

Important Stuff

Read this before
embarking on your
Great Escape!



Information about insurance, your
contract, hire requirements etc.

Edition 7 – May 2019

 **English**

OFFICE COPY
PLEASE LEAVE IN ESCAPE OFFICE

Kia Ora! Welcome to New Zealand and Welcome to Escape Rentals and Hugo Campers.

This document aims to outline all of the 'important stuff' relating to your Escape or Hugo hire. Over the next few pages, you'll read a lot of information relating to your campervan hire, the insurance options/liabilities, your responsibilities and more.

But of course, the most important thing is your safety.

In a moment, you'll be presented with a questionnaire/declaration (which you may have already received and completed prior to arrival) which will help us gauge your driving experience.

We don't mean to pry, but we need to know that you are prepared for and capable of driving a campervan on New Zealand roads.

Escape Rentals and Hugo Campervans are members of the 'Drivesafe' programme and we adhere to the Rental Vehicle Operator's Code of Practice.

So yeah...we want you to be safe.

Most of the accidents we have are single-vehicle-accidents on unsealed roads. So that's usually a case of our hirers driving too fast for the conditions.

We also have instances where hirers have drifted onto the wrong side of the road, which is incredibly dangerous.

But provided you're a competent and considerate driver and provided you're well rested and you're prepared to take your time seeing this wonderful country of ours (certainly no need to speed) you'll be fine.

But if you have any doubts or concerns, please raise these with our customer service staff as soon as possible.

So read on intrepid travellers and have a great trip!

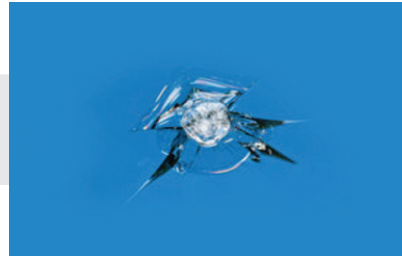
Insurance

Unfortunately in New Zealand vehicle repairs/replacements are expensive.

We encourage all our hirers to consider upgrading your insurance on your trip! It can save you in the long run.

Heres a few examples of what things can end up costing:

Windscreen stone chip \$85



Broken windscreen replacement \$450

Front corner damage \$1000



Rear door replacement \$2000

Vehicle write-off \$22000+



Damage on your van is the least fun aspect of any trip - for both you and us – so take a few minutes and have a read of all our insurance options on the next page.

Insurance

Insurance - Escape Campervans insurance is comprehensive, great value and easy to understand.

Standard insurance is included in the daily rate, so there really are no hidden costs. However, hirers will be liable for any damage that may occur to the vehicle whilst it is on hire. This is capped though and the maximum liability* is \$3,000. Many of our hirers choose to take out **'excess waiver insurance'** which can reduce the maximum liability right down to nil (again, dependent on your age and the insurance option taken).

Remember, this is completely optional. Check out the three options within the table below and choose the one that is best for you.

Insurance Excess/Liability				
	Option A "Roll the Dice Bro!"	Option B Middle Ground Earth	Option C "No Worries Mate"	
Benefits/ Risks:	<ul style="list-style-type: none"> No reduction in liability. You will be responsible for costs to a maximum of \$3,000/\$4,000 (as per below) unless insurance is waived* 	<ul style="list-style-type: none"> Reduces your maximum liability to \$1,500 (as per below) unless insurance is waived* 	<ul style="list-style-type: none"> Reduces your maximum liability to NIL (as per below) unless insurance is waived* Covers any windscreen damage & flat tyres too! Covers you whilst driving on unsealed/gravel roads. 	
Maximum Liability: (unless Insurance voided*)	\$3,000 *Unless vehicle damaged in Single Vehicle Incident. - Single Vehicle Incident liability is \$4,000.	\$1,500 *Unless vehicle damaged in Single Vehicle Incident. - Single vehicle incident liability is \$2,500.	NIL (\$0)	
Bond Retained by Escape, released post-hire.	\$3,000/\$4,000 'Frozen' on credit card and processed in the event of any Incident. Fines additional.	\$1,500 'Frozen' on credit card and processed in the event of any incident. Fines additional.	- Manual Credit Card imprint only - Held for the purpose of fines incurred (plus admin fees).	
C O S T	Age: 22+ 	\$3,000 *Unless vehicle damaged in Single Vehicle Incident. - Single Vehicle Incident liability is an additional \$1,000 (\$4,000 total)	\$22.50 per day (to a maximum of \$1,250)	\$30 per day (to a maximum of \$1,250)
	Age: 18 to 21 	\$3,000 *Unless vehicle damaged in Single Vehicle Incident. - Single vehicle incident liability is an additional \$1,000 (\$4,000 total)	\$25 per day (to a maximum of \$1,250)	\$35 per day (to a maximum of \$1,250)

