

1. How long is the half day hire?	4.5 hours
2. How long is the full day hire?	24 hours
3. I need a vehicle for longer than 1 week, do you offer a long term hire option?	Yes we do. Please get in touch with more details and we can provide a price for you.
4. How do I book a vehicle?	You can choose from: <ul style="list-style-type: none"> • Book now button on our website Or from our Contact page you can: <ul style="list-style-type: none"> • Make an enquiry • Give us a call • Send an email
5. Is a deposit required to secure a booking?	Yes, we ask for \$100 or 10% of the total hire cost whichever is the greater.
6. What is the minimum requirements before I can hire a vehicle?	<ul style="list-style-type: none"> • 25 years of age • Have held a full driver's license for the past 5 years. • We may also request you to take a test drive to assess your competency before the hire will proceed. This is to ensure that you, as well as others, are safe on the road.
7. What happens if I am not deemed competent enough to drive the vehicle?	Safety is our first priority therefore if we do not feel that it is safe for you to drive our vehicles we will not proceed with the hire.
8. Is there an additional charge for my passenger to drive the vehicle?	No. There can be 1 additional authorised driver however they must meet the same minimum requirements for hire.
9. What other costs are involved with hiring a vehicle?	A bond of \$2500 is required to be held for the duration of the hire period. You must also return the vehicle with a full tank of fuel.
10. What fuel do the vehicles take?	All our current vehicles are petrol and take a minimum of 95 unleaded fuel.
11. Why do I need to pay a bond?	A bond is required to ensure that any damage caused to the vehicle while in your possession is covered.

12. What does my \$2500 bond cover?	Any damage up to the value of \$2500 will be deducted from your bond. Our fully comprehensive insurance cover kicks in when damage value is above \$2500.
13. Will I lose my full bond even if the damage costs less?	No. We will retain your bond until we know the full cost of repair. At that point we will refund the remaining portion to you.
14. In what situations will I lose my bond?	The main situation is where you are involved in a road traffic accident. Also where there is evidence that you are responsible for damage to the vehicle i.e. the vehicle has been driven on gravel roads resulting in damage.
15. What if I have an accident and it is not my fault?	Once we have confirmation from authorities that the other party is at fault we will release your bond.
16. What should I do if I have an accident?	Please call 111 and inform police and ambulance if required. This is your first priority. When you are able to do so please contact us to inform us of the situation.
17. Do you have locations outside of Queenstown?	No. We can relocate vehicles within the South Island if you would like to collect or drop off outside of Queenstown. There is an additional cost for this which is dependent on location. Please get in touch with your location and we can provide a price.
18. Do you relocate vehicles to the North Island?	No. Currently we only operate within the South Island.
19. Can the vehicle be delivered to me?	We are happy to drop vehicles off and pick up from the Queenstown area including Queenstown Airport. We also welcome customers to collect and drop off at our location if they so wish.
20. Are there any tracking devices on the vehicles?	Yes. The vehicles are fitted with GPS devices that enable us to see where they are located as well as other information such as speed. In the event of an accident this information may be handed to authorities.

21. What happens if you see someone speeding in your vehicles?	Where the vehicles are being driven regularly over the speed limit we will contact the hirer. In instances where the vehicles are being driven at excessive speeds we may remove the vehicles from their possession.
22. I am visiting Queenstown in winter, can I hire a vehicle to drive up to the ski fields?	No. Vehicles in our current fleet are not permitted to enter any of the ski field access roads.