

# GO TRADE GUIDE.



GO

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



# NAU MAI, HAERE MAI KI GO RENTALS.

## GO'S STORY.

GO is founded as a small lease company  
**1997**

GO develops the first rental car website in NZ with booking capability  
**2003**

First time GO attends TRENZ  
**2012**

GO North discount is introduced  
**2014**

Over 60% of GO's fleet are hybrid or electric  
**2025**



# THE GO DIFFERENCE.

- Dedicated Trade support team around the world
- New Fleet with **focus on Hybrid vehicles and EVs**
- **GO North – Save 20% on rates with our year round deals!**
- **Total Road Care Package** - includes all toll fees and roadside assistance for mechanical and non-mechanical breakdowns
- No one way fees
- Large accessory range including car seats, snow chains, ski and roof racks
- **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 smooth the journey

 [GORENTALS.CO.NZ/ABOUT-US/ENDORSEMENTS/](http://GORENTALS.CO.NZ/ABOUT-US/ENDORSEMENTS/)



## Guide updated - September 2025.

While the terms and conditions and other content in this published edition are valid to 30 April 2027, 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 from [agents@gorentals.co.nz](mailto: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.



## Auckland City

165 Beach Road, Auckland City, Auckland 1010.

[www.gorentals.co.nz/rental-car-locations/auckland-city/](http://www.gorentals.co.nz/rental-car-locations/auckland-city/)

## Wellington Airport

Terminal Building, Stewart Duff Drive, Rongotai, Wellington 6022.

[www.gorentals.co.nz/rental-car-locations/wellington/](http://www.gorentals.co.nz/rental-car-locations/wellington/)

## Queenstown Airport

Sir Henry Wigley Drive, Frankton, Queenstown, 9300.

[www.gorentals.co.nz/rental-car-locations/queenstown/](http://www.gorentals.co.nz/rental-car-locations/queenstown/)

## Auckland Airport

3 Joseph Hammond Place, Auckland Airport, Auckland 2022.

[www.gorentals.co.nz/rental-car-locations/auckland-airport/](http://www.gorentals.co.nz/rental-car-locations/auckland-airport/)

## Nelson Airport

Terminal Building Trent Drive, Nelson Airport, Nelson 7011.

[www.gorentals.co.nz/rental-car-locations/nelson/](http://www.gorentals.co.nz/rental-car-locations/nelson/)

## Dunedin Airport

Terminal Building, Dunedin Airport, Dunedin 9073.

[www.gorentals.co.nz/rental-car-locations/dunedin/](http://www.gorentals.co.nz/rental-car-locations/dunedin/)

## Waiheke Island

Unit 4, Matiatia Wharf, 6 Ocean View Road, Waiheke Island 1081.

[www.gorentals.co.nz/rental-car-locations/waiheke/](http://www.gorentals.co.nz/rental-car-locations/waiheke/)

## Christchurch Airport

155 Orchard Road, Christchurch Airport, Harewood, Christchurch 8051.

[www.gorentals.co.nz/rental-car-locations/christchurch/](http://www.gorentals.co.nz/rental-car-locations/christchurch/)

## Invercargill Airport

Terminal Building, 106 Airport Avenue, Invercargill 9810.

[www.gorentals.co.nz/rental-car-locations/invercargill-airport/](http://www.gorentals.co.nz/rental-car-locations/invercargill-airport/)



On-demand shuttle services are available during business hours to/from airport terminals and Auckland Airport and Christchurch Airport locations.

# MEET THE FLEET.



## GO economy hybrid



### Suzuki Swift Hybrid or similar

5

Year: 2024

SIPP Code: EDAH

Fuel Type: Petrol hybrid

Seats: 5

Touchscreen, Bluetooth, Air Conditioning, Apple CarPlay, Android Auto

Large bag Small bag

## GO compact hybrid



### Toyota Corolla Hatch or similar

5

Year: 2025

SIPP Code: CDAH

Fuel Type: Petrol hybrid

Seats: 5

8" Touchscreen, Dynamic Cruise Control, Apple CarPlay, Android Auto, Road Sign Assist

