

JUCY NEW ZEALAND CAR & CAMPA TERMS AND CONDITIONS

Valid from 06.12.18



The Rental Agreement (“Agreement”) includes the following terms and “You” (being the Hirer, all Authorised Drivers and the Cardholder) agree to the following terms:

1. RATES, AMENDMENTS AND CANCELLATION CONDITIONS:

- The term of hire and return location is listed on the Agreement. You must comply with this. There are no refunds for early returns.
- Additional products are subject to availability at the time of pick up and are not guaranteed: these include GPS/HotSpot devices, baby seats, roof racks, snow chains, picnic tables and chairs.
- JUCY will not make changes to rates or conditions once Your hire has been confirmed unless You request an amendment or change and You will be advised of any changes at that time.
- If you request to downgrade the vehicle type from the confirmed vehicle You will not be entitled to a refund from JUCY.
- All amendments or changes (including extensions of hire) are subject to availability and approval from JUCY. You must request these changes 48hrs in advance to JUCY. Note a credit card admin fee applies to all payments and this will not be refunded.
- You may cancel this Agreement:
 - Up to 22 DAYS before the pick-up date = full refund of the deposit and/or hire fees (if paid) less any credit card fee
 - Up to 21 DAYS before the pick-up date = 20% deposit is non-refundable and the remainder of hire fees (if any paid) will be refunded less any credit card fee
 - On the pick-up date or during the hire = 100% of hire fees are payable
 - If You change the pick-up date within the cancellation timeframes in (i) and (ii) above and then You cancel the amended booking, the original cancellation fee will apply.

2. PEOPLE WHO MAY DRIVE THE VEHICLE

- Only the people listed on the Agreement as Authorised Drivers may drive the vehicle. These Authorised Drivers must also: be over 18 years old; comply with this Agreement; and comply with the terms of their drivers licence; and also hold a valid driver's licence appropriate for the vehicle. Accepted drivers licences are: (i) NZ restricted drivers licence; (ii) Australian green P licence; OR (iii) a full NZ licence or full overseas driving licence that is suitable for the class of vehicle.
- If Your licence is not in English the NZTA requires You to have an English translation of the whole licence including any conditions. The original licence and the translation must be shown to JUCY when collecting the vehicle. This translation must be done by an NZTA approved translation service, diplomatic representative at a high commission, embassy or consulate or authority that issued the licence.
- If You would like to add extra Authorised Drivers You must visit the nearest JUCY customer centre to have their licence checked by a JUCY staff member and the additional driver added to the Agreement.

3. YOUR OBLIGATIONS

- You must take all reasonable care when driving and parking the vehicle including locking it when not in use as, subject to clause 6, You are liable to JUCY for any loss of, or damage to the vehicle (including spare parts and accessories) arising during the hire excluding fair wear and tear. You are also responsible for any consequential damage or loss or costs including salvage costs, loss of ability to re-hire and loss of revenue and any loss of, or damage to vehicle and property of third parties arising during the hire.
- If a warning light is illuminated or if You think the vehicle needs mechanical attention You must stop driving and contact JUCY immediately.
- You must return the vehicle:
 - clean (with any toilet cassette and grey water tank emptied);
 - with a full tank of fuel and a full gas canister (if one was supplied with the vehicle).
- It is Your responsibility to maintain the oil, water and tyres at the proper level/pressure.
- Smoking and animals are not allowed in the vehicle at any time (apart from registered guide or assistance dogs).
- You must only refill the vehicle with the correct fuel type for the vehicle and make sure it is refilled into the correct tank as You are responsible for any contamination of the fuel or water tanks of the vehicle.
- You must keep a copy of the Agreement accessible at all times through Your hire.
- It is Your responsibility to pay for all infringements fees and costs due in respect of offences committed during the hire including offences for traffic, speeding, parking, freedom camping and tolls.
- You must ensure that the vehicle is not driven in breach of sections 56, 57 or 58 of the Land Transport Act 1988 (“Act”) – these relate to driving under the influence of alcohol or drugs.
- You must not:
 - offer or try to sell, sublet, hire to any other person or otherwise part with or attempt to part with the possession of the vehicle; and
 - allow the vehicle to be operated outside Your authority.
- You must not use or allow the vehicle to be used:
 - in any race, speed test, rally or contest;
 - in breach of the Act, the Land Transport (Road User) Rule 2004, the Freedom Camping Act 2011 or any other act, regulation, rule or bylaw relating to road traffic;
 - to transport more passengers or goods than set in the certificate of loading for the vehicle;
 - to transport of passengers for hire or reward unless You get JUCY's prior written permission and You are appropriately licensed under Part 4A of the Act;
 - if at the time of driving the driver is not the holder of a current driver licence appropriate for the vehicle;
 - in any “off-road” conditions or any surface likely to damage the vehicle including fire trails, beaches, sand, tracks, fields or paddocks, including: Ninety Mile Beach, Ball Hut Road (Mt Cook) or Skippers Canyon Road.
- You acknowledge that if the hire is for a “relocation offer” or relocation special”, You have been advised by JUCY that the vehicle may have minor damage and/or certain items may not be functional. These will all be items which do not compromise the safety of the vehicle. You also agree that in such event the maximum liability of JUCY to You is the amount paid by You to JUCY.

