

Hirepool Vehicle Rentals Booking Terms and Conditions

Payment Policy:

No charge has been made to your Credit card provided at the time of booking. Your Credit card will be charged when you pick up the vehicle. The Credit Card holder must be present to sign the rental contract unless prior arrangements have been made with the rental location.

We accept all major credit cards (Visa, Mastercard, Amex, Diners), EFTPOS, cash and approved company orders.

Refundable Bond:

All rentals (unless invoiced to an approved account) are subject to a refundable bond that is payable at the time of vehicle collection and this will be refunded upon safe return of the vehicle. The bond is \$500 for cars, SUVs, vans and utes and \$650 for trucks. This must be paid by a pre-authorisation on your credit card (we do not accept cash bonds).and funds to this value will not be available for use on your card. Please note that the bond can take up to 10 working days to be released depending on the credit card provider.

Drivers License & Age Requirements:

A full current New Zealand or Overseas Drivers License in English must be presented at the time of rental pick up by all drivers. Heavy Trade Licenses are required for some trucks. We do not charge for additional drivers must present their license.

The minimum age for renting a vehicle with Hirepool Vehicle Rentals is 21 years old. In addition, the renter must have a full and valid driver licence for the relevant vehicle category and adhere to our Rental Terms & Conditions.

Modifying/Cancelling Booking:

To modify or cancel an upcoming booking, please contact the branch you have made the booking with by email or phone 0800 588 500. Please note the cancellation policy as outlined below.

Cancellation Policy:

Hirepool Vehicle Rentals reserves the right to charge a cancellation fee for the following conditions:

- No cancellation fee applies for cancellations made more than 3 days prior to the scheduled start of the rental.
- A 30% cancellation fee applies for cancellations made within 24-72 hours of the scheduled start of the rental.
- A 50% cancellation fee applies for cancellations within 24 hours of the scheduled start of the rental or a 'no show' where we do not receive notice of cancellation prior to the scheduled start of the rental.

Vehicle Collection>Returns:

View branch location details for collection and returns by clicking [here](#). If you are returning your vehicle outside of branch opening hours, instructions will be provided at the time of vehicle collection for how to complete this. Returns outside of the agreed rental period will incur additional charges.

Fuel:

We provide a full tank of fuel at the commencement of each rental and we request you return the vehicle with a full tank. Where this is not convenient we will refill the tank and on charge to you. This will be charged at the rate specified on your rental contract.

Insurance:

Standard Motor Vehicle Insurance - This is included in the rate. If your vehicle suffers or causes damage, an excess normally applies. The standard excess is NZ\$2875 for cars, SUVs, vans and utes and NZ\$5750 for trucks.

Excess Reduction is optional - You can reduce the standard excess to NZ\$500 for cars, SUVs, vans and utes by purchasing Excess Reduction (ER). Excess Reduction is not available on trucks.

Note: Excess Reduction does not cover certain loss or damage and cannot be waived in full.

Rental Agreement Terms & Conditions:

Visit <https://www.hirepoolvehiclerentals.co.nz/about/terms-and-conditions> for Hirepool Vehicle Rental Agreement terms and conditions. If you have any questions please call 0800 588 500 or email info@hirepool.co.nz