Campervanz Rentals — Terms and Conditions

campervanzrentals.com · NZBN 9429051976064 · Updated 31 October 2026

Welcome to Campervanz Rental web. If you continue to browse and use this website you are agreeing to comply with and be bound by the following disclaimer, together with our terms and conditions of use. If you do not agree to these terms you are not authorised to use this website and you must immediately stop doing so.

The information contained in this website is for general information purposes only and is provided by Campervanz Rentals (NZBN 9429051976064)

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

Through this website you may be able to link to other websites which are not under the control of Campervanz Rentals. We have no control over the nature, content and availability of those websites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Every effort is made to keep the website up and running smoothly. However, Campervanz Rentals takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

Your privacy

At Campervanz Rentals, we are committed to protecting your privacy as an online visitor to our website. We use the information we collect about you to maximise the services that we provide to you. We respect the privacy and confidentiality of the information provided by you and adhere to the New Zealand Privacy Principles. Please read our privacy policy below carefully.

You may change your details at any time by advising us in writing via email. All information we receive from our customers is protected by our secure server. Campervanz Rentals secure server software encrypts all customer information before it is sent to us. Furthermore, all customer data collected is secured against unauthorised use or access. Credit card information is not stored by us on our servers.

Storage and security of your information

We receive and store information you enter on our website or give us in any other way from time to time. You may provide basic contact information such as your name, phone number, address, and email address to enable us to send information or process your product order and we may also collect additional information at other times, including but not limited to, when you provide feedback, change your content or email preferences, respond to a survey, or communicate with our customer support.

We may use personal information collected from you for the purpose of providing you with direct marketing material, updates regarding our website and information in the form of a newsletter. This will only apply if you have registered or subscribed to such publications by registering your details with us. However if you wish to cease receiving any such information you may let us know either by email or unsubscribing at any time and your request will be actioned immediately.

Individual profile is not used for any other purpose. Details are only supplied to a third party supplier when it is required by law, for goods or services which you have purchased or to protect our copyright, trademarks and other legal rights.

We respect the privacy of our online visitors. We may collect information on or through this website that can personally identify you. For example, we collect personally identifiable information which

you volunteer to us to respond to visitor questions and comments about us and our services, and to mail e-newsletters (“Personal Data”).

We will use all reasonable means to protect the confidentiality of your Personal Data while in our possession or control. We will not knowingly share any of your Personal Data with any third party other than our service providers who assist us in providing the information and/or services we are providing to you. To the extent that we do share your personal information with a service provider, we would only do so if that party has agreed to comply with our privacy standards as described in this privacy policy.

Any non-personal information, communications and material you send to this website or to us by email, or which we obtain from third parties without promises of confidentiality, may be kept, used and disclosed by us on a non-confidential basis. We are free to use and reproduce any such information freely, and for any purpose whatsoever

Secure credit card payment

Campervanz Rentals has engaged a globally accredited payment gateway service provider, Stripe New Zealand Limited (NZBN: 9429041687628) to secure all aspects involving customer payment via credit cards.

All customer credit card information is securely submitted and processed entirely on specialised Stripe systems; Campervanz Rentals staff cannot access, view, process or store sensitive cardholder data (such as credit card numbers, PIN codes or CCV codes). Credit card details are encrypted by the customer’s browser before they are sent to Stripe systems and are never exposed in clear-text.

Stripe is globally certified to meet the regulatory security requirements outlined by the Payment Card Industry Data Security Standard (or PCIDSS). PCIDSS certification is required by banks and credit card issuers in order to allow merchants such as Campervanz Rentals to accept payments from customer credit cards. As part of the certification process, Stripe is required by its customers, banks and credit card issuers to implement stringent security controls and undertake regular independent security audits to maintain its certification and security assurance levels.

For more information on Stripe and its PCIDSS certification, please visit www.stripe.com

Disclosure of your information

We may from time to time need to disclose certain information, which may include your Personal Data, to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request. Also, we may use your Personal Data to protect the rights, property or safety of Campervanz Rentals.

Third parties

We do not and will not sell or deal in personal or customer information. We will never disclose your personal details to a third party except as set out in these terms, and we will only disclose the necessary information required by providers of products or services you have purchased or to protect the rights, property or safety of Campervanz Rentals, our customers or third parties or if required by law.

We may however use in a general sense without any reference to your name, your information to create marketing statistics, identify user demands and to assist it in meeting customer needs generally. In addition, we may use the information that you provide to improve our website and services but not for any other use.

Security

We strive to ensure the security, integrity and privacy of personal information submitted to our website, and we periodically update our security measures in light of current technologies.