4. JUCY'S OBLIGATIONS

- JUCY will make sure the vehicle is in a safe and roadworthy condition up to current Certificate of Fitness standards. If You, for any reason, suspect that the vehicle is not, You must immediately stop driving the vehicle and call JUCY for instructions.
- If the vehicle breaks down during the hire because of JUCY's negligence we will recover and repair the vehicle as soon as possible. If the vehicle cannot be repaired, JUCY will use its best endeavours to provide a replacement of an equivalent size and standard to the previous vehicle for the remainder of the hire.
- Subject to the provisions of the Fair Trading Act 1986 and the Consumer Guarantees Act 1993 JUCY are only responsible for any direct loss that You suffer because of JUCY's breach of the Agreement. Unless JUCY have breached the specific requirements of these Acts JUCY is not responsible for missed flights, disrupted travel or holiday plans, loss of enjoyment or opportunity, indirect or consequential loss.

5. PAYMENT AND ADDITIONAL CHARGES:

- You must pay the fees listed on page 1 on pick up of the vehicle. All fees and the Bond must be paid using a credit card in Your name. Any refunds or reversals can only be made to the same credit card. Non-refundable credit card administration fees apply for all payments made to JUCY (2% for Visa/Mastercard and 4% for AMEX).
- You must pay JUCY for any additional charges due by You under this Agreement, including any amounts due from damage to the vehicle or property of a third party and infringement/toll offences. JUCY (acting reasonably) may deduct any such charges from Your credit card during or up to 6 months after the hire
- The following are additional charges:

Additional Charges:	Reason:	Amount:
i. Refuelling fee	Returning vehicle not full of fuel or with full gas bottle	\$20 admin fee + amount refuelled
ii. Cleaning Fee	Vehicle is returned dirty OR evidence of smoking or animals in vehicle OR grey water or toilet cassette not emptied	Up to \$250 general cleaning fee and up to \$500 cleaning fee to empty grey water/toilet
iii. Unauthorised Drop Off fee	Vehicle is not returned to the location listed on the Agreement	Up to \$500 retrieval fee
iv. Claims/Damage Admin fee	Processing paperwork for a claims or damage incident	\$75 payable immediately
v. Infringement Admin fee	Processing an infringement into Your name for traffic or speeding fines, freedom camping fines or local authority infringements received during hire	\$60 per infringement
vi. Toll Admin fee	Processing a toll notice into Your name for a toll fine received during hire	\$30 per toll
vii. Premium Location fee	Premium location fee for customer centre pick up site	As listed on Agreement
viii. After Hours Pick Up fee	Administration fee for organising vehicle for pick up outside of operating hours	As listed on Agreement
ix. Road user charges	Levy based on distance travelled for diesel vehicles on NZ roads. This charge does not apply to hires with Stress Free Plus.	Calculated and charged after the vehicle is returned based on \$0.062 per kilometre travelled during hire
x. Additional Drivers	Adding an additional driver to Your Agreement	As listed on Agreement or our website
xi. One-way fees	When hiring a vehicle and returning it to a different JUCY location	As listed on Agreement
xii. Additional Products	GPS/Campable or SKOOT device, Baby seats, roof racks, snow chains, picnic tables and chairs – all subject to availability. Replacement cost if they are damaged or lost.	As listed on Agreement and + replacement cost if they are damaged or lost
xiii. Damaged/lost GPS or other device	Replacement cost of any GPS or other device including Campable or SKOOT lost/damaged during hire or not returned to JUCY or any unauthorised WIFI use	Up to \$700
xiv. AA Call Out Fee	For any non-mechanical breakdown (e.g. refuelling, incorrect filling of fuel or water in the vehicle, jump starts, tyre related incidents, salvage, lost keys and keys locked in the vehicle)	Actual AA fee charged to You
xv. Late Return fee	Vehicle is returned after the date and time listed in the Agreement	Daily rental rate until the vehicle is returned + actual costs and losses suffered by JUCY in relation to the failure to return the vehicle on time
xvi. Damage/Repair costs	Vehicle or third-party property is damaged during hire where no excess reduction option applies	Actual damage or repair costs to the vehicle or third-party property and the daily rental rate for the vehicle while the vehicle is unavailable for hire by JUCY due to repair

