

Terms and Conditions



Pacific Horizon's modern fleet of Motorhomes are updated regularly and serviced to the highest standards.

Nationwide Dealer Network and our 24 hour freecall helpline are there should you require assistance. If you incur any minor repair costs we will give you a refund (up to NZ\$100). Just produce receipts. If major repairs are needed, protect yourself by getting us to authorise it first. Problems encountered with the vehicle or equipment must be reported to Pacific Horizon as soon as practicable. This gives Pacific Horizon the opportunity to rectify the problem within the rental period. Failure to do so will compromise any claim that may eventuate after the hire is finished. Retrospective claims will not be accepted for any New Zealand Motorhome rentals.

Accidents and Breakdowns: The liability of Pacific Horizon Ltd, or its agents, extends to either replacing your vehicle with a similar one, or refunding your hire charge for any days you lose the total use of the vehicle.

Airport and hotel transfers. Our complimentary shuttle will pick you up from the airport, ferry or hotel and return you there after your hire.

Complimentary starter pack. You receive a travel pack which includes: • Coffee/Tea refreshments • Regional maps, and information guide booklets • Guide to camping ground locations • Brochures on places of scenic interest • Comprehensive Road atlas (on loan) • Driver's Handbook • Motorhome Manual and Traffic Rules.

Discounts for long hire: If you hire for 21 days or more ask about the 'Long hire discounts' you are entitled to.

One way hiring. Pacific Horizon has 4 fully operational terminals allowing one-way hire at no extra cost. You must however start and finish your hire at whichever terminal is nominated on your rental agreement. Change of destination must be authorised by Pacific Horizon management and a relocation fee of up to NZ\$750 will apply.

Vehicle Security Deposit (VSD): Please note that insurance terms will change if you are commencing your travel on or after 1 September 2006!

Clients are responsible for the first NZ\$3,000 of vehicle damage and/or loss of the motorhome contents. This vehicle security deposit is to cover the application of an insurance excess for damage to the vehicle, third party or property damage in the event of an accident, a bond to ensure that the vehicle is returned undamaged to the correct location, on time, refuelled, in a clean and tidy condition with no missing or damaged items, emptying the waste water and toilet and as security against any traffic infringements and associated costs. Refer to (2) below for a waiver option available for the insurance excess only. A credit card imprint is required on all rental agreements. In the absence of a credit card, Pacific Horizon requires a cash security deposit of NZ\$3,000 (NZ\$4,000 for drivers aged 24 years or under). This credit card imprint or cash will be held for 21 days after the return of the motorhome.

Insurance terms valid for all travel commencing 20 August 2005 - 31 August 2006:

- 1) Standard insurance (compulsory):** Standard Insurance is included in the daily tariff. This insurance is fully comprehensive and insures against recoverable 3rd party accident damage, theft and break-ins (excluding personal belongings). The standard insurance has a damage excess of NZ\$3,000 (NZ\$4,000 for drivers aged 24 years or under). A credit card imprint (see Vehicle Security Clause above) is taken on the rental agreement to cover the excess. Part or the entire excess amount is only taken if there is an accident or damage.
- 2) All inclusive Insurance (optional) : Note** - This insurance is not available to drivers aged 24 years or under, or hires under 7 days unless a 7 day minimum of NZ\$140 is paid. To waive the NZ\$3,000 damage excess, you can choose to pay a non-refundable damage excess waiver of NZ\$20 per day. This is on a per accident or incident basis. A new waiver is required for the remaining days of the hire after any accident or damage occurs. A credit card imprint (or cash bond) is still required to cover items other than damage as noted in the Vehicle Security Deposit Clause above.

Vehicle Security Deposit (VSD) for all travel commencing 1st of September 2006:

Clients are responsible for the first NZ\$4,500 of vehicle damage and/or loss of the motorhome contents. This vehicle security deposit is to cover the application of an insurance excess for damage to the vehicle, third party or property damage in the event of an accident, a bond to ensure that the vehicle is returned undamaged to the correct location, on

Refer to (2) below for a waiver option available for the insurance excess only. A credit card imprint (this is an imprint only, no funds are taken from the clients account unless there is damage or loss) is required on all rental agreements regardless of the waiver option being taken. In the absence of a credit card, Pacific Horizon requires a cash security deposit of NZ\$4,500 for all rentals regardless of age.

Insurance terms valid for all travel commencing 1st of September 2006:

- 1) **Standard insurance** (compulsory): Standard insurance is NZ\$15 a day and is payable to Pacific Horizon on pick up. This insurance is fully comprehensive and insures against recoverable 3rd party accident damage, theft and break-ins (excluding personal belongings). The standard insurance has a per incident damage excess of NZ\$4,500. A credit card imprint (see Vehicle Security Clause above) is taken on the rental agreement to cover the excess. Part or the entire excess amount is only taken if there is an accident or damage.
- 2) **Level 2 Insurance** (optional): **Note** - It insurance is not available to hires under 7 days unless a 7 day minimum of NZ\$133 is paid. To reduce the NZ\$4,500 damage excess to 2,500 you can choose to pay a non-refundable damage excess waiver of NZ\$19 per day. This is on a per accident or incident basis not per hire. This insurance is capped at 50 days. A credit card imprint (or cash bond) is still required to cover items other than damage as noted in the Vehicle Security Clause above.
- 3) **Level 3 Insurance** (optional): **Note** - This insurance is NOT available to drivers under the age of 25 or for hires under 7 days. For a total of NZ\$35 a day the excess is reduced to \$250 and is on a per incident basis also. This insurance is also capped at 50 days.

Hire period Minimum is 7 days. Collect from 8 am onwards on your first day of hire and return no later than 6 pm on the last day. Days of hire are calculated on the number of actual calendar days you have the Travelhome.

Short hires of 6 days and under are often available. Mileage is limited to 250Km per day. For hires less than 4 Days an additional \$50 cleaning fee will apply.

Pets or livestock are not permitted in any motorhome.

All inclusive hire charges All hire charges include New Zealand's Goods and Services Tax and daily insurance. You have unlimited mileage. Freshly laundered linen and all cooking equipment, crockery and cutlery is supplied. There is a charge for a colour TV (except in 6 Berth), barbecue, picnic set, snow chains, cell phone and bike rack.

Driver's licence: Hirer and driver must be over 21 years of age and produce a valid driver's licence. New Zealand recognizes driver's licences issued by your own country, as well as International drivers licenses. If you are a member of an Automobile Association bring your membership card with you and gain additional privileges and information on travel throughout New Zealand.

Driving your Travelhome. The speed limit on the open road is 100 kph (60 mph). 80 kph is the recommended limit for your Travelhome. For the Eclipse 4+2 and Eclipse 6, the speed limit is 90kph. In built-up areas the limit is 50 kph (30 mph).

Driving fines If you are fined or penalised for breaching any traffic laws, you are liable for the fine and/or associated administration costs

Cancellations. 10% of hire cost will be taken for cancellations up to 15 days of the start of the hire. Inside 14 days, 25% of the hire costs will be required. 50% of the hire costs will be taken for cancellations within 7 days of the start of the hire. No refunds for cancellations made after the travel or travel date has commenced. Major Credit Cards accepted: Mastercard, Visa, Amex and Diners Club.

What you need to know – your conditions of hire. Read this carefully.

Prices may be subject to change due to factors beyond the control of Pacific Horizon. Any changes in price affecting a client between the time of booking and payment received will be advised immediately. The company takes no responsibility for any detention, delay, loss, damage or injury that a hirer might experience no matter how it is caused or by whom. The company's rental agreement is the sole contract for hiring the vehicle, between the company and the hirer and passenger(s). No refunds are payable on accommodation, or Motorhomes not being available, where a hirer or passenger amends, cancels or seeks to vary agreements after departure. These conditions cannot be varied or altered or waived by any employee, agent or representative of the company or by anyone providing services or facilities.

The company cannot be bound by any representative or statement unless it is confirmed in writing by the company's directors or management. Your travel agent will forward deposits and other payments to us on your behalf, but your travel agent is not our agent for the purpose of the receipt of monies. The company reserves the right to provide a comparably

high standard vehicle where a booked vehicle becomes unavailable through servicing or reasons beyond their control.

Disclaimer: all illustrations and text are representations only and slight variations may occur from time to time.

1. DEFINITIONS

'I', 'me' and 'my' refers jointly and severally to the person or persons who are the Customer: 'This Agreement means the Rental Agreement. In the event of any discrepancy between Parts A, B and C of the Rental Agreement, the Terms and Conditions contained in part C will apply.

'Pacific Horizon Limited' means Pacific Horizon Limited 1 Grays Road, Plimmerton, Wellington, P O Box 57057 Mana, New Zealand.

'Customer' means the person or persons nominated as the hirer under, the heading 'Hirer's Details',

'Additional Authorised Driver Details', anyone person who signs the clauses pertaining to Hirer's Liability on the Rental Agreement, any person who signs the acceptance of the terms and conditions of the rental agreement and any person whose credit card is presented in payment of the Customer's charges.

'Living Equipment' includes, but is not limited to crockery, cutlery, cooking utensils, sleeping bags, pillows, sheets and towels.

'Rental Charges' means all charges and costs associated with the rental.

'Compulsory Insurance' means the insurance that must be paid by the hirer for the rental period, either through inclusion in the daily tariff or directly to Pacific Horizon Limited, as specified in the Confirmation of Booking supplied by Pacific Horizon Limited.

'Bond' means the bond payment or credit card imprint on the rental agreement to cover the excess on the insurance.

'Cash Bond' means a bond payment that has been made with New Zealand dollars cash or travellers cheques.

'Bond Waiver' means the additional daily payment to reduce the excess on the insurance to nil.

'Security Deposit' means the security payment or credit card imprint on the rental agreement if the bond waiver option is chosen.

'Excess' means the amount that the hirer is liable with respect to each and every instance of loss or damages as specified in the section 'Bond' under 'Hirer's Liability' on Part A of the Rental Agreement.

'Rental Agreement' means the parts A, B and C of the documents headed 'Agreement To hire Rental Vehicle' and the document(s) headed 'Change of Rental Vehicle'.

'Confirmation of Booking' means the document, electronic or physical, produced by Pacific Horizon Limited on confirming a hire(s), and presented to the person(s) or company(s) who have made the booking directly with Pacific Horizon Limited. Where a customer has used third party to make the booking on their behalf, it is the document presented by Pacific Horizon Limited to that third party.

'Rental Period' means the hire period referred to under the heading 'Hire Details' on the Rental Agreement or any agreed variation thereof and any additional period during which the Vehicle is in the Customer's possession or control.

'Vehicle' means the Vehicle described under the heading 'Vehicle Details on the Rental Agreement and includes tyres, tools, accessories, camping utensils, the Living Equipment and any other special equipment, documents related to the Vehicle and

any replacement or substitute Vehicle which may be provided at the discretion of Pacific Horizon Limited.

2 DELIVERY AND RETURN OF VEHICLE (a) I acknowledge having received the Vehicle in a reasonably clean condition and in sound working order in accordance with the vehicle condition and stock report and with a full fuel tank; (b) I will return the Vehicle in a clean condition and with a full fuel tank and on the return date, time and location set out under the heading 'Hire Details' in the Rental Agreement; (c) I acknowledge that I cannot change the return location without the prior consent of Pacific Horizon Limited Reservations Centre in Wellington, and that such an alteration may incur an additional relocation charge of up to NZ\$750.00.

3. RENTAL AND OTHER CHARGES I will pay Pacific Horizon Limited (a) all rental charges; (b) all Compulsory Insurance; (c) the nominated cleaning fee if the Vehicle is not returned with the interior in a clean condition; (d) the nominated additional fee if the toilet and waste water tank (if applicable) are not emptied prior to the return of the Vehicle; (e) the nominated cancellation fee in the event of cancellation of this Agreement prior to acceptance of delivery of the Vehicle; (f) the cost of any damage to the Vehicle or the property of any third party (subject to the Bond or Bond Waiver option); (g) any Bond Waiver payments; (h) all government fees and duties etc; (i) all parking fines, other fines or penalties, and/or accidents including third party property damage not reported on return of the vehicle: and associated administration costs incurred in relation to the Vehicle during the Rental Period; (J) any other fees or charges payable by me pursuant to this Agreement. This includes any costs incurred by Pacific Horizon Limited as a result of any breach by me of the terms of this Agreement; (K) the cost to retrieve or recover a vehicle which has become bogged, regardless of Excess Reduction taken.

4. ERRORS IN RENTAL CHARGES Total charges as set out herein are not final. I will pay any shortfall in charges to Pacific Horizon Limited and I will receive a refund for any overcharges acknowledged by Pacific Horizon Limited.

5. PAYMENT OF CHARGES - JOINT AND SEVERAL LIABILITY All charges and expenses payable by me under this Agreement are due on demand by Pacific Horizon Limited. If I do not pay all charges when due, I agree to pay a late charge of 1.5% per month on the outstanding balance and any collection costs incurred by Pacific Horizon Limited, including administration, collection and reasonable legal fees. When the Customer comprises more than one person, each person is liable jointly and severally for all obligations of the Customer pursuant to this Agreement.

6. CREDIT CARD PAYMENT (a) Pacific Horizon Limited will accept payment by credit cards, approved by Pacific Horizon Limited; (b) When payment is made by credit card, I agree that: (i) Pacific Horizon Limited is irrevocably authorised to complete any documentation and to take any other action to recover from my credit card issuer all amounts due by me pursuant to this Agreement, including, but not limited to, any outstanding Rental Charges not paid to Pacific Horizon Limited, any amounts due in respect of damage to the Vehicle or to property of a third party and all other additional charges as that are incurred (including all parking and traffic infringement penalties, road toll fines and associated administration costs); (ii) I will not dispute my liability to Pacific Horizon Limited for any amount due under this Agreement and I shall indemnify and keep indemnified Pacific Horizon Limited against any loss incurred (including legal costs) by reason of notifying my credit card issuer of such dispute. (iii) Pacific Horizon Limited may process the credit card voucher. In the event that Pacific Horizon elects to accept payment of the Bond or Security Deposit by holding a signed and authorised open credit card voucher, I agree that Pacific Horizon Limited is entitled to recover payment from my credit card issuer pursuant to paragraph (i) in respect of any amounts due which were not known at the time of return of the vehicle. (c) I acknowledge that all transactions under this Agreement are conducted in New Zealand dollars. Due to exchange rate fluctuations, there could be some variance between the amount initially debited against my credit card and the amount refunded. I release Pacific Horizon Limited from any liability for such variation.

7. MY WARRANTIES I warrant that all information supplied by me to Pacific Horizon Limited in connection with this Agreement is true.

8. CONDITIONAL UPON PAYMENT I agree that, where applicable, I may use a Travel Agent or Travel Wholesaler to forward deposits and other payments to Pacific Horizon Limited on my behalf, but that Travel Agent or Travel Wholesaler is not an agent for the purpose of receipt of monies. I further acknowledge that a voucher or any another guarantee of supply provided by my Travel Agent or Travel Wholesaler is not considered an acceptable guarantee, or form of payment by Pacific Horizon Limited, and does not exclude my liability.

9. VEHICLE DAMAGE / INSURANCE COVER I acknowledge that I am aware that: (a) the Vehicle is insured for damage to the Vehicle or the property of a third party, except where outlined in the Rental Agreement; (b) I will have to pay an Excess in respect of any damage as detailed in the Part A of the Rental Agreement; (c) the excess may be reduced or removed, in most circumstances, by taking out a Bond Waiver. The Bond Waiver, if any, accepted by me, is set out under the heading 'Bond Waiver' on the Rental Agreement; (d) I will not have any insurance cover and I will be responsible for the total cost of any damage if I breach any of the terms of this Agreement; (e) the vehicle is not insured, and that I am responsible for, all damage within the vehicle, to accessories, tools, camping utensils, the Living Equipment and any other special equipment, documents related to the Vehicle and any replacement or substitute Vehicle, except where such damage is a result of a vehicular collision, and only as a result of a vehicular collision; (f) in the event of an accident or damage, if I do not correctly complete a full insurance form I may no longer be insured for that accident or damage. I further acknowledge that it is my responsibility to insure that I fill out a full insurance form where applicable, and to make sure where it is applicable that I do

so; (g) in the event of an accident or damage involving a third party, if I do not obtain the correct and full contact details of the additional party(s), I am liable for the excess amount of the insurance irrespective of who is at fault; (h) in the event of an accident or damage involving a third party, if it is not possible to obtain the excess amount of the insurance from that third party, I am liable for the excess amount irrespective of who is at fault; (i) in instances where there is an instance of loss or damage that is not covered by insurance, the amount due by me in respect of any damage arising from that incident loss or damage is payable by me from the date each incident of loss or damage occurred.

