

Hertz Affordable New Zealand

Travel Agent Planning Guide

There's no better way to discover New Zealand than with Hertz.

Drive the world > Kia Ora, welcome to Hertz New Zealand. Located in the southwestern corner of the Pacific Ocean, New Zealand is a land of contrast from subtropical to majestic mountains.

Renting with Hertz is the easy, affordable and flexible way for your clients to see and explore the spectacular scenery at their own pace. Hertz New Zealand offers a large selection of carefully maintained, late model vehicles to suit their needs. You'll find Hertz at over 40 locations around New Zealand, including all major airports, cities and towns.

Your clients won't be the only ones who benefit from choosing Hertz. We want to show you how much we appreciate your hard work. Here are some benefits you'll get when you book your clients with Hertz:

- **A Travel Agent Free Day Certificate for your personal travel with each qualifying Affordable New Zealand rental of 3 or more days you book for your client.**
- **Commission on all Affordable New Zealand Prepaid and Non-Prepaid rentals.**
- **\$10 Bonus incentive on cellular phone rentals.**

Affordable Program Travel Agent Free Day Certificates are earned through the Hertz Agent Gold Rewards Program. So the Certificates you earn are delivered directly to you! To become an Agent Gold Rewards member, go to hertzagentgold.com.

When making a reservation, you must include your valid Agent Gold Rewards number (AGR #) in the appropriate booking field. Free Day Certificates will be awarded only for rentals made which include your AGR #.

And don't forget the Hertz Affordable New Zealand Rate Guarantee:

- **If you or your clients find a lower rate on a minimum-three-day rental from any New Zealand rental company, Hertz will match the rate** (exceptions may apply).
- **You earn a bonus Travel Agent Free Day Certificate with every rate match.**

For reservations

- Visit the agent section of hertz.com
- Call the International Ambassador Line at **1-800-654-8881**.

Hertz delivers a full range of benefits your clients will appreciate.

- ✓ Guaranteed low, competitive rates.
- ✓ Free unlimited mileage at participating locations.
- ✓ Flexible payment plans.
- ✓ 24 hour Medical and Roadside Assistance.
- ✓ Toll-free Hertz Affordable New Zealand Customer Help Line.
- ✓ Immediate confirmation of cars at time of reservation with automatic transmission in gateway cities.
- ✓ Drop-offs available between major cities (subject to conditions).
- ✓ Instant Return Service to speed drop-off time, available at airport locations.
- ✓ NeverLost® satellite navigation available at major locations (subject to availability).



Hertz

Hertz locations in New Zealand



Traveling Times and Distances

North Island

These times are for a driver traveling at 80-100 km/h on open stretches, with a small allowance for traffic delays, fuel stops and refreshments.

Example:

Route: **Blenheim to Cromwell**
 Travel Time: **10 hours, 55 minutes**
 Distance: **733 km.**

4:35					
308					
4:10	7:50				
251	509				
10:55	6:20	16:05			
733	410	939			

Courtesy of AA Guides,
 New Zealand

	Blenheim	Christchurch	Collingwood	Cromwell	Dunedin	Franz Josef	Geraldine	Gore	Greymouth	Haast	Hanmer Springs	Invercargill	Kaikoura	Lake Tekapo	Milford Sound	Aoraki/Mount Cook	Murchison	Nelson	Oamaru	Picton	Queenstown	Te Anau	Timaru	Twizel	Wanaka	Westport	Auckland	
Whangarei	7:45 464	8:25 510	12:05 823	9:50 622	6:00 365	10:40 555	4:40 279	6:10 370	7:35 451	6:55 443	6:25 400	10:30 702	1:15 71	9:10 522	9:25 586	12:10 811	3:00 155	11:55 668	4:45 291	11:10 664	1:05 58	5:15 271	3:00 165					
Whakatane	4:15 262	7:55 545	5:10 358	4:05 235	5:40 241	3:40 209	1:35 97	4:15 257	2:45 165	1:25 85	6:20 308	9:00 533	7:00 308	5:15 308	8:00 533	10:55 410	3:05 193	2:15 205	3:05 225	7:50 321	4:55 325	13:00 458	4:25 298					
Whakapapa Village	4:45 344	2:45 141	2:45 159	6:05 283	4:40 303	3:45 236	0:50 59	1:30 97	2:50 177	3:10 223	9:40 581	4:20 242	4:00 240	4:50 332	11:25 665	8:25 467	3:40 219	6:55 429	8:30 525	7:30 429	5:25 780	13:40 345	5:35 345					
Wellington	2:45 195	7:10 473	8:00 506	8:20 586	8:00 546	5:15 371	5:10 380	6:30 460	2:10 145	13:20 894	5:10 355	4:50 323	1:50 102	15:05 978	11:55 718	7:30 532	8:15 538	12:10 838	17:20 1094	9:15 658								
Wanganui	5:10 273	7:00 435	6:55 479	6:35 439	3:15 171	3:05 229	4:25 309	1:10 74	12:05 693	2:25 160	3:50 252	2:50 183	13:50 777	10:40 643	6:05 331	7:15 467	10:55 317	16:05 457	8:00 457									
Waitomo	7:00 322	3:05 182	2:30 151	1:55 102	2:35 163	2:45 166	6:20 341	7:15 436	3:30 173	5:05 450	8:00 520	9:00 449	8:15 74	1:15 445	7:30 380	6:05 636	11:15 200	3:10 200										
Waikaremoana	6:55 320	5:45 242	6:30 303	4:35 186	4:15 156	5:50 361	11:55 626	10:00 482	3:10 183	6:30 416	13:40 710	6:35 342	5:55 264	2:55 162	10:45 570	15:55 826	7:50 390											
Thames	2:05 116	4:40 268	3:40 206	6:45 465	5:55 350	6:15 339	5:40 349	8:25 574	7:40 434	7:10 410	1:50 294	7:05 294	4:45 550	15:55 114														
Tauranga	4:05 235	2:25 156	1:30 86	6:00 415	7:25 441	5:40 308	4:55 299	7:40 524	5:45 525	3:02 106	1:55 106	5:00 298	6:15 385	6:41 641	11:25 205	3:20 205												
Taumarunui	1:55 117	2:50 172	4:25 239	8:50 522	3:30 183	4:25 260	6:05 348	10:35 606	8:50 487	2:50 160	7:20 449	12:50 722	4:45 286															
Taupo	1:20 80	3:35 259	8:10 514	5:25 296	2:30 143	5:15 368	9:55 598	6:50 370	1:52 152	5:25 714	7:00 458	12:10 714	4:05 278															
Rotorua	4:55 339	7:40 470	5:35 299	3:50 223	6:35 448	9:25 554	5:35 290	1:40 108	6:00 286	4:14 414	5:50 414	6:30 414	11:40 973	7:40 537														
Palmerston North	11:45 773	3:35 234	2:40 178	1:40 109	13:30 857	9:45 573	5:45 411	6:05 393	10:35 717	15:45 973	7:40 537																	
Pahia	10:25 593	10:40 657	13:25 882	2:15 107	13:10 739	6:00 362	12:25 735	2:20 223	4:30 236																			
New Plymouth	6:15 412	5:15 343	12:10 677	11:10 589	4:25 231	10:25 585	9:15 537	14:25 797	6:20 357																			
Napier	3:20 233	12:25 744	7:05 395	4:40 295	3:25 215	9:30 601	14:40 857	6:35 421																				
Masterton	15:10 966	10:25 628	7:25 520	6:45 448	12:15 826	17:25 1082	9:20 646																					
Kaitiaki	14:55 823	7:45 446	14:10 819	3:10 169	2:15 116	5:50 320																						
Hicks Bay	7:15 398	3:40 180	12:00 683	17:10 939	9:05 503																							
Hamilton	6:30 394	4:50 306	10:00 562	1:55 126																								
Gisborne	11:15 684	16:25 935	8:20 499																									
Dargaville	5:25 285	2:55 180																										
Cape Reinga	8:05 436																											

South Island

Hertz delivers a world of services.

