



Ford Ranger Wildtrak or similar 5   

Year: 2022-2023

Car Class: 9

SIPP Code: PQBR




Seats: 5

Non-removable Hard Lid, Apple CarPlay, Android Auto, Adaptive Cruise Control

Fuel economy rating:  ANCAP Safety Rating: 

GO crossover EV



BYD Atto 3 or similar 5   



Year: 2023

Car Class: 4E

SIPP Code: CGAE



Seats: 5

12.8" Rotating Touchscreen Display, Voice Command Function, Wireless Phone Charging, Panoramic Roof

Fuel economy rating:  ANCAP Safety Rating: 

GO intermediate EV



Tesla Model 3 or similar 5   



Year: 2023

Car Class: 3E

SIPP Code: IDAE




Seats: 5

Touchscreen Infotainment, Glass Roof Sunshade, Full Electric, Luxury Interior

Fuel economy rating:  ANCAP Safety Rating: 

GO premium EV



Tesla Model Y or similar 5   



Year: 2023

Car Class: 5E

SIPP Code: IFAE




Seats: 5

Touchscreen Infotainment, Glass Roof Sunshade, Full Electric, Luxury Interior

Fuel economy rating:  ANCAP Safety Rating: 

GO 8 seater minivan



Hyundai Imax or similar 8   



Year: 2019

Car Class: 10

SIPP Code: PVAR




Seats: 8

Cruise Control, Reversing Camera

Fuel economy rating:  ANCAP Safety Rating: 

GO 12 seater minibus



Toyota Hiace or similar 12   



Year: 2015-2018

Car Class: 12

SIPP Code: XVAR



Seats: 12

Reversing Camera, Cruise Control

Fuel economy rating:  ANCAP Safety Rating: 

GO trailer



Luggage Trailer  

Year: 2008-2015

Car Class: T

SIPP Code: XXXX

GO accessories



GO Child Safety \$59 per hire

Child Seat, Baby Capsule, Booster Seat.

**Please note our child seating cannot be installed in our 10 or seater vans.*



GO Snow Chains \$69 per hire



GO Roof Racks \$69 per hire

**Subject to availability. Available for (add SIPP codes here for Immediate SUV and up) models only.*



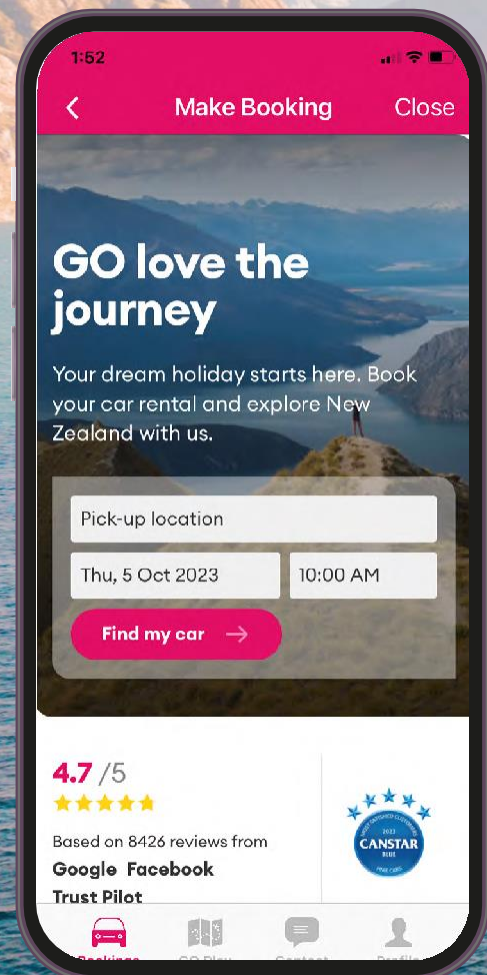
GO GPS Navigation \$12 per day

**Multilingual.*

**Must be requested.*

CHOOSE THE ALL-INCLUSIVE OPTION AND ALL ACCESSORIES ARE INCLUDED.

THE GO APP: GO RENTALS SMOOTH THE JOURNEY.



- Check-in faster and skip the queue
- Book your airport shuttle
- Upload all important documents to ensure a smooth check-in
- Access to contact information when offline
- Control your Tesla

DRIVE SAFER WITH GO RENTALS.



It is not just the destination that matters – the journey you take to get there will form a life time of memories.

Driving in New Zealand can be a little different to driving at home. Even if you have driven in other countries, it is important to understand the rules for driving in New Zealand before you get behind the wheel. GO Rentals want to help you enjoy New Zealand's diverse landscape by providing some essential safety tips.