More Insurance stuff

(Very Important!)

- You insurance/excess waiver (option B or C) is **VALID FOR YOUR FIRST INCIDENT/ ACCIDENT ONLY**. If you have an accident, contact Escape to discuss the options available to you for the balance of your hire (you may purchase a new insurance policy, arrange/pay for the repairs yourself prior to the return of your campervan or take option A insurance, where you assume full liability for further damage).
- *The liability is capped but all **insurance is waived if the vehicle is being driven in a manner which is outside the agreed terms of our contract** e.g. Drunk driving, negligence leading to loss etc. In such instances, the hirers can be held liable for all costs associated with any accident or loss.
- While you are away, you have 24 hour roadside assistance. If anything happens to the vehicle whilst you are travelling e.g. accident, breakdown, windscreen chip etc, always call NZ Roadside Assistance (NZRA) first. Their phone number is stuck on your windscreen and they are the ones who will come and help you if required or direct you where to get assistance. In the event of an accident, Escape must also be notified, particularly if the incident or accident involves repair work and/or involves a third party. (Your guidebook has more information about your insurance obligations/liability)
- Your insurance is void if you are driving outside of the law (e.g. you are Speeding, under the influence of drugs or alcohol).
- A 'single vehicle accident/incident' basically means an event which involves only your campervan (no other third party vehicle) and when this occurs, an additional \$1,000 excess is payable, over and above your bond (unless option C insurance is taken)
- Any accident/incident that requires insurance paperwork to be completed will incur a \$50 insurance documentation processing fee.
- Unless you have taken option B or C insurance, you are liable for any new damage, including vehicle recovery costs (towing) and damage to the vehicle. Your \$3,000 bond will be processed immediately and you will be reimbursed for any variance between the bond amount and the damage costs (Escape/Hugo vehicle plus any third party damage/claim). Any reimbursement may take two days (no third party) to 14 days to process.
- Please note, In the event of an accident, availability of a replacement vehicle is NOT guaranteed and is at the owner's discretion, subject to vehicle availability, hirer's location, accident circumstances and accident liability. As a member of the Drivesafe initiative, we will not compromise safety for our hirers or other road-users.

New damage is your liability.

What else will you be paying for?

In the interests of being transparent, we've put together a list of other things that you may be liable for the cost of during your trip. It's not a huge list but we feel it's important you know the score before you leave!

- Insurance costs – please refer to prior pages in terms of your liability/excess levels.
- Draining the battery (where the hirer is at fault - NZRA will identify whether a flat battery is faulty or has been drained)
- Using the wrong fuel. I.e. Do NOT use diesel. Use 91 Unleaded ONLY.
- Locking your keys in the vehicle or losing the keys.
- If you have smoked in your vehicle, you will be liable for a \$200 cleaning fee.
- Getting the vehicle “bogged” (stuck) in sand, mud, snow etc.
- Engine damage due to engine overheating or insufficient oil (“driver neglect”)
- We do expect a certain level of hirer competence – you should be able to change the wheel should you get a flat tyre (same as you would have to on your own car). If you call NZRA to carry out a wheel change you will be liable for the cost of that callout.
- Traffic infringements – if you get tickets and do not pay them, we will charge you whatever the infringement cost is PLUS a \$75 administration fee for processing them.
- Toll road infringements – if you do not pay for any toll road trips, we will charge you whatever the infringement cost is PLUS a \$25 administration fee for processing them.
- Insurance documentation processing – if you are involved in an accident and insurance paperwork is required, there is a \$50 insurance documentation processing fee payable.
- Correct fuel level on vehicle return – if you return your van and the fuel level is less than when you picked up, there is a \$50 minimum refuelling fee. Make sure you come back at the correct level of fuel!
- Self-contained vans – there is a grey water disposal fee of \$50 payable if you do not empty the grey water tank prior to returning your van.
- Self-contained vans – there is a cleaning fee of \$200 payable if you use the toilet but it is not returned in a clean condition.
- Missing or damaged items & accessories (mattresses, plates, utensils etc)

