

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?	<p>You can choose from:</p> <ul style="list-style-type: none"> • Book now button on our website <p>Or from our Contact page you can:</p> <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. We take an initial deposit then request full payment 30 days out from the hire date.
6. What is your cancellation policy?	<p>If you choose to cancel your hire with us the following will apply:</p> <ul style="list-style-type: none"> • not be liable for any cancellation fees if the reservation is cancelled no less than