Ways to have a safe and relaxed journey

- **Plan your route in advance** - to avoid using maps/GPS while driving.
- **Plan to have regular breaks** - there is a lot to see in New Zealand, so stop often, stretch your legs, take some photos, or enjoy a bite to eat with the locals.
- **Give yourself extra time to get to your destination** - take the time to appreciate your environment and avoid stressful situations.
- **Avoid travelling at night where possible** - give yourself every opportunity to truly enjoy your surroundings.
- **Consider resting before you drive** - travelling on a long haul flight and/or arriving late at night? Before you set off, be sure to stay a night in your arrival city to ensure you are well rested after your flight.
- **Consider the weather conditions** - New Zealand has diverse weather patterns so prepare in advance and drive to the conditions.

You should always prepare in advance by studying the road rules. Visit www.drivesafe.org.nz for helpful information.

Download now for iOS & Android



VISIT GORENTALS.CO.NZ FOR MORE INFO

Important Drivers Licence Information

Driving in New Zealand is only permitted if you hold a current valid driver licence in **English**. Any restrictions or conditions on your licence will continue to apply in New Zealand.

If your licence isn't in English, you must obtain an International driving permit or an approved translation of your licence. You must also carry your original driver licence with you when driving in New Zealand on an International driving permit.

You can visit <https://www.nzta.govt.nz/driver-licences/new-residents-and-visitors/approved-translators/> to find an approved translator.

DRIVESAFE



RATES AND FEES.

GO Rentals offers trade partners a simple rate structure comprising of Standard rates or the **more popular All-Inclusive rates**.

Please refer to your **GO Fleet Fixed Rate Sheet** for the per day nett price of rental and insurance.

The rate will depend on the car type being hired and the length of rental.

Below is a guide of what is or is not included in your selected rates.

Standard Rates include:

- GO Basic insurance cover (bond / excess applies)
- Extra driver fees
- One-way fees
- Unlimited kilometres
- Roadside assistance (mechanical issues only)
- Airport transfers
- Road User charges and Demurrage costs

Standard Rates Additional Fees:

- Airport Access fees (AKL / WLG / CHC) - \$9
- Premium Location Fees (NSN / DUD) - \$40, (ZQN) - \$20, (WKE) - \$10
- After Hours Pick up / Drop off Fees (AKL / WKE / WLG / CHC) - \$45

All-inclusive Rates include:

- All of the Standard Rate inclusions **PLUS:**
- GO Piece of Mind insurance (no bond / excess*)
**Drivers over 25+ years old*
**\$500 excess on EV's and Vans*
 - Tyre and windscreen cover
 - All accessories (on request)
 - GPS, Child seats, Snow chains, and roof racks.
 - Airport access and Premium location fees
 - After-hours pick up and drop off fees

What fees are not included in the Standard and All-inclusive rates:

Administration charges

- **Infringements - \$60.** Apply to processing of any speeding, parking, special lane, or freedom camping offences.
- **Road Toll Fees - \$30.** Apply to processing of any unpaid road toll charges

- **Refueling - \$35.** All vehicles are supplied with a full tank of fuel. If the hirer does not return the vehicle with a full tank of fuel, they will be charged for the fuel cost + admin fee.

Credit Card Fees

- Visa/MasterCard - 2%
- American Express - 4%

Calculating Rates

Rates are calculated on a 24 hour period. However, on the day of drop off, an allowance of up to 3 hours with part day payments is permitted before a full additional day is charged. The following example illustrates the applicable charges.

Example: A vehicle is picked up at 12 noon on 1 September and dropped off on 8 September.

Drop Off Time	Charge Applied
12.00 or earlier	7 day hire
Up to 13.00	7.25 days hire
Up to 14.00	7.5 days hire
Up to 15.00	7.75 days hire
Up to 16.00	8 days hire

Where a hire includes two different rate periods each day of the hire will be charged for at the rate applicable for that day.

Minimum Hire Periods Apply

- 1 Day** – (WKE only) – Collection and Return to same branch
- 3 Days** – Collection and Return to same branch
- 5 Days** – Different branch, same island
- 7 days** – Different branch, interisland

Multi-Leg Hires

Where two or more legs are required within the same booking, the duration of hire may be combined, and relative daily rate will be applied.

Note: Multi-leg requests must be emailed to agents@gorentals.co.nz

Terms and conditions apply – contact the Agents team for more information.

GO NORTH.

GO Rentals have a GO North Directional Offer available for booking.

20% OFF WHOLESALE NETT RENTAL RATES FOR ALL VEHICLE CATEGORIES.

PROMO CODE: GONORTH

TRAVEL PERIOD: Available until 19 December 2025 with the discount applicable annually to all hire days from 4 January to 19 December.

PICK UP: Any South Island Branch

DROP OFF: Any North Island Branch

- Bookings are essential and all requests are subject to availability
- Offer applies to all new bookings where travel is completed by 19 December 2025
- GO North cannot be used in conjunction with any other special offer
- Discount applies to Standard Rental Rate only. It does not apply to insurance or accessories
- The hire may commence or terminate on any date year-round, however the full rate will apply to any travel days between 20 December and 03 January inclusive
- The GONORTH special is not available for the EV fleet
- All other normal GO Rentals terms and conditions apply
- By using this offer you automatically accept all of the conditions indicated above

For more information contact your Business Development Manager or agents@gorentals.co.nz

FAQS.

