

Important information for your upcoming holiday in New Zealand.

Thank you for booking one of our campervans or motorhomes through our valued trade partner. To ensure you get the most out of your holiday, we would like to offer some handy tips on getting ready for your trip, advice for on-the road and how to prepare your camper for drop-off.

PRE-ARRIVAL

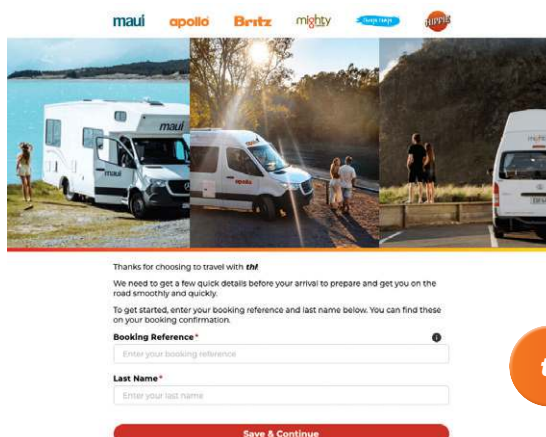
Get ready

You've already chosen a camper holiday – now it's time to prepare for your holiday. We have loads of hints and tips for you below. The first one being, don't forget to pack your belongings into soft bags – they are much easier to store in the camper.



Customer Self Check-In

All customers are required to complete their online self check-in **at least 14 days prior to arrival**. Checking in online will ensure a smooth and fast pick-up for you on arrival. It's important you provide us with your **phone number**, so we can contact you if we need to, and your **pick-up time** so we are ready for you when you get here. Our busiest time is between 9am and 10am, so if you pick-up during this time, please be aware there could be an extended wait time. Make sure you have your booking number with you to complete the self check-in process.



thl Roadtrip App

The **thl Roadtrip App** is your key source of information before you travel and while you're on the road. We recommend that you download it early and get really familiar with all that it has to offer. And once you hit the road, you can refer to it time and time again.



Key Features of the App:

- It's FREE – just download it from Google Play and the App Store
- Handy tips for planning and preparing for a camper holiday, including a list of what's included in the camper, suggestions on what to pack and what to expect at pick-up
- Includes a full show-through video of the camper – what it looks like and where to find everything
- Uses your GPS location to show nearby campsites, activities, petrol stations, dump stations, places to eat and loads more
- Book campsites, activities and experiences directly in the App
- Includes a bunch of useful 'CamperHelp' videos, showing you how to use the features of your camper while on the road
- Offline maps – maps will work offline if downloaded first
- Join the conversation by following and contributing to recommendations about where to stay and what to do – super helpful to see what other likeminded travellers are doing

Read the Rental Agreement

Take the time to read a copy of the Rental Agreement before you get here. This way you will have a chance to take it in and be ready to sign it at pick-up. You will find a copy in the **thl Roadtrip App** under the 'Plan' section.

Watch the videos

We have created super helpful video content to guide you through your camper holiday:

Welcome to thl New Zealand

Great planning advice and a run down on camper-life on the road.



Show-through video of your camper

The **thl Roadtrip App** features a full show-through video of your camper - showing you what it looks like and where to find everything. You will need to watch this video before you arrive as it forms part of the check-out process on pick-up. It's vital you familiarise yourself with your camper before you get here. Simply click on the three lines in the top left-hand corner of the App and fill out the **My Profile** section with the camper type you have booked. Then click on the **"Pick-Up"** section in the App menu and scroll across to **"Camper Show-through"**. There is a video of your camper here, along with the transcript in different languages. We recommend you download the script to your device before you arrive, so you have access to it without requiring internet.



Getting to the branch and planning your first day

We recommend you stay in a hotel in your city of pick-up the night before you collect your camper, ensuring you are well-rested and ready to go the next day. If you *are* planning to fly in on the same day you pick-up your camper, we recommend you spend this day doing your first grocery shop, don't drive too far and settle in to a campground or holiday park to familiarise yourself with the camper. **It's important to plug in to 240V mains power (for vehicles that feature 240V) on your first night to fully charge the camper battery.** It's also a great opportunity to watch the 'how to' videos in the **thl Roadtrip App** so you know how to operate all the features of your camper. Don't book any tours or activities for the first day. Save these for day two, once you're refreshed and ready to hit the road.

Our branches are closely situated to the Airports. There are plenty of safe and secure car parking options close to the branch if you're driving to us, and for those flying, all branches are easily accessible by taxi, rideshare or public transport. We also offer shuttle transfers to/from our Auckland, Christchurch and Queenstown branches.

