

ROADRENTALS VEHICLE RENTAL – FAQS

The following is a list of frequently asked questions related to vehicle rentals with RoadRentals Limited Invercargill.

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1. RESERVATIONS & RATES

QUESTIONS

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1-2: DO I NEED TO PRESENT A CREDIT CARD AT THE TIME OF RENTAL?

Yes, you must present a valid and accepted credit card or bank issued Visa or Mastercard debit card.

Vehicle rentals must be secured using a Visa, Mastercard, or bank issued Visa or Mastercard debit card.

Roadrentals reserves the right to refuse any card. If you are not sure if your credit/debit card can be used for payment, please contact RoadRentals Reservations for assistance.

IMPORTANT NOTE: Depending on the payment conditions and type of rental, your credit card may be charged the full amount at time of booking.

1-4: WHAT HAPPENS IF I WANT TO CANCEL MY BOOKING?

RoadRentals reserves the right to charge a cancellation fee for the following conditions:

- No Cancellation Fee – if cancelled more than 14 days prior to rental start date
- 20% Cancellation Fee (capped at \$100) – if cancelled less than 14 days, but more than 24 hours prior to rental start date
- 50% Cancellation Fee (capped at \$200) – if cancelled less than 24 hours prior to rental start date or no show

1-5: IS A CREDIT CARD REQUIRED WHEN MAKING A RESERVATION?

Yes, when you book through this website you will need to enter either a valid Visa, Mastercard, or a bank issued Visa or Mastercard debit card.

RoadRentals reserves the right to refuse any card. If you are not sure if your credit/debit card is valid for payment, please contact RoadRentals Reservations for assistance.

1-6: CAN I TAKE THE VEHICLE INTER-ISLAND ACROSS COOK STRAIT?

Yes, you can take your rental across Cook Strait using either the Interislander or Bluebridge ferry services. If you are planning to travel between the North Island & South Island.

1-7: CAN I PAY FOR THE RENTAL WITH A DEBIT CARD?

Yes, you can pay for the rental using a bank issued Visa or Mastercard debit card, an eftpos debit card, or a non-bank issued Visa or Mastercard debit card.

1-8: HOW CAN I VIEW, MODIFY, OR CANCEL AN UPCOMING RESERVATION?

You can contact the RoadRentals Reservations team for assistance.

- Email: info@roadrentals.nz
- Phone: 0800 66 77 44 – Ext 2

1-9: WHAT INFORMATION WILL I NEED TO BOOK A VEHICLE?

You'll need to know:

- The pick-up location, date, and time.
- The return location, date and time.
- The type of vehicle you want to hire.
- Your personal contact details.
- A valid credit card to be used for the rental.

1-10: CAN I CHECK CAR RENTAL RATES WITHOUT MAKING A RESERVATION?

Yes, you simply need to enter the rental locations, dates, and times to view our latest rates.

1-11: WHAT DO I NEED TO BRING WITH ME WHEN I RENT A VEHICLE FROM ROADRENTALS

You need bring your current driver licence.

1-12: WHY DO RATES DIFFER?

Rates may differ depending on the length of rental and vehicle you select.

1-13: DOES ROADRENTALS CHARGE AIRPORT FEES?

No.

1-14: DOES ROADRENTALS CHARGE FOR ADDITIONAL DRIVERS?

Roadrentals allows up to 3 drivers free of charge. When you pick up the vehicle at the start of the hire, you can add drivers to the rental agreement without incurring any additional charges unless you have 4 or more drivers. They are then charged at \$20.00 per additional driver.

IMPORTANT NOTE: Any additional drivers nominated must have a full driver licence.

1-15: DO YOU OFFER ONE-WAY VEHICLE RENTALS?

No, we are only based in Invercargill, New Zealand. We maybe able to allow drop offs at locations close such as Queenstown or Dunedin at an extra charge. This needs to be discussed with the Roadrentals reservation team.