- You expressly and irrevocably authorise JUCY to deduct all charges determined by JUCY (acting reasonably) to be payable under this Agreement from Your credit card and such authority will not be revoked without the prior written approval of JUCY.
- You agree that in the event of a dispute arising as to whether a charge has been appropriately charged to Your credit card, You will not seek to have the charge on the credit card reversed, but will rather contact JUCY directly to discuss whether the charge has been applied in error.

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6. EXCESS REDUCTION & EXCLUSIONS:

a) The vehicle is insured by JUCY under a comprehensive policy of motor vehicle insurance from a licensed insurance company. If the vehicle is damaged or causes any damage You must contact us at once and only deal with us.

b) Subject to the exclusions in (d) and (f) below, Your "Excess" (the amount You must contribute towards the cost or repair of the vehicle) if the vehicle is involved in an accident or is damaged while on hire is:

i) for all bookings made after 1 October 2018:

Vehicle type	Risk Taker Excess/Bond	Chance It Excess/Bond	Stress Free Excess/Bond	Stress Free Plus Excess/Bond
Car	\$2,000	\$1,000	\$0	Not applicable
Campa (excluding Compass or Coaster	\$3,000	\$2,000	\$0	Not applicable
Compass or Coaster	\$5,000	Not applicable	\$0	\$0

ii) for all bookings made before 1 October 2018:

Vehicle type	Risk Taker Excess/Bond	Chance It Excess/Bond	Stress Free Excess/Bond
Car	\$2,000	\$1,000	\$0
Campa	\$3,000	\$2,000	\$0

You may also make Your own insurance arrangements provided that these are approved by JUCY. You will have to pay a Bond to JUCY if You select Risk Taker or Chance It. Your Excess applies in respect of each separate accident, incident or new damage, not each rental.

c) If JUCY provides You with a replacement vehicle after an accident, any excess reduction paid for is not transferable to the replacement vehicle and You will have to pay for Stress Free for the remainder of the hire.

d) Risk Taker and Chance It do not include tyre damage, punctures, glass damage or any theft or attempted theft of the vehicle which results in damage or loss where reasonable precautions were not taken by You (such as locking the vehicle).

e) JUCY will deduct the Excess from any Bond held by JUCY or deduct the Excess from the credit card details held (if JUCY does not hold a Bond in relation to Your hire) for any additional charges arising because of this Agreement. JUCY will give You prior notice by contacting You by email of the deduction of such amounts. In the event the actual costs and damages are less than the Excess JUCY will refund You such amounts.

f) IMPORTANT: JUCY is not providing insurance services to You. JUCY offers excess reduction options to You subject to the provisions and exclusions set out below and NONE of the excess reduction options apply in the following events and You must pay for the full amount of the costs and damage if:

- i) The driver is under the influence of alcohol or any drug that affects their ability to drive the vehicle.
- ii) The vehicle is driven by someone not authorised on the Agreement or not legally entitled to drive the vehicle in New Zealand.
- iii) The vehicle has water damage due to crossing a lake, river, creek, salt water beaches, or in low plain flooded areas.
- iv) The vehicle was used in "off-roading" conditions including fire trails, beaches, sand, tracks, fields or paddocks, including the following locations/roads: Ninety Mile Beach, Ball Hut Road (Mt Cook) or Skippers Road.
- v) The vehicle has been refilled with the incorrect fuel or any other incorrect contamination of the fuel or water tanks of the vehicle has occurred.
- vi) The vehicle has any roof damage or damage to the pod on the roof. You will have to pay for costs to repair the damage of up to \$5,000.
- vii) The vehicle has a single vehicle roll over, which is where the vehicle has rolled or tipped on its side or one or more of its wheels have left the ground and which did not involve a collision with another vehicle. You will have to pay for costs to repair the damage of up to \$5,000.
- viii) The vehicle is in an unsafe or unroadworthy condition that began during Your hire and caused or contributed to the damage or loss, and You were aware or should have been aware of the unsafe or unroadworthy condition of the vehicle (including if a warning sensor/light appears in a red zone or if You drive with the handbrake on).
- ix) The costs to get the vehicle back to road level where the vehicle has become bogged, submerged, trapped, restricted or stuck in anyway.
- x) The driver of the vehicle is fined or convicted of any driving offence under New Zealand law.
- xi) The vehicle is driven on a road or ski resort access road without snow chains when snow chains are required to be fitted by the relevant local authority, Transit New Zealand, NZ Police or the relevant ski resort.
- xii) All costs due to breakages, loss, theft or defacement of the vehicle caused by or contributed to by You or any other person You permit or allow in the vehicle.
- xiii) You have breached clauses 2 or 3 of the Agreement.

7. BOND

a) If You select Risk Taker or Chance It You must pay a Bond to JUCY as security during the hire. This is held as an authorisation/hold on Your credit card and will be automatically released at the end of the hire by JUCY (subject to no damage or claims). Depending on Your bank it may take between 5 to 30 working days for the Bond to be released to You.

b) JUCY may deduct from the Bond any amounts due by You to JUCY arising because of this Agreement, including the amount of any damage under clause 3.1(a) and any charges as set out in this Agreement. JUCY will give You prior notice by contacting You by email of the deduction of such amounts.

c) JUCY may keep all or part of the Bond for such period as JUCY may determine (acting reasonably) after the hire to cover the cost of un-notified damage or damage to third parties or their property. In the event the actual costs and damages are less than the Bond JUCY will refund You such amounts.

8. TERMINATION

a) JUCY may refuse any rental and/or cancel the Agreement and take immediate possession of the vehicle if You have breached clauses 2 or 3 of the Agreement; OR if the vehicle has been damaged; OR if in the reasonable opinion of JUCY or the NZ Police any Authorised Driver does not have sufficient skill or experience to operate the vehicle in a safe manner or the safety of any person or the vehicle is at risk.

b) Cancellation of the Agreement under clause 8(a) is without prejudice to the rights of JUCY and the obligations of You under the Agreement or otherwise and You will remain liable for all hire fees and additional charges payable under this Agreement.

9. MECHANICAL REPAIRS AND ACCIDENTS:

a) If the vehicle is involved in an accident, is damaged, breaks down or requires repair or salvage, regardless of fault, You must call JUCY on 0800 399 736 (+64 9 929 2462 option 2) as soon as possible within 24 hours so we can investigate the problem and help You. You may have to pay an international calling fee if You are calling from an international number.

b) Do not arrange or undertake any repairs or salvage without JUCY's permission except if necessary to stop further damage to the vehicle or other property.

c) 24-hour roadside assistance is also provided by AA on 0800 734 543. This service is free for all mechanical faults but fees and charges apply for all other non-mechanical breakdowns, faults or driver induced errors. For non-mechanical breakdowns You must pay the fees and charges directly to AA or JUCY.

d) Following an accident involving the vehicle You must: (a) if necessary advise NZ Emergency Services by calling '111' or if Police did not attend, call into the closest Police station to report the incident and get a copy of the Police report; (b) record full details of all parties, witnesses to, and vehicles involved in the accident; (c) if possible, take photos of the accident site and damaged vehicles and prepare a written statement of the facts; (d) not make any admission of liability; and (e) notify JUCY and complete the JUCY damage claim form.

