

Sunrise Holidays

Terms and Conditions Agreement

This Terms and Conditions Agreement (“Agreement”) is entered into by and between the customer (“Customer”) and Sunrise Holidays (“Company”), collectively referred to as the “Parties.”

1. Price and Availability

(a) All prices and availability of vehicles are subject to change according to promotional offers and the Company’s flex rate system. Bookings and deposits are contingent upon vehicle confirmation at the quoted price. Upon confirmation, the Customer becomes liable for any potential cancellation fees as stipulated by the Company and the vehicle operator.

(b) Should the initially quoted price no longer be available, the Company will contact the Customer with a revised quote. Upon agreement and deposit payment by the Customer, the Company will confirm the reservation and provide relevant details such as pick-up point and contact information.

2. Payments

(a) Deposit: A non-refundable deposit of NZD 500 (“Deposit”) is required upon booking confirmation. The Deposit secures the reservation and is charged to the Customer’s credit card.

(b) Final Payment: The balance of the booking fee is due 40 days prior to vehicle collection, or up to 65 days in advance, depending on the selected vehicle operator. Payment can be made via bank transfer or credit card, with a 3% processing fee applied to credit card transactions. The Company is not liable for any international bank fees or charges.

(c) Failure to make timely payments may result in cancellation of the booking by the Company.

3. Amendments

(a) The Company does not charge administrative fees for amendments to pick-up and drop-off dates. However, price adjustments imposed by the rental company will be the Customer’s responsibility. Amendments may affect the Deposit and overall rental cost.

4. Operator Terms

(a) The Company acts as a supplier for various vehicle operators, each with their own terms and conditions. While the Company endeavors to provide current operator terms, it cannot guarantee their

unaltered status. Customers are responsible for reviewing and accepting these terms prior to finalizing their booking.

5. Cancellation Policy

(a) The Customer agrees to adhere to the cancellation policies of both the Company and the vehicle operators. Cancellation policies will be communicated during the booking process. Cancellation or modification requests must be submitted in writing to the specified Company email address.

(b) The Company recommends that Customers purchase travel insurance to mitigate potential cancellation costs due to unforeseen circumstances such as illness.

6. Fees

(a) The Customer is responsible for a 3% credit card fee on final payments made via credit card. The Company is not responsible for any additional bank or international transaction fees.

7. COVID-19 Advisory

(a) Customers should review government guidelines and travel restrictions related to COVID-19, acknowledging that policies are subject to change and may impact travel plans.

This Agreement is governed by the laws of New Zealand and was last updated on 9th November 2023.

Acknowledgment

BY CONTINUING WITH THE BOOKING PROCESS, THE CUSTOMER ACKNOWLEDGES THAT THEY HAVE READ, UNDERSTOOD, AND AGREED TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT.