

# ***Thrifty NZ Manual for Australian Auto Club Agents***

**November 2015**



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# Welcome

Thrifty NZ is thrilled about our relationship with the Australian Auto Clubs as your preferred rental car partner. With 28 locations across New Zealand, Thrifty looks forward to welcoming Members wherever they might be travelling, and delivering friendly, helpful service along with great value and a wide range of exclusive extras. Auto Club Members can take advantage of Thrifty New Zealand's exclusive year round benefits and discounts, which include:

## Member Benefits:

- 15% discount off the best rate of the day<sup>#</sup>
- \$5 daily saving off optional damage cover

We hope that this step-by-step guide will give you everything you need to know about booking with Thrifty New Zealand.



**Emma Gardiner**

**General Manager**

**Thrifty New Zealand**



# ***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 roadservice 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

**Holden Spark, Mitsubishi Mirage**  
(or similar) MFCAR  
5 door, auto. Available at select locations

👤 x2 🧳 x2 📦 x1 📦 x2



★5

**Toyota Yaris, Suzuki Swift, Holden Barina** (or similar) ECAR  
5 door, automatic, Bluetooth, cruise control

👤 x2 🧳 x2 📦 x1 📦 x2



★5

**Toyota Corolla, Hyundai i30, Holden Trax, Ssangyong Tivoli** (or similar) CCAR/ICMR  
4dr to 5dr, auto (CCAR) / manual (ICMR), reversing camera or sensor, cruise control, Bluetooth

👤 x4 🧳 x1 📦 x1 📦 x2



★5

**Toyota Camry, Ssangyong Korando or Hyundai ix35** (or similar) ICAR  
4-5 door, automatic, reversing camera or sensor, cruise control, Bluetooth

👤 x4 🧳 x1 📦 x2 📦 x2



★5

**Toyota Aurion, Holden Commodore, Ssangyong Rexton** (or similar) FCAR  
4-5 door, automatic, reversing camera, park assist, Bluetooth, cruise control

👤 x5 📦 x2 📦 x2



★5

**Toyota RAV4**, (or similar) IFAR  
5 door, automatic, reversing camera, Bluetooth, park assist, USB port, cruise control

👤 x4 🧳 x1 📦 x3 📦 x2



★5

**Toyota Highlander**, (or similar) FFAR  
5 door, automatic, reversing camera or sensor, Bluetooth, USB ports, cruise control

👤 x5 📦 x3 📦 x2 or 👤 x5 🧳 x2 📦 x2



★5

**Toyota Prado** (or similar) PFCAR  
5 door, automatic, reversing camera, Bluetooth, USB ports, cruise control. Diesel.

👤 x5 📦 x4 📦 x2 or 👤 x5 🧳 x2 📦 x2



★5

**Toyota Previa** (or similar) LVAR  
4 door, automatic, USB port, Bluetooth

👤 x6 🧳 x2 📦 x2 📦 x2 or 👤 x5 📦 x5 📦 x3



★4

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



★4

**Toyota Hiace Cargo** (or similar) CVMR  
Turbo-diesel, manual, 3 front seats. Licence 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.



**ANCAP**

Crash testing for safety

★ Safety Rating (5=highest)

## All cars feature:

- Airconditioning • Power steering • Air bags
- Central locking • Radio with CD player

# 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. 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

If dropping off a vehicle; please park in the designated Thrifty car park. Proceed to the left side of the Air NZ counter, where a key drop is located. Please ask your client to complete the return details on the envelope and deposit in the drop box. 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 8:00am 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	NZD\$74.77	NZD\$74.77	NZD\$115.00
Hokitika	NZD\$51.77	NZD\$51.77	NZD\$103.55
Westport	NZD\$86.25	NZD\$86.25	NZD\$172.50

# Insurance

An excess of NZ \$3,450 – NZ \$4,025 inc GST applies in the event of any damage done to the rental vehicle including any damage to the windscreen or tyres. You may reduce or eliminate your insurance excess by purchasing Accident Excess Reduction or Total Protection package. All rates below are per rental sector, include GST and the Auto Club Member \$5 daily saving and are subject to change without notice.

## Accident Damage Excess

An Accident Damage Excess (ADE) applies to all rentals. This excess applies unless the renter elects at the time of rental to purchase accident excess.

	ECAR – FCAR	IFAR – XVAR
ADE (Accident Damage Excess)	NZD\$3,450	NZD\$4,025

## Accident Excess Reduction

Please amend the text to read: The ADE 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	NZD\$24.90	NZD\$30.65
Excess	NZD\$345.00	NZD\$575.00

## Total Protection Package

The ADE 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	NZD\$30.65	NZD\$36.40
Excess	NIL	NIL

**Important:** The renter will be fully liable for any damage to the Thrifty vehicle and any third party property, if the terms and conditions of the rental agreement are breached.

