



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.



Guest Self Check-In

All guests need to check-in ahead of their pick-up, the same way you would check-in for a flight. We recommend you complete the Self Check-In **at least 30 days prior** to pick-up to ensure we have the right information about you, and all guests who will be driving the camper during your trip. The busiest times at our branches tend to be 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.



Thanks for choosing to travel with **thl**
 We need to get a few quick details before your arrival to prepare and get you on the road smoothly and quickly.
 To get started, enter your booking reference and last name below. You can find these on your booking confirmation.

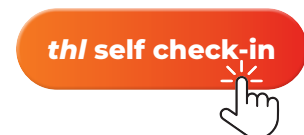
Booking Reference*

Enter your booking reference

Last Name*

Enter your last name

Save & Continue



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

If you're flying in ahead of your trip, we know a long flight can be tiring. We recommend you stay in a hotel close to your pick-up branch location 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 limit your driving distances and settle into a campground or holiday park to familiarise yourself with the camper and your holiday destination.

Unfortunately, we don't offer guest parking at our branches, but all of our branches are conveniently located near the airports, where we offer shuttle transfers to and from the branch:

AUCKLAND:

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

Pick up is opposite the Jetstar end of the Terminal. Once you have your luggage, head left and exit through doors 9 or 10. Walk straight ahead, across the pedestrian crossing, towards the big white control tower, to the shuttle pick-up point. Once there, you will need to request a pickup on the Aeroparks shuttle by calling through to Aeroparks. Let them know you need to be collected from the Domestic Terminal. Refer to the [attached map](#) and follow the pink line. Phone number for Aeroparks is **0800 237 672** or **+64 27 414 4712**. Pick-up is between 8am and 4pm daily.

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

Once you clear customs, exit the terminal from door 4 or door 8 and make your way across the pedestrian crossing, beside the Novotel Hotel. It's just a short 5-7 minutes' walk under the covered

canopy walkway. Refer to the [attached map](#) and follow the pink line from door 8 (or door 4), making your way to shuttle pick-up zone*. Once there, you will need to request a pickup on the Aeroparks shuttle by calling through to Aeroparks. Let them know you need to be collected from the International Terminal. Phone number for Aeroparks is **0800 237 672** or **+64 27 414 4712**. Pick-up is between 8am and 4pm daily.

If you're flying into Christchurch:

We offer a shuttle service to and from the airport between 8am and 4pm.

The shuttle runs every hour: Branch to the airport on the hour and airport to branch at quarter past the hour.

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

The shuttle area is outside gates 1 and 2 in the domestic area.

If you're flying into Queenstown:

Our Queenstown shuttle operates from 8am to 4pm, Monday to Sunday. It is available on request and can fit up to 11 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 4:30pm (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

When you arrive, make your way to the check-in counter. Have your physical driver's license and credit card at the ready to enable us to handle your booking.

You will also be required to fill out this [safe driving questionnaire](#) before you leave the branch. This questionnaire is designed to help you familiarise yourself with New Zealand's road rules. It means you'll be well-prepared to make the most of your roadtrip and enjoy the best of New Zealand.

If there are any extra hire items you have decided to add to your booking, you can do so at this time.

A member of our crew will then take you to your camper. This will give you the chance to have a good look around and ask your Branch Host any questions you have before hitting the road. We want to give each guest the space to ask any questions they may have to ensure they can get on the road safely, and with confidence. Our crew will do their best to get you on the road as soon as possible, but we find some guests need more time than others to pick up a camper, as there are a few more things to run through than with a usual car hire. This may delay your departure, so **please allow plenty of time for pick-up** in your itinerary.

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.

Please note, child restraints requiring isofix fittings or an anchor point for a tether strap cannot be fitted in our Seasonal Fleet models. Only a Universal child restraint (eg. Edinburgh Regal car seat) that only requires a 3-point belt for install can be fitted in those (available for hire).

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. A toll is charged each time the road is used.

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 and how to pay your toll (eg. online or via a toll kiosk) before you travel. Your Branch Host can help you purchase a toll pass. Should **thl** receive a notice about an unpaid toll, the toll charge and a **NZ\$35 administration fee per toll** will be passed on to you. Click below for information, including toll road locations.

toll road
information



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.

ON THE ROAD

Hitting the road

We advise that you **plug in to 240V mains power** (for vehicles that feature 240V) on your first night to fully charge the camper battery. Use the **thl Roadtrip App** to find and book a campground in advance.

We strongly recommend you purchase a local SIM Card or eSim so you can call local numbers, including our On Road Assist team, should you need to.

Your camper has a functioning kitchenette; after you leave the branch, head to a local supermarket en-route and stock up on groceries and road trip treats.

Once you're all settled in your camper for the night, you can also re-watch our show-through videos in the **thl Roadtrip App** whenever you need to.

CamperHelp 'How to' Videos

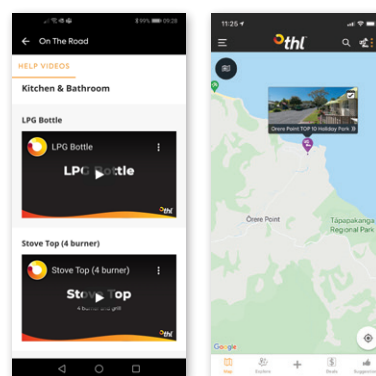
In the **thl Roadtrip App** we feature a bunch of useful **'CamperHelp'** videos, showing you how to use the features of your camper - from plugging into power, to emptying the toilet cassette, setting up the dining tables and making the beds - you'll be a pro in no time! Filter the App with your

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.



Safe Driving in New Zealand

We want to make sure you are fully prepared for a safe roadtrip. Driving a campervan or motorhome can be very different to driving a car, and there are some key things you need to be aware of before you set off. Please take some time to watch our

**thl Safe Driving
in NZ video**



**DriveSafe
website**



**New Zealand
road rules**



Safe Driving video ahead of pick-up.

Driving in NZ can also be different to 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.

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

New Zealand is precious, and everyone who lives and travels here has a responsibility to look after it. We are proud to support the Tiaki Promise; a commitment to care for New Zealand. We encourage you to always travel thoughtfully and responsibly. By following the Tiaki Promise, you are making a commitment to New Zealand. To act as a guardian, protecting and preserving our home. For more information on the Tiaki Promise, please watch the video below.



**Watch the Tiaki
Promise video**



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:

@apolloomotorhomeholidays
@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!



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