

Load & Go

Rental Terms & Conditions

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1. Introduction

1.1 Rental Contract

Your contract to hire a Vehicle from Load & Go (Rental Contract) comprises:

- (a) the agreement (Rental Agreement) You have signed to hire the Vehicle from Us;
- (b) Our Privacy Policy;
- (c) Our website Terms of Service (if booking on line); and
- (d) these rental Terms and Conditions (Terms and Conditions),
and together they create binding and enforceable legal obligations.

1.2 Relevant law

- (a) The laws of New Zealand govern the Rental Contract and You agree that New Zealand courts have exclusive jurisdiction to determine any dispute that arises between You and Us.
- (b) You have consumer rights conferred by the Fair Trading Act 1986 and neither this clause nor any other provision of the Rental Contract excludes, restricts or modifies any implied terms, guarantees or rights You may have under those Acts.

1.3 Electronic signatures

We may use electronic signatures as a means of entry into the Rental Contract. When You insert an electronic signature You consent to the use of this means of acknowledgment and acceptance of these Terms and Conditions and Your obligations under the Rental Contract.

1.4 Joint and several liability

- (a) The principal renter is jointly responsible with any Authorised Driver for payment of all amounts due by the Authorised Driver under the Rental Contract.
- (b) Where there are two (2) joint renters, each is jointly and severally liable for payment for all amounts due under the Rental Contract.



2. Who May Drive the Vehicle?



Important Notice

A breach of any part of this clause 2 is a Major Breach of the Rental Contract. See clause 12 for further details.

2.1 Authorised Drivers

- (a) Only You or an Authorised Driver, who each meet all of the requirements of this clause 2, can drive the Vehicle.
- (b) Allowing anyone who is not an Authorised Driver to drive constitutes a Major Breach of the Rental Contract that excludes You and any Authorised Driver from all entitlement to Damage Cover indemnity under clause 8 of these Terms and Conditions.
- (c) The Authorised Driver must also sign their acceptance of these Terms and Conditions.
- (d) You are responsible for ensuring that all employees, contractors, representatives and agents have a valid licence, that they meet all of the requirements of this clause 2 and that they are named on the Rental Agreement.

2.2 Age limits

- (a) There is a minimum and maximum age limit for those renting Our Vehicles.
- (b) You and any Authorised Driver must be at least 21 and not over 85 years of age and have no less than 12 months driving experience on a full licence, unless We have agreed to a variation of that restriction before the Start of the Rental and it is shown in the Rental Agreement.

2.3 Licence requirements

- (a) You and any Authorised Driver must also have a current valid licence to drive the Vehicle which is:
 - (i) issued in New Zealand;
 - (ii) is written in English, or if not in English is accompanied by either:
 - (A) an accurate English translation issued by:
 - (I) a NZ Transport Agency authorised translation service;
 - (II) a diplomatic representative at a high commission, embassy or consulate;
 - (III) the authority that issued Your overseas licence; or
 - (IV) a Notary Public Office in China; or
 - (B) a valid International Driving Permit issued in accordance with a United Nations Convention on road traffic.
 - (ii) appropriate for the class of the Vehicle; and
 - (iii) not subject to any restriction or condition.
- (b) Learner drivers and provisional and probationary licence holders are not acceptable and must not drive the Vehicle.
- (c) It is Your responsibility to ensure all Your employees, representatives and agents have a valid driver's licence, that they meet the requirements of this clause 2 and they are named on the Rental Agreement .

2.4 Driver Check

Driver Check, operated by the NZ Transport Agency, allows Us to ensure that drivers of Our vehicles are appropriately licenced. When You sign the Rental Agreement You are authorising Us and consenting to Us using Driver Check to verify Your licence status and that of any Authorised Driver.

2.5 Cancelled and suspended licences

The Vehicle must not be driven by You or an Authorised Driver if Your licence or that of the Authorised Driver:

- (a) is cancelled or suspended, including as a result of an accumulation of demerit points; or
- (b) has been cancelled or suspended, within three (3) years of the date of the Rental Agreement.

2.6 False and misleading information

The Vehicle must never be driven by You or an Authorised Driver who has provided a false or misleading name, age, address or driver's licence.

2.7 Prior insurance history

The Vehicle must not be driven by You or an Authorised Driver if either You or the Authorised Driver has been refused motor vehicle insurance or had a policy of motor insurance cancelled or declined by an insurer at any time prior to entering into the Rental Contract.



3. Prohibited Use



Important Notice

A breach of any part of this clause 3 is a Major Breach of the Rental Contract. See clause 12 for further details.

3.1 The Vehicle must not be driven by You or any Authorised Driver:

- (a) whilst intoxicated or under the influence of drugs or alcohol or with a blood alcohol content or level of drugs present in blood, urine or oral fluid that exceeds the limit set by law;
- (b) recklessly or dangerously; or
- (c) whilst there is Damage to the Vehicle or it is unroadworthy or unsafe, unless We have authorised You to do so.

3.2 You and any Authorised Driver must not:

- (a) fail or refuse to undergo any breath, blood, urine or oral fluid test or drug impairment assessment;
- (b) interfere with the Vehicle's engine, transmission, braking or suspension systems;
- (c) allow the Vehicle to be driven or operated in circumstances that constitute an offence against sections 56, 57, 57AA, 57A or 58 of the Land Transport Act 1998;
- (d) use the Vehicle:
 - (i) for any illegal purpose;
 - (ii) to move or carry:
 - (A) dangerous goods as defined by the Land Transport Rule: Dangerous Goods 2005; or
 - (B) hazardous, biohazardous, infectious, or inflammable, goods or substances that pollute or contaminate, in quantities above that used for domestic purposes;
 - (iii) as a Tool of Trade;
 - (iv) to propel or tow another vehicle, trailer or boat;
 - (v) in any opencast or underground mining activity;
 - (vi) to carry or transport illegal drugs or substances;
 - (vii) in connection with the motor trade for experiments, tests, trials or demonstration purposes;
 - (viii) allow the Vehicle to be operated outside Your authority or by any person who is not an Authorised Driver;
 - (ix) operate the Vehicle or allow it to be operated in breach of the Land Transport Act 1998, Land Transport (Road User) Rule 2004, or any other Act, regulations, rules, or bylaws relating to road traffic or the Freedom Camping Act 2011;
 - (x) use or allow the Vehicle to be used for the transport of passengers for hire, fare or reward or rideshare purposes unless You have Our prior written authority for use of the Vehicle in a passenger service licensed under Part 4A of the Land Transport Act 1998;

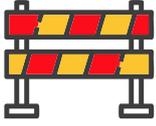
- (xi) in racing, rallies, reliability trials, speed or hill climbing tests, or for testing in preparation thereof; or
- (xii) in an unsafe or unroadworthy condition; or
- (e) use a mobile phone:
 - (i) to make or receive a phone call, perform any audio function or as a navigational device, unless the Vehicle is stationary and the body of the phone is secured in a mounting affixed to the Vehicle and its use does not require manual operation of the phone; or
 - (ii) to send a text message, video message, email or similar communication unless the Vehicle is parked.

3.3 You and any Authorised Driver must not:

- (a) damage the Vehicle deliberately, intentionally, maliciously or recklessly or allow anyone else to do so;
- (b) modify the Vehicle in any way or make any alteration or addition to it and no decals, branding or logos may be applied or removed from the Vehicle;
- (c) sell, rent, lease or dispose of the Vehicle; or
- (d) register or claim to be entitled to register any interest in the Vehicle under the Personal Property Securities Act 1999.

3.4 You and any Authorised Driver must not use the Vehicle to carry:

- (a) more than the number of passengers for which the Vehicle is licenced; or
- (b) any load that exceeds the limits for which the Vehicle was designed, constructed, registered or licenced.



4. Prohibited Areas of Use



Important Notice

A breach of any part of this clause 4 is a Major Breach of the Rental Contract. See clause 12 for further details.

4.1 The Vehicle must never be driven:

- (a) on an Unsealed Road;
- (b) Off Road; or
- (c) in any area where snow has fallen or is likely to fall.

4.2 The Vehicle must not be used in any area that is prohibited by Us.

Prohibited areas include:

- (a) roads that are prone to flooding or are flooded;
- (b) beaches, sand dunes, streams, rivers, creeks, salt lakes, dams and floodwaters or any area exposed to saltwater;
- (c) any road where the police or an authority has issued a warning;
- (d) any road that is closed; and
- (e) any road where it would be unsafe to drive the Vehicle.

4.3 The Vehicle must never be driven or used:

- (a) outside a radius of 400 kilometres from the Rental Station; or
- (b) onto any island that is off mainland New Zealand, **unless** We have given Our written permission prior to the Start of the Rental and it is noted on the Rental Agreement.



5. Your Obligations



Important Notice

A breach of any of clauses 5.6, 5.7, 5.8, 5.9, or 5.10 is a Major Breach of the Rental Contract. See clause 12 for further details.

5.1 Start of the Rental

At the Start of the Rental and before collecting the Vehicle You must:

- (a) fully inspect the Vehicle to ensure that the condition of the Vehicle and any pre-existing damage is accurately noted and shown in the Handover Inspection Report and if there is any discrepancy You must notify Us prior to leaving the Rental Station; and
- (b) pay the anticipated Rental Charges and the Security Deposit which ranges from \$200 to \$500.

5.2 Security Deposit

(a) The Security Deposit will be retained by Us as a security for the performance of any of Your obligations and liabilities under the Rental Contract and is fully refundable to You ten (10) business days after the End of the Rental provided that:

- (i) all amounts due to Us under the Rental Contract have been paid, including toll road charges and refuelling costs;
 - (ii) the Vehicle has been returned to the Rental Station at the date and time set in the Rental Agreement;
 - (iii) there is no Damage (except for reasonable wear and tear) or Third Party Loss;
 - (iv) the exterior and interior of the Vehicle are clean;
 - (v) the Vehicle has a full tank of fuel; and
 - (vi) there has not been a Major Breach of the Rental Contract,
- (b) If at the End of the Rental You fail to pay any of the amounts in clause 5.2(a) for which You are liable, We will apply the Security Deposit against those outstanding amounts.

5.3 During the Rental Period obligations

During Your rental:

- (a) You must:
 - (i) inspect the Vehicle daily for oil, water and fuel leaks, Damage and check tyre pressures; and
 - (ii) adhere to any mileage instructions displayed in the Vehicle or set by the Rental Station.
- (b) You must ensure that passengers ride only in the cab of the Vehicle in a designated seat.

- (c) You must not:
 - (i) use the Vehicle for transporting any pets or animals, with the exception of accredited or trained assistance animals, unless specifically approved by Us;
 - (ii) smoke in the Vehicle (including the use of e-cigarettes) and You must take reasonable steps to prevent passengers from doing so; or
 - (iii) use the Vehicle to move infectious, biohazardous or biomedical waste, unless specifically approved by Us.Additional cleaning, disinfection and deodorising charges will apply.

5.4 Seat belts and restraints

You must comply with all mandatory:

- (a) seat belt laws and fines may be imposed by the police on any driver or passenger who does not have a seat belt properly adjusted and fastened; and
- (b) child restraint laws and ensure that for all children under the age of seven years the restraint has been fitted correctly according to the weight and age of the child and that the restraint is properly adjusted and fastened.

5.5 Operating the tailgate lift

If a tailgate lift is fitted to the Vehicle You must:

- (a) ensure the tailgate lift is suitable for its proposed use taking into account the specific working conditions and characteristics of the location where it is to be operated;
- (b) operate the tailgate lift safely, strictly in accordance with and only for the purpose for which it was designed by the manufacturer, and in accordance with the manufacturer's instructions and manuals that are supplied with the Vehicle;
- (c) ensure that You and all persons operating the tailgate lift are competent, suitably trained, or instructed in its safe and proper use; and
- (d) comply with all occupational health and safety legislation.

5.6 Vehicle to be locked and keys kept in Your possession

You and any Authorised Driver must make sure that the Vehicle is locked when not in use or unattended and the keys or remote-control device must be kept in Your possession, or that of any Authorised Driver, at all times and never left in the ignition or in the Vehicle when it is unattended.

5.7 Reasonable care

You and any Authorised Driver must take reasonable care of the Vehicle by:

- (a) preventing it from being damaged;
- (b) making sure that it is protected from the weather;
- (c) properly securing any goods, property or equipment carried in the Vehicle;
- (d) maintaining the engine and brake oils and coolant level and tyre pressures;
- (e) using the correct type and grade;
- (f) making sure it is not overloaded; and

- (g) ensure the Vehicle is loaded so that:
 - (i) it does not exceed its applicable mass and dimension limits; and
 - (ii) the load is properly restrained so that it complies with load performance standards, including the Truck Loading Code issued by the NZ Transport Agency.

5.8 Notification of Vehicle fault

- (a) You must inform Us immediately if:
 - (i) a warning light or fault message appears;
 - (ii) You see or become aware of low engine or brake oils, or engine coolant levels; or
 - (iii) the Vehicle develops any fault during the Rental Period.
- (b) If You fail to notify Us and continue to use the Vehicle You will be responsible for any Damage or Third Party Loss.

5.9 Repair without authority prohibited

You must not let anyone else repair or work on the Vehicle or tow or salvage it without Our prior written authority to do so.

5.11 Repair with authority

- (a) Where We have given You Our prior authority to repair the Vehicle as the result of a breakdown or Vehicle fault, You must keep and produce to Us the original tax invoices and receipts for any repairs, towing or salvage and You will be reimbursed only if these expenses have been authorised by Us.
- (b) There is no entitlement to reimbursement if the breakdown or fault was caused by an Accident, by the fault of the driver, or is the result of a Major Breach of the Rental Contract.

5.12 Staying with the Vehicle after an Accident or breakdown

You must not leave the Vehicle unattended following an Accident or breakdown and before the arrival of a tow or salvage operator unless You or a passenger has been injured and require medical attention or You are directed to do so by the police.

5.13 Change of ownership or contact details

You must give Us not less than seven (7) days prior written notice of any proposed change of Your ownership and/or any other change in Your details (including but not limited to changes in Your name, address, contact email, phone or fax numbers, any change of trustee or business practice).



6. Infringement Offences

6.1 Your liability for infringement offences

You are liable for and must pay all infringement fees and any court fees or costs imposed for an infringement offence where approved vehicle surveillance equipment has detected:

- (a) a speeding offence;
- (b) an offence in respect of a failure to comply with the directions given by a traffic signal;
- (c) a toll offence; or
- (d) an offence arising from parking the Vehicle on any portion of a road in breach of any by the law of a road controlling authority or Part 6 of the Land Transport (Road User) Rule 2004.

6.2 Receipt by Us of an infringement notice

If We receive an infringement notice for an infringement offence from an enforcement or regulatory authority We will send You a copy of that notice or of any reminder notice as soon as practicable. You have the right to:

- (a) challenge, complain about, query or object to the alleged offence to the issuing enforcement authority; and
- (b) seek a Court hearing within 56 days from the date of the issue of the infringement notice or 28 days from the issue of the reminder notice.

6.3 Receipt by Us of a reminder notice

If We receive a reminder notice for an infringement offence We may debit Your credit card for the amount of the infringement fee and We may charge an administration fee if We do.



7. Rental Period, Costs and Charges

7.1 Your Rental

Your rental of the Vehicle from Us is for the Rental Period and at the rate shown in the Rental Agreement.

7.2 Rental Charges

- (a) At Our sole discretion the Rental Charges will be either:
 - (i) Our current rate, at the date of delivery of the Vehicle, according to Our current price list; or
 - (ii) Our quoted Rental Charges (subject to clause 7.2(b) which is binding upon Us provided that You accept in writing Our quotation within thirty (30) days.
- (b) Acting reasonably, We reserve the right to vary the Rental Charges:
 - (i) if You request a variation to the Vehicle which is to be supplied, including a change due to Your requirements or changes to pick up and drop off points;
 - (ii) as a result of an increase in Our costs due to changes in statutory, government, or local body charges, taxes, levies, etc. with respect to the Vehicle, which are outside Our control (including, without limitation, increases in the cost of labour or materials, fuel charges or insurance premiums, etc.); or
 - (iii) upon one (1) month's written notice to You.

7.3 Hourly or daily charges

We may charge You an hourly or kilometre rate (or a combination of both) as We shall inform You prior to the Start of the Rental and as shown on the Rental Agreement.

7.4 Extending the Rental Period

If You require an extension of the Rental Period You must contact Us or the Rental Station from which the Vehicle was hired directly by phone, as extensions cannot be requested by email, text or letter as they are subject to availability.

7.5 Cancellation and 'No Show'

- (a) You will be charged the Rental Charges for the Rental Period as booked if:
 - (i) Your booking is cancelled within 24 hours prior to the Start of the Rental; or
 - (ii) You fail to notify Us of Your intended cancellation prior to the Start of the Rental and fail to pick up the Vehicle;unless We are able to rent the Vehicle to another renter for an equivalent term and rate.
- (b) A cancellation is not effective until acknowledged and confirmed by Us.

7.6 Daily kilometre limit

- (a) Unless Your rental is hourly, a daily limit as shown in the Rental Agreement applies. For each day You exceed that limit (calculated over the Rental Period) You will incur an additional fee as shown in the Rental Agreement for each excess kilometre.
- (b) For hourly rentals, there are no free kilometres and an additional fee per kilometre as shown in the Rental Agreement applies to Your rental.

7.7 Operating costs and expenses

We are responsible for all ordinary and extraordinary costs and expenses of operating the Vehicle during the Rental Period, except:

- (a) to the extent that these Terms and Conditions impose a liability on You or an Authorised Driver to pay those costs and expenses; or
- (b) those costs and expenses result from a breach of the Rental Contract, including a Major Breach.

7.8 Return of the Vehicle

- (a) You must return the Vehicle:
 - (i) to the Rental Station from which it was collected and only during the Rental Station's operating hours;
 - (ii) on the date and by the time shown in the Rental Agreement;
 - (iii) in the same clean (washed) and tidy condition at the expiry of the Rental Period or a surcharge for cleaning may be imposed for such cleaning and there is no refund of the Security Bond until the Vehicle has been cleaned and inspected for any Damage;
 - (iv) in the same mechanical condition, it was in at the Start of the Rental, (except for normal wear and tear and not including windscreen and tyre damage) together with all tools, accessories, tyres and equipment; and
 - (v) fuelled with the correct grade and amount of fuel equal to that at the Start of the Rental.
Note: a fuel receipt must be shown on return of the Vehicle or the Security Deposit may be withheld until correct operation of the Vehicle is confirmed.
- (b) If You return the Vehicle:
 - (i) with a fuel level less than originally supplied in the Vehicle, You will be charged for any shortfall in fuel quantity plus a refuelling charge of \$55 (including GST);
 - (ii) earlier than the date shown in the Rental Agreement there is no entitlement to a refund;
 - (iii) more than 20 minutes after the date and time set for its return in the Rental Agreement, We will charge You the current hourly rate up to one full day's rental and a further full day's rental at the standard rate for each 24 hour period or part thereof until the Vehicle is returned to Us; or
 - (iv) at any time outside Our normal operating hours:
 - (A) You must pay for the daily Rental Charges and all Damage until the Rental Station next opens for business; and
 - (B) unless You provide a reasonable explanation this may result in a ban from future hires unless We have agreed to an after business hours drop off and it is shown on the Rental Agreement.

7.9 Failure to return the Vehicle on time

If You fail to return the Vehicle on the scheduled date and at the time shown in the Rental Agreement, We may:

- (a) terminate the Rental Contract; and
- (b) if the location of the Vehicle is known, recover it by lawful means or if it is unknown, after making reasonable attempts to contact You, report the Vehicle as stolen to the police.

7.10 Failure to return the Vehicle to the Rental Station

- (a) If the Vehicle is left at any other place than the Rental Station from which it was hired, the termination of the Rental Contract will take effect only after the Vehicle has been collected by Us and an inspection for Damage has occurred.
- (b) You are responsible for Damage to the Vehicle up until this time of the collection and inspection.

7.11 Recovery fee

A recovery fee of up to \$2,000 applies if We have to recover the Vehicle because it has not been returned on time (clause 7.9) or not returned to the Rental Station (clause 7.10).

7.12 End of the Rental requirements

At the End of the Rental, You must pay:

- (a) the balance of the Rental Charges, including any charges for excess kilometres (if any);
- (b) the Damage Excess if there is Damage or Third Party Loss as a result of an Accident or the Vehicle is stolen;
- (c) any costs We incur, including:
 - (i) refuelling costs; and
 - (ii) extra cleaning costs;
- (d) for all Damage and Third Party Loss arising from a Major Breach of the Rental Contract; and
- (e) for all Damage and Third Party Loss for which Damage Cover is excluded pursuant to clause 9.1.

7.13 Requests to invoice another party

Where You have requested Us to invoice another party, (including another person, corporation, firm or organisation), and such other party fails to pay Us when due, You must immediately pay the full amount due to Us.

7.14 Credit card information

We will:

- (a) keep Your personal details, including credit card details for only as long as We deem reasonably necessary; and
- (b) not disclose Your credit card details to any third party except as permitted by the Privacy Act 1988 or as otherwise required by law.

7.15 Credit card authority

Credit cards must be in the same name as the primary driver and by signing the Rental Agreement You authorise Us to debit Your credit card within a reasonable time after the End of the Rental for any amount that is due to Us or remains unpaid, including:

- (a) the Rental Charges;
- (b) tolls;
- (c) speeding and traffic fines and infringements;
- (d) fines or charges imposed for parking;
- (e) administrative charges for unpaid tolls, fines or infringements;
- (f) extra cleaning costs;
- (g) refuelling costs;
- (h) the Damage Excess; or
- (i) any amount due to Us as a result of a Major Breach.

7.16 Default in payment

- (a) By entering into the Rental Contract You have agreed to pay all of the amounts owed to Us, including the amounts in clause 7.12.
- (b) Acting reasonably, We may decline all future hires if there is any default in payment of amounts due under the Rental Contract or outstanding payments due to Us remain unpaid
- (c) Should an unsuccessful merchant claim back be made by Your card provider, an additional \$100 administration fee will be added to the original invoiced amount and the default provisions in this clause 7.16 will apply to that fee and to all unpaid amounts under the Rental Contract.
- (d) If You default in the payment of any moneys owed to Us under the Rental Contract:
 - (i) You must pay Us interest on that overdue amount calculated at the rate of 10% per annum and starting seven (7) days after the date that overdue amount became payable to Us and ending on the date of payment of all amounts due;
 - (ii) We may engage a mercantile agent or debt collector and You must pay the reasonable costs and charges We incur in recovering or attempting to recover that overdue amount, including mercantile or debt collection fees, commission and any legal costs; and
 - (iii) You authorise Us to provide information of that default to a credit reporting body and to obtain an up-to-date consumer credit report on You. Personal information may be used and disclosed by the credit reporting body in accordance with the Privacy Act to create or maintain a credit information file containing information about You, including defaults in excess of 60 days and the debt owed to Us.

7.17 Cancellation of unperformed orders

We are entitled to cancel all or any part of any order made by You which remains unperformed in addition to and without prejudice to any other remedies We may have and all amounts owing to Us shall, whether or not due for payment, become immediately payable in the event that:

- (b) any money payable to Us becomes overdue, or in Our opinion We reasonably believe You will be unable to meet payments as they fall due;
- (c) You have exceeded any applicable credit limit provided by Us;
- (d) You become insolvent, convene a meeting with Your creditors or propose or enter into an arrangement with creditors, or make an assignment for the benefit of Your creditors; or
- (e) a receiver, manager, liquidator (provisional or otherwise) or similar person is appointed in respect of You or any of Your assets.



8. Damage Cover and Payment of the Damage Excess

8.1 Damage Excess Cover

Standard Damage Cover (excluding for tyre punctures and windscreen damage) is included in the Rental Charges.

8.2 Making Your own insurance arrangements

You may make Your own insurance arrangements but if We are not satisfied that Your insurance cover is comparable to the cover We offer We may refuse to hire the Vehicle to You. If You make Your own insurance arrangements You accept that You are liable for and must pay in full for:

- (a) Damage;
- (b) loss of the Vehicle as a result of theft; and
- (c) Third Party Loss.

8.3 Damage Excess and Single Vehicle Damage Excess

(a) Standard Damage Cover (excluding for tyre punctures and windscreen damage) is included in the Rental Charges.

(b) Subject to these Terms and Conditions, We will indemnify You and any Authorised Driver for any Damage to the Vehicle, its theft and Third Party Loss but You must pay:

- (i) up to the Damage Excess shown on the Rental Agreement for each Accident or theft claim, even if You were not at fault;
- (ii) the repair cost for tyre punctures and windscreen damage; and
- (iii) up to the Single Vehicle Accident Excess if there is Damage caused in a Single Vehicle Accident,

unless:

(iv) You have fully completed an Incident Report Form with:

- (A) the name, residential address, contact phone and licence number of any person involved (Third Party);
- (B) the registration number of all vehicles involved;
- (C) an accurate written and diagrammatic description of the Accident and location; and
- (D) the names and addresses of all attending police officers and the stations at which they are based;

(v) You have taken all necessary steps to assist Us in Our investigation of the Accident or theft claim;

(vi) We or Our insurers agree You were not at fault for an Accident involving a Third Party; and

(vii) the other party was insured and their insurance company accepts liability.

(c) The standard Damage Excess is \$5,500, however, an additional age Damage Excess of \$1,000 applies to You or any Authorised Driver who is 75 to 85 years of age (\$6,500 in total).

- (d) The Damage Excess may be reduced by payment of an additional daily fee:
 - (i) for drivers aged 21-24 years to \$1,500;
 - (ii) for drivers aged 25 to 74 years to \$1,100; and
 - (iii) for drivers aged over 75 to 85 years to \$1,750.
- (e) If the Vehicle is involved in a Single Vehicle Accident or impoundment, a Single Vehicle Accident Excess of \$2,000 applies in addition to the standard Damage Excess.

8.4 When are the Damage Excess and Single Vehicle Accident Excess payable?

- (a) The Damage Excess (and the Single Vehicle Accident Excess, if applicable) is payable to Us as follows:
 - (i) for Single Vehicle Accidents:
 - (A) in full, if the Vehicle has substantial Damage and We reasonably believe the cost of repairs or replacement cost will exceed the Damage Excess amount; or
 - (B) if the Damage is not substantial, the amount We have reasonably estimated to be the cost of repair, but not more than, the Damage Excess;
 - (ii) in full, if the Vehicle has been stolen, and
 - (iii) in full for Accidents in which there is also Third Party Loss.
- (b) The Damage Excess is payable in full within 24 hours of:
 - (i) the Accident or theft being reported to Us; or,
 - (ii) for minor Damage claims, a repair estimate being sent to You, unless We have an agreement with You to pay the amount of the Damage Excess by instalments and a signed payment plan is in place.
- (c) If a payment plan for payment of the Damage Excess is in place under clause 8.4(b), any third party demand will not be met until all payments under the plan have been made.
- (d) Any delay in payment of the Damage Excess, or delay or default in payments under a Damage Excess payment plan, may result in Your entitlement to Damage Cover being reduced to the extent We are prejudiced by that delay (see also clause 9.2) and if the Damage Excess is not paid when due, or there is no signed payment plan in place for payment of that Damage Excess, You have no entitlement to Damage Cover
- (e) Supporting repair or replacement documents and particulars of any claim for Third Party Loss will be forwarded to You as soon as practicable.

8.5 Claims Administration fee

All Accident, Single Vehicle Accident, attempted theft and theft claims will incur a claims administration fee of \$100 in addition to the Damage Excess liability. This fee is to compensate Us for the labour and associated costs with processing Your claim.



9. Damage Cover Exclusions

9.1 General exclusions

Even if You have paid the Damage Excess, there is no Damage Cover, and You and any Authorised Driver are liable for:

- (a) Damage or Third Party Loss arising from:
 - (i) a Major Breach of the Rental Contract;
 - (ii) any deliberate, intentional, malicious or criminal act by You, an Authorised Driver or any person who is acting with Your express or implied consent; or
 - (iii) the use of the Vehicle by any driver who is not an Authorised Driver or who is less than 21 or more than 85 years of age;
- (b) Overhead Damage;
- (c) Underbody Damage;
- (d) Damage caused by:
 - (i) immersion of the Vehicle in water, including salt water; or
 - (ii) use of the incorrect fuel type or grade;
 - (iii) loading or unloading the Vehicle, except for reasonable wear and tear; or
 - (iv) Your failure to properly secure goods, property or equipment carried in or on the Vehicle;
- (e) tyre punctures and windscreen damage (unless additional cover for these items has been purchased);
- (f) the full cost of replacing or repairing any accessories supplied by Us including, but not limited to GPS units, lost keys, keyless start and remote-control devices;
- (g) loss or damage to, or deterioration of, goods or property carried in or on the Vehicle whether owned by You or a Third Party and You agree to fully indemnify Us for any claims for Third Party Loss that occurs during the Rental Period; and
- (h) Third Party Loss resulting from goods or property falling from the Vehicle.

9.2 Lack of co-operation exclusion

Your entitlement to Damage Cover will be reduced to the extent We are prejudiced as a result of any delay or failure by You or any Authorised Driver to comply with Your obligations under the Rental Contract, including payment of the Damage Excess and compliance with clause 11 of these Terms and Conditions.

9.3 Exclusion for personal items

There is also no Damage Cover for:

- (a) personal property that is stolen from the Vehicle, lost or damaged during the Rental Period or left in the Vehicle after the Vehicle is returned to the Rental Station; or
- (b) vehicles,
in the custody of, or owned, by:
 - (i) You;

- (ii) Your relative, friend or associate who ordinarily resides with You or with whom You ordinarily reside;
- (iii) any relative, friend or associate of an Authorised Driver; or
- (iv) Your employees,

Personal accidental and medical insurance

Neither personal accidental nor medical insurance is provided under these Terms and Conditions and it is Your responsibility to seek Your own independent advice and insurance if this is relevant to Your own personal circumstances.



10. Breakdowns and Consequential Loss

10.1 Roadside assistance

- (a) We will provide You with a Vehicle that is of acceptable quality and in good working condition taking into account the age of the Vehicle but breakdowns do occur.
- (b) Twenty-four-hour roadside assistance is provided free of charge for breakdowns (but not for Accidents) and if the Vehicle breaks down during the Rental Period You must contact Us on 0800 245 645 to arrange assistance. If the fault cannot be repaired on site We will recover and repair the Vehicle as soon as possible but if it cannot be repaired, We will use Our best endeavours to provide a replacement Vehicle where one is available.

10.2 Assistance not covered

- (a) We are not responsible for:
 - (i) a flat battery;
 - (ii) tyre changing;
 - (iii) lost keys or remote-control device;
 - (iv) keys or remote-control device locked in the Vehicle; or
 - (v) recovery of the Vehicle if it is bogged.Extra charges will apply if any of these services are provided at Your request or before spare keys will be provided.
- (b) Roadside assistance does not apply if:
 - (i) the incorrect fuel type or grade is used; or
 - (ii) the breakdown is caused by a Major Breach;and You are liable for any Damage caused.

10.3 Consequential and other loss

Subject to the New Zealand Consumer Law, We are not responsible for:

- (a) flights You have missed;
- (b) holiday plans that are disrupted;
- (c) loss or inconvenience caused by natural disasters such as floods, cyclones, hailstorms, earthquakes, bushfires, or pandemics;
- (d) loss of income because of a breakdown;
- (e) loss of enjoyment;
- (f) consequential or economic loss.

10.4 Acts of God

Neither You nor We are liable for any breach of these Terms and Conditions arising out of an act of God, war, terrorism, strike, lock-out, or industrial action that is beyond the reasonable control of either party.



11. Accident and Theft Reporting



Important Notice

A breach of any part of this clause 11 is a Major Breach of the Rental Contract. See clause 12 for further details.

11.1 Reporting an Accident or theft to Us

- (a) If You or an Authorised Driver has an Accident or if the Vehicle is stolen You must:
 - (i) contact Us to report the Accident or theft as soon as practicable, but in no case more than 24 hours of it occurring;
 - (ii) subsequently fully complete an Incident Report Form; and
 - (iii) pay the Damage Excess as required by clause 8.4.
- (b) The Incident Report Form should include as much information as is reasonably practical, including:
 - (i) the information listed in clause 11.3 regarding the contact details for the other driver and witnesses and an accurate written and diagrammatic description of the Accident and its location; and
 - (ii) the circumstances under which the Accident or theft occurred.
- (c) The Incident Report Form must be submitted to Us:
 - (i) within seven (7) days of the Accident or theft, or upon the return of the Vehicle if it is returned to Us within that seven (7) day period; or
 - (ii) if the Vehicle is stolen, immediately the theft of the Vehicle is reported to the police.

11.2 Reporting an Accident or theft to the police

If the Vehicle is stolen or if You or an Authorised Driver of the Vehicle has an Accident where:

- (a) any person is injured;
 - (b) the other party has failed to stop or leaves the scene of the Accident without exchanging names and addresses; or
 - (c) the other party appears to be under the influence of drugs or alcohol;
- You or the Authorised Driver must also report the theft or Accident to the Police as soon as:
- (i) the theft is discovered; or
 - (ii) it is practical to do so after an Accident.

11.3 Steps You must take following an Accident

If You or an Authorised Driver have an Accident You and the Authorised Driver must:

- (a) exchange names and addresses, phone numbers and email addresses with the other driver;
- (b) obtain the name of the other driver's insurance company;
- (c) take a photo of the other driver's licence;

- (d) take the registration numbers of all vehicles involved;
- (e) take as many photos as is reasonable showing:
 - (i) the position of the Vehicles before they are moved for towing or salvage;
 - (ii) the Damage to the Vehicle;
 - (iii) the damage to any third party vehicle or property; and
 - (iv) the general area where the Accident occurred, including any road or traffic signs; and
- (f) obtain the names, addresses, phone numbers and email addresses of all witnesses;

11.4 Subsequent assistance

Subsequent to the Accident of theft You and any Authorised Driver must:

- (a) forward all third party correspondence or court documents to Us within seven (7) days of receipt;
- (b) co-operate with Us in the investigation of any Accident or theft claim and supply such further information as We or Our investigator may reasonably request within seven (7) days of receipt of such a request; and
- (c) co-operate with Us in the prosecution of any legal proceedings that We may institute or the defence of any legal proceedings which may be instituted against You or Us as a result of an Accident, including attending:
 - (i) Our lawyer's office; and
 - (ii) any Court hearing.

11.5 What You must not do

You and any Authorised Driver must not:

- (a) make any admission of fault;
- (b) promise to pay any claim for Third Party Loss; or
- (c) release the other party from any liability to pay for Damage as a result of an Accident, theft or attempted theft.

11.6 Consequences of lack of co-operation

Your entitlement to Damage Cover will be reduced, including to nil, according to the extent We are prejudiced as a direct result of any delay in complying with:

- (a) the reporting obligations in clauses 10.1 and 10.2; and
- (b) the obligations in clause 10.4 to forward third party correspondence and court documents to Us within seven (7) days and to co-operate with Us in the investigation of any Accident of theft claim and the prosecution or defence of any legal proceedings.



12. Major Breach and its Consequences

12.1 Major Breach

You and any Authorised Driver commit a Major Breach of the Rental Contract if there is a breach of any of the following:

- (a) clause 2 (who may drive the Vehicle);
- (b) clause 3 (prohibited use);
- (c) clause 4 (prohibited areas of use);
- (d) clause 5.6 (Vehicle to be locked and keys kept in your possession);
- (e) clause 5.7 (reasonable care);
- (f) clause 5.8 (notification of Vehicle fault); or
- (g) clause 5.9 (repair without authority);
that causes Damage, theft of the Vehicle or Third Party Loss;
- (h) clause 5.12 (change of ownership);
- (i) clause 11 (Accident reporting) that prevents Us from properly investigating a claim arising from an Accident or theft or from prosecuting or defending any Accident or theft claim; or
- (j) clause 14.2(c) (removal of, or tampering with the Tracking Device or Dashcam).

12.2 No Damage Cover

If You or any Authorised Driver:

- (a) commit a Major Breach of the Rental Contract;
- (b) drive the Vehicle in a reckless manner so that a substantial breach of road safety legislation has occurred;
- (c) the Vehicle is more than 24 hours overdue; or
- (d) the Damage Excess has not been paid and no payment plan is in place,
You and any Authorised Driver:
 - (i) have no Damage Cover;
 - (ii) are liable for all Damage, theft of the Vehicle and Third Party Loss; and
 - (iii) are liable for and must pay any additional costs or expenses We incur in recovering the Vehicle.

12.3 Termination and repossession

Acting reasonably, We may terminate the Rental Contract and take immediate possession of the Vehicle if:

- (a) there has been a Major Breach; or
- (b) there has been a breach of clause 12.2(b).

12.4 Immobilisation of the Vehicle

Acting reasonably, if We receive alerts indicating excessive speed or driving of the Vehicle in a manner that may cause injury or harm to a member of the public or Damage to the Vehicle, We may remotely immobilise the Vehicle.

12.5 Future rentals may be declined

If You or any Authorised Driver have committed a Major Breach, acting reasonably We reserve the right to decline all future rentals of Our vehicles by You or any Authorised Driver.



13. Personal Property Securities Act 1999 (PPSA)

- 13.1 You have no right to, or interest in, the Vehicle other than as a bailee and You must not endeavour to obtain any other right or interest by Yourself or Your nominee.
- 13.2 You acknowledge that:
- (a) the Rental Contract may create a security interest (Security Interest) (as that term is defined in the PPSA) in the Vehicle;
 - (b) We have a Security Interest in the Vehicle and the Vehicle will at all times remain subject to that Security Interest; and
 - (c) We may register the Security Interest on the Personal Property Securities Register.



14. Privacy



Important Notice

A breach of clause 14.2(c) is a Major Breach of the Rental Contract. See clause 12 for further details.

14.1 Personal Information

- (a) We are committed to complying with the Privacy Act 2020.
- (b) When We collect Your personal information, We will do so only for the purpose of providing rental services to You. If You choose not to provide this information to Us We may not be able to provide those rental services to You.
- (c) We take reasonable steps to make sure Your personal information is accurate, up to date and complete and that it is protected from misuse, loss or unauthorised access, modification or disclosure.

14.2 Tracking Device and Dash Cam

- (a) To maintain and protect the Vehicle We may fit a Tracking Device to the Vehicle to enable Us to monitor the condition, performance and operation of the Vehicle and to track the Vehicle's movements.
- (b) Information from the Tracking Device may be used during and after the Rental Period. When You sign the Rental Agreement, You are authorising Us and consenting to the use of the Tracking Device.
- (c) You must not tamper with the Tracking Device or remove it from the Vehicle.



14. Definitions and Interpretation

14.1 Definitions

In these Terms and Conditions:

Accident means an unintended, unexpected and unforeseen incident, including:

- (a) a collision between the Vehicle and another vehicle or object, including animals and roadside infrastructure;
- (b) a Single Vehicle Accident;
- (c) rollovers; and
- (d) weather events, including hail Damage,

that results in Damage or Third Party Loss.

Authorised Driver means any driver of the Vehicle, including Your employee, representative or agent, who is approved by Us and who is recorded on the Rental Agreement prior to the Start of the Rental.

Damage means:

- (a) any loss or damage to the Vehicle including its parts, components and accessories, including the GPS unit, that is not fair wear and tear;
- (b) towing and salvage costs;
- (c) assessing fees;
- (d) claims administration fee; and
- (e) Loss of Use,

and for the removal of doubt, any Damage to the windscreen, headlights, lights or tyres that makes the Vehicle unroadworthy is **not** fair wear and tear.

Damage Cover means the cover You and an Authorised Driver have for Damage, theft, attempted theft and Third Party Loss under clause 8, subject to the Damage Cover Exclusions in clause 9.

Damage Excess means the amount, including GST, up to which You must pay Us in the event of an Accident or attempted theft that causes Damage or Third Party Loss or the Vehicle has been stolen and not recovered and includes the additional amount for younger drivers that is payable pursuant to clause 8.3.

End of the Rental means the date and time shown in the Rental Agreement when the rental ends and by which date and time the Vehicle must be returned to Us.

Handover Inspection Report means the document that shows the condition of the Vehicle and lists any Damage at the time of the inspection.

Incident Report Form means the document You must complete and submit to Us if there is Damage to the Vehicle or it has been stolen.

Loss of Use means Our loss calculated on a daily basis at the daily rate shown in the Rental Agreement because the Vehicle is being repaired or replaced if it is written off as a result of an Accident or it has been stolen.

Major Breach means a breach of any of the clauses described listed in clause 12.1.

Off Road means an area, surface or terrain that is not a sealed or Unsealed Road and includes but is not limited to unformed roads, fire trails, tracks, river and tidal crossings, creek beds, beaches, streams, dams, rivers, flood waters, sand, deserts, rocks, fields and paddocks.

iOverhead Damage means:

- (a) Damage to the Vehicle;
- (b) Damage to any part of the pantech or box section of a commercial Vehicle that is used for the carriage of goods or passengers; or
- (c) Third Party Loss,

caused by:

- (i) contact between the part of the Vehicle that is at or above the level of the top of the front windscreen with objects overhanging or obstructing its path;
- (ii) objects being placed on the roof of the Vehicle; or
- (iii) You or any person standing or sitting on the roof of the Vehicle.

PPSA means the Personal Property Securities Act 2009.

Rental Charges means the charges payable for renting the Vehicle from Us together with GST and any other taxes or levies which are all fully set out in the Rental Agreement.

Rental Period means the period commencing at the time shown in the Rental Agreement and concluding at the End of the Rental.

Rental Station means the location from which the Vehicle is rented, as shown on the Rental Agreement.

Security Deposit means the amount shown on the Rental Agreement We collect from You at the Start of the Rental as security for the Rental Charges and other fees and charges incurred during Your rental and the amount is fully refundable subject to clause 5.2.

Single Vehicle Accident means:

- (a) a collision between the Vehicle and another object when no other moving vehicle is involved and includes impacts with animals, roadside infrastructure, buildings, rollovers and impacts with any stationary object including other parked vehicles;
- (b) a collision between the Vehicle and another moving vehicle but You are unable to identify the Vehicle by taking its registration number as required by clause 11.3(d) or identify its driver by taking their details as required by clause 11.3(a); or
- (c) Damage caused by natural disasters such as floods, cyclones, hailstorms, earthquakes, or bushfires.

Single Vehicle Accident Excess means the amount, including GST, You must pay in the event there is a Single Vehicle Accident that causes Damage to the Vehicle.

Start of the Rental means the date and time that the rental commences as shown in the Rental Agreement.

Tool of Trade means use of the Vehicle for excavating, digging, grading, scraping, drilling, lifting, pumping, spraying, vacuuming and other mechanical work, other than for:

- (a) loading and unloading goods onto or from the Vehicle, by use of a crane mounted on the Vehicle;
- (b) transit to, from, or within, a worksite; or
- (c) transport or haulage.

Tracking Device means a GPS or other device that is fitted to the Vehicle that has electronic tracking capabilities to determine its location and other data including speed, braking and fuel levels.

Underbody Damage means any damage to the Vehicle caused by or resulting from contact between the underside of the Vehicle and any part of the roadway or any object or obstruction, including kerbs, gutters, speed or road humps, barriers or wheel stops and does not arise as a result of an impact with another vehicle.

Unsealed Road means a road, other than a road that is undergoing temporary roadworks, that has been formed and constructed but is not sealed with a hard material such as tar, bitumen or concrete.

Vehicle means the Vehicle described in the Rental Agreement and includes its parts, tools, components, accessories, keys, keyless start or remote-control device, audio equipment, GPS Tracking Device, child restraints, tools, spare tyre and first aid kit (if fitted) and includes any replacement Vehicle.

We, Us, Our, means Load & Go Limited NZBN 9429047944367 or its agents as shown on the Rental Agreement.

You, Your means the person, whether it is an individual, a firm or company or government agency that rents the Vehicle from Us and whose name is shown in the Rental Agreement.

14.2 Interpretation

In these Terms and Conditions, unless the context otherwise requires:

- (a) headings are for convenience only and do not form part of the Terms and Conditions or affect their interpretation; and
- (b) where You comprises two or more persons each is bound jointly and severally.