

Thrifty NZ Wholesale Manual

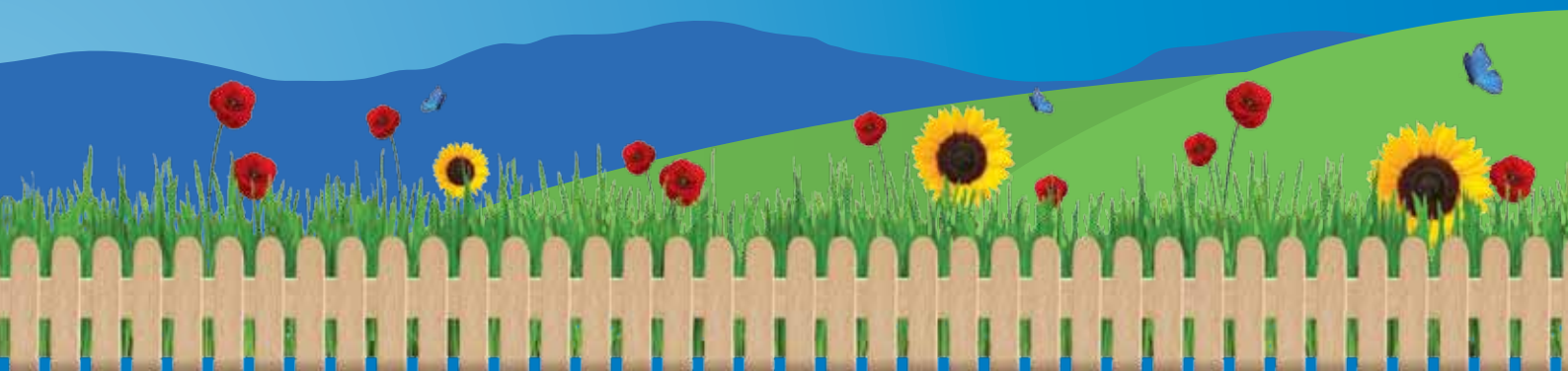
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Get to know Thrifty...

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.
- 34 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).
- An online, real time website reservations service.
- Priority phone and email reservations centre with a dedicated reservations consultant.
- XML Interface.
- NO one way fees for rental sectors of 5 days or more in length.
- Refund policy.



Meet our fleet

At Thrifty we appreciate that everyone has different requirements, and that's why we offer a great range of new vehicles. We offer the latest models with low mileage in tip-top order at exceptional value. Whether you're after a nifty little car for around town, a comfortable mid-size or larger sedan, 4WD or minibus there's something to suit your client's every need.

 <p>Toyota Yaris (or similar) ECAR</p> <p>5 door, automatic</p> <p>  x2  x2  x1  x2 </p> <p>★ 5</p>	 <p>Toyota Highlander (or similar) FFAR</p> <p>5 door, automatic</p> <p>  x5  x3  x2 OR  x5  x2  x2 </p> <p>★ 5</p>
 <p>Toyota Corolla (or similar) CCAR/ICMR</p> <p>5dr, auto (CCAR) / manual (ICMR)</p> <p>  x4  x1  x1  x2 </p> <p>★ 4</p>	 <p>Toyota Prado PFAR</p> <p>5 door, automatic</p> <p>  x5  x2  x2 OR  x5  x4  x2 </p> <p>★ 5</p>
 <p>Toyota Camry (or similar) ICAR</p> <p>4 door, automatic</p> <p>  x4  x1  x2  x2 </p> <p>★ 4</p>	 <p>Toyota Previa (or similar) LVAR</p> <p>4 door, automatic</p> <p>  x6  x2  x2  x2 OR  x5  x5  x3 </p> <p>★ 4</p>
 <p>Toyota Aurion (or similar) FCAR</p> <p>4 door, automatic</p> <p>  x5  x2  x2 </p> <p>★ 5</p>	 <p>Toyota Hiace (or similar) XVAR</p> <p>Turbo-diesel, automatic, long wheelbase, 12 seater minibus, rear luggage cage. License requirement: car.</p> <p>★ 3</p>
 <p>Toyota RAV4 (or similar) IFAR</p> <p>5 door, automatic</p> <p>  x4  x1  x3  x2 </p> <p>★ 4</p>	

All cars feature:

Airconditioning • Power steering • Central locking • Radio with CD player
Air bags • ★ = ANCAP Rating • Most vehicles have Bluetooth