If you're flying into Auckland airport, Domestic Terminal:

Pick up is opposite the Jetstar end of the Terminal. Once you have your luggage, exit through doors 7 or 8 and walk across to the big white control tower to the pick-up point. Phone number for Aeroparks is **0800 237 672 or +64 27 414 4712.**

If you're flying into Auckland airport, International Terminal:

Once you clear customs, exit the terminal and

make your way to the Transport Pick-Up Zone (Lane 4); just a short 5-7 minutes' walk under the covered canopy walkway, north of the Transport hub and behind the Te Arikianui Pullman Hotel. Request a pickup on the shuttle by calling through to Aeroparks. Phone number for Aeroparks is **0800 237 672 or +64 27 414 4712.**

If you're flying into Christchurch:

We offer a shuttle service to and from the airport every hour from 8am - 4.30pm, daily.

We will also run additional shuttles, if called, or when the number of guests is more than the shuttle capacity.

The shuttle area is outside door 1 and 2 in the domestic area of the airport. Look for the orange and white shuttle with our brand logos on it.

If you're flying into Queenstown:

Our Queenstown shuttle operates from 8am to 3:30pm, Monday to Sunday. It is available on request and can fit up to 9 people. On arrival at Queenstown Airport, head out the main entrance to the Commercial Transfers area and use the Freephone located there to call us. You will see instructions to **press 809**. Once you dial, you'll be given three options; **press "Require Assistance"** and this will put you directly through to the Branch for pick up. If you wait here, the white shuttle with **thl** logos will be there to pick you up.

New Zealand branches are open 7 days a week, from 8am until 4pm (closed 25 December). You'll find the branch addresses and current opening hours for each branch listed in the **thl Roadtrip App** under the 'Plan' section or on the map when you filter with 'Branch Locations'.

YOU'VE ARRIVED!

At the Branch

At the check-in counter, you'll just need to show us your driver's licence and credit/debit card and we'll process anything else we need to, depending on your booking. You'll also be asked to sign the Rental Agreement.

We will give you the opportunity to watch the show-through video of your home on the road and then take you to your camper. This is a great opportunity to refresh yourself with the camper, open and close everything, have a good look around and ask your Branch Host any final questions before hitting the road. **On arrival, we strongly recommend you purchase a local SIM Card so you can call local numbers, including our On Road Assist team, whilst you are here. Your branch host can let you know where you can purchase. Your branch host can let you know where you can purchase.**

Child & booster seats

Child and booster seats used in New Zealand must comply with the Australia/New Zealand standard (AS/NZS 1754), the American standard FMVSS 213 that also shows the New Zealand Standard 'S' mark or the European standard ECE 44 or ECE 129 shown by "E". All our child and booster seats available for hire are approved and comply with the New Zealand standards.

If you have hired one from us, it will be ready for you to correctly fit it in the camper before you leave the branch.

Our vehicles can fit a **maximum of two child restraints** (in vehicles where child restraints can be fitted). For further information on where your child sits during travel or which child restraint is suitable, please ask your travel consultant.

Toll Passes

You will likely encounter toll roads if you are driving in the North Island.

When driving a **thl** rental vehicle in New Zealand you are responsible for paying toll fees, so it is important to be aware of these roads before you travel. Your Branch Host can help you purchase a toll pass. Click below for information, including toll road locations.



Reminders

If your camper has a flat screen you can watch DVDs or movies from a USB, that you have brought with you. These screens do not have a television connection.

Pack your belongings into the camper and hit the road! Remember, don't drive too far on your first day and make sure you have a campsite booked at a holiday park to plug into power, fully charge your battery and settle in to your camper.

Safe Driving in New Zealand

Driving in NZ is a great way to experience our country, but it can be different from driving in other countries. We encourage all drivers to visit the DriveSafe website, which offers helpful information on road rules, driving etiquette and driving safely in New Zealand.



ON THE ROAD

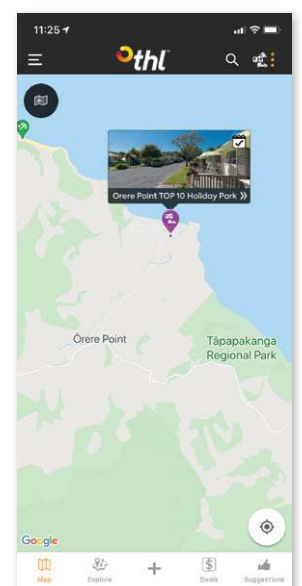
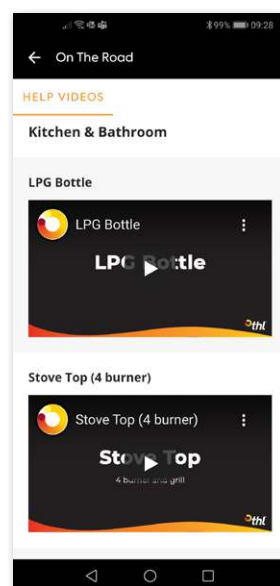
CamperHelp 'How to' Videos

In the **thl Roadtrip App** we feature a bunch of useful '**CamperHelp**' videos, showing you how to use the features of your camper - from plugging into power, to emptying the toilet cassette, setting up the dining tables and making the beds - you'll be a pro in no time! Filter the App with your camper and head to the '**On The Road**' section for a range of videos specific to your camper.

