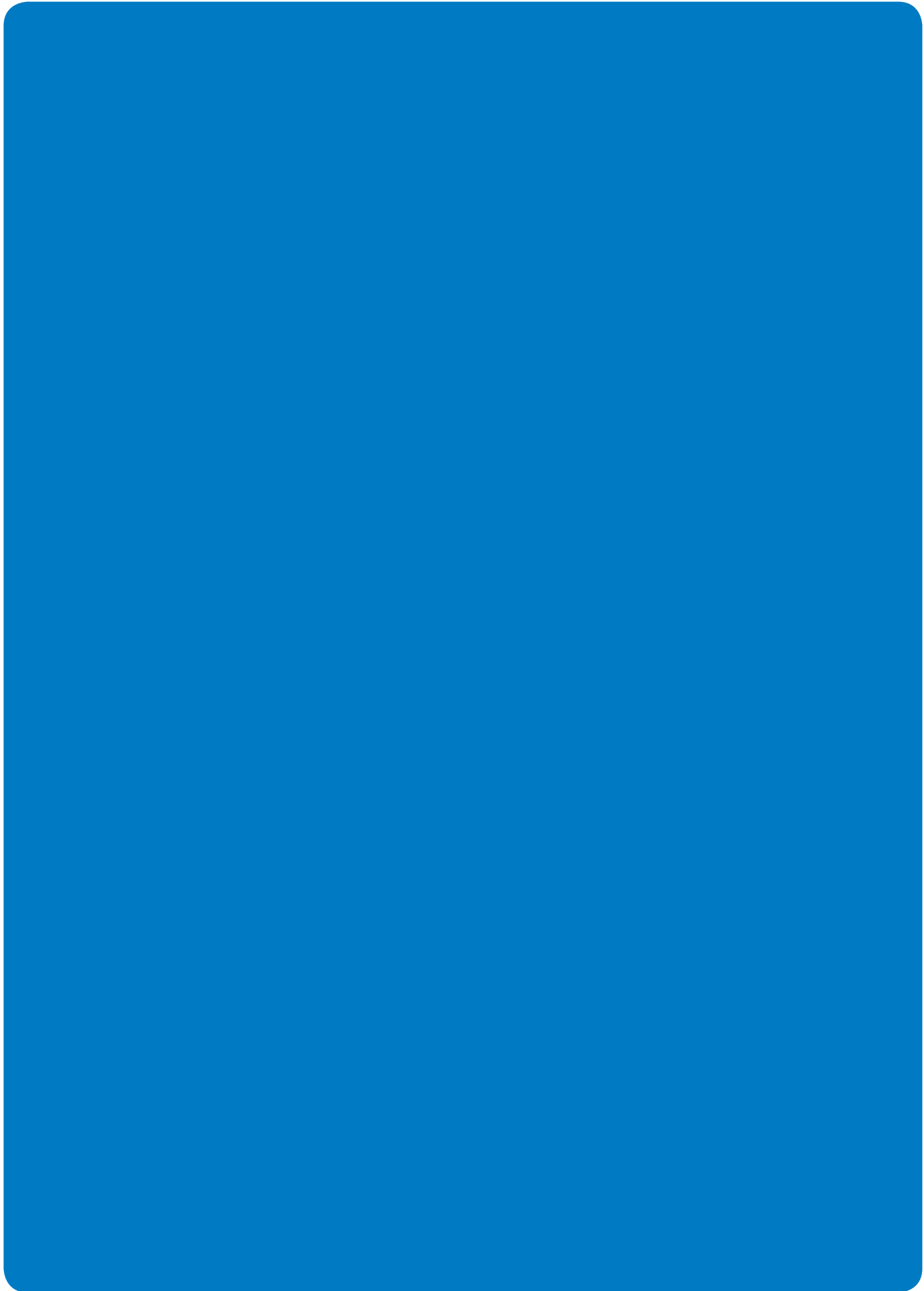


# ***Thrifty NZ Wholesale Manual***

**May 2015**





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# *Get to know Thrifty...*

## **Who we are and what we do:**

- One of the world's leading international car rental brands. With over 1200 branches in over 60 countries worldwide, Thrifty is firmly established as one of the world's leading car rental brands. First established in the United States in 1958, its worldwide headquarters are in Tulsa, Oklahoma.
- Operating in New Zealand since 1986. Thrifty New Zealand is owned by Thrifty Australia, a 100% subsidiary of the NRMA, Australia's largest motoring association.
- With an average vehicle age of just 12 months, Thrifty offers one of the newest fleets of cars, 4WD's and mini buses in the business.
- Excellent ANCAP vehicle safety ratings.
- 28 convenient locations nationwide at all major airport, city & ferry terminals.
- A Qualmark 'Superior' rated visitor transport provider and boasts a consistently high level of customer satisfaction at over 99%.
- Friendly, courteous staff who pride themselves on passionate, individual service... every time.
- AA 24/7 roadservise and breakdown assistance.
- Free collection and delivery to hotels/motels/offices within a 10km radius of any staffed Thrifty branch (as pre-arranged/subject to availability).
- Charity partner to Surf Life Saving New Zealand

# Meet the Fleet



★4

**Suzuki Splash** (or similar) MCAR  
5 door, auto. Available at select locations

👤 x2 🧳 x2 🗑️ x1 📦 x2



★5

**Toyota Yaris** (or similar) ECAR  
5 door, automatic

👤 x2 🧳 x2 🗑️ x1 📦 x2



★5

**Toyota Corolla** (or similar) CCAR/ICMR  
4dr to 5dr, auto (CCAR) / manual (ICMR)

👤 x4 🧳 x1 🗑️ x1 📦 x2



★5

**Toyota Camry** (or similar) ICAR  
5 door, automatic

👤 x4 🧳 x1 🗑️ x2 📦 x2



★5

**Toyota Aurion** (or similar) FCAR  
4 door, automatic, reversing camera, Bluetooth

👤 x5 🗑️ x2 📦 x2



★5

**Toyota RAV4** (or similar) IFAR  
5 door, automatic, reversing sensors, Bluetooth

👤 x4 🧳 x1 🗑️ x3 📦 x2



★5

**Toyota Highlander** (or similar) FFAR  
5 door, automatic, reversing camera, Bluetooth

👤 x5 🗑️ x3 📦 x2 • 👤 x5 🧳 x2 📦 x2



★5

**Toyota Prado** (or similar) PFAR  
5 door, automatic, reversing camera, Bluetooth

👤 x5 🗑️ x4 📦 x2 • 👤 x5 🧳 x2 📦 x2



★4

**Hyundai iMax** (or similar) LVAR  
4 door, automatic

👤 x6 🧳 x2 🗑️ x2 📦 x2 • 👤 x5 🗑️ x5 📦 x3



★4

**Toyota Hiace** (or similar) XVAR  
Turbo-diesel, automatic, 12 seater minibus, rear luggage cage. License requirement: car.



★4

**Toyota Hiace Cargo** (or similar) CVMR  
Turbo-diesel, manual, 3 front seats. License requirement: car.



★5

**Toyota Hilux** (or similar) UFMR  
4WD, auto, 4 litre diesel engine with 175kw power, 5 seater, reversing camera, canopy and tow bar, in-built GPS unit.

## All cars feature:

- Airconditioning • Power steering • Central locking • Radio with CD player • Air bags • ★ = ANCAP Rating

# Contact Us!

## North Island Locations

Auckland Airport (Domestic Terminal)	09 256 8455
Auckland Airport (International Terminal)	09 275 3014
Auckland City 150 Khyber Pass Rd	09 309 0111
Gisborne Airport	021 923 293
Hamilton Airport	07 834 2190
Hamilton City Cnr Anglesea & Clarence St	07 839 3450
Napier Airport	06 835 8820
New Plymouth Airport	06 755 4510
Palmerston North Airport	06 355 4365
Rotorua Airport	07 345 7756
Taupo Airport	07 345 7756
Tauranga Airport	07 572 3836
Tauranga City 47 Maru St	07 572 3836
Wellington Airport	04 388 9494
Wellington City 197 Wakefield St	04 385 0012
Wellington Interislander Ferry Terminal	04 385 0012

## South Island Locations

Blenheim Airport	03 572 9068
Christchurch Airport	03 353 1940
Dunedin Airport	03 486 2537
Dunedin City 121 Crawford St	03 479 2693
Greymouth Train Station	029 777 0263
Hokitika Airport	029 777 0263
Invercargill Airport	03 218 6100
Nelson Airport	03 547 5563
Picton Ferry Terminal	03 573 7387
Queenstown Airport	03 442 3532
Queenstown City 1 Shotover St	03 441 3082
Westport Airport	029 777 0263

# 28 Convenient Locations

There's a branch near you...

## South Island

- Blenheim
- Christchurch
- Dunedin
- Greymouth
- Hokitika
- Invercargill
- Nelson
- Picton
- Queenstown
- Westport

## North Island

- Auckland
- Gisborne
- Hamilton
- Napier
- New Plymouth
- Palmerston North
- Rotorua
- Taupo
- Tauranga
- Wellington



# Locations

## Useful things to know...

### Hours of Operation

All city locations are generally open:  
8:00am to 5:00pm Monday to Friday  
9:00am to 12:00pm Saturday

Vehicle pickups/deliveries outside of these hours are on request for these locations.

Airport locations are open to meet reservations arriving off all scheduled commercial flights.

### Auckland Airport

Auckland Airport comprises of two terminals – Domestic and International. Thrifty has offices at both terminals. Our Domestic Branch is located in the rental car area underneath the multi level car park outside the terminal. Our International Branch is located in the international arrivals hall.

### Auckland City

Auckland City is open from 7:00am to 6:00pm Monday to Friday and 7:00am to 5:00pm on weekends. Vehicle returns outside of opening hours are to be returned to the BP Petrol Station at the bottom of Khyber Pass Road and the keys handed in to the BP counter staff.

### Greymouth

Thrifty has a counter at the Greymouth Railway Station which is fully staffed to meet pre-booked customers. Vehicles are to be returned to the sign posted car parks at The Railway Hotel and keys to the Thrifty counter drop box at the Railway Station.



## Hokitika

All pickups will be met. Upon drop off, please leave the keys with the airport desk.

## Picton Ferry Terminal

Thrifty has an office and dedicated car parking on the ferry wharf in Picton. For staff safety reasons, Thrifty will meet pre-booked clients arriving off all scheduled ferry services between the hours of 8:00am and 6:00pm. Reservations for pickup outside these hours are on a 'request' basis only and an additional fee will apply.

## Taupo Airport

Upon arrival at Taupo Airport, please ask your client to proceed to the left hand side of the Air NZ counter where a representative will be waiting to greet them. If dropping off a vehicle; please park in the designated Thrifty car park and ask your client to note their return details. Proceed to the left side of the Air NZ counter, where a key drop hole can be located. Please ask your client to complete the return details on the envelope provided then place the keys in the envelope then down the drop hole. If your client needs to contact a Thrifty representative, please phone the branch directly on 0064 7 345 7756.

## Wellington Ferry Terminal

Upon returning a vehicle to our Wellington Interislander Ferry Terminal location, please ensure you ask your clients to park in a designated Thrifty car park (caged area), before completing the details on the rental agreement folder and dropping the keys in the drop box at the Thrifty counter in the arrivals hall. If it's outside the hours of 8:30am and 6:00pm, please request they place vehicle keys in the generic rental car drop box located in the departures hall.

## Westport

All pickups will be met. Upon drop off, please leave the keys with the airport desk.

### Pickup and Return Fees for Satellite Locations (including GST)

Location	Pick up	Return	Pick Up & Return
Taupo	\$74.77	\$74.77	\$115.00
Westport	\$86.25	\$86.25	\$172.50

# Insurance

An excess of NZ\$2990 - NZ\$3450 applies in the event of any damage done to the rental vehicle including any damage to the windscreen or tyres. You may reduce your insurance excess by purchasing Accident Excess Reduction or Total Protection Package. All rates below are per rental sector, include GST and are subject to change without notice.

## Accident Damage Excess

An Accident Damage Excess (ADE) applies to all rentals. This excess may be reduced (at the renter's option) at the time of rental by purchasing Accident Excess Reduction (AER).

	ECAR - FCAR	IFAR - XVAR
ADE (Accident Damage Excess)	\$2990	\$3450

## Accident Excess Reduction

This excess may be reduced (at the renter's option) at the time of rental by purchasing Accident Excess Reduction (AER).

	ECAR - FCAR	IFAR - XVAR
Daily rate	\$28.75	\$28.75
Weekly rate	\$143.75	\$143.75
Excess	\$276	\$345

## Total Protection Package

The excess may be reduced (at the renter's option) to nil at the time of rental by purchasing the Total Protection Package (TPP).

	ECAR - XVAR	IFAR - XVAR
Daily rate	\$35.65	\$35.65
Weekly rate	\$178.65	\$178.65
Excess	NIL	NIL

## 'Premium Inclusive' Rate Option

Premium Inclusive rates are an additional available option. Providing your clients with maximum peace of mind, premium inclusive rates include Airport/Ferry fees, TPP and a reduced low Accident Damage Excess.

	ECAR - FCAR	IFAR - XVAR
ADE (on premium Inclusive Rates)	NIL	NIL

# FAQ

## AA 24/7 Roadservice and Breakdown Assistance

Whilst Thrifty vehicles are regularly maintained, unexpected breakdowns can occur. Thrifty provides FREE mechanical roadside assistance (vehicle faults), 24 hours a day, 365 days a year through the AA. Non-mechanical defects such as lost keys, punctures or a flat battery due to the lights being left on will be subject to a call out fee and payable by the customer.

## Accident Damage Excess

An Accident Damage Excess (ADE) applies to all rentals. The above may be reduced (at the renter's option) at the time of rental by purchasing Accident Excess Reduction (AER) or Total Protection Package (TPP).

## Additional Driver Surcharge

Additional drivers will be charged at a rate of \$11.50 inc GST per driver.

## Agent Concession – Staff/Agent Personal Rentals or Famils

Thrifty would like to extend a discount of 20% off your rate schedule for any of your staff rentals. Payment must be made at time of vehicle collection by Visa or MasterCard. Discounts are subject to periodic blackouts over peak periods.

## Baby Seats

Baby seats (6 months – 3.5 years) and booster seats (3.5 years+) are available to hire for \$41.40 per rental sector, including GST. Any request to hire baby or booster seats must be made at time of reservation. Please provide the child's age. All charges are payable by the renter at the Thrifty counter and are subject to change.

## Cancellation / No Show Fee

In the event any booking is cancelled within 48 hours of scheduled pickup or if a booking is not cancelled and the customer does not pick up the vehicle (no-show), a cancellation fee equivalent to the first days rental charges will apply (as calculated should the rental have taken place). Effective for travel completed from 1 July 2013, all reservations where a vehicle is returned early will not be eligible for a refund for the un-used days.

# FAQ *continued*

## Deposit

Thrifty New Zealand will collect a deposit from your clients on pick up of the vehicle to cover additional charges such as AER and sundry items. Thrifty may (at our discretion) elect to pre-authorise your clients credit card to cover the Accident Damage Excess bond, should your client choose not to take AER.

The deposit is to be paid by internationally recognised credit card. Thrifty accepts Visa, MasterCard, American Express and Diners Club cards. The credit/charge card must be in the name of the authorised renter. Third party credit/charge cards are not acceptable. Thrifty will charge 1.9% + GST for all amounts transacted on a credit card.

At the conclusion of the rental any additional charges payable by the renter will be calculated and detailed on the rental agreement, together with any balance to be collected or refunded.

## Frequent Flyer Programmes

Wholesale bookings are not eligible for frequent flyer points. Customers renting in conjunction with a prepaid inclusive tour voucher are not eligible to earn points for any frequent flyer programme that Thrifty may participate in.

## Free Delivery/Pickup

This service is on a request basis only between the hours of 9:00am and 3:30pm Monday to Friday (excluding public holidays). Deliveries outside these hours must be pre-arranged and may incur a fee. Please note that we don't deliver to personal addresses for safety reasons.

## Fuel

Fuel is not included in our rates. Each vehicle is supplied with a full tank of fuel, which is refilled at your client's expense on return. If the vehicle is not returned with a full tank, your client will be charged for the fuel required to refill the tank at the prevailing rate applicable by Thrifty at the time. Fuel pre-purchase options are available and must be requested prior to commencement of the rental.

## Goods & Services Tax (GST)

Good and Services Tax (GST) is a government charge currently levied at 15%. We reserve the right to amend any rates quoted inclusive of GST or, where GST is to be added to charges made, should the rate of GST alter.

## GPS Navigation Units

GPS Navigation Units are available for hire from all Thrifty locations and may be booked with the rental. Current rates are \$11.50/day inc GST. GPS Navigation units have a non-reducible excess of \$500 inc GST in the event of any damage, loss or theft occurring to the unit or any of its accessories.

Wholesale nett daily rental rates are available including GPS unit hire if you prefer to pre-sell rather than just pre-book GPS units on behalf of your clients. Please ask for our GPS inclusive rates if you would like to sell this option.

## Insurance

Comprehensive Motor Vehicle Insurance including third party and public liability is included in our rates. Please also refer to “Accident Damage Excess” under our FAQs.

## Kilometres

All vehicles include unlimited kilometres.

## Maps

Maps are available free of charge for your clients. These include an Auckland, Wellington & Christchurch city map, a NZ touring map and AA North Island & South Island guides.

## One Way Rentals

For even greater convenience and flexibility, one-way rentals are available on most vehicle groups between most Thrifty locations in the same island. Some restrictions may apply during peak periods.

A minimum hire of 3 days applies to one way rental sectors. If a client requests a one way rental sector of less than 3 days, a 3-day charge will still apply. In addition, all one way hires of less than 5 days will incur a one way fee of \$57.50 including GST payable direct by the client at the time of pickup.

# *Stay connected on your journey*



Thrifty's Wi-Fi product is a pocket-sized 3G mobile unit which comes with a 150MB daily allowance to surf, Skype, download and play wherever, all without the worry of a big bill and roaming charges.

The compact unit is available at Thrifty's Auckland, Wellington, Christchurch, Queenstown and Picton locations. Add this as an optional extra to your clients' rental for \$12.50 per day.

# FAQ *continued*

## Multi-Hire & Island-Hopper Rentals

There are a few different options for clients that require more than one rental sector during their travels around New Zealand. For example, on rentals involving both the North and South Islands, vehicles cannot generally be taken inter-island. Renters leave their vehicle in one island and collect another vehicle on the next island (Thrifty has an office at the Wellington Interislander Terminal and Picton Ferry Terminal).

Each one-way rental sector must be a minimum of 3 days. A one way fee will apply to sectors of less than 5 days. For example, if a client makes a 3 day booking in the North Island, followed by a 4 day booking in the South Island, then there will be two charges of \$57.50 applied to the booking. Clients can have up to 72 hours between returning one vehicle and picking up their next vehicle. Clients can mix and match different vehicle sizes within each rental sector of the multi-hire. Multi-Hires may comprise a number of rentals at different depots within one Island but a minimum of 3-days still applies for any one way sectors (a one way fee of \$57.50 applies to all one sectors of less than 5 days).

The one way fee will not be charged when the multi island hires total rental days exceeds the minimum requirements across all rental sectors.

### For example:

Pick up Auckland 1/6/12 1200 / Return Wellington 4/6/12 1200 (3 days)

Pick up Picton 4/6/12 1600 / Return Queenstown 8/6/12 0900 (7days)

Combine all rentals eg: 3 + 7 = 10 days – the average length of hire for each sector is 5 days therefore the one way fee will not be applied for either sector.

**Island crossover dates and times must also be advised at the time of booking the first rental, to enable the second and/or subsequent vehicle(s) to be booked.**

If the Tour Operator is unable to provide a confirmed crossover date for any reason, Thrifty will estimate one and the onus will be on the renter to re-confirm the crossover date(s) with Thrifty at or prior to the time of collecting their first vehicle. Thrifty cannot guarantee to supply a second or subsequent vehicle unless a booking has been confirmed. Changes to confirmed bookings are subject to vehicle availability. We also recommend that you advise your clients to reconfirm their second or subsequent bookings at least 72 hours in advance.

**There are occasions where some clients wish to retain the use of one vehicle for a two-island visit. This is permissible, but the client must pay for any inter-island transportation costs for the vehicle. The vehicle must be returned to a Thrifty location within the same island that the rental commenced.**

## Calculating the number of days and daily rate

When calculating the rate for a Multi-Hire rental, apply the applicable daily rate that reflects the total number of days the customer is renting the vehicle(s). Where multi island hires cross two seasons (ie; rental commences high season & completes in low season) the daily rate applicable for the entire hire is based on the date the hire commences.

### Multi 24

If the client has no more than 24 hours between returning one vehicle and picking up the next on any rental sector for the duration of the hire, calculate the total number of days from the starting date and time to the final return date and time (the 'down time' between vehicles is considered part of the hire period).

#### For example:

Pick up Auckland 1/06/12 0900 / Return Wellington 4/6/12 0900

Pick up Picton 4/6/12 1200 / Return Christchurch 7/6/12 1200 = 1/06/12 0900 to 7/06/12 1200 = 7 days

Apply the 7-13 day rental rate

### Multi 72

If the client has up to 72 hours between returning one vehicle and picking up the next on any rental sector for the duration of the hire, calculate the total number of days by adding each individual sector separately (allow a 59 minute grace period on each rental sector before an extra full day is charged).

#### For example:

Pick up Auckland 1/6/12 1200 / Return Wellington 6/6/12 1200 (5 days)

Pick up Picton 8/6/12 1600 / Return Queenstown 15/6/12 0900 (7 days)

Pick up Queenstown 17/6/12 / Return Christchurch 22/06/12 1200 (5 days)

Combine all rentals eg. 5 + 7 + 5 = 17 days

Apply the 14-20 day rental rate

## Ferry Crossings between Islands

We will meet pre-booked clients arriving off scheduled ferry services between the hours of 0800 (8:00am) and 1800 (6:00pm) only. Reservations for pick-up outside these hours are on a 'request' basis only and an additional fee of \$51.75 including GST may apply. This fee will be payable direct to Thrifty by the renter at the time of collecting the vehicle.

## Payment

Thrifty accepts Visa, MasterCard, American Express and Diners Club cards. The credit/charge card must be in the name of the authorised renter. Third party credit/charge cards are not acceptable. Please note Thrifty will charge a transaction fee of 1.9% + GST for all amounts transacted on a credit card. Your client will be required to leave credit card details as a deposit. At the conclusion of the rental any additional charges payable by your client will be calculated and detailed on the rental agreement, together with any balance to be collected. Unfortunately we're unable to accept a cash deposit.

# FAQ *continued*

## Premium Location Surcharge

The premium location surcharge at Auckland International Airport, Auckland Domestic Airport, Wellington Airport, Christchurch Airport and Queenstown Airport locations is \$41.40 including GST. All other locations are \$40.27.

## Refund Policy

Effective for travel completed from 1 July 2013, all reservations where a vehicle is returned early will not be eligible for a refund for the un-used days.

## Rental Period

Rates are based on a minimum rental period of one day (24 hours from the time the rental starts). At Thrifty we allow a 59 minute grace period, after which an extra full day will be charged.

## Renter Qualification

The minimum rental age is 21 years. All intending drivers must present a valid full national driving licence, which has been held for at least one year. A current international driving licence or translation must accompany driving licences issued in a language other than English. There is an extra charge for additional drivers (see above for more details). Minimum rental age and other requirements for additional drivers will be the same as for the renter.

Please refer to “Underage Surcharge” and “Additional Driver Surcharge” under our FAQs.

## Restricted Roads

Driving any Thrifty vehicle on the following roads is prohibited and constitutes a breach of the rental agreement. Your client would be fully liable for any damage to the Thrifty vehicle or Third party property occurring as a result:

- North Island: Ninety-Mile Beach (Northland)
- South Island: Skippers Canyon Road (Queenstown)

## Ski Racks/Snow Chains

Ski racks or Snow Chains are available to hire for \$13.80/day for 1-5 days, or \$69 for 5 or more days. These rates include GST. Any request to hire ski racks or snow chains must be made at time of reservation. All charges are payable by the renter at the Thrifty counter and are subject to change.

As we carry all our ski/board racks and snow chains in the South Island, these optional extras are not available for North Island hires. Please note that racks cannot be fitted to an ECAR – Toyota Yaris (or similar).

Please also note that vehicles are required to carry chains when travelling on the Milford Road between May and November.

## Smoking Policy

Please note that Thrifty New Zealand has a non-smoking policy for all vehicles. A \$250 cleaning fee will apply.



## Underage Surcharge

Drivers aged between 21-24 years will incur an Underage Surcharge of \$17.25 inc GST per day.

## Upgrades/Extension of Rental

Upgrades requested by the renter at the time of rental will be charged the difference between the vehicle group booked and the group provided based on locally applicable rates. All upgrades are subject to availability. Additional days not covered by the Tour Operator Voucher will be charged directly to the renter at locally applicable rates. Downgrades requested by the renter at time of rental will not be subject to a refund.

## Vehicle Availability – Freesale

Car Groups ECAR, CCAR, ICAR and FCAR may be free sold for rentals commencing 72 hours or more from the time of reservation. All other reservations are subject to confirmation by Thrifty. 'Stop-sells' may be imposed over periods of peak use when we are fully booked. Freesale availability does not apply to Thrifty's franchise and remote locations: Hokitika Airport, Westport Airport, New Plymouth Airport, Tauranga Airport, Rotorua Airport and Taupo Airport.

## Vouchers

NOTE: Unless arranged at the time of booking, only the pre-paid daily amount can be collected. All other charges, are to be paid direct by the client on credit card or cash. This includes but is not limited to one way charges, fuel, child seats, GPS, ski racks and snow chains, premium location surcharge and optional insurance including AER & TPP.

## Water Safety

Thrifty Car Rental is committed to promoting water and sun safety messages and is proud to be a charity partner to Surf Life Saving New Zealand. The organisation co-ordinates over 200,000 life guard patrol hours at 80 beaches nationwide and relies on the public's support to fund this essential rescue service to help keep people safe on New Zealand's beaches.

## Tips for staying safe at the beach

1. Swim between the red and yellow flags
2. Get a friend to swim with you
3. Watch out for rips (calm patches of water)
4. Be sun smart and make sure you apply sunscreen
5. [www.surflifesaving.org.nz/education](http://www.surflifesaving.org.nz/education)

[www.surflifesaving.org.nz/education](http://www.surflifesaving.org.nz/education)



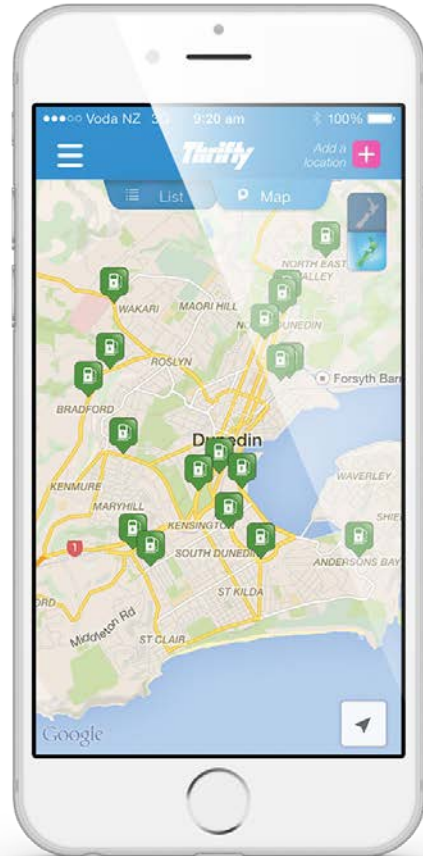
**SURF LIFE SAVING**  
NEW ZEALAND

# Travel App

## Ensure your client's road trip in their Thrifty rental is a breeze!

Thrifty's new mobile app contains extremely useful information which aims to make travelling around New Zealand easier and safer. App features include:

- "What's different about driving in NZ" road safety video (in English, Chinese, German and French)
- Real-time road alerts
- Maps detailing: information centres, fuel stations, public toilets, supermarkets, rubbish & recycling bins, things to do, police stations & hospitals
- Thrifty reservations and branch contact details
- AA Roadside Assistance contact number



**Download Thrifty's FREE Travel App now:**



Thrifty Travel App  
for Apple Devices



Thrifty Travel App  
for Android Devices

# How to Book

## Thrifty Car Rental Reservations

540 Wairakei Road, Christchurch, New Zealand

 **0800 73 70 70** (NZ Toll Free)

 **1800 1400 19** (Australia Toll Free)

 **+64 3 940 2518** (International)

 **wholesalereservations@thrifty.co.nz**

We have XML OTA compliant interface capability – to link your system directly to ours, simply ask for IT instructions.

# Key Contacts



### Craig Chalmers

Inbound Relationship Manager

 **03 940 2514**

 **021 685 702**

 **craig.chalmers@thrifty.co.nz**



### Mike Dawe

National Sales Manager

 **03 940 2511**

 **029 770 0882**

 **mike.dawe@thrifty.co.nz**



### Leona Cooper

Customer Experience Manager

 **03 940 2732**

 **customerservice@thrifty.co.nz**

***Thrifty***  
***Thrifty***<sup>®</sup>