Driving on Unsealed Roads



Over 35% of all roads in New Zealand are unsealed (gravel or shingle roads as per above)

If you are driving on an unsealed Road, you should be driving at about 20 KMPH:



BE SAFE. SLOW DOWN!

Returning your Camper

- Your camper hire is calculated on a calendar day basis, not by 24 hour periods. It is your responsibility to confirm that your contract has the correct date on it.
- **Your vehicle must be returned to us by 2pm** (at the latest) on your final day of hire. Late return charges are applicable for all hires that are returned after this time.
- It is not a problem to return your vehicle earlier than your original return date but please note that we are unable to give refunds for any days that you do not use.
- Your vehicle may not come with a full tank of petrol (our vans take Unleaded 91, not diesel). As part of your contract, we will note down how much petrol you depart with and you must bring back at least the same amount when you return the vehicle to us (e.g. if you take half a tank of petrol, you are obliged to return half a tank of petrol). There is a minimum fee of \$50.00 if you bring back less petrol than you departed with, so please double check your contract before you return to ensure that it is at the same level.
- We ask that the inside of your camper is clean and tidy when you return it to us; simply that you have washed your dishes and thrown your garbage out. Don't worry about the outside and you don't need to wash your linen one last time – we'll look after that.
- For self contained vans : please remember to empty your grey water holding tank at a dump station BEFORE you return to our depot. There is a \$50 grey water disposal fee if you do not empty the tank prior. Also remember that IF you use the toilet you MUST clean and empty it at a dump station also before returning to our depot, otherwise a \$200 cleaning fee applies.



Campervan Maintenance

Your responsibilities...

- Please keep the vehicles oil and water levels topped up.
- Do not let the engine overheat.
- Check the oil and water at least once a week.
- If your vehicle requires oil, please purchase this from a petrol station and fill it to the appropriate level. We will reimburse you the cost upon return. (Keep the receipts!)
- Keep the vehicles tyres inflated to 45PSI all round.

Important: If there are any mechanical issues with your van, please contact NZ Roadside Assistance immediately to get it sorted. Equally, if you have issues with the interior of the van, our product or service, please contact Escape as soon as you can.

Our ability to provide any sort of compensation is limited if we have not been provided with an opportunity to address the situation whilst you're on the road.



Road Rules

- Speed limit within city/suburban areas: 50km/h
- Speed limit on motorways/open road: 100km/h

It's not often any different from these, but if it is, it will be very clearly signposted.

Please note, the speed limit will never be any more than 100km/hr.



Driving in New Zealand is different. Too many tourists are involved in accidents. PLEASE.... SLOW DOWN and KEEP TO THE LEFT AT ALL TIMES!!

As for drinking and driving, don't bother. Your insurance policy disregards the legal blood/alcohol limit and has a zero tolerance, meaning any alcohol in your system at all will void your insurance.

Photo opportunities – wow look at that sunset! PLEASE – look at it from a safely parked position out of the way of traffic!! DO NOT STOP in the road or leave your campervan parked awkwardly to get that perfect Insta-snap – you could cause an accident.

Speeding – it's dangerous, it's lame and there are plenty of speed cameras out there!

Likewise, take a moment to think of your fellow drivers out there – check your rear view mirror regularly – if you are travelling slower than the posted limit and traffic is starting to build behind you PLEASE pull over (where possible) and let vehicles pass you. Remember you can get a ticket for going too slow also!