Large bag Small bag

## GO crossover hybrid



### Toyota Yaris Cross Hybrid or similar

5

Year: 2023-2024

SIPP Code: EGAH

Fuel Type: Petrol hybrid

Seats: 5

Reversing Camera, Apple CarPlay, Android Auto, Bluetooth, Road Sign Assist

Large bag Small bags

## GO compact SUV



### Mitsubishi ASX or similar

5

Year: 2024-2025

SIPP Code: CFAR

Fuel Type: Petrol

Seats: 5

Bluetooth, Apple CarPlay, Android Audio, Reversing Camera, Cruise Control

Large bag Small bags

## GO intermediate SUV



### Mitsubishi Outlander or similar

5 7

Year: 2021-2022

SIPP Code: IFAR

Fuel Type: Petrol

Seats: 5 (7)

Keyless Entry, Bluetooth, Apple CarPlay, Android Auto

Large bags Small bags OR

Large bag Small bags

## GO premium EV



### Tesla Model Y or similar

5

Year: 2022

SIPP Code: IFAE

Fuel Type: Full electric

Seats: 5

Touchscreen Infotainment, Glass Roof, Sunshade, Full Electric, Luxury Interior, Built-in GPS, Bluetooth

Large bags Small bags

## GO intermediate AWD hybrid



### Toyota RAV4 Hybrid or similar

5

Year: 2024-2025

SIPP Code: IFDH

Fuel Type: Petrol hybrid

Seats: 5

AWD, Reversing Camera, Apple CarPlay, Android Auto, Bluetooth, Cruise control

Large bags Small bags

## GO fullsize 4x4



### Mitsubishi Pajero or similar

5 7

Year: 2024-2025

SIPP Code: FFBR

Fuel Type: Diesel

Seats: 5 (7)

AWD, Cruise Control, Blind Spot Monitoring, Bluetooth, Apple CarPlay, Android Auto

Large bags Small bags OR

Large bag Small bags

## GO fullsize 4x4 hybrid



### Toyota Highlander Hybrid or similar

5 7

Year: 2023-2024

SIPP Code: FFBH

Fuel Type: Petrol hybrid

Seats: 5 (7)

AWD, 8" Touchscreen, Apple CarPlay, Android Auto, Bluetooth, Cruise Control

Large bags Small bags OR

Large bag Small bags

# MEET THE FLEET.

## GO premium 4x4 hybrid



Toyota Landcruiser  
Prado Hybrid or  
similar

5 7

Year: 2024

SIPP Code: PFBH

Fuel Type: Diesel Hybrid

Seats: 5 (7)

4WD, Apple CarPlay, Android Auto, Bluetooth, 12.3" Touchscreen, Wireless Charging

Large bags Small bags OR  
 Large bag Small bags

## GO utility 4x4



Ford Ranger Wildtrak  
or similar

5

Year: 2024-2025

SIPP Code: PQBR

Fuel Type: Diesel

Seats: 5

AWD, Non-removable Hard Lid, Built-in GPS (English only), Apple CarPlay, Android Auto, Bluetooth, Adaptive Cruise Control

Large bags Small bags

## GO 8 seater elite minivan



Kia Carnival or similar 5 8

Year: 2025

SIPP Code: PVAR

Fuel Type: Diesel

Seats: 5 (8)

Apple CarPlay, Android Auto, 12.3" Infotainment Display, Smart Cruise Control

Large bag Small bags

## GO 9 seater minivan



Ford Kombi Transit  
or similar

9

Year: 2024

SIPP Code: WVAR

Fuel Type: Diesel

Seats: 9

Apple CarPlay, Android Auto, 13" Touchscreen, Reversing Camera, Cruise Control

Large bags Small bags

## GO executive 10 seater



Toyota Hiace or similar

10

Year: 2024

SIPP Code: FVAD

Fuel Type: Diesel

Seats: 10

Apple CarPlay, Android Auto, 8" Touchscreen, Cruise Control, Brake Assist

Large bag Small bags

## GO accessories

### GO Child Safety

Child Seat, Baby Capsule, Booster Seat.

### GO Ski & Roof Racks

Available on all vehicles excluding vans, Ford Ranger Wildtrak, Kia Carnival and Teslas.

### GO Snow Chains

Available on all vehicles excluding Teslas.