e) JUCY (acting reasonably) will investigate the accident or incident within 7 days of notification or discovery of the damage to determine if You were at fault and if any of the exclusions in clause 6 apply. JUCY may also require a post-accident safety stand down period to enable JUCY to investigate the cause of the accident. Note that if JUCY receives further information after this 7-day period it may be necessary for JUCY to reopen the investigation. JUCY will also immediately deduct the Bond (if not held by JUCY) from Your credit card to cover the costs of repair. The Bond will be refunded to You upon: (i) the determination by JUCY (acting reasonably) that You were not at fault; or (ii) the determination of JUCY (acting reasonably) of the amount that You were at fault in relation to the damage; or (iii) once the actual costs to repair the damage are known if it is less than the Bond amount.

f) If any of the exclusions in clause 6 apply and the vehicle is in an accident or damaged during the hire, you must pay for the actual costs and JUCY (acting reasonably) may immediately deduct the actual costs from the Bond or Your credit card to cover the costs. These amounts will only be refunded to You upon: (i) the determination by JUCY (acting reasonably) that the You were not at fault; or (ii) the determination of JUCY (acting reasonably) of the amount that You were at fault in relation to the damage; or (iii) once the actual costs to repair the damage are known if it is less than the amount paid by You.

g) If a vehicle requires repair or replacement the decision to supply another vehicle to You is at JUCY's sole discretion. You are responsible for all transportation costs to collect any replacement and for any accommodation/living expenses that are incurred. JUCY will only be responsible for costs and expenses if such accident, breakdown or equipment failure has been caused by or contributed to by a breach of this Agreement by or the negligent act, error or omission of JUCY. If JUCY decide not to supply another vehicle to You, You will not be entitled to any refund for the remaining part of the rental.

h) JUCY may not accept liability for any claims notified after the period listed in clause 9(a) unless You can give a reasonable excuse (in the absolute discretion of JUCY) as to the failure to provide notice within such period.

PRIVACY

JUCY will collect personal information about You and the Authorised Drivers as part of the rental process. JUCY may not be able to perform this agreement if all the information requested is not provided. Any information collected by JUCY will be handled in accordance with the JUCY Privacy Policy which is on our website. You agree JUCY may collect, use and disclose Your personal information (including but not limited to the location, usage and servicing of the vehicle, speed, distance travelled, locations visited) through GPS tracking and diagnostics and other electronic tools in accordance with the JUCY Privacy Policy. You have rights of access to and correction of Your personal information. Please contact us at privacy@jucyworld.com if You have any concerns. Your personal information may also be disclosed to local authorities for infringement processing and insurance companies and to other hire operators for promoting safe driving in New Zealand when in JUCY's reasonable opinion the safety of any person or the vehicle is at risk.

11. GENERAL PROVISIONS:

a) JUCY retains the title to the vehicle always.

b) All charges and expenses payable by You under this Agreement are due on demand by JUCY including any collection costs incurred by JUCY.

c) This Agreement is the entire agreement between us and there are no other representations, warranties or agreements between the parties that have been relied on by You.

d) All Your rights set out in this Agreement are in addition to Your rights NZ consumer protection laws. Such rights are not excluded, restricted or modified by operation of this Agreement. Please contact us if You have any questions about this Agreement.

e) If any provision of this Agreement is, or becomes unenforceable, invalid or illegal for any reason it will be deemed to be severed from the Agreement without affecting the validity of the remainder of the Agreement and will not affect the enforceability, validity or legality of the remaining provisions.

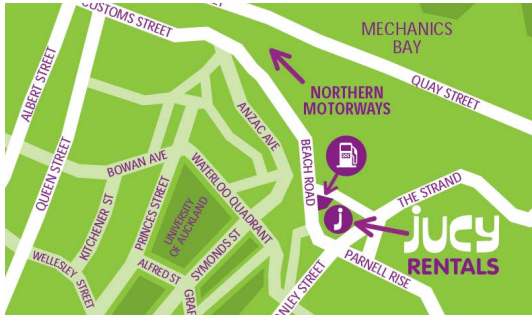
f) This Agreement is governed by New Zealand law and the courts of New Zealand have exclusive jurisdiction.

