



# Terms and Conditions

## General

This document contains a summary of GO Rentals trade conditions valid to 30 April 2024. Separate Terms and Conditions are applicable to Passenger Service Vehicles (PSV's).

## Unlimited Kilometres

Rates include unlimited kilometres for all vehicle types

### Cancellation Policy

The cancellation fees that apply to reservations are as follows:

- 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

## On Road Assistance

24 hour roadside assistance is provided to all Hirers in all locations for any breakdown. Hirers are provided with an emergency freephone number to contact and a specialist will meet the Hirer at the vehicles 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).

## Smoking and Animal Restrictions

Smoking in GO Rental vehicles is strictly prohibited and offenders will be charged a minimum vehicle grooming fee of NZ\$200. Animals are also not permitted in any GO Rentals vehicle (excluding disability assist dogs). The same grooming fee of NZ\$200 will apply if the vehicle is returned in an excessively dirty condition that requires extra cleaning or deodorising.

## Booking Amendments

- 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 are 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.

## Change of Vehicle

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.

## Toll Notices and Infringement Fees

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\$25 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\$50 will be charged to the hirer to cover the cost of transferring the liability of the notice. Note that the infringement is to be paid directly to the authority that issued it.

## Fuel

All vehicles are provided with a full tank of fuel. A NZ\$25 refuelling fee plus the cost of fuel will be charged if the fuel tank is not full upon return. A NZ\$3.00 variance (approximately 10kms) is allowed.

## Vehicle Category Downgrade/ Upgrade

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.

## 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.

## 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.

## Vehicle Return

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.



## Rates and Fees

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

### Multiple Hires

Where two or more hires are made within the same booking, the duration of the hires may be combined and the relative daily rate will be applied. For example if the first hire is for 7 days and the second hire is for 10 days then the 14-20 rate will be applied to both hires. The following conditions apply:

- All hires must be made within the same booking and with the same hirer name
- Pick up and drop off of all hires may be from any GO Rentals branch location
- Normal minimum rental durations apply for each hire within the booking
- Different vehicle categories can be booked as part of a Multiple Hire booking. Please note that the applicable rate for each vehicle type will be applied
- Multiple hires not available for Passenger Service or Electric vehicles
- Any accessories added to Multiple Hire bookings on Standard Rates will need to be paid for within each individual booking. If All Inclusive rates are selected all accessories are free.

### What is not included in the Rates

Fuel – all vehicles are supplied with a full tank of fuel at the commencement of the hire and must be returned with a full tank at the end of the hire. If the Hirer chooses to add the "Prepaid Fuel" option upon arrival, the car can be returned empty.

### Extra Drivers

All drivers are free of charge. GO Rentals must view the licences upon pick up.

### GO Standard rates include:

GO Basic insurance cover (bond/excess applies)

- Extra driver fees
- One way fees
- Unlimited kilometres
- Multiple hire discounts
- 24hr Automobile Association roadside assistance
- Free travel information
- Airport transfers upon pick up and drop off
- 15% GST (goods and services tax)
- Road User Charges
- Demurrage costs
- Vehicle FREE on the Ferry in conjunction with discounted passenger rates for hires from Christchurch, Dunedin or Queenstown to Auckland. Not available for Passenger Service Vehicle (PSV bookings).

### GO All Inclusive rates include:

All the GO Standard rate inclusions **PLUS:**

- GO Peace of Mind insurance cover with no bond or excess for drivers' 21+ years
- Tyre and windscreen cover
- Child seats (if required)
- Snow chains (if required)
- Roof and ski racks (selected vehicles only, must be requested)
- Multi Lingual GPS System (must be requested)
- Airport access fees
- Premium location fees
- After-hour pick up and drop off fees



## Locations

GO locations are open 7 days a week, year round  
Picking up outside of normal branch opening hours

Auckland City – Central Auckland Airport Wellington Airport  
Christchurch Airport Dunedin Airport

08.00 – 17.00  
08.00 – 17.00  
08.00 – 17.00  
08.00 – 17.00  
08.00 – 17.00

GO Rentals offer a convenient airport pick-up service for those arriving off a flight outside of normal branch opening hours in all airport locations. If arriving outside of normal branch opening hours an Online Check-In must be completed within the GO Rentals App. This will enable GO Rentals to arrange the customers after-hour collection.

### **Queenstown Airport 08.00 – 17.00**

After hours pick ups and drop offs are available from all locations and must be pre arranged with GO Rentals. Hirers must download the GO Rentals App to complete a mandatory online check-in prior to arrival.