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

## GO insurance excesses

	Standard	Assured	Peace of Mind
Economy Hybrid (EDAH)	\$4000	\$500	\$0
Compact Hybrid (CDAH)	\$4000	\$500	\$0
Crossover Hybrid (EGAH)	\$4000	\$500	\$0
Compact SUV (CFAR)	\$4000	\$500	\$0
Intermediate SUV (IFAR)	\$4000	\$500	\$0
Intermediate AWD Hybrid (IFDH)	\$4000	\$500	\$0
Premium EV (IFAE)	\$5000	\$750	\$0
Fullsize 4X4 (FFBR)	\$5000	\$750	\$0
Fullsize 4X4 Hybrid (FFBH)	\$5000	\$750	\$0
Premium 4X4 Hybrid (PFBH)	\$5000	\$750	\$0
Utility 4X4 (PQBR)	\$5000	\$750	\$0
8 Seater Elite Minivan (PVAR)	\$6000	\$3000	\$1500
9 Seater Minivan (WVAR)	\$6000	\$3000	\$1500
Executive 10 Seater (FVAD)	\$6000	\$3000	\$1500

### Bond

We offer a reduced bond for our trade customers of \$250 on all vehicle classes.

A bond is only required on bookings made on standard rates, our Assured and Peace of Mind options have a \$0 bond.

Choose our All Inclusive option to include Peace of Mind insurance and reduce the bond to \$0.

# WAIHEKE FLEET.

## GO intermediate



### Toyota Corolla Sedan or similar

5

Year: 2017-2018

SIPP Code: IDAR

Fuel Type: Petrol

Seats: 5

Bluetooth, Reversing Camera

Large bags Small bags

## GO compact SUV



### Mitsubishi ASX or similar

5

Year: 2022-2025

SIPP Code: CFAR

Fuel Type: Petrol

Seats: 5

Bluetooth, Apple CarPlay, Android Audio, Reversing Camera, Cruise Control

Large bags Small bags

## GO intermediate AWD



### Toyota Rav4 or similar

5

Year: 2017-2020

SIPP Code: IFDR

Fuel Type: Petrol

Seats: 5

AWD, Reversing Camera, Cruise Control

Large bags Small bags

## GO 10 Seater Van



### Toyota Hiace or similar

10

Year: 2016-2019

SIPP Code: FVAV

Fuel Type: Petrol

Seats: 10

Reversing Camera, Air Conditioning

Large bags Small bags

## GO insurance excesses

	Standard	Assured	Peace of Mind
Intermediate (IDAR)	\$4000	\$500	\$0
Compact SUV (CFAR)	\$4000	\$500	\$0
Intermediate AWD (IFDR)	\$4000	\$500	\$0
10 Seater Van (FVAV)	\$6000	\$3000	\$1500

### Bond

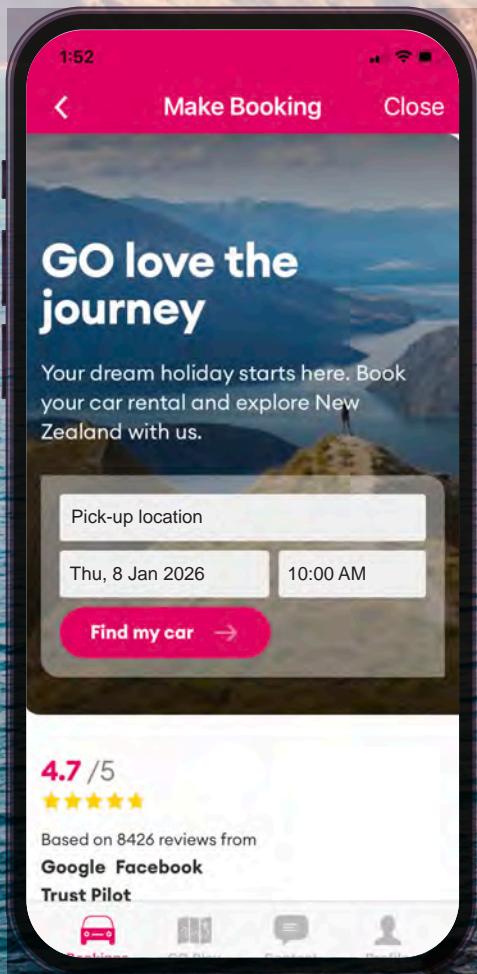
We offer a reduced bond for our trade customers of \$250 on all vehicle classes.