Infringements and Fines



- **Tickets:** If you receive any parking fines or speeding tickets whilst you're away, please pay them immediately. Each infringement notice will detail what it is for, how much it will cost you and where you can pay it.
- **Admin Fees:** When you are issued with a fine, a copy is also sent to Escape by post. **For every infringement notice that we receive on your behalf, we add a \$75.00 administration fee to it.**
- **Speed Cameras:** We have a lot of speed cameras in New Zealand. All of our cameras are concealed and you only have to be 5km over the limit to receive a fine. **Speed camera fines are posted directly to Escape Rentals and as such will always incur the \$75.00 administration fee.**
- **Toll Roads:** Failure to pay any toll road fees will result in the initial fee being posted to us with an additional late fee added and a **\$25.00 administration fee** being charged. More information on Toll Roads overleaf.
- If you camp in the wrong place (Freedom Camping) you could be charged a \$200 infringement fee. Please use the Campermate app or check with local I-sites to make sure you camp responsibly and avoid these sorts of fines (ask your Escape representative about areas where this is rigorously enforced).

Toll Roads

New Zealand has 3 Toll Roads – the Northern Gateway (just out of Auckland), Tauranga Takitimu Drive and Tauranga Eastern Link. If you choose to travel on one of them remember to pay the toll!

- You can call the NZTA contact centre on 0800 40 20 20 to make a toll payment or you can pay it online **www.nzta.govt.nz/online-services** (please have your credit or debit card and licence plate number to hand).
- You can pay for a single trip or multiple tolls on an individual toll road and purchase up to 10 tolls per toll road in one transaction.



Northern Gateway Toll Road

The Northern Gateway Toll Road is a 7.5km motorway north of Auckland between Silverdale and Pūhoi, part of State Highway 1 (SH1). Heading north, the toll road begins just before Ōrewa and ends after the Johnstone Hills near Pūhoi. The toll road gives you a choice between a more direct route or the scenic State Highway 17 via Ōrewa.

 \$2.20	 \$2.30	 \$4.70
*one way, as at May 2019.		

Tauranga Eastern Link Toll Road

The Tauranga Eastern Link Toll Road is a 15km tolled section of State Highway 2 (SH2) running between the Domain Road interchange, near Pāpāmoa, and the Paengaroa roundabout (SH2 and SH33 to Whakatāne and Rotorua). The free alternative route takes you on the Te Puke Highway, through Te Puke.



 \$2.00	 \$2.00	 \$5.00
*one way, as at May 2019.		



Takitimu Drive Toll Road

The Takitimu Drive Toll Road, formerly known as Route K Toll Road, is a 5km road that bypasses the Tauranga city centre and takes traffic from State Highway 29 (SH29) to State Highway 2 (SH2) in the direction of the Port of Tauranga and Mt Maunganui. The alternative routes are via Cameron Road or Cambridge/Moffat Roads.

 \$1.80	 \$1.80	 \$4.80
*one way, as at May 2019.		

Ferry Crossings

Escape Rentals recommends Bluebridge for crossing the Cook Strait between the North and South Islands. These guys are sweet and offer Escape travellers a discount.



Instructions on how to book the ferry can be found in the Escape and Hugo guidebook/ manual in the glove compartment of your campervan.

And that's it! These discounts are exclusive to hirers of Escape Campervans. Enjoy!

Camping in New Zealand



Escape Rentals recommends you use the Campermate app as your camping guide throughout NZ.

Where can I camp with my Escape Camper?

1. DOC Campsites **Yes**
2. Holiday Parks **Yes**
3. Designated camping sites with a toilet **Yes**
4. Designated camping sites without a toilet **SELF-CONTAINED ESCAPE VANS ONLY**

If in doubt, assume nothing – Ask here:



- Be respectful man! Protect the environment. Clean up after yourself and use the public toilets (generally of a high standard in NZ).
- Use the Department of Conservation designated campgrounds – mostly basic sites but prime camping locales, Government owned land, usually by the beach, lake, forest, reserve etc etc. Half of them are free, the majority of the rest \$6-8.
 - Use Public campsites – some of the best campsites in the country are public. Run by local councils with good facilities, up and down the highways and in almost every town. Usually somewhere between free to \$20. Two great examples:
 - Vinegar Hill – 2kms of riverside real estate, run by Rangitikei council – free.
 - Meatworks – run by Kaikoura council – free.
- Use some of the commercial campgrounds in NZ - They're bloody excellent! These are of a high standard and have great facilities - Hot showers and amenities, fully equipped kitchens and more. Usually somewhere between \$25-45.