Change in privacy policy

As we plan to ensure our privacy policy remains current, this policy is subject to change. We may modify this policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on this website. Please return periodically to review our privacy policy.

If you have any questions or concerns at any time about our privacy policy or the use of your personal information, please contact us at campervanzrentals@hotmail.com and we will respond within 3 working days.

Terms of use

Amendment of terms

We reserve the right to change, modify, add or remove portions of these terms at any time. Please check these terms regularly prior to using our website to ensure you are aware of any changes. We will endeavour to highlight any significant or substantive changes to you where possible. If you choose to use our website then we will regard that use as conclusive evidence of your agreement and acceptance that these terms govern your and Campervanz Rentals rights and obligations to each other.

Where a booking is made through a third-party booking platform or agent, these terms govern the hire and prevail over any terms published by that platform.

Limitation of liability

It is an essential pre-condition to you using our website that you agree and accept that Campervanz Rentals is not legally responsible for any loss or damage you might suffer related to your use of the website, whether from errors or from omissions in our documents or information, any services we may offer or from any other use of the website. This includes your use or reliance on any third party content, links, comments or advertisements. Your use of, or reliance on, any information or materials on this website is entirely at your own risk, for which we shall not be liable.

It shall be your own responsibility to ensure that any services or information available through this website meet your specific, personal requirements. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

Liability

Where the New Zealand Consumer Guarantees Act 1993 applies to the supply of goods or services under these terms, you may have additional rights under that Act. Subject to any such express rights that apply to you under that Act, Campervanz Rentals liability for any breach of a term of this agreement is limited to: the supplying of the goods or services to you again; the replacement of the goods; or the payment of the cost of having the goods or services supplied to you again.

You must be over 18 years of age to use this website and to purchase any goods or services. The minimum age to drive a Campervanz Rentals vehicle is 21, as set out under Drivers’ requirements and license.

Disclaimer

To the fullest extent permitted by law, Campervanz Rentals absolutely disclaims all warranties, expressed or implied, including, but not limited to, implied warranties of merchantability and fitness for any particular purpose. Campervanz Rentals gives no warranty that the documents, goods or services will be free of errors, or that defects will be corrected, or that our website or its server is free of viruses or any other harmful components.

Whilst we, at all times endeavour to have the most accurate, reliable and up-to-date information on our website, we do not warrant or make any representations regarding the use or the result of the use of any document, product, service, link or information in its website or as to their correctness,

suitability, accuracy, reliability, or otherwise.

It is your sole responsibility and not the responsibility of Campervanz Rentals to bear any costs of servicing, repairs, or correction. Relevant legislation may not permit these exclusions, particularly the exclusions of some implied warranties. Some of the above may not apply to you but you must ensure you are aware of any risk you may be taking by using this website or any products or services that may be offered through it. It is your responsibility to do so.

Copyright, trademark and restrictions of use

This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance, trademarks and graphics. You are not permitted to reproduce the documents, information or materials on the website for the purposes of sale or the use by any third party. In particular you are not permitted to republish, upload, transmit electronically or otherwise or distribute any of the materials, documents or products that may be available for download from time to time on this website.

Campervanz Rentals expressly reserves all copyright and trademark in all documents, information and materials on our website and we reserve the right to take action against you if you breach any of these terms.

Any redistribution or reproduction of part or all of the contents in any form is prohibited other than the following: you may print or download to a local hard disk extracts for your personal and non-commercial use only; and you may copy the content to individual third parties for their personal use, but only if you acknowledge the website as the source of the material.

You may not, except with our express written permission, distribute or commercially exploit the content. Nor may you transmit it or store it in any other website or other form of electronic retrieval system.

Whole agreement

These terms and conditions represent the whole agreement between you and Campervanz Rentals concerning your use and access to Campervanz Rentals website and your use and access to the documents and information on it. No other term is to be included in this agreement except where it is required to be included by any New Zealand law. All implied terms except those implied by statute and which cannot be expressly excluded are hereby expressly excluded.

Exclusion of unenforceable terms

Where any clause or term above would by any applicable statute be illegal, void, or unenforceable by New Zealand law, then such a clause shall not apply and shall be deemed never to have been included in these terms and conditions. The deemed exclusion of any term pursuant to this paragraph shall not affect or modify the full enforceability and construction of the other clauses of these terms and conditions.

Jurisdiction

This agreement and this website are subject to the laws of New Zealand. If there is a dispute between you and Campervanz Rentals that results in litigation then you must submit to the jurisdiction of the courts of New Zealand.