10. BOND, BOND WAIVER AND SECURITY DEPOSIT I acknowledge that: (a) the insurance cover of the vehicle contains an excess for each incident of loss or damage that I am liable for, and I must cover this excess with either the Bond or Bond Waiver (b) the excess is on a per incident basis (c) where neither the Bond or Bond Waiver section of Part A of the Rental Agreement have been signed, the Bond option will apply by default, at the terms stipulated on the Confirmation of Booking (d) I must sign the section 'Bond Waiver' on Part A of the Rental Agreement for the Bond Waiver option to be effected and, if not signed, the Bond option will apply by default, at the terms stipulated on the Confirmation of Booking (e) I am bound by the terms regarding the Bond and Bond Waiver as stated in the Confirmation of Booking. In instances where there are discrepancies between what has been stated in the Confirmation of Booking, and what has been stated, or options selected, on Part A of the Rental Agreement, the terms as stated in the Confirmation of Booking will apply. (f) where there is a Cash Bond, Pacific Horizon Limited will bank the monies, and the monies will be held by Pacific Horizon Limited, in their possession, for a period of 21 calendar days from the date the vehicle is returned. I further acknowledge that the monies will be returned to me in the form of a company cheque from Pacific Horizon Limited, in New Zealand Dollars, and that I am responsible for correctly presenting the cheque to my financial institution, and for any cost or charges incurred in the conversion of the cheque to another currency. (g) where I select the option of the Bond Waiver, I must still leave a Security Deposit in the form of an open credit card imprint, New Zealand dollars cash or traveller's cheques. I further acknowledge that where the Security Deposit is paid in the form of New Zealand dollars cash or traveller's cheques, the deposit will be treated under the same conditions as with a Cash Bond, and will be for the same value as the Bond, as stated in the Confirmation of Booking. (h) where I have chosen the Bond Waiver option, if I do not report an instance of accident or damage which is covered by the insurance, Pacific Horizon Limited may deem that such damage occurred on the first day of hire. (i) where Pacific Horizon Limited believes that there will likely be a charge(s) against my Cash Bond or Security Deposit, and that the charge(s) are not resolved before the 31 calendar days holding period, I authorise Pacific Horizon Limited to withhold my Cash Bond or security deposit until such time that all suspected charges have been resolved. (j) where a credit card imprinted for the Bond expires within 21 calendar days from the end date of my hire, I authorise Pacific Horizon to debit the Bond amount, in which case the bond will be considered, and treated as, a Cash Bond (k) where a credit card imprinted for the Security Deposit expires within 21 calendar days from the end date of my hire, I authorise Pacific Horizon to debit my credit card for an amount equivalent to the Bond amount as stated in the Confirmation of Booking, in which case the Security Deposit will be considered, and treated as, a Cash Bond (l) where I have chosen the option of the Bond, for each instance of loss or damage, the value of the excess is due by me from the date each incident of loss or damage occurred. (m) where the cost(s) of repair or replacement for an instance of loss or damage is not known by Pacific Horizon Limited at the time the Bond is deducted, Pacific Horizon Limited may deduct the entire bond amount and refund me the remainder once the relevant cost(s) have been established. (n) where I have chosen the option of the Bond Waiver, for each instance of loss or damage I must pay an additional Bond Waiver payment, proportionate to the number of days remaining of the hire period. I further acknowledge that the additional Bond Waiver payment is due by me from the date the incident of loss or damage occurred, and that Pacific Horizon Limited may debit my Security Deposit for the amount.

11. LIMITED KILOMETRES I acknowledge that: (a) for hires of 7 days or longer, all kilometres (kms) used are at no additional charge; (b) for hires of less than 7 days, the equivalent of 250 kms per day for the total days length of the hire are included in the daily tariff, and any additional kms travelled will incur an additional fee as stated on Part A of the Rental Agreement; (c) Variations to a and b above can only be effective if stated in the Confirmation of Booking. where there are discrepancies between a completed rental agreement, and the conditions stipulated in the Confirmation of Booking, the terms as stipulated in the Confirmation of Booking will apply.

12. ROAD RESTRICTIONS (a) Vehicles may only be driven on well maintained roads subject to the exceptions noted in the rental agreement (b) I acknowledge that the Rental Agreement details certain areas which are prohibited to take vehicles, or into which they may travel only with the prior written permission of Pacific Horizon Limited: (c) I acknowledge that Pacific Horizon Limited reserves the right at any time, at its sole discretion, to restrict vehicle movements in certain areas due to adverse road or weather conditions or for any other reasonable cause.