A bond is only required on bookings made on standard rates, our Assured and Peace of Mind options have a \$0 bond.

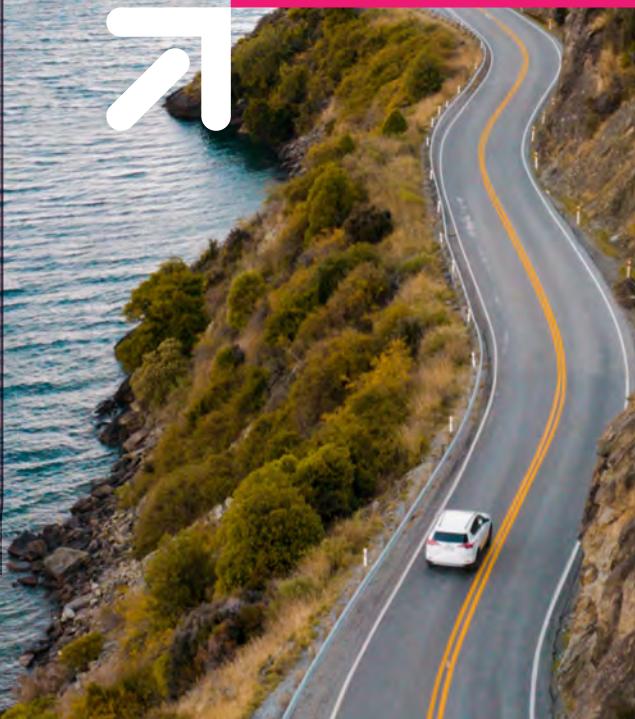
Choose our All Inclusive option to include Peace of Mind insurance and reduce the bond to \$0.



# THE GO APP: GO RENTALS SMOOTH THE JOURNEY.



- Check-in faster and skip the queue
- Book an airport shuttle
- Upload all important documents to ensure a smooth check-in
- Access to contact information when offline
- Rates shown as 'pre-paid' for trade bookings
- Control the Tesla



Download now for iOS & Android



 [VISIT GORENTALS.CO.NZ/APP/ FOR MORE INFO](http://GORENTALS.CO.NZ/APP/)

Please note that the rates are not shown within the App, so this information is protected.

# 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 Rentals 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 and is not included in your selected rates.

## Standard Rates include:

- GO Basic insurance cover (bond / excess applies)
- One-way fees
- Extra driver fees
- Unlimited kilometres
- Multiple hire discounts
- 15% GST (Goods & Services Tax)
- Tyre and windscreens cover

## Standard Rates Additional Fees:

- **Total Road Care** - 24hr Automobile Association roadside assistance for mechanical and non-mechanical breakdowns, Toll fees and associated admin fees, Road User Charges and other government road taxes
- **Airport Access fees** - Auckland Airport and Christchurch Airport only
- **Premium Location Fees** - Dunedin, Invercargill, Nelson, Queenstown, Waiheke, and Wellington
- **After-Hours Pick-Up / Drop-Off Fees** - Auckland and Christchurch. Please refer to your **GO Rentals Rate Sheet** for additional fees.

## All-Inclusive Rates include:

All of the Standard Rate inclusions  
**PLUS:**

- GO Peace of Mind insurance cover with no bond or excess (note excess applies on vans)
- All accessories, including car seats, snow chains, roof racks and ski racks (must be requested)
- 24hr Automobile Association roadside assistance for mechanical and non-mechanical breakdowns
- Toll fees and associated fees
- Road User Charges and other government road taxes
- Airport Access fees
- After-hours pick-up and drop-off fees
- Premium Location fees

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

- **Infringements** - Apply to processing of any speeding, parking, special lane, or freedom camping offences.
- **Refueling** - 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 / WeChat / Alipay - 2.5%
- 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** - (Waiheke only) - Collection and return to same branch

**3 Days** - Pick up and drop off at the same branch

**5 Days** - Pick up and drop off at two different branches on the same island

**7 days** - Pick up and drop off at two different branches on different islands

## 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](mailto:agents@gorentals.co.nz)*

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

# FAQS.



## Do GO Rentals rates include unlimited kilometres?

Yes, rates include unlimited kilometres for all vehicle types.