1-17: DOES ROADRENTALS CHARGE A CARD TRANSACTION FEE ON CAR RENTALS?

No. RoadRentals does not charge card transaction fees.

1-18: DOES ROADRENTALS CHARGE BOOKING FEES OR VEHICLE REGISTRATION RECOVERY FEES?

No. RoadRentals does not charge booking fees or vehicle registration recovery fees.

1-19: DOES ROADRENTALS CHARGE EXTRA FOR DRIVERS AGED BETWEEN 21 AND 25?

No. Unlike many companies, RoadRentals does not impose a surcharge for drivers 21 to 25 years of age. Provided you are 21 years of age or older the same rates apply.

1-21: DOES ROADRENTALS OFFER AFTER-HOURS CAR RENTAL PICKUPS AND DROP-OFFS?

Yes, subject to prior arrangement and agreement. RoadRentals charges an additional fee for after-hours arrangements and airport parking charges may apply. Any rental with an after-hours pick-up will be charged in full at the time of booking.

1-22: DOES ROADRENTALS GUARANTEE THAT THERE WILL BE NO HIDDEN RENTAL COSTS?

Yes. All our vehicle rental rates include Goods & Services Tax (GST), standard motor vehicle insurance, and 24hr roadside assistance for mechanical breakdowns. The amount quoted at the time of booking is fully transparent and there are no hidden costs or charges.

On some vehicles you will be charged a per KM rate, this cost is disclosed at the booking stage on our website.

1-24: HOW DO TOLL ROADS WORK WITH ROADRENTALS?

Toll Roads for New Zealand rentals:

In the event that RoadRentals receives an unpaid toll notice relating to the period the vehicle was on hire, RoadRentals will process a statutory declaration stating that the vehicle was on hire and provide name, address, and driver licence details of the hirer. The third party who issues the toll road charge will then forward the infringement notice to the hirer requesting payment.

RoadRentals charges the hirer a \$10 administration fee for the time taken to process the statutory declaration and transfer of liability notice.

IMPORTANT NOTE: RoadRentals does not pay any toll charges and it is the sole responsibility of the hirer to pay all toll charges incurred during the rental period.

Rental Tip: Save yourself money by paying the toll online the day before travelling on the toll road. This avoids costly administration fees that are levied for unpaid tolls. Please review the [NZTA website for payment options](#).

2. REQUIREMENTS FOR RENTING

QUESTIONS

[2-1: Do I need to present a credit card at the time of rental?](#)

[2-2: What terms & conditions will apply to my rental?](#)

[2-3: How old do you have to be to rent a RoadRentals vehicle?](#)

[2-4: Can anyone other than myself drive the vehicle?](#)

[2-7: What are the driver licence requirements to hire a RoadRentals vehicle?](#)

[2-12: What happens if my licence is suspended or I am disqualified from driving while renting a RoadRentals vehicle?](#)

2-1: DO I NEED TO PRESENT A CREDIT CARD AT THE TIME OF RENTAL?

Yes, you must present a valid and accepted credit card or bank issued Visa or Mastercard debit card.

All rental agreements must be secured by either a Visa, Mastercard, or a bank issued Visa or Mastercard debit card.

RoadRentals reserves the right to refuse any card. If you are not sure if your credit/debit card can be used for payment, please contact RoadRentals Reservations for assistance.

2-2: WHAT TERMS & CONDITIONS WILL APPLY TO MY RENTAL?

- Refer to the full [RoadRentals Rental Terms & Conditions](#).

2-3: HOW OLD DO YOU HAVE TO BE TO RENT A VEHICLE?

The minimum age for renting with RoadRentals is 21 years old. However, the renter must have a full and valid driver licence, and adhere to the applicable RoadRentals Terms & Conditions.

2-4: CAN ANYONE OTHER THAN MYSELF DRIVE THE VEHICLE?