### **After-Hour Fees apply as follows:**

\$25 per after-hour pick-up and drop-off at Auckland and Wellington Airports.  
\$35 per after-hour pick-up and drop-off at Christchurch Airport.

Picking up within normal Branch opening hours

Getting to/from the GO Branch Vehicles must be picked up and/or dropped off at a GO Rentals branch location and transfers are available as follows:

### **Airport Transfers**

Pick Up: Airport shuttle transfers are available from the International or Domestic terminal to the GO Rentals Airport branch\*. These are to be requested on arrival by using the appropriate branch freephone number indicated below. In Dunedin we are based in terminal in the adjacent car rental building and in Queenstown we are based inside the main terminal car park, just outside the exit doors. If clients are flying into either of these locations they simply walk to the GO Rentals Branch to complete pick-up. In Wellington we are based just 350 metres from the Terminal Building at Wellington Airport. Clients can either walk to the branch or they can request the shuttle.

Auckland Airport	0508 246 884
Wellington Airport	0508 246 584
Christchurch Airport	0508 246 784
Dunedin Airport	0508 246 284
Queenstown Airport	0508 246 984

Drop Off: Transfers are provided to the Airport on drop off from all Airport branches.

Please note there are no transfers available on Pick Up or Drop Off between the Airport and City branches in Auckland.

**The GO Rentals App Check-In link is on the confirmation email or can be accessed via mobile phone: <https://www.gorentals.co.nz/app>**

Please note GO Rentals cannot arrange to have a vehicle available for after hour pick up without this information. The following procedures apply for after hour pick-ups:

### **AUCKLAND AIRPORT**

After Hours 17.00 - 08.00 If the client is flying into Auckland, they will need to call Park N Fly on 0064 9 257 0992 once they enter the arrivals hall. Their team will send a shuttle to take the client to their premises to collect the rental car. If the client is already in Auckland, they will need to make their own way to 26 Airpark Drive, Mangere, Auckland.

### **WELLINGTON AIRPORT**

After hours 17.00 – 08.00 Once the client has picked up their baggage they will need to exit the terminal doors, turn left and walk 250 metres from the Terminal to the "Z" Petrol Station opposite the branch. From here they will need to show their drivers licence to the clerk who will hand over a named envelope with the key inside. They then cross the road to the GO Branch on 357 Broadway to locate their car on the forecourt.

### **CHRISTCHURCH AIRPORT**

After hours 17.00-08.00 After the client has exited the arrivals hall, they need to visit the free phone desk located next to the i-Site information centre. Dial 25 at the free phone desk or from your mobile dial 0064 3 360 3113 and this will connect them to Airpark Canterbury. Their Team will send a shuttle to collect you from the Terminal and take them to the rental car. Wait for collection outside Door 9.

### **DUNEDIN AIRPORT**

After hours 17.00 - 08.00 Procedures for after hour pick-ups are available and will be advised on request

### **QUEENSTOWN AIRPORT**

After hours 17.00 - 08.00  
Procedures for after hour pick-ups are available and will be advised on request.



GO Rentals recommends the **All Inclusive** rate option as this provides **GO Peace of Mind** full insurance cover with No Bond and a Nil Excess for a completely worry free holiday for the hirer.

However, if the Standard rate option is selected the GO Basic insurance is included free and a credit card security bond of the applicable excess applies

Late Model Insurance	Level of Cover	Daily Nett Rate 1-20 day hires	Daily Nett Rate 21+ day hires	([FHVV
GO zippy GO compact auto GO touring GO compact suv GO mid-size suv GO large suv GO intermediate 4x4	GO BASIC	Included	Included	\$2,500
	GO ASSURED	\$16	\$16	\$350
	GO PEACE OF MIND	\$22	\$22	\$0
	GO ALL-INCLUSIVE	\$24	\$21	\$0

Premium Model Insurance	Level of Cover	Daily Nett Rate 1-20 day hires	Daily Nett Rate 21+ day hires	([FHVV
GO premium 4x4 GO large 4x4 GO luxury 4x4 GO sport utility 4x4 GO people mover GO 10 seater van GO 12 seater van	GO BASIC	Included	Included	\$3,500
	GO ASSURED	\$24	\$24	\$500
	GO PEACE OF MIND	\$30	\$30	\$0
	GO ALL-INCLUSIVE	\$24	\$21	\$0

#### A few things to note

With our GO BASIC Insurance option, the credit card will be pre-authorised \$250 in the form of a security bond at the time of rental pick-up. The bond is fully refundable provided the vehicle is returned on time to the correct location clean and tidy, undamaged and with a full fuel tank.