Family Parks



Top 10 Holiday Parks



Kiwi Holiday Parks



HAPNZ Holiday Parks

- If you're hiring one of our self contained campervans, you also have the additional flexibility of being able to stay in "Self contained only campsites" – these number around 300 NZ-wide.

Don't Smoke in Your Campervan



Escape Rentals reserves the right to charge a minimum **\$200 cleaning/grooming fee** if it is apparent smoking has occurred within our vehicle.

The logo for Escape Rentals, featuring the word "ESCAPE" in white, bold, sans-serif capital letters. The text is set against a blue background that is shaped like the front of a campervan, with a white roofline and a blue wheel visible on the right side. The logo is positioned at the end of a horizontal bar with a rainbow gradient.

A little something extra?

Want a little something extra to enhance your New Zealand adventure?

We have a range of accessories available for you to hire or purchase.

Stocks are limited, so pre-purchase prior to your arrival to avoid disappointment.

Or take a chance and check it out when collect your van – your call !

Accessories for Hire:

Picnic Table \$40



Portable BBQ \$50
(include 1 gas cartridge)



GPS - \$10/Day*
(to a max. of \$150)



Solar Shower \$0



Snow Chains \$0
(winter months)



Child Seat \$50
(child must be
12 months or older)



Bicycle Rack: \$10/day
(to a \$200 maximum)



Accessories for Purchase:

Two-Man Tent \$70



Sleeping Bag \$50



Additional Linen \$60
(brand new linen pack of 2
sheets & 2 pillow cases)



All accessories are subject to availability.

***\$200 refundable bond required on GPS hires.**

We want to ensure our hirers have a SAFE and enjoyable journey around New Zealand, so we're playing our part:

- Every hirer will receive a copy of the 'What's different about driving in NZ' handbook when you collect your campervan. Please read it and familiarise yourself with our rules and driving conditions.
- You will also have received a pre-arrival email from Escape filled with useful travel tips, road rules and NZ online driving tests etc. There's also a video which our hirers MUST watch before commencing your NZ road-trip, your customer service representative will show you this if you haven't viewed it already.
- We have strategically placed some new 'KEEP LEFT' stickers within all of our campervans. We realise driving on the left is a bit different for many of you and it's easy to slip into old habits and drift over to the right. Don't do it! Keep left at all times. All times!! (just so we're clear) :)

Now this part is really important. Escape is also supporting the NZ Tourism Industry Association, the NZ Transport Authority and the NZ Police with their efforts to improve international driver safety.

Your customer service representative will present you with a Drivesafe Questionnaire/declaration which we need you to complete.

Hopefully you have already checked out the following website from our pre-arrival email: **www.drivesafe.org.nz** This is a new site aimed at educating our international visitors about driving in New Zealand. If you haven't, you can view it now with us.

Guys – This is all about keeping you all safe on our roads. If you're not comfortable with this, if you're uncertain about driving in unfamiliar conditions, if you lack driving confidence or competence, you need to ask yourself if a self-drive holiday is really right for you?

But if you are an experienced, safe and considerate driver, if you've checked out the websites above and completed the online driving test, that's great. You won't regret it.

What now...?

- Read your contract! Make sure the dates and drop off information is correct. Make sure your hire contract is signed and sorted
- Go over the vehicle damage sheet with your Escape representative.
- Make sure you keep your copy of the contract (in the glove compartment)
- Got your extras? (GPS unit, BBQ, Picnic table etc)
- Grab your gear and get going...!



Have fun. Enjoy yourself.
Travel safely!