Where to stay & what to do

We recommend you stay in holiday parks and campgrounds during your journey, where you will have access to mains power to charge your camper. Free camping is only allowed if you are in a fully self contained RV.

We partner with a number of holiday parks and campgrounds that are bookable directly through the **thl Roadtrip App**. Keep checking the App when you change location - it will show you the closest holiday parks to you at the time, as well as things to do while you are there.



Fuel

It's important you are aware what fuel your specific camper takes, and to ensure you use the correct one at the pump.

Repairs and Maintenance

Any problems associated with the camper including equipment failure or an accident, should be reported to **thl** within 24 hours of you becoming aware of the problem, or the incident happening. The contact numbers, along with the accident claim form, can be found in the **thl Roadtrip App** under the 'Contact Us' section. Don't forget to keep all of your relevant receipts for reimbursement, if required.

Road Restrictions

Please familiarise yourself with the road restrictions. You will find them listed in the **thl Roadtrip App** under the 'Plan' section. We allow our campers to travel on well-maintained access roads of less than 12 kilometres to recognised campgrounds, major tourist attractions and well-maintained roads.

Support

We have a 24/7 On Road Assist team available in case you need us on the road. You can call them directly through the App or on 0800 788 558 (or +64 9 801 3857). You will also find this number on your key tag.

Our campers are also fitted with driver safety Telematics which means we know where our campers are at all times, should you need us to find you.

The Tiaki Promise

We are committed to being a Future-Fit business and endorse the Tiaki Promise in New Zealand. We encourage you to travel in a sustainable way at all times – to leave nothing but footprints and tyre tracks and take nothing but photographs and happy memories.

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#TIAKIPROMISE

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CARE FOR NEW ZEALAND

thl

HOW TO CARE FOR NEW ZEALAND

- PROTECT NATURE**
 - Keep your distance and do not feed wildlife
 - Check the thl Roadtrip App for approved freedom campsites and dump stations
- KEEP NZ CLEAN**
 - Recycling available at all our branches
 - Yellow bins are for recycling and red bins are for general waste
 - Take only memories and photos; leave only footprints
- DRIVE CAREFULLY**
 - Stay local on your first night
 - Keep left
 - Drive to the speed limit and the conditions
 - Read the Driving in NZ multilingual guide below
- BE PREPARED**
 - Scan the QR code below for the weather forecast and warnings
 - Regularly look in the thl Roadtrip App for road warnings in your location
 - Plan your walks using the QR code below
- SHOW RESPECT**
 - Stay in approved camping spots
 - be considerate of others
 - Support local when you can
 - Minimise your waste

Driving in New Zealand | Weather Forecast | Plan my Walk | Protect Nature & Wildlife

Stay Social!

We love to see everyone out on the road and enjoying their camper holidays. Don't forget to share your photos to our socials:

@apollomotorhomeholidays
@mauimotorhomes
@britzcampervans
@mightycampers
@cheapacampa
@hippiecampers



ON DROP OFF

Please be back at the branch at least one hour before closing time. If you are running late, please be sure to call the branch to let them know. They will be expecting you at your designated drop-off time. Closing times are listed in the App. The branch information can be found in the **thl Roadtrip App** under the 'Plan' section. You can call them directly through the app.

The camper needs to be returned to the branch in the condition in which it was provided to you; with the tank full of fuel, a full LPG bottle, interior neat, tidy and free of rubbish and toilet cassette and holding tanks emptied (where applicable), unless you have purchased a pack or service not requiring this (ie. **Re-fuelling Pack, Cleaning Pack, Pre-purchase Gas**). These packs are available to be pre-purchased or can be added at pick-up to offer quick and easy return.

You will find your closest dump station, service station and LPG bottle filling station all in the **thl Roadtrip App**.

If you haven't purchased the **Re-Fuelling Pack**, it is at this time that the Road User Charge Recovery Fee will be calculated and charged based on the kilometres travelled during the hire and the type of camper you hired. This fee is a government

imposed tax that is payable on diesel vehicles travelling in New Zealand.

The camper exterior does not require cleaning unless it's covered with excessive dirt or mud, making it difficult for our team to see its return condition. If you have purchased the **Cleaning Pack** we will take care of the vehicle, cabin and bathroom cleaning.

Please ensure you have collected all of your belongings before handing the vehicle back to us. We do not have the ability to hold lost property.

If your pet has travelled with you, make sure you have fully cleaned up after it, to avoid an extra cleaning fee.

For a full checklist, check out the '**Drop-off**' section in the **thl Roadtrip App**.

When you are ready to leave the branch to go home, our crew are more than happy to arrange a taxi if required. Just let them know if you need one.

Thank you for booking with **thl** New Zealand. We hope you enjoy preparing for your holiday with us, almost as much as the holiday itself!



Version 2: Updated April 2024