# 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 or eliminated (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 NZD\$11.50 inc GST per driver.

## Airport / Ferry Terminal Service Charges (AFSC)

Rentals commencing at airports and inter-island ferry terminals are subject to a nominal service charge. The current charge for Auckland Airport, Wellington Airport, Christchurch Airport and Queenstown Airport is NZD\$51.75 incl GST. All other NZ airport locations are NZD\$46.00 incl GST.

## Baby Seats

Baby seats (6 months – 3.5 years) and booster seats (3.5 years+) are available to hire for NZD\$51.75 incl GST per rental. 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. Please note that there are no child seat anchor points in the XVAR vehicle category.

## Bond

Thrifty New Zealand will charge your clients on pick up of the vehicle to cover additional charges. Thrifty will pre-authorise your client's credit card NZD\$250.00 as a bond.

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.

Unfortunately we are unable to accept a cash bond.

Release of pre-auth can take between 5-7 days after the pre-auth is made.

## Cancellation / No Show Fee

In the event any booking is cancelled within 48 hours prior to 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). Where a vehicle is returned early, reservations will not be eligible for a refund for the un-used days. In the case of a no-show for the pre-arranged time, the vehicle will be held for a maximum of four hours from the original time.

# FAQ *continued*

## Frequent Flyer Programmes

Auto Club bookings are not eligible for Virgin Velocity frequent flyer points.

## 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 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%. Thrifty 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 NZD\$11.50/day inc GST. GPS Navigation units have a non-reducible excess of NZD\$805 inc GST in the event of any damage, loss or theft occurring to the unit or any of its accessories.

## 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 NZD\$57.50 including GST payable direct by the client at the time of pickup.

## 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 NZD\$46.00 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.

## Refund Policy

Where the client returns early and there remains an unused rental period of the rental, Thrifty will only charge for the actual days the client had the vehicle(s) at the rate applicable for the actual length of hire used.

## 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 official 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.

# FAQ *continued*

## Restricted Roads

Driving any Thrifty vehicle on any beach or 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)
- South Island: Tasman Valley Road (Mount Cook National Park)

## Visiting Driver Safety

Thrifty Car Rental is committed to help reduce visiting driver accidents and are an active participant in the “Safer Journey’s” programme to help educate visitor drivers about New Zealand road rules, conditions and hazards to make their holiday safer and more enjoyable. You can help by communicating the following locations of driver information to your clients of featuring this information on your websites.

[www.DriveSafe.org.nz](http://www.DriveSafe.org.nz)

[https://www.tianz.org.nz/content/library/Road\\_Safety\\_Messages\\_A4.pdf](https://www.tianz.org.nz/content/library/Road_Safety_Messages_A4.pdf)

## Ski Racks/Snow Chains

Ski racks or Snow Chains are available to hire for NZD\$13.80 inc GST per day for 1-5 days, or NZD\$69 inc GST for 5 or more days. 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. Please note that MCAR’s and ECAR’s cannot be fitted with chains.

Please also note that vehicles are legally 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 NZD\$250 cleaning fee will apply.

## Underage Surcharge

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

## 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

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



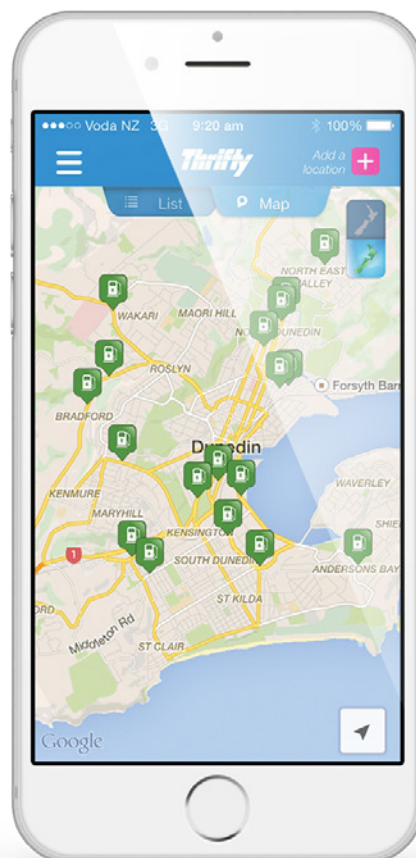
**SURF LIFE SAVING**  
NEW ZEALAND

# 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*



**1300 741 267** press 2 for New Zealand Bookings.



**reservations@thrifty.co.nz**



**www.thrifty.co.nz/aaaagent**

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

# *Key Contacts*

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***Thrifty***  
®