## 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?

Vehicle category changes may be requested up to 24 hours prior to pick up at no additional cost, subject to availability. Upon pick up, should clients decide to take a lesser category vehicle than booked, no rate difference will be refunded. In the case of an upgrade requested by the Hirer at the time of pick up, the rate difference will be calculated on the valid retail rate on the day and can be paid directly 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 roadside assistance work?

24hr roadside assistance is available to all GO Rentals hirers. Hirers are provided with an emergency freephone number, and a specialist will meet the Hirer at the vehicle's location.

Roadside Assistance is included as part of our Total Road Care package. Included in this package is roadside assistance for both mechanical and non-mechanical breakdowns. Included roadside assistance does not cover accidents where towing is required, and there is a 100km maximum for non-mechanical towing.

Total Road Care is included in the All

Inclusive rates. The Total Road Care fee appears as an additional fee for Standard rate bookings.

## 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 Toll fees?

Toll fees are included as part of our Total Road Care package. Hirers enjoy included passage on all toll roads, including all admin fees.

Total Road Care is included in the All Inclusive rates. The Total Road Care fee appears as an additional fee for Standard rate bookings.

## Is the Hirer liable for speeding tickets 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 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 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 refuelling fee plus the cost of fuel will be charged. A NZ\$3.00 variance (approximately 10kms) is allowed.

EVs must be charged to at least 80% upon return. Failure to return at least 80% charged will result in a recharging fee.

## 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.

## Can the customers hire a car if they don't have a credit card?

Yes. If the customer doesn't have a credit card but does have a Visa or Mastercard debit card, they can hire a car. The customer will need to reduce their insurance liability to the Assured or Peace of Mind\* insurance option. Their card must have the cardholder's name on the front, and the cardholder must be the main hirer.

*\*Peace of Mind insurance is included in our "All-inclusive rates".*

## Do you accept digital credit & debit cards?

Yes, we now accept both digital credit and debits cards. Our branch staff will still require visual verification of the card. The customer must display their full digital card in their banking app.

## Do you accept digital driver's licences?

Digital driver licenses that can easily be verified to have been authorised by the appropriate authority may be accepted at GO Rentals' sole discretion, however we always recommend that the hirer brings their physical card.

**VISIT [GORENTALS.CO.NZ/TERMS/](http://GORENTALS.CO.NZ/TERMS/) TO VIEW FULL TERMS AND CONDITIONS**

# MEET THE TEAM.



**John Osborne**  
Director and Founder

*"GO Rentals is the largest independent kiwi owned car rental company in New Zealand. Since our inception in 2000, we've experienced strong growth and built a reputation for quality, safety, and exceptional service.*

*With a modern fleet and a network of nine branches across key New Zealand locations, we're proud to be a trusted choice for our partners and customers.*

*At the heart of GO is our people, whose passion drives everything we do. This commitment was recognised when we won Tourism Industry Aotearoa's Tourism Talent Employer of Choice Award in both 2023 and 2024, a testament to our values and team culture."*



**James Dalgish**  
Chief Operating Officer  
P: +64 27 475 6706

*"At GO Rentals, we're committed to building long-term, mutually beneficial partnerships within the travel trade. Over the past 25 years, we've grown into one of New Zealand's tourism success stories, with a trusted brand and strong market presence.*

*Our growth has been driven by our award-winning team and a belief that people are our greatest asset. We work with trade partners of all sizes who share our passion for New Zealand, and key to our success are the strong relationships we've built across New Zealand's travel trade.*

*We remain focused on delivering a high-quality fleet, exceptional service, and unforgettable experiences for your clients, values that are ingrained in everything we do at GO."*



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Trade Development  
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**LinkedIn**

[www.linkedin.com/company/go-rentals-new-zealand](http://www.linkedin.com/company/go-rentals-new-zealand)

**Facebook**

[www.facebook.com/gorentalsnz](http://www.facebook.com/gorentalsnz)

**Instagram**

[www.instagram.com/gorentals.nz](http://www.instagram.com/gorentals.nz)

**YouTube**

[www.youtube.com/user/GORentalsNZCarRental](http://www.youtube.com/user/GORentalsNZCarRental)

**Blog**

[www.gorentals.co.nz/explore](http://www.gorentals.co.nz/explore)