**The above is to be used as a guideline only. Vehicle types may change without notice.*

Locations

Auckland International Airport

Ph: 09 275 3014

Auckland Domestic Airport

Ph: 09 256 8455

Auckland City
150 Khyber Pass Rd
Ph: 09 309 0111

KeriKeri Airport
Ph: 09 459 1426

Whangarei Airport
Ph: 09 459 1426

Whangarei City
118 Maunu Rd
Ph: 09 459 1426

Tauranga Airport
Ph: 07 572 3836

Taupo Airport
Ph: 07 345 7756

Rotorua Airport
Ph: 07 345 7756

Gisborne Airport
Ph: 06 867 1459

Gisborne City
136 Derby St
Ph: 06 867 1459

Napier Airport
Ph: 06 835 8820

Pukekohe
52 Manukau Rd
Ph: 09 237 0026

Hamilton Airport
Ph: 07 834 2190

Hamilton City,
Cnr Angelsea & Clarence Sts
Ph: 07 839 3450

New Plymouth Airport
Ph: 06 757 4500

New Plymouth City, 140
Molesworth St
Ph: 06 757 4500

Palmerston North Airport
Ph: 06 355 4365

Wellington Airport
Ph: 04 388 9494

Wellington City
197 Wakefield St
Ph: 04 385 0012

Wellington
Interislander Terminal
Ph: 04 388 9494



Locations



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.

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.

Gisborne Airport

Please return keys to the Air NZ counter upon check in.

Greymouth

All vehicle pickups are meet and greet at the Railway Station. Vehicles to be returned to the Railway Hotel car park and keys to the Greymouth Railway Station i-SITE.

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

Hokitika

There is a Thrifty desk inside the terminal but all pickups will be met. If the counter is not staffed upon vehicle return, please place keys in the Thrifty drop box.

Kerikeri

All bookings are by prior arrangement only. Pickup and drop off at the airport and hotels is available Monday to Friday 8:00am to 4:30pm. An after hours return key drop box is located at the airport entrance.



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

A uniformed Thrifty representative will be standing in the terminal with a name board to meet all pre-booked clients. On returning your vehicle, please park in the designated Thrifty car parks and complete the drop off details as noted on the Rental Agreement folder. It is important to record the time and date of the drop off, odometer and fuel gauge reading. Please leave the completed Rental Agreement folder in the vehicle. The rental will be finalised and a copy of the completed agreement posted to you. Please place the keys in the key drop box inside the terminal by the the Air NZ counter.

Wellington Ferry Terminal

Thrifty has a counter in the Interislander Ferry Terminal in Wellington.

Westport

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

Whangarei

Airport – Monday to Friday 8:00am to 5:00pm. Saturday 9:00am to 1:00pm for pickup and drop off. For after hours drop offs please drop keys at the café at the Airport. All pickups from the airport must have an arrival flight number.

Pickup and Return Fees for Satellite Locations (including GST)

Location	Pick up	Return	Pick Up & Return
Keri Keri	\$57.50	\$57.50	\$115.00
Taupo	\$74.77	\$74.77	\$115.00
Hokitika	\$51.77	\$51.77	\$103.55
Westport	\$166.77	\$166.77	\$333.55

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
Accident Excess Reduction (AER)	\$27.60/day	\$27.60/day
Weekly = 6-7 days	\$138.00/week	\$138.00/week
Month (Max. charge)	\$414.00	\$414.00
Excess	\$276.00	\$345.00

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 - FCAR	IFAR - XVAR
Total Protection Package (TPP)	\$34.50/day	\$34.50/day
Weekly = 6-7 days	\$172.50/week	\$172.50/week
Month (Max. charge)	\$517.50	\$517.50
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

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.

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.

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 is just \$40.27 inc GST per pickup for all locations.

Baby Seats

Baby seats (6 months – 3.5 years) and booster seats (3.5 years+) are available to hire for \$40.27 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).

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 1.5% + 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.