Below is a summary of frequently asked questions to assist around the terms and conditions of our Trade partners.

Do GO Rentals rates include unlimited kilometres?

Rates include unlimited kilometres for all vehicle types.

What is the Cancellation Policy?

- If cancelled 14 days prior to pick-up, no fee
- If cancelled from 13 to 4 days prior to pick-up, 20% of nett rental
- If cancelled from 2 to 3 days prior to pick-up, 50% of nett rental
- If cancelled within 24 hours of pick up or a no-show, 100% of nett rental
- If vehicle is returned early, there will be no refund available

Can we make amendments to bookings?

- Booking amendments prior to pick up are allowed free of charge subject to availability.
- Changes to the drop off rental location after the rental has commenced must be approved by GO Rentals. If approved a minimum charge of NZ\$500 may apply.
- Rental extensions whilst on hire must be approved by GO Rentals and a minimum of 72 hours' notice is required and is subject to availability which may be difficult during peak seasons. The extra cost must be paid to GO Rentals on confirmation of the rental extension.
- Unauthorised extensions may incur a fee of NZ\$500 in addition to the current daily rental rate.

Is my vehicle choice guaranteed?

In the unlikely event that the reserved vehicle is not available, GO Rentals reserve the right to substitute a comparably higher standard of vehicle at no extra cost to the client. This shall not constitute a breach of contract and does not entitle the Hirer to any form of refund.

Can my client change the vehicle choice before picking up?

Should the hirer decide to take a lesser category vehicle than booked within 14 days of pick up or during the rental,

no refund will be paid. In the case of an upgrade the rate difference is payable by the Hirer to GO Rentals.

Can my client return the vehicle early, and would they qualify for a refund?

Should the hirer decide to voluntarily return the vehicle, including car keys or accessories, prior to the expiry of the hire term, the hirer will not be entitled to a refund.

How does the 24hr Roadside Assistance work?

All Hirers receive free, 24hr roadside assistance which is included in your rental rate. Hirers are provided with an emergency freephone number, and a specialist will meet the Hirer at the vehicle's location.

Please note that this policy is free for mechanical breakdowns only. All other call outs will be subject to the relevant AA charges. (\$90-\$165 depending on the geographical location).

What should we do if my client requires Mechanical repairs?

The hirer shall not arrange or undertake any repairs without prior authorisation from GO Rentals except to salvage the vehicle to prevent further damage to the vehicle or to other property.

If the hirer has had to pay to salvage the vehicle, the hirer must inform GO Rentals within a maximum 12-hour period or forfeit the right to seek reimbursement of the salvage costs.

Is the Hirer liable for speeding tickets, Toll fees, or other infringements?

The Hirer is liable for all penalties, fees and fines incurred during the hire term relating to speeding, traffic, toll and/or parking offences.

In the event that GO Rentals receives an Unpaid Toll Notice relating to the period the vehicle was on hire, GO Rentals will pay the outstanding toll fees on behalf of the hirer and an administration fee of NZ\$35 will be charged per notice, in addition to the toll fees.

In the event that GO Rentals receives an infringement notice of a speeding, parking, freedom camping or other traffic infringement relating to the period the vehicle was on hire, GO Rentals will notify and provide the hirer details of the infringement notice as soon as is



practical. GO Rentals will also provide the necessary information to the relevant authority for such notices to be directed to the hirer. An administration fee of NZ\$60 will be charged to the hirer to cover the cost of processing and transferring the liability of the notice. Note that the infringement is to be paid directly to the authority that issued it.

Does the Hirer need to return the vehicle back with fuel?

The Hirer is required to return the vehicle with a full tank of fuel, as it was at time of pick up.

If the Hirer fails to return the vehicle with a full tank of fuel, a NZ\$35 refuelling fee plus the cost of fuel will be charged. A NZ\$3.00 variance (approximately 10kms) is allowed.

Is Smoking and/ or Animals permitted within the vehicle?

Smoking in GO Rentals vehicles is strictly prohibited, and offenders will be charged a minimum vehicle grooming fee of NZ\$300.

Animals are also not permitted in any GO Rentals vehicle (excluding disability assist dogs). The same grooming fee of NZ \$300 will apply if the vehicle is returned in an excessively dirty condition that requires extra cleaning or deodorising.

Responsibilities of the Hirer

The Hirer is fully liable for any damage to the GO Rentals vehicle and third-party vehicle or property if the terms of the rental contract are breached.

🔍 VISIT [GORENTALS.CO.NZ/HELP/](https://www.gorentals.co.nz/help/) TO VIEW FULL TERMS AND CONDITIONS



Instagram

www.instagram.com/gorentals.nz



Facebook

www.facebook.com/gorentalsnz



LinkedIn

www.linkedin.com/company/go-rentals-new-zealand



Blog

www.gorentals.co.nz/explore