Yes, you can nominate up to 3 drivers at no extra cost. Any additional drivers nominated must have a full driver licence. If you require more than 3 drivers it is a cost of \$20.00 per extra driver.

RoadRentals reserves the right to refuse any card. If you are not sure if your credit/debit card can be used for payment, please ask our Reservations Team for assistance.

2-7: WHAT ARE THE DRIVER LICENCE REQUIREMENTS TO HIRE A ROADRENTALS VEHICLE?

You must have a current and valid full driver licence to hire from RoadRentals.

2-12: WHAT HAPPENS IF MY LICENCE IS SUSPENDED OR I AM DISQUALIFIED FROM DRIVING WHILE RENTING A VEHICLE FROM ROADRENTALS?

You must advise RoadRentals immediately of any suspension or disqualification from driving. They will discuss the circumstances and determine the course of action.

3. RENTAL LOCATIONS & VEHICLES

QUESTIONS

[3-1: Can I reserve a specific make, model of vehicle?](#)

[3-2: Are there any restrictions on where I can drive while renting from RoadRentals?](#)

[3-5: What if I am delayed picking up my RoadRentals vehicle?](#)

[3-6: Are there additional charges for returning a vehicle late?](#)

[3-7: Can I smoke in a rental vehicle?](#)

[3-9: Can I pick up my vehicle at one location and return it at another?](#)

[3-10: What happens if I return my rental early?](#)

[3-11: What should I do if the vehicle has a breakdown?](#)

[3-12: What do I do if I have an accident?](#)

[3-13: Can I pick-up or return a rental outside normal business hours?](#)

3-1: CAN I RESERVE A SPECIFIC MAKE, MODEL, OR COLOUR OF CAR?

Yes this can be one when making a booking and is subject to availability.

3-2: ARE THERE ANY RESTRICTIONS ON WHERE I CAN DRIVE WHILE RENTING FROM ROADRENTALS?

RoadRentals vehicles must not be operated off-road, on any beach (including Ninety Mile Beach and Te Pahi streambed), or driven on farm paddocks. ALL vehicles (including 4WD vehicles) are prohibited from driving on ALL 4WD tracks.

Vehicles are not permitted to travel on the following roads:

- Skippers Canyon Road
- The road to Macetown
- Matukituki Road beyond the Treble Cone access road turn off

- Glenorchy-Paradise Road beyond Priory Road turn off

3-5: WHAT IF I AM DELAYED PICKING UP MY ROADRENTALS VEHICLE?

Please contact Roadrentals Reservations as soon as possible if you are going to be late to pick up your vehicle.

- Phone 0800 66 77 44 ext 2

3-6: ARE THERE ADDITIONAL CHARGES FOR RETURNING A VEHICLE LATE?

Any unauthorised late return will attract a surcharge of \$20 per hour for a van or truck (up to 4 hours) and \$50 per day thereafter in addition to the daily rate.

Any unauthorised late return will attract a surcharge of \$50 per hour for a bus (up to 4 hours) and \$100 per day thereafter in addition to the daily rate.

Please contact RoadRentals if you wish to extend your rental.

3-7: CAN I SMOKE IN A ROADRENTALS VEHICLE?

No. Smoking is not permitted in any vehicle. If the vehicle is returned smelling of cigarette / cigar smoke you will be liable for the full cost of cleaning.

3-9: CAN I PICK UP MY VEHICLE AT ONE LOCATION AND RETURN IT AT ANOTHER?

As we are only based in Invercargill our collection and drop off locations are only the Invercargill Airport and Roadrentals Office – 59B Bond Street, Invercargill. If you are wanting to organise a collection or drop off at another location please advise RoadRentals reservations. (This maybe possible at an extra cost)

3-10: WHAT HAPPENS IF I RETURN MY RENTAL EARLY?

If you return you vehicle earlier than expected then no refund applies.

3-11: WHAT SHOULD I DO IF THE VEHICLE HAS A BREAKDOWN?

Please contact us on 0800 66 77 44 ext 2 for 24 hour help.

IMPORTANT NOTE: For non-mechanical (driver error) call outs, you will need to pay Roadrentals for the cost of a call out.

Mechanical breakdowns covered by RoadRentals include the following:

- Engine faults.
- Electrical faults.
- Cooling system.
- Vehicle recovery.

For all Non-Mechanical breakdowns.(Driver error) RoadRentals will charge you for the full cost of the call out:

- Running out of fuel.
- Refilling the vehicle with the incorrect fuel (i.e. putting petrol in instead of diesel).
- Damage to wheels and/or tyres.
- Losing the keys or locking them inside the vehicle.
- Having a flat battery due to the ignition or lights being left on.
- A breakdown as a result of damage caused in an accident, including salvage.

3-12: WHAT DO I DO IF I HAVE AN ACCIDENT?

In the unfortunate event of an accident, please do the following:

1. Notify RoadRentals as soon as possible:
2. Free Phone – 0800 66 77 44 ext 2
3. Notify the police if the accident involves injury.
4. If possible, prepare a written statement of the facts signed by all parties. If agreement cannot be reached, obtain a copy of the police report.
5. Do not make any admission of liability, as this may prejudice your insurance coverage. Record full details of all parties and vehicles involved in the accident (drivers name, address, telephone number, mobile phone number, email address, vehicle registration number, vehicle make/model/year, insurance company, and apparent damage).
6. Record full details of all parties and vehicles involved in the accident (drivers name, address, telephone number, mobile phone number, email address, vehicle registration number, vehicle make/model/year, insurance company, and apparent damage).

When you return the vehicle, you will need to allow at least 30 minutes to complete a full accident report form.

IMPORTANT NOTE: Unless you have purchased Collision Damage Waiver (CDW) cover, you will be required to pay all vehicle damage up to a maximum of the insurance excess. If you have a camera, please take photographs of all damaged vehicles and the accident site to verify the damage and circumstances to assist us with our claim.

3-13: CAN I PICK-UP OR RETURN A RENTAL OUTSIDE NORMAL BUSINESS HOURS?

Yes, you can. Roadrentals can arrange for an after-hours pick-up and/or return when your rental is outside our normal hours of operation.

IMPORTANT NOTE: After-hours fees apply and the full amount of the rental is charged at the time of booking.

4. PAYMENT OPTIONS

QUESTIONS

[4-1: What Credit Cards does RoadRentals accept?](#)

[4-2: Do I need to present a credit card at the time of rental?](#)

[4-3: Can I pay for my rental using cash?](#)

[4-4: Does Roadrentals charge a card transaction fee on rentals?](#)

[4-5: What refuelling options do I have?](#)

[4-10: What happens if I get a speeding ticket, parking ticket, or forget to pay a toll road charge?](#)

4-1: WHAT CREDIT CARDS DOES ROADRENTALS ACCEPT?

RoadRentals accepts Visa, Mastercard. We also accept bank issued Visa or Mastercard Debit cards in place of a credit card.

4-2: DO I NEED TO PRESENT A CREDIT CARD AT THE TIME OF RENTAL?

Yes, you must present a valid and accepted credit card or bank issued Visa or Mastercard debit card.

RoadRentals reserves the right to refuse any card. If you are not sure if your credit/debit card is accepted for payment, please contact RoadRentals Reservations for assistance.

4-4: DOES ROADRENTALS CHARGE A CARD TRANSACTION FEE ON RENTALS?

No. RoadRentals does not charge card transaction fees.

4-5: WHAT REFUELLING OPTIONS DO I HAVE?

When you rent a car with RoadRentals there are three options for refuelling when you return the vehicle:

1. At the end of your rental you can stop at a petrol station to refuel and return the vehicle with a full tank of fuel
2. We can refuel the vehicle for you, however please note you will be charged for each litre of fuel required plus a \$15 refuelling surcharge.