• Hertz #1 Club Gold®

Introduce your clients to Hertz #1 Club Gold for the fastest, easiest way to rent a car from Hertz. They'll enjoy privileges and benefits designed to help them love the road even more. To Join, your clients can go to hertz.com, #1 Club, Overview/Join, and click on the Hertz #1 Club Gold Join button.

• NeverLost® Satellite Navigation

When your clients are traveling to unfamiliar places it's great to know that Hertz offers NeverLost satellite navigation systems to rent. NeverLost systems are currently available in Auckland, Wellington, Picton, Christchurch, Dunedin and Queenstown, with more locations being added. For those not renting a NeverLost system, Hertz can also provide your clients with complimentary local city/town maps. We can also provide them with a free map of New Zealand to ensure they make the most of their trip.

• 24-Hour Medical and Roadside Assistance

Medical Assistance – For your clients' peace of mind, health and well being, every Hertz customer has free telephone access to medical advice, information and assistance, from anywhere in New Zealand.

Roadside Assistance – In the unlikely event of your clients' vehicle being disabled, Hertz will get them going again as soon as possible.

To access 24-Hour Medical and Roadside Assistance clients must simply dial the toll-free number found on their Hertz rental keys and rental agreement wallet.

• Hertz Travel Guide

The free Hertz North or South Island Travel Guides help your clients enjoy some of New Zealand's amazing attractions. The guides are filled with helpful travel information and discounts throughout New Zealand. Your clients can ask for a Travel Guide at the rental counter.

• Traveling Between Islands

Hertz has branches at both Wellington Ferry and Picton Ferry locations. This allows your clients to leave the vehicle at one location, travel over the Cook Strait, and pick up another vehicle on the other side. By doing this your clients save money by not having to pay the cost of ferrying their vehicle, and they'll also gain the flexibility of being able to pick and choose a sailing time and date that best suits their requirements. Conditions do apply. Please check with Hertz for details.



• Travel Partners

Your clients can earn frequent traveler points every time they rent from Hertz! Hertz is a member of a number of worldwide programs including Qantas Frequent Flyer program and the Air New Zealand Airpoints™ program. Simply state their preferred program and frequent traveler number at time of reservation. Check with Hertz for terms and conditions and information on other partner programs.

• Optional Renter Protection Services

When renting with Hertz, your clients are protected in the event of an accident. Most Hertz rates in New Zealand include Loss Damage Waiver (LDW) which provides cover for accident damage to the Hertz vehicle and/or Third Party Property.* Hertz New Zealand offers your clients the option to reduce the Accident Damage Excess (ADE) by purchasing Accident Excess Reduction (AER).

For the highest level of protection Hertz offers an optional inclusive Renter Protection Package (PKG) which combines Accident Excess Reduction (AER) with benefits of Personal Accident Insurance (PAI) and Personal Effects Cover (PEC).

• Refueling Options

Hertz provides your clients with a full tank of fuel at the time of rental and options are available for replacing the fuel they use.

These options include:

- Fuel Purchase Option (FPO), and
- Refueling Service Option (FCL).

For more information on refueling options, ask at the Hertz counter.

*As long as in compliance with the Rental Terms and Conditions

No matter what type of program you're looking for, we speak your language.

Affordable New Zealand Rate Programs

This program allows your clients to prepay all mandatory charges... no surprises at the counter, no remaining fees. Or they can pay at the counter when they pick up their car.

WWN – prepaid
ANZ – non-prepaid

These rates include:
Base Rate
Accident Damages Excess (ADE)
Third Party Property
Third Party Injury
Unlimited Kilometers
Goods and Services Tax (GST)*
*prepaid only

Use the following Hertz Affordable New Zealand sample booking formats to book through the GDS pages:

Prepaid Program

Amadeus:

CSZEAKL01DEC-08DEC/VT-FDAR/ARR-0900/RT-0900/

G-CCAX123456789012345EXP0912/BA-AGR123456/RC-WWN/SI-FX-US4052806320

SABRE:

0CARZEN1AKL01DEC-08DEC/FDAR/ARR-0900/RET-0900/

GAXI23456789012345EXP 08 12-TEST/BA-AGR123456/RC-WWN/SI-FX-US4052806320

Galileo:

0CCRZEN1AKL01DEC-03DEC/FDAR/ARR-0900/DT-0900/

G-AXI23456789012345EXP0812/PR-FX-US4052806320/RC-WWN/SI-RF-AGR123456

Worldspan:

CRNAKL01DEC08DEC/CZE/VFDAR/ARR-1200/DT-1200/LT050/

FX-US4052806320/G-CCAX123456789012345 EXP08-12/RC-WWN/SI-RF-AGR123456

NOTE: For all GDS programs, fax number data is required and should only be used when less than 14 days advance notice has been provided.

Non-Prepaid Program

Amadeus:

CSZEAKL20SEP-22SEP/VT-FDAR/ARR-0900/RT-0900/BA-AGR123456/RC-ANZ

SABRE:

0CARZEN1AKL01DEC-02DEC/FDAR/ARR-0900/RET-0900/BA-AGR123456/RC-ANZ

Galileo:

0CCRZEN1AKL01DEC-07DEC/FDAR/ARR-0900/DT-0900/RC-ANZ/SI-RF-AGR123456

Worldspan:

CRNAKL01DEC08DEC/CZE/VFDAR/ARR-1200/DT-1200/LT050/RC-ANZ/SI-RF-AGR123456

For assistance when booking through the GDS, contact:
Hertz AnswerLink at 1-800-654-2270

Terms & Conditions
Hertz Affordable New Zealand Program

All rentals are subject to the terms and conditions contained in the rental agreement.

Affordable Program Dates: Valid 2009-2010

Reservations/Payment: All reservations must be made in the U.S. Rentals can be prepaid to Hertz in the U.S. by personal credit card or cash no less than 14 days prior to departure. If you have chosen this option, you will receive a Hertz prepaid rental voucher that must be presented at the Hertz counter upon arrival in New Zealand.

Affordable Non-Prepaid Rates: Rates are inclusive of unlimited mileage and Loss Damage Waiver (LDW)* which provides Accident Damages Cover to the Hertz vehicle and/or Third Party Property, subject to excesses that can be reduced.

Affordable Prepaid Rates: Rates include unlimited mileage, Loss Damage Waiver (LDW)*, and Goods & Services Tax (GST). Rates exclude optional services and one-way rental charges. Payment will be charged to a credit/charge card acceptable to Hertz, at time of booking. Upon confirmation of payment, Hertz will fax a proof-of-purchase voucher to the travel agent, or to the renter with a U.S. fax number. To receive the voucher by mail, 14 days advance notice prior to departure is required. Prepaid vouchers can only be received by U.S. mail or faxed correspondence. This voucher must be presented at the time of rental and is non-transferable. There are no administrative charges for changes or cancellations to the voucher up to 24 hours prior to rental pickup. Before a credit is issued for the original voucher, it must be returned to The Hertz Corporation, P.O. Box 26141, Oklahoma City, OK 73126 or faxed to 1-405-280-6560. Extra days not covered by voucher will be charged at the prevailing "extra day" rate. **After the rental date, no credit will be issued on full or unused portions of vouchers.**

Accident Damage: Loss Damage Waiver (LDW)* provides cover for loss of, or damage to, Third Party Property and the Hertz vehicle in the event of an accident, however, the renter is liable for the payment of an Accident Damages Excess (ADE). These excess amounts may be reduced by purchasing Hertz optional Accident Excess Reduction (AER) or Protection Package (PKG) at participating locations, at the time of vehicle collection. Please check at time of reservation for full details on excess amounts. See section of Optional Services for details.