12. FEEDBACK

a) If You have a complaint about Your JUCY experience or have any feedback please chat to the JUCY staff at our customer centres and they will try to resolve the issue.

b) If You are not happy with the outcome, please contact JUCY on feedback@jucyworld.com OR phone 0800 399 736 (toll free) or +649 929 2462 and our internal complaint handling team will deal with the issue.

CODE: 21.12.18



AUCKLAND CITY

HOURS:

8am — 5pm, 7 days

ADDRESS:

2 - 16 The Strand, Auckland City, Parnell

NEAREST PETROL STATION:

Z Petrol, 150 Beach Road, Parnell

AFTER HOURS DROP OFF:

Service available for CARS ONLY.
Please park on Ngaoho Place (opposite VTNZ) if you are unable to find a park on Ronayne street.

DROP OFF:

Please park on the street (legally), lock the vehicle and place keys through the drop slot on the side of the building.



AUCKLAND AIRPORT

HOURS:

8am — 6pm, 7 days

Last shuttle 30 minutes prior to closing

ADDRESS:

15 Jimmy Ward Crescent, Auckland Airport

NEAREST PETROL STATION:

Z Petrol, Tom Pearce Drive

AFTER HOURS DROP OFF:

Service available for CARS ONLY.

DROP OFF:

Please park the vehicle in one of the on street car parks out front of the customer centre, lock the vehicles and place keys in the black drop box to the left of the gate.



WELLINGTON AIRPORT

HOURS:

Mon - Fri 8am — 6pm

Sat - Sun 9am — 6pm

Last shuttle 30 minutes prior to closing

ADDRESS:

13 Jean Batten Street, Rongotai

NEAREST PETROL STATION:

1 Bay Rd, Kilbirnie, Wellington

AFTER HOURS DROP OFF:

Service available for CARS ONLY.

DROP OFF:

Please park in the designated drop off area, lock the vehicle and place keys through the small letter box located on the green office door.



CHRISTCHURCH AIRPORT

HOURS:

Mon - Fri 8am — 6pm

Sat - Sun 8am — 5pm

Last shuttle 30 minutes prior to closing

ADDRESS:

157 Orchard Road, Mustang Park, Harewood

NEAREST PETROL STATION:

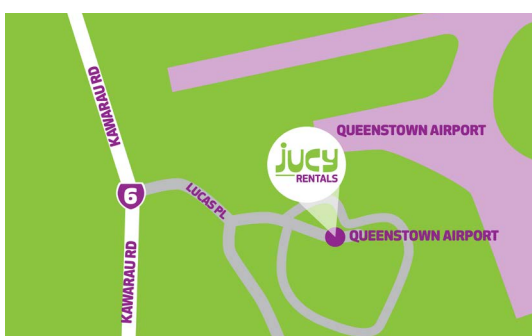
Caltex, 318 Harewood Road

AFTER HOURS DROP OFF:

Service available for CARS ONLY.

DROP OFF:

Please park in the designated drop off area, lock the vehicle and place keys in the drop box located at main entrance of the building.



QUEENSTOWN AIRPORT

HOURS:

Mon to Sun: 8am - 5.30pm

Pre-booked Car Hire: Mon to Sun:

8am - 20 mins after last flight

ADDRESS:

Queenstown Airport

NEAREST PETROL STATION:

BP Connect, Corner of State Highway 6 and Frankton Road

AFTER HOURS DROP OFF:

Service available for CARS ONLY.
You can find the drop off box inside of the green shed in the JUCY yard.

DROP OFF DURING OPENING HOURS:

At the roundabout inside of the airport area, take the third exit and you can find JUCY drop off area on the right.



DUNEDIN AIRPORT

HOURS:

Mon - Fri 8am — 6pm

Sat - Sun 9am — 6pm

ADDRESS:

Dunedin Airport, Airport Rd, Momona

NEAREST PETROL STATION:

Momona Garage (Momona Garage Fuel pump available 24 hours—must have a credit card with PIN) Z Mosgiel (Open 24/7).

AFTER HOURS DROP OFF:

Service available for CARS ONLY.

DROP OFF:

Please park at the JUCY garage and lock the vehicle. Keys can be returned at the Car Rental area next to the terminal, drop the keys at JUCY desk as per the signage.

NEW ZEALAND ROAD RULES



WE WANT YOU TO HAVE A SAFE JOURNEY, TAKE TIME TO REVIEW OUR DRIVING RULES IN NEW ZEALAND, ALWAYS REMEMBER TO KEEP LEFT!

<http://www.nzta.govt.nz/resources/whats-diff-driving-nz/whats-diff-driving-nz.html>

KEEP LEFT

Always drive on the left side of the road. If you drive on the right hand side in your own country, please take a moment to re-familiarise yourself with this rule before pulling out onto the road after a break – it's easy to forget where you are!

DRIVING SPEEDS

Speed limit signs show the maximum speed you can travel. However, at times you may need to drive at a slower speed due to road or weather conditions. Different speed limits apply throughout New Zealand – look out for the speed limit signs. On most of New Zealand's main roads the speed limit is 100km/h unless a sign says a lower speed applies in urban areas, the speed limit is usually 50km/h unless a sign says otherwise.

ALCOHOL

Don't drink and drive – the laws against this are strictly enforced in New Zealand and penalties are severe.

SAFETY BELTS

By law, everyone in the vehicle must wear a safety belt – whether they're in the front or back of the vehicle.

CELLPHONES

No cellphones while driving, it's against the law to use your cellphone while driving.

DRIVERS LICENCE

You must carry your Driver Licence and/or the copy of your English Translation on you at all times while driving. Please also keep a copy of your Rental Agreement in the vehicle at all times.

HERE'S SOME HANDY INFO FOR YOU OUT ON THE ROAD...

- Watch out for wildlife, drive on sealed roads only
- Please return your vehicle in a clean condition
- No refunds for early returns
- Check oil and water regularly
- Please return your vehicle full of fuel
- Please pay for road tolls and fines. A \$60 admin fee applies if left unpaid
- If you have any problems or questions please call JUCY on **0800 399 736**
- At JUCY we welcome your feedback. Please email feedback@jucy.co.nz

JUCY DEALS

As a valued JUCY fan you are entitled to a huge range of discounts and special offers with other tourism operators. For the latest deals check out <http://deals.jucy.co.nz/jucy/auckland/home>

TOLL ROADS

(Applies to travellers driving in the North Island)

There are three toll roads in New Zealand

- Northern Gateway Toll Road, State Highway 1, Auckland
- Tauranga Eastern Link Toll Road, State Highway 2, Tauranga
- Takitimu Drive Toll Road, State Highway 29, Tauranga

TOLL ROADS	Car, motorcycle, or light commercial vehicle (3.5 tonnes or less)	Heavy Vehicle (over 3.5 tonnes)	Caravan or trailer
Northern Gateway Toll Road	\$2.40	\$4.80	No extra charge
Tauranga Eastern Link Toll Road	\$2.10	\$5.20	No extra charge
Takitimu Drive Toll Road	\$1.90	\$5.00	No extra charge

To find the free alternative route go to www.tollroad.govt.nz

HOW TO PAY THE TOLL?

- To fully automate your toll payment, you can visit the toll road website or call the contact centre to open a direct debit or credit card based account
- To pay as you go visit the toll road website or call the contact centre*
- To pay by cash, credit card or Eftpos visit a cash payment point at selected BP & Caltex service stations, visit the toll road website to find out which ones

www.tollroad.govt.nz or 0800 40 20 20 Monday to Friday 8am to 6pm

*If you choose to pay for your tolls online or by contacting the call centre, you will incur a payment charge of \$1.20 per transaction online, OR by phone \$3.70 per transaction

Tolls should be paid before you travel, but you can pay up to 5 days after the trip is taken. If you don't pay, the issuing Authority sends an infringement and/or the unpaid toll to JUCY and a \$60 admin fee will be charged for each infringement and/or unpaid toll received.

ACCIDENTS/INCIDENTS & BREAKDOWNS

If you are involved in an accident or incident involving the Vehicle, please contact the appropriate New Zealand Emergency Services (**Police, Ambulance, Fire**) by calling "111".

Please notify **JUCY** the full circumstances as soon as possible on **0800 399 736** or on **(09) 929 2462**.

If there is an equipment failure or any problems with the vehicle, please notify JUCY as soon as possible on the numbers above.