

Thrifty New Zealand wholesale manual

June 2020



Smiles  all the way

Thrifty
Thrifty

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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. 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 9 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 and ferry terminals.
- Qualmark Gold Sustainable Tourism Business.
- Friendly, courteous staff who pride themselves on passionate, individual service... every time.
- 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).

The line up



Toyota Yaris or similar
ECAR 5 door, hatch



Toyota Corolla or similar
CCAR 4-5 door, hatch



Holden Trax or similar
CWAR 4-5 door, 2WD



Hyundai Sonata or similar
FCAR 4-5 door, sedan



Toyota RAV4 or similar
IFAR 5 door, SUV, AWD



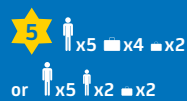
Mitsubishi Eclipse or similar
ISAR, 5 door, SUV 2WD



Toyota Highlander or similar
FFAR 5 door, SUV, AWD



Toyota Prado or similar
PFAR 5 door, SUV, AWD



Toyota Previa or similar
LVAR 4 door, van



Toyota Hiace or similar
XVAR 4 door, minibus



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

Contact us

North Island locations

Auckland Airport (Domestic Terminal)	09 256 8455
Auckland Airport (International Terminal)	09 275 3014
Auckland City 150 Khyber Pass Road	09 309 0111
Gisborne Airport	021 923 293
Gisborne City 387 Childers Road	06 359 2721
Hamilton Airport	07 834 2190
Hamilton City Corner Anglesea and Clarence Streets	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 121 Hewletts Road, Mt Maunganui	07 572 3836
Wellington Airport	04 388 9494
Wellington Interislander Ferry Terminal	04 385 0012

South Island locations

Blenheim Airport	03 572 9068
Christchurch Airport	03 353 1940
Christchurch City Corner Kilmore and Manchester Streets	03 930 0270
Dunedin Airport	03 486 2537
Dunedin City 121 Crawford Street	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 Street	03 441 3082

28 convenient locations

There's a branch near you...

North Island

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

South Island

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



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. For vehicle returns outside of opening hours, please lock the car and put the keys in the drop box.

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 +64 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.

Pickup and return fees for satellite locations (including GST)

Location	Pick up	Return	Pick up and return
Taupo	NZD\$74.77	NZD\$74.77	NZD\$115.00

Damage excess

An excess of NZD\$4000 – NZD\$5000 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 damage excess by purchasing reduced risk cover or stress-free cover. 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 applies unless the renter elects at the time of rental to purchase accident excess.

	ECAR – FCAR	ISAR – LVAR	XVAR
ADE (Accident Damage Excess)	NZD\$4000	NZD\$5000	NZD\$5000

Reduced risk cover

The ADE may be reduced (at the renter's option) at the time of rental by purchasing reduced risk cover.

	ECAR – FCAR	ISAR – LVAR	XVAR
Daily rate	NZD\$32.50	NZD\$37.50	NZD\$37.50
Excess	NZD\$500	NZD\$1000	NZD\$1250

Stress-free cover

The ADE may be reduced (at the renter's option) to nil at the time of rental by purchasing the stress-free cover.

	ECAR – FCAR	ISAR – LVAR	XVAR
Daily rate	NZD\$46	NZD\$52	N/A
Excess	NIL	NIL	N/A

'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, stress-free cover and a nil Accident Damage Excess.

	ECAR – LVAR	XVAR
ADE (on premium inclusive rates)	NIL	NZD\$1250

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 reduced risk cover or stress-free cover.

Additional driver surcharge

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

Agent concession – staff/agent personal rentals or familis

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 NZD\$51.75 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. Please note that there are no child seat anchor points in the XVAR vehicle category.

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 unused 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.

Rental bond

Thrifty New Zealand will charge your clients on pickup of the vehicle to cover additional charges. Thrifty will pre-authorise your client's credit card NZD\$250 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 2% + 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.

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.

FAQ continued

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 and services tax (GST)

Good and Services Tax (GST) is a government charge currently levied at 15%. Thrifty reserves 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\$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.

Damage excess

Comprehensive Motor Vehicle Damage Excess 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 and Christchurch city map, a New Zealand touring map and AA North Island and 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 3 days or less, a 3-day charge will still apply. In addition, all one way hires of 3 days or less will incur a one way fee of NZD\$57.50 inc GST, payable direct by the client at the time of pickup.

Multi-hire and 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 offices 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 3 days or less. For example, if a client makes a 2 day booking in the North Island, followed by a 2 day booking in the South Island, then there will be two charges of NZD\$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 NZD\$57.50 applies to all one-way sectors of 3 days or less).

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

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 customer will be charged NZD\$575 inc GST if not returned to the same island as originally picked up from.

FAQ continued

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 and 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 'downtime' between vehicles is considered part of the hire period).

For example:

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

Pick up Picton 4/06/12 1200 / Return Christchurch 7/06/12 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 (Thrifty allows a 59 minute grace period of each rental sector before an extra full day is charged).

For example:

Pick up Auckland 1/06/12 1200 / Return Wellington 6/06/12 1200 (5 days)

Pick up Picton 8/06/12 1600 / Return Queenstown 15/06/12 0900 (7 days)

Pick up Queenstown 17/06/12 / 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 pickup outside these hours are on a 'request' basis only and an additional fee of NZD\$46 inc 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 2% + GST for all amounts transacted on a credit card.

Premium location surcharge

The premium location surcharge at Auckland International Airport, Auckland Domestic Airport, Wellington Airport, Christchurch Airport and Queenstown Airport locations is NZD\$51.75 inc GST. All other locations are NZD\$46 inc GST.

Refund policy

All reservations where a vehicle is returned early will not be eligible for a refund for the unused 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 official translation must accompany driving licences issued in a language other than English. There is an extra charge for additional drivers. 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 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)

Ski racks/snow chains

Ski racks or snow chains are available to hire for NZD\$13.80/day for 1–5 days, or NZD\$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 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 \$17.25 inc GST per day.

FAQ continued

Upgrades/extension of rental

Vehicle 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 result in any refund.

Vehicle availability – freesale

Car Groups CCAR, FCAR, CWAR and ISAR 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, Kerikeri Airport, Whangarei Airport, Tauranga Airport, Rotorua Airport, Taupo Airport, Napier Airport and Gisborne.

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 with credit card or cash. These include but are not limited to one way charges, fuel, child seats, GPS, ski racks and snow chains, premium location surcharge and optional insurance including AER and TPP.

Visiting driver safety

Thrifty Car Rental are committed to helping 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 or featuring this information on your websites.

www.Driversafe.org.nz

https://www.tianz.org.nz/content/library/Road_Safety_Messages_A4.pdf

How to book

Thrifty Car Rental Reservations

0800 73 70 70 (New Zealand 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 contact



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