Airport Concession Fee Recovery (ACFR): At selected airports, renters may be required to pay an Airport Concession Fee Recovery (ACFR), which will appear as a separate charge on the Rental Agreement.

Fuel: Fuel is not included in the rates. If the vehicle is returned with less fuel than at the time of rental, a refueling charge will apply.

Goods & Services Tax (GST): A Goods & Services Tax will be applied to all rates and charges.

One Way Rentals: One Way Rentals are available between most Hertz locations and are subject to the Hertz One Way Rental policy at the time of rental.

Multi Island Rentals: Clients who are renting One Way between North and South Islands and crossing over via the ferry, are required to make only one reservation (excluding groups H, M & K) eg: Auckland to Wellington Ferry then Picton to Christchurch need only be reserved as Auckland to Christchurch. **Separate reservations must be made for pick up locations on vehicle groups H, M & K, eg: One way rental Auckland to Christchurch must be reserved as Auckland/Wellington, Picton/Christchurch.** To ensure vehicle availability, the date of ferry crossing or connecting flight must be included within the reservation in the remarks field. At the time of vehicle collection the ferry crossing date/flight date must be reconfirmed to Hertz. For rentals covering North and South Islands, the initial rental period must be a minimum of three days and subsequent vehicles must be collected within five hours of finalizing the previous hire.

Optional Services: Available at selected locations, the renter may purchase the optional Protection Package (PKG) which contains Accident Excess Reduction (AER), Personal Accident Insurance (PAI) and Personal Effects Cover (PEC).** The Hertz Protection Package is offered at a discounted rate. The renter has the flexibility to choose combinations of these optional services that best meet their needs. A brochure with full details on optional services is also available at time of vehicle pickup at participating locations.

Rate Guarantee: Rates are subject to change without notice, but upon reservation, remain fixed for one hundred and eighty (180) days.

Rental Length: A Hertz rental day is 24 consecutive hours from the time of vehicle collection. A grace period of 59 minutes is allowed for late rentals. After the grace period, an extra day will be charged. For rentals covering North and South Islands, the initial rental period must be a minimum of three days and subsequent vehicles must be collected within five hours of finalizing the previous rental.








Standard Driver Qualifications: All renters must produce a valid full Driver's License, which has been held for a minimum of 12 months. Licenses issued in a language other than English must be accompanied by a current International Driver's Permit. New Zealand law requires the driver to carry their license at all times.

*As long as in compliance with the Rental Terms and Conditions.
 **Optional services, excesses and charges are subject to change without notice.
 The Hertz Affordable New Zealand program is subject to change without notice.

How To Contact Hertz:
 Visit us at: hertz.com
 Call the International Ambassador Line: 1-800-654-8881
 Automation Help, Hertz AnswerLink: 1-800-654-2270

Hertz New Zealand Fleet

Hertz has a large selection of vehicles in New Zealand, including sedans, wagons and four wheel drives - so your clients can travel in the style that's comfortable for them.

 Comfortable number of passengers	 Maximum number of passengers
 Hatchback	 Sedan (trunk)
 Large suitcase	 Medium suitcase
 Number of doors	

Toyota Corolla Sedan*

Compact
CDAV



Comfortable / Maximum



Ford Falcon XT*

Full Size
FDAV



Comfortable / Maximum



Ford Territory*

Premium Wagon
PDAV



Comfortable / Maximum



Toyota Camry Sedan*

Intermediate
IDAV



Comfortable / Maximum



Toyota Previa

Luxury 8 Seater
SVAV



Comfortable / Maximum



* Or similar
 ** Only 2 large suitcases will fit with maximum 8 passengers.

Vehicles shown are examples only. All vehicles shown above are automatic and specific models may vary in availability, capacity and features, and may not be available in the Hertz Affordable New Zealand Program. Cars will be confirmed only by car group, and not by car model within a class. Luggage capacity may decrease with maximum number of passengers. Features apply to car shown. Hertz car groups are subject to change without notice.