13. USE OF THE VEHICLE I agree that during the Rental Period, I will not and will not allow the Vehicle to be: (a) driven otherwise than in a cautious, prudent and normal manner; (b) used in a manner which could cause damage; (c) driven in a prohibited area or in an area other than the areas (if any) indicated by me to Pacific Horizon Limited; (d) driven by a person under the influence of alcohol or drugs or with a blood alcohol level in excess of that permitted by law; (e) left with the ignition key in the Vehicle while it is unoccupied: (f) damaged by: (i) submersion in water (ii) contact with salt water (g) used for any illegal purpose or in any race, rally or contest (h) used to tow any vehicle or trailer; (i) used to carry passengers or property for hire or reward; (j) used to carry more persons than is permitted by any relevant Authority or detailed in the Vehicle manual or on the Vehicle or specified in this Agreement. (k) used to carry volatile liquids, gases, explosives or other corrosive or inflammable material: (l) otherwise used in breach of my obligations under this Agreement.

14. DRIVERS I acknowledge that (a) only persons nominated on the Rental Agreement under 'Hirer's Details' and 'Additional Authorised Diver Details' are permitted to drive the vehicle; (b) the minimum age for any driver is 21 years of

age; (c) where there are driver(s) below 25 years of age, certain conditions apply as stipulated in the Confirmation of Booking. I further acknowledge that where there are discrepancies between a completed Rental Agreement, and the conditions stipulated in the Confirmation of Booking, the terms as stipulated in the Confirmation of Booking will apply; (d) all drivers must supply full and correct details, and must sign to acknowledge those details in Hirer's Details' or 'Additional Authorised Driver Details' (which ever is relevant) to be authorised to drive the vehicle.

15. ALTERATION TO VEHICLE I shall not make any alterations or additions to the Vehicle without the prior written consent of Pacific Horizon Limited.

16. PETS I will not allow any animals to be carried in, or enter the Vehicle. If any animal has been in the vehicle, it will be deemed to be soiled.

17. SMOKING I will not allow any person(s) to smoke in the vehicle at any time. If any person(s) has smoked in the vehicle, it will be deemed to be soiled.

18. MAINTENANCE AND REPAIR (a) I shall take all reasonable steps to properly maintain the Vehicle, including daily checks of the oil, water and batteries, as well as daily checks for damage. (b) I acknowledge that Pacific Horizon Limited will reimburse me for expenditure up to NZ\$ 100.00 reasonably incurred in rectifying any mechanical failure to the drive train and engine of the Vehicle (not including the water system, refrigerator, heating, air conditioning and audio equipment) PROVIDED THAT: (i) I produce relevant receipts, which contain a GST number and individually itemised costs; and (ii) I have received the prior consent of Pacific Horizon Limited; (iii) the damage is not due to my fault or my breach of this Agreement. (c) I will be liable for any cost associated with the incorrect use of fuel (fuel being diesel or petrol) and it is my responsibility to ensure that the correct fuel is put into the vehicle

19. RESPONSIBILITY WHEN THERE IS AN ACCIDENT (a) In the event of any accident loss or damage ('the event') arising out of the use of the Vehicle, I will: (i) notify Pacific Horizon within 24 hours of the happening of the event (ii) obtain the names and addresses of third parties and any witnesses and report the event to the nearest police station; (iii) not make any admission of liability to other parties, settlement offer or other like offer; (iv) assist Pacific Horizon Limited in handling any claim arising from any event, including providing all relevant information and attending Court to give evidence. (b) I acknowledge that Pacific Horizon Limited, at its discretion, require that I will pay for any costs relating to delivery of a change over vehicle as a result of an accident regardless of which party is at fault 20. **TERMINATING THE AGREEMENT AND REPOSSESSION OF THE VEHICLE** I Acknowledge that Pacific Horizon Limited may terminate this Agreement and repossess the vehicle (and for that purpose enter upon any premises and remove the Vehicle) at any time, without notification to me, and that I will pay the reasonable costs of repossessing the Vehicle, including towing charges if: (a) I am in breach of any term of this Agreement (b) I have obtained the Vehicle through fraud or misrepresentation; (c) the Vehicle appears to be abandoned; (d) the Vehicle is not returned on the agreed return date or Pacific Horizon Limited reasonably believes that the Vehicle may not be returned on the agreed return date; (e) Pacific Horizon Limited considers, on reasonable grounds, that the safety of the passengers or the condition of the Vehicle is endangered. I understand that in the event of such termination or repossession, I have no right to a refund of any part of the rental charges. (f) Pacific Horizon limited believes, on reasonable grounds, that payment for any Rental Charges associated with the hire have not been paid to Pacific Horizon Limited, or will not be paid to Pacific Horizon Limited.

20. CHANGE OF VEHICLE Pacific Horizon Limited reserves the right at its absolute discretion, to substitute a comparable or superior vehicle for the Vehicle. In that event I shall not be liable for any increased rental or other charges save for any additional running costs pertaining to the substitute vehicle. Such substitution shall not entitle me to any refund and does not constitute a breach of this Agreement

21. RELEASE AND INDEMNITY OF PACIFIC HORIZON LIMITED ((a) Subject to its obligation to deliver the Vehicle or an appropriate substitute vehicle, I release Pacific Horizon Limited, its employees and agents, from any liability to me (regardless of who is at fault) or any loss or damage incurred by me by reason of this Agreement including, but not limited to: (i) any loss or damage caused by breakdown, mechanical defect accident or the Vehicle being unsuitable for my purpose, (ii) any loss or damage to any property left in or on the vehicle in any service vehicle or on any Pacific Horizon limited premises or recovered or handled by Pacific Horizon Limited. I Acknowledge that personal property is a personal responsibility and is not covered by Pacific Horizon Limited insurance or the bond waiver. (b) Subject to the insurance arrangements agreed with Pacific Horizon Limited, I hereby indemnify and shall keep indemnified Pacific Horizon limited, its employees and agents, against any claims, demands and expenses (including legal costs) incurred or sustained by them or any of them by reason of my use and/or possession of the Vehicle.

22. TITLE TO VEHICLE I acknowledge that Pacific Horizon Limited retains title to the Vehicle and that I possess the goods as a mere bailee only. I do not have any right to pledge Pacific Horizon Limited's credit in connection with the Vehicle and agree not to do so. I shall not agree, attempt offer or support to sell, assign, sublet, lend, pledge, mortgage, let on hire or otherwise part with or attempt to part with the personal possession of or otherwise deal with the Vehicle.

23. CHANGES Any changes to this Agreement must be in writing and must be signed on behalf of Pacific Horizon Limited and by me.

24. PROPER LAW This Agreement shall be governed by the law of New Zealand in which the Agreement is signed.

25. CALCULATION OF DAYS I acknowledge and understand that all hire days are calculated on a calendar day basis, and that I am required to pay Rental Charges for each day a vehicle is in my possession, for each vehicle in my possession.

26. REPRESENTATION I acknowledge that: (a) Pacific Horizon Limited is not responsible, and I will not hold Pacific Horizon Limited liable, for any incorrect statements or information provided by a party other than Pacific Horizon Limited; (b) where I have made a booking through a third party, I am bound by whatever information, statements, terms or conditions Pacific Horizon Limited has presented that third party with respect to my booking, and that Pacific Horizon Limited is not responsible, and I will not hold Pacific Horizon Limited liable, if that information is not passed on to me; (c) Pacific Horizon Limited is not bound to, or liable for, any comments, statements or information made, or provided, by a member of Pacific Horizon Limited who has not been authorised to make or provide such comments, statements, or information, by Pacific Horizon Limited's Management or Directors; (d) all commitments to refunds, charges, or assessment of liability with regards to loss or damage, can only be made by the appropriate authorised person(s) at Pacific Horizon Head Office in Wellington, and may not be able to be made until after the hire has concluded. (e) where I have spoken to a member of Pacific Horizon Limited, it is my responsibility to note who I have spoken to, and, if I cannot supply the name of that member when requested, Pacific Horizon Limited may deem that I have not spoken to a person with the appropriate authority.

27. ENTIRE AGREEMENT This Agreement constitutes the entire agreement of the parties and there are no other oral undertakings, warranties or agreements between the parties relating to the subject matter of this Agreement. Pacific Horizon Limited reserves the right to add or amend any rental charges without prior notice.