Drivers’ requirements and license

For drivers who owns a Restricted and Learner’s licenses, Campervanz Rentals won’t allow to rent or drive a vehicle. The driver’s license must be a Full license. And all drivers must hold a current valid license for the duration of the hire period.

An international or country of origin drivers license is acceptable however if the drivers license is not in English format, then an international drivers license or certified translation is also required. Minimum driver age is 21. No maximum age restriction applies.

Campervanz Rentals has the right to request two recent (within 3 months) forms of address from the hirer before hiring a vehicle to the hirer. Daily hire charges are calculated per day, counting both the pick-up day and the drop-off day. Pick-up and drop-off times are flexible and do not change the number of days charged.

Deposit and payments

There is 50% deposit required to secure your booking with Campervanz Rentals. The remaining 50% is due 30 days before the pickup date.

If the hirer cancels the booking prior to collection then the cancellation policy will apply. Payments should be done by credit cards or bank transfer (in NZD). Campervanz Rentals accepts Visa, MasterCard, however a surcharge fee of 3% on all credit cards transactions applies (including Revolut / Wise cards).

Campervanz Rentals requires a credit card to be used as a bond on all rentals agreements, and this must be the credit card of the main hirer. If you don’t have a credit card, we require a bank transfer as a bond for the amount of your excess. Cash is not accepted as a bond. Your credit card details or bond will be retained by Campervanz Rentals for up to 15 days following the conclusion of the hire in accordance with these terms and conditions.

Cancellations

Our cancellation fees are as follows:

- Cancelled 90 days before the pickup day on the booking, there are no cancellation fees. Campervanz Rentals will refund the deposit in 4 working days after the hirer emails us the cancellation request.
- Cancelled between 90 and 60 days prior to pick up day, 25% of the rental (including accessories and insurance) is payable to Campervanz Rentals as the cancellation fee.
- Cancelled between 60 and 30 days 50% of the rental (including accessories and insurance) is payable to Campervanz Rentals as the cancellation fee.
- Cancelled 30 days or less prior to the pick up date, no refund whatsoever.

Amendments

If the rental time is reduced but a refund is required, Campervanz Rentals will evaluate the situation and complete the refund within seven days of the confirmation of the modification request when agreed by both parties. If the hirer wishes to extend the rental whilst on hire, they must first obtain authorization from Campervanz Rentals. Any extension is subject to fleet availability and Campervanz Rentals will advise of the additional cost. Failure to obtain authorization (i.e. a late return) will result in the hirer being charged the daily rate plus an additional NZ$300 for each day.

If the hirer wishes to change the pick up or drop off location after confirmation of the booking, or during the hire period, authorization from Campervanz Rentals must be obtained. Subject to the change being approved, an additional charge of NZ$800 may apply. If the vehicle is returned early for any reason there is no refund available for the unused portion of the hire. If the hirer’s request to change the return location is not granted by Campervanz Rentals and the hirer does not return the vehicle to the scheduled return location at the required time, the hirer will be liable for all costs associated with the vehicle, including labour, airfare, and even prosecution costs, in addition to the NZ$800 off-site pickup fee.

Mechanical Breakdown & Repairs

Our goal is to keep you on the road, but in the event of mechanical issues, the following protocols apply:

- Standard Procedure: In the event of a mechanical failure, the hirer must contact Roadside Assistance immediately. If the issue cannot be resolved on-site, a tow truck will be arranged to transport the vehicle to the nearest authorized mechanical workshop.

- Refund Policy: If a repair cannot be completed within 72 hours of the initial report, a pro-rata refund will be issued for the remaining unused days of the booking. Please note that no refunds apply for days prior to the reported failure.
- Limitation of Liability: Campervanz Rentals is not liable for any incidental or consequential costs incurred by the hirer. This includes, but is not limited to, accommodation, alternative transportation, meals, or missed activities and third-party bookings resulting from a breakdown.

2. Driver Negligence & Misuse

Insurance coverage is strictly limited to accidental damage and does not cover mechanical failure resulting from improper use. The hirer is liable for the full cost of repairs in cases involving:

- Component Damage: Damage to the clutch or brakes due to incorrect driving techniques (e.g., burnt-out components).
- Fuel Errors: Use of incorrect or contaminated fuel (e.g., putting Diesel in a Petrol engine or vice versa).
- Ignored Warnings: Failure to immediately stop the vehicle or contact Campervanz Rentals when a warning light (such as High Temperature or Check Engine) is illuminated.