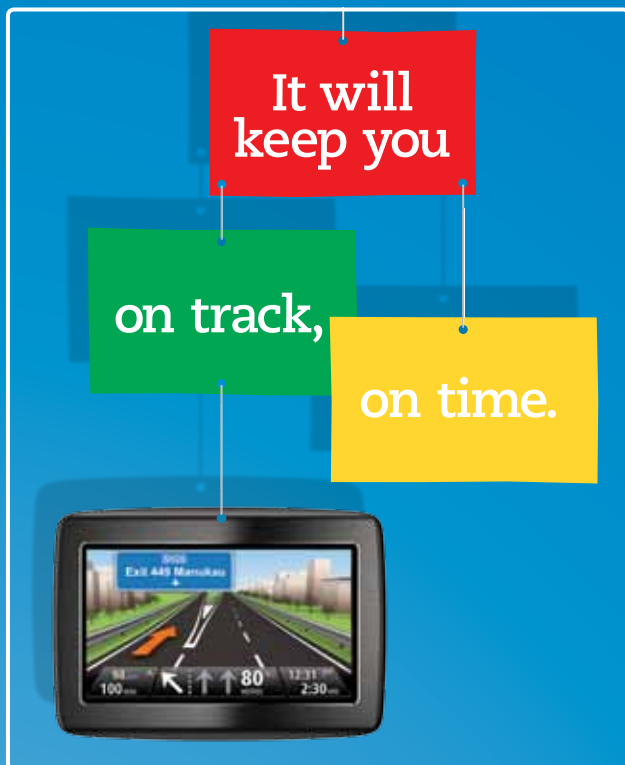
Fuel

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 \$805 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.



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 ferry terminals in both Picton & Wellington).

Each one-way rental sector must be a minimum of 3 days (a one way fee of \$57.50 applies to one way sectors of less than 5 days). 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)

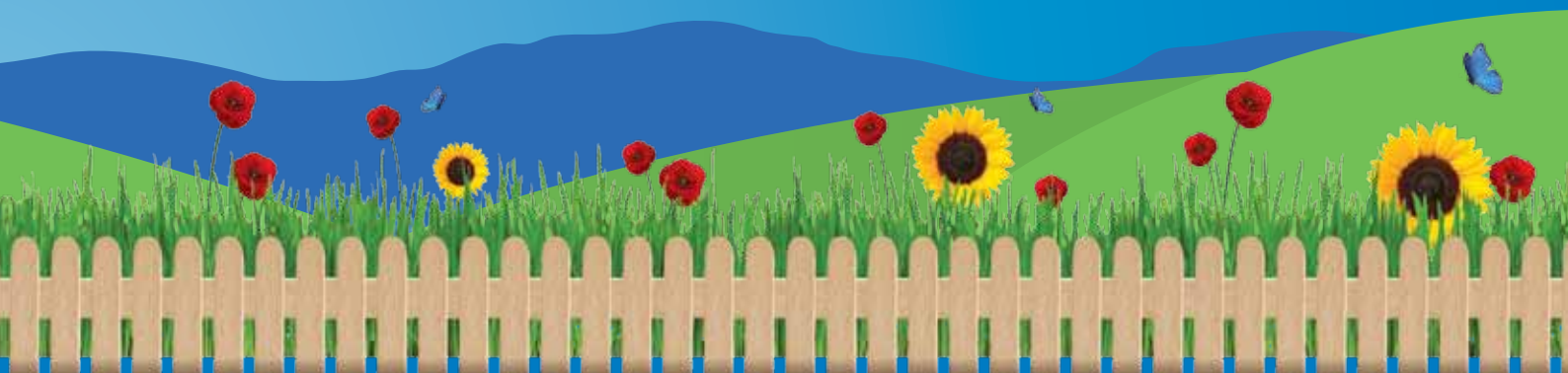
Pick up Queenstown 17/6/12 / Return Christchurch 22/06/12 1200 (5 days)

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.



FAQ continued

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 1.5% + 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.

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.

NB: The daily rate to the client may alter as the number of days the client had the car for will be charged at the daily rate applicable for that rental period. Eg; a 21 day voucher with 7 days left 'refundable' would be billed as 14 days at the 14-20 day rate, not 14 days at the 21+ day rate as originally booked.

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.

All of Thrifty's 4WD vehicles in the South Island are fitted with roof racks between the months of June and September. 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 any Thrifty franchise operated locations. If you require Freesale on additional categories, please discuss your requirements with us.

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, airport and ferry terminal surcharge and optional insurance including AER & TPP.



How to Book

Phone

0800 73 70 70 (NZ Toll Free)

1800 1400 19 (Australia Toll Free)

+64 3 940 2501 (International)

Email

wholesalereservations@thrifty.co.nz

Online

www.thrifty.co.nz

Online, real time instant availability and confirmations for many booking requests from most locations – some available as close as 4 hours from pickup! Ask us about your own personalised link.

XML

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



Key contacts

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 2501 (International)
🖱 wholesalereservations@thrifty.co.nz



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