Debit cards cannot be used for the Basic insurance pre-authorisation.

In the event of any accident or damage, the applicable insurance excess must be paid by the Hirer. The Hirer will not have to pay the applicable insurance excess if acting reasonably, we agree that the Hirer was not at fault and the Hirer:

1. Completes the accident paperwork required and
2. Supplies GO Rentals the name and contact details of any third party the Hirer believes is at fault along with the insurer details for that third party and GO Rentals reasonably believes that the third party insurer will agree to pay GO Rentals for the damage

The vehicle may be driven during the period of hire, only by the names of the Authorised Drivers or the Hirer on the rental agreement and only if they are over 21 years of age at the time of this agreement (or 25 years if renting the Electric category) and hold a current and valid full driver's licence appropriate for the vehicle, which must be presented to GO at time of pick up.

The minimum age to drive a GO Rentals vehicle is 21 years (or 25+ years if renting the Electric category) and there is no maximum age

Driving in New Zealand is only permitted if a current valid driver licence in English is held. Any restrictions or conditions on the licence will continue to apply in New Zealand. If the licence isn't in English, the driver must obtain an International Driving Permit or an approved translation of their licence. They must also carry the original driver licence when driving in New Zealand on an approved translation or an International Driving Permit.

Please note that any restrictions or conditions on the licence will continue to apply in New Zealand. If the restriction is in regards to the number of passengers that the driver can carry, the closest New Zealand category equivalent will apply. For example if driving on a French licence that has a maximum capacity of 8 passengers including the driver – GO rentals are able to hire this driver a 10 or 12 seater van if required. Refer to your GO Rentals representative for details affecting other licence holders.

#### Inclusions and Exclusions

The hirer and any driver authorised to drive the vehicle are indemnified to the extent of NZ

\$10,000,000 in respect of any liability he or she might have for damage to any property (including injury to any animal) belonging to any person and arising out of the use of the vehicle.

The hirer must ensure snow chains are fitted correctly and that roof and ski racks are used carefully. Misuse of or damage to these accessories are not covered by insurance.

Cars can only be driven on sealed/bitumen or well- maintained roads. No vehicle is to be driven on the following roads: Ball Hutt Road (Mt Cook), Skippers Road (Queenstown), Ninety Mile Beach (Northland), Te Pahi Stream Bed, the road to Macetown in the Queenstown Area or any

unformed road or any track or thoroughfare including gravel road that is not officially designated a road including any beach.

Vehicles are covered by insurance while transiting on any official ferry service.

Under body and roof damage to a vehicle is not covered by either insurance option. Should such damage occur the hirer will be notified via email summarising the damage and repair costs and their credit card charged accordingly.

The hirer must ensure snow chains are fitted correctly and that roof and ski racks are used carefully. Misuse of or damage to these accessories are not covered by insurance.

GO Rentals reserves the right to charge a minimum NZ\$2000 fee in addition to any other costs if the vehicle, including its accessories and spare parts, is damaged as a result of submersion in water, including crossing creeks, rivers, flooded fords, salt water or on beaches.

The hirer is liable for any damage to the vehicle, including its accessories and spare parts, that is caused by any item carried inside or outside the vehicle, including but not limited to surfboards or bicycles.

The hirer is liable for costs to replace keys which have been lost or the retrieval of keys which have been locked inside a vehicle.

Tyres and windscreens are not covered unless the GO PEACE OF MIND Collision Damage Waiver is purchased or if the original booking was made using GO All Inclusive rates.

In the event of a single vehicle accident, the hirer is liable for any salvage and recovery costs of the vehicle.

The hirer's personal belongings are not covered. Personal travel insurance is recommended to cover for loss or damage to personal property.

The hirer is liable for any costs associated with the incorrect filling of fluid or fuel tanks.

In the event of an accident, or new damage, the hirer must notify GO Rentals of the full circumstances as soon as practical, but within a maximum of 12 hours from the time the hirer has knowledge of the damage. Failure to do so may result in voided insurance.

If the Vehicle is rendered unfit to drive after an accident and GO Rentals is satisfied that the Hirer was not at fault, GO Rentals will arrange for the repair or replacement of the vehicle as soon as practicable.

(Any replacement vehicle will be available for pick-up from a GO Rentals branch) If the Hirer was at fault, or if the fault cannot be determined at that time, GO Rentals will not be obliged to refund any of the unused Hire Term (including any insurance products purchased) and the repair or provision of a replacement vehicle shall be at GO Rentals' sole discretion.