4-10: WHAT HAPPENS IF I GET A SPEEDING TICKET, PARKING TICKET, OR FORGET TO PAY A TOLL ROAD CHARGE?

Toll Road Notices:

In the event that RoadRentals receives an unpaid toll notice relating to the period the vehicle was on hire, RoadRentals will process a statutory declaration stating that the vehicle was on hire and provide name, address, and driver licence details of the hirer. The third party who issues the toll road charge will then forward the infringement notice to the hirer requesting payment.

RoadRentals charges the hirer a \$10 administration fee for the time taken to process the statutory declaration and transfer of liability notice.

IMPORTANT NOTE: RoadRentals does not pay any toll charges and it is the sole responsibility of the hirer to pay all toll charges incurred during the rental period.

Rental Tip:

Save yourself money by paying the toll online the day before travelling on the toll road. This avoids costly administration fees that are levied for unpaid tolls. [Review the NZTA website for toll road payment options.](#)

Infringement Notices:

In the event that RoadRentals receives an infringement notice for a speeding, parking, or other traffic infringement relating to the period the vehicle was on hire, Roadrentals will process a statutory declaration stating that the vehicle was on hire and provide name, address, and driver licence details of the hirer. The authority who issues the infringement notice will then forward the

infringement notice to the hirer requesting payment. RoadRentals charges the hirer a \$25 administration fee for the time taken to process the statutory declaration and transfer of liability notice.

IMPORTANT NOTE: RoadRentals does not pay any infringement notices and it is the sole responsibility of the hirer to pay all fines in relation to infringement notices issued during the rental period.

5. EXCESS REDUCTION COVER

QUESTIONS

[5-1: How can I update the Excess Reduction coverage I've selected on my reservation?](#)

[5-2: What motor vehicle insurance do I receive with RoadRentals?](#)

[5-3: In case of an accident, what excess am I liable for?](#)

[5-4: How can I reduce the excess?](#)

[5-5: What is the cost of Excess Reduction Cover?](#)

[5-6: What should I do if I have an accident in an RoadRentals rental vehicle?](#)

5-1: HOW CAN I UPDATE THE EXCESS REDUCTION COVERAGE I'VE SELECTED ON MY RESERVATION?

If you need to change the Excess Reduction Cover you selected on a reservation, contact RoadRentals Reservations and they will be happy to help you select the appropriate cover.

- Free Phone: 0800 66 77 44 ext 2

5-2: WHAT MOTOR VEHICLE INSURANCE DO I RECEIVE WITH ROADRENTALS?

RoadRentals vehicles are covered by standard motor vehicle insurance; however, an excess may be charged for any loss or damage incurred during the hire period, regardless of fault. Our standard excess liability varies depending on the age & size of the vehicle, but you can purchase Excess Reduction Cover, which reduces your excess liability.

If you purchase an Excess Reduction, it reduces your excess liability to \$500 or \$1000 (depending on the vehicle) from \$2000.

We strongly recommend all renters take out an Excess Reduction Cover for peace of mind motoring.

IMPORTANT NOTE: Vehicle groups may have different excess levels and you may not be able to reduce the excess to zero.

5-3: IN CASE OF AN ACCIDENT, WHAT EXCESS AM I LIABLE FOR?

Your excess liability depends on the vehicle rented. Please review the excess amounts prior to booking. We strongly recommend you purchase Excess Reduction Cover, which reduces your excess liability.

IMPORTANT NOTE: Vehicle groups may have different excess levels and you may not be able to reduce the excess to zero. Operating the vehicle outside of the law invalidates any insurance coverage.

5-4: HOW CAN I REDUCE THE EXCESS?

If you purchase an Excess Reduction, it reduces your excess liability to \$500 or \$1000 (depending on the vehicle) from \$2000. This can be done at time of booking or by contacting our reservations team.