3. Relocations (via Imoova / Transfercar)

The following specific conditions apply to all relocation bookings made through third-party platforms like Imoova or Transfercar:

- Ferry Responsibility: The hirer is solely responsible for booking and securing their own inter-island ferry passage.
- Failure to Complete: No refunds will be provided if the relocation is not completed for any reason, including ferry cancellations or failure to book a crossing in a timely manner.
- Relocation Penalty: If the vehicle is not delivered to the agreed destination by the specified date/time, a penalty of $2,000 NZD will be charged to cover the logistical costs of vehicle recovery and repositioning.

4. Self Check-In (Auckland & Queenstown)

To provide a streamlined experience, our Auckland and Queenstown depots operate on a digital-first basis:

- Process: Vehicle collections at these locations are strictly “Self Check-In.”
- Guidance: Detailed instructional videos demonstrating the basic operations of the campervan will be provided to the hirer via email or mobile.
- No Staff Briefing: Please be aware that no in-person demonstrations or staff briefings will be conducted at these locations during the pick-up process.

Fuel

All vehicles are supplied with a full tank of fuel and accordingly, all vehicles must be returned with a full tank of fuel. If the vehicle is returned without a full tank of fuel, the hirer is liable for the cost of the fuel, plus a fee of NZ$150. * This doesn’t apply to relocation contracts where the fuel refund policy is explicit in the contract (Imoova / Transfercar).

Extra fees

- If the vehicle is not returned in a tidy condition, a fee of NZ$250.00 will apply
- If smoking is undertaken inside the vehicle, a fee of NZ$250.00 will apply.
- Pets are welcome. If the vehicle is not returned clean, a NZ$250.00 cleaning fee will apply.

Traffic infringements and fines

All traffic infringements and fines are the responsibility of the hirer. Campervanz Rentals will contact the hirer to inform of the fine (speed ticket, parking ticket, etc), if there is no response from the hirer, Campervanz Rentals will charge the hirer's credit card the cost of the fine, plus a processing fee of NZ$50 in the event of an infringement or fine being received from a relevant authority. In the circumstances of credit card failure, or no credit card is supplied, Campervanz Rentals reserves the right to pass on the hirer's details to the relevant authority. If additional court overdue payment and fines are incurred as a result, the hirer must pay the citation, additional fines, court overdue payment, and other related costs. If, as at the completion date of your rental agreement, any costs associated with your rental have not been paid, or subsequent to this completion date you become liable for additional costs in relation to your rental agreement, we reserve the right to refer your account to a debt collection agency. In these circumstances, and solely at our discretion, you may become liable for all costs incurred by us in relation to the collection of this debt (including but not limited to internal administration fees, legal fees, collection agency fees, and bank fees). The Hirer agrees that Campervanz Rentals shall have the right to refuse any rental and/ or terminate the hire and take immediate possession of the Vehicle, without notification to the Hirer, if: (i) the Hirer fails to comply with any of the material terms and conditions of this Agreement, (ii) the Hirer has obtained the Vehicle through fraud or misrepresentation; (iii) if the Vehicle is damaged; or (iv) in the reasonable opinion of Campervanz Rentals and/or the NZ Police the Authorised Driver(s) do not have sufficient skill or experience to operate the Vehicle in a safe manner or the safety of the passengers, members of the public or the Vehicle is at risk. In such event the Hirer will: (a) not be entitled to a refund of part of the rental charges; and (b) be responsible for the payment of any towing costs to return the Vehicle to the Return Location plus a fee to cover the reasonable costs of Campervanz Rentals in arranging the return of the Vehicle. This includes the extension of the hire if the vehicle cannot be recovered to a Campervanz Rentals depot by the completion of the hire.

Insurance

Campervanz Rentals does not deduct the insurance excess (bond) from your credit card, but merely hold the authority to deduct it as per these terms and conditions. If you don't have a credit card, we require a bank transfer as a bond for the amount of your excess. If there is no loss/damage or any reported incidents, speeding fines or parking tickets we will release the bond in 15 days after your hire ends. The liability for damage to the vehicle is applicable to the hirer regardless of who is at fault. If the hirer is not at fault, and the third party admits liability, then a refund will be processed upon receipt of payment from the third party. Insurance needs to be renewed in the event of an insurance claim. Insurance does not cover the transportation of a replacement vehicle following an accident. All damage must be reported within 24 hours for insurance to apply.

Loss of hire income

Where the vehicle is damaged during the hire and the hirer is liable under these terms, that liability includes the hire income lost while the vehicle is off the road being assessed and repaired, in addition to the repair cost or the insurance excess, towing and recovery, cleaning, and reasonable administration costs. Loss of hire income is charged at the daily rate of that vehicle for each day it is unavailable, for the days it would otherwise have been hired. The total amount recoverable from the hirer remains capped at the excess applicable to the option selected, except where these terms state that the hirer is liable for the full cost.

Insurance Exclusions

This means there is no cover and the customer is liable for the full cost of repair/replacement to the vehicle, third party property, and accessories hired.

- Damage is caused due to unlawful driving
- The driver receives a charge of reckless or dangerous driving by the New Zealand Police
- Damage is caused when these terms and conditions are breached
- Damage is caused due to negligence or willful conduct

- Damage is caused due to the use of incorrect or contaminated fuel
- Damage is caused due to using the vehicle in contravention of any legislation or regulation
- Insurance options do not cover loss or damage to accessories hired
- Vehicle rollover
- Underbody damage
- Overbody damage
- Driving under the influence of drugs or alcohol
- The hirer takes the vehicle onto a beach or off road
- The hirer takes the vehicle onto road not paved with asphalt, cement, concrete (gravel roads)
- Damage caused by road hazards – such as punctures from nails or sidewall damage from hitting a curb
- Insurance does not cover the cost of repairing damaged car keys/remote and the cost of matching new keys after losing the key/remote.
- Carrying passengers for payment or reward, including any form of ride share, shuttle or tour service
- Towing any vehicle, trailer or object for payment or reward

Theft and failure to return the vehicle

If the vehicle is not returned at the agreed time and place, and the hirer has not contacted us and agreed an extension, we may report the vehicle as stolen and recover it at the hirer's cost.

Where the vehicle is stolen, converted or not returned, the hirer is liable for the full market value of the vehicle, or for the cost of recovering it and any damage to it, whichever is the lesser, together with the hire income lost until the vehicle is returned to service or replaced. **The excess reduction options do not apply to theft or failure to return the vehicle, and the hirer's liability in those circumstances is not capped at the excess.**

The hirer is liable for the full cost of any loss or damage arising where the vehicle is left unlocked or unattended with the keys accessible, or where the keys are lost.

Excess reduction options

There are three levels of insurance excess options available to the hirer. Basic Insurance / Excess Reduction A / Excess reduction B.

Our rates include Basic Insurance with an excess of NZ$4000. The hirer can choose between 2 options to reduce the excess:

Option A: Pay an additional NZ$39.00 a day to reduce the insurance excess to NZ$1000

Option B: Pay an additional NZ$59.00 per day and reduce the insurance excess/bond to NZ$0 (nil).

Insurance does not cover, damage caused from snow chains, underbody or over body damage (including if the vehicle has a rollover), or towage costs associated with any damage.

Mechanical Faults

The hirer shall take all reasonable care to ensure that the vehicle is properly maintained during the hire period. This shall include daily checks of the oil, water and battery. The vehicle is covered by 24 hour, 7 days, road-side assistance with AA. If the vehicle has any mechanical failures during the hire these issues must be reported to Campervanz Rentals as soon as possible in order to give Campervanz Rentals the opportunity to rectify the issues during the rental. Any refund for a mechanical failure is calculated as set out under Mechanical Breakdown & Repairs above, and only applies where the failure has been reported to Campervanz Rentals as soon as possible so we have the opportunity to rectify it. Campervanz Rentals is not liable for any delay in repair caused by a breakdown occurring on a weekend, public holiday or remote location. Depending on what caused the mechanical issue (drivers fault / normal wear and tear), a substitute or alternative vehicle might be provided. A substitute vehicle will always depend on availability. Campervanz Rentals is not responsible for any additional costs or refunds such as accommodation, transportation, meals, and re-rental costs. Campervanz Rentals reserves the right to substitute an alternative vehicle without prior notification, and at no extra cost to the hirer or cancel the booking and make a partial or full refund depending on the nature of the mechanical fail. In the event of an accident involving the hirer or any additional driver, Campervanz Rentals is under no obligation to provide a replacement vehicle. The unused portion of the hire is not subject to refund.

Data Collection

Campervanz Rentals has the right to collect information on the hirer. Specific vehicles in the Campervanz Rentals fleet collect data on a per journey travelled basis. Campervanz Rentals has the right to retain such information and has the right to use such information at its own discretion.

Campervanz Rentals reserves the right to amend these terms and conditions, vehicle specifications and tariffs at any time without prior notice. Campervanz Rentals reserves the right to refuse any rental at its own discretion.

All tariffs are in New Zealand Dollars (NZD) and are inclusive of New Zealand Goods and Services Tax (GST).