GO Rentals reserves the right to decline to offer the GO Assured, GO Peace of Mind or GO All-Inclusive product for any replacement vehicle. GO Rentals is not responsible for the costs of transporting any Hirer or other person from the accident location to any other place.

GO Rentals may cancel the rental agreement (whether before or after vehicle pick up) and immediately repossess the vehicle in any of the following circumstances:

1. The Hirer is in breach of any material term of the Rental Agreement;
2. The Hirer has obtained the vehicle through fraud or misrepresentation;
3. The vehicle appears to be abandoned
4. The vehicle is not returned on the agreed returned date;
5. The Vehicle is damaged or GO Rentals considers on reasonable grounds that the vehicle is at risk of being damaged; or
6. GO Rentals or an enforcement officer considers on reasonable grounds that the Hirers driving (or the driving of any Authorised Driver) is likely to pose a real danger to themselves and/or any other person.

The Hirer will be liable to pay all reasonable costs incurred by GO Rentals in connection with repossessing the vehicle.

If GO Rentals cancels this Rental Agreement then GO Rentals may disclose to the other relevant rental vehicle operators for the purpose of promoting safe driving in New Zealand.

The hirer must not use or permit the vehicle to be used for carriage of passengers for hire or reward unless with GO Rentals prior knowledge.

GO Rentals may use a GPS device or other electronic tools (GPS Tracking) to enable the geographical location of the vehicle to be tracked or located. GO Rentals may use such information to locate stolen vehicles and may disclose information to the relevant local authorities.



## Accessories

Additional accessories must be booked at the time of reservation. GO child safe, GO racks, GO chains and GO navigation are all included, free of charge, with the GO All Inclusive Rate option.

### GO racks

GO to the snow nice and secure with your valuable gear locked firmly in a set of our roof racks. Roof racks are available for the following vehicles:

Compact Auto  
Touring  
Mid-Size SUV  
Large SUV  
Intermediate 4x4  
Luxury 4x4

Roof and ski racks  
NZ\$50 per hire

Included free of charge with GO All Inclusive rates



### GO chains

Get up the ski fields nice and safe by grabbing a set of our easy to fit chains. Some of our mountain roads can be a bit of a challenge!

Snow chains NZ\$45 per hire

Included free of charge with GO All Inclusive rates



### GO child safe

Taking the little ones for a ride? Wrap your precious cargo up safe and secure in one of our clean and modern baby capsules, child seats, or booster seats. Remember, New Zealand law requires children up until they reach the age of 8 years to use a car seat.

Child seat, baby capsule, booster seat NZ\$45 per hire

Included free of charge with GO All Inclusive rates

Please note our baby capsules cannot be installed in our 10 or 12 seater vans



### GO navigation

Kiwis are pretty helpful when you need directions, but they're not always around out on the open road. Travel with confidence by renting one of our excellent multilingual GPS systems.

Multilingual GPS navigation systems \$8 per day (must be requested)

Included free of charge with GO All Inclusive rates

English language GPS units are built into the Compact Auto, Electric, Compact SUV, Intermediate 4x4, Sport Utility 4x4 and Luxury 4x4 vehicle categories and are included in the Standard and All Inclusive rates





## General Information

### Driving in New Zealand

Although New Zealand is a relatively small country and all roads are well maintained, journeys may take longer than expected as open roads often only have one lane in each direction and can be hilly, narrow or winding.

The speed limit in New Zealand is 50km/h in built up areas and 100km/h on the open road and driving is done on the left hand side of the road. In general it is recommended to allow 1 hour to travel 60km-70km.

Drivers should always prepare in advance by studying the road rules. Visit [www.drivesafe.org.nz](http://www.drivesafe.org.nz) for helpful information.

### International Driving Permit

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

If the licence isn't in English, the driver must obtain an International driving permit or an approved translation of their licence. They must also carry the original driver licence 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.

### Toll Roads

There are three toll roads in New Zealand, all in the North Island:

- **Northern Gateway Toll Road.** The 7.5km long Northern Gateway Toll Road, on State Highway 1 (SH1) north of Auckland, offers a more direct route north than the more scenic SH17 via Orewa.
- **Tauranga Eastern Link.** This 15km tolled section of State Highway 2 offers a more direct route between Papamoa and Paengaroa than the Te Puke Highway.
- **Takitimu Drive (State Highway 29).** 5km road that bypasses Tauranga city centre.

Toll payments are the responsibility of the hirer and must be made before travelling on the roads. Payment may be made electronically or by cash at selected Caltex and BP stations. Visit [www.tollroad.govt.nz](http://www.tollroad.govt.nz) for full information.