We strongly recommend all renters take out an Excess Reduction Cover for peace of mind motoring.

IMPORTANT NOTE: *Vehicle groups may have different excess levels and you may not be able to reduce the excess to zero.*

5-5: WHAT IS THE COST OF EXCESS REDUCTION COVER?

The cost of Excess Reduction Cover is generally \$20.00 per day.

We strongly recommend all renters take out an Excess Reduction Cover for peace of mind motoring.

IMPORTANT NOTE: *Vehicle groups may have different excess levels and you may not be able to reduce the excess to zero.*

5-6: WHAT SHOULD I DO IF I HAVE AN ACCIDENT IN A RENTAL VEHICLE?

If you have an accident, immediately contact the RoadRentals. The phone number is printed on your rental contract.

- Free Phone: 0800 66 77 44 ext 2

6. OPTIONS & ACCESSORIES

QUESTIONS

[6-1: Do RoadRentals vehicles have GPS navigation systems?](#)

[6-2: Does RoadRentals rent child safety seats?](#)

[6-4: Can I use a trailer hitch or tow bar with my RoadRentals rental?](#)

[6-7: Can I install my own child safety seat or capsule?](#)

6-1: DO ROADRENTALS VEHICLES HAVE GPS NAVIGATION SYSTEMS?

No sorry.

6-2: DOES ROADRENTALS RENT CHILD SAFETY SEATS?

No sorry.

6-4: CAN I USE A TRAILER HITCH OR TOW BAR WITH MY RENTAL?

Yes you can. Depending on your needs we may have a suitable trailer for hire.

6-7: CAN I INSTALL MY OWN CHILD SAFETY SEAT OR CAPSULE?

Yes, you may install your own child safety seat or capsule of any type in our vehicles at your own risk.

7. ROADRENTALS TERMS & CONDITIONS

7: WHAT ARE ROADRENTALS TERMS AND CONDITIONS OF HIRE?

Please view our full terms and conditions of hire here:

<https://www.roadrentals.nz/terms-and-conditions/>

8. PRIVACY POLICY

QUESTIONS

[8-1: What method do you use to collect personal information?](#)

[8-2: How does RoadRentals use the information it collects?](#)

[8-3: Does RoadRentals disclose personal information to any third-parties?](#)

[8-4: How does RoadRentals protect my information?](#)

[8-5: Who can I contact about the RoadRentals privacy policy?](#)

8-1: WHAT METHOD DO YOU USE TO COLLECT PERSONAL INFORMATION?

We use cookies (small files stored by your browser) to anonymously identify your computer or device so we can deliver a better user experience. We do not collect personally identifiable information about you. Any personal information entered during the booking process, such as your name, address, phone number or email address is for fulfilling a transaction. We do not use or collect your precise geographic location.

8-2: HOW DOES ROADRENTALS USE THE INFORMATION IT COLLECTS?

We will only collect personal information such as your name, address, phone number or email address for fulfilling a transaction. We do not use or collect your precise geographic location.

8-3: DOES ROADRENTALS DISCLOSE PERSONAL INFORMATION TO ANY THIRD-PARTIES?

RoadRentals will not disclose any of your personally identifiable information except when we have your permission.

8-4: HOW DOES ROADRENTALS PROTECT MY INFORMATION?

As with all information, we will never disclose, rent, or sell your personal information. We strive to protect your personal information using the latest encryption technology and best practice storage methods. Unfortunately, we cannot guarantee or warrant the security of any information you transmit to us via email or customer response forms. Never send us your credit card information via email.

8-5: WHO CAN I CONTACT ABOUT THE ROADRENTALS PRIVACY POLICY?

If you have any questions or concerns, please contact RoadRentals Customer Care

- Free Phone: 0800 66 77 44
- For more information on our privacy policy please visit:
<https://www.roadrentals.nz/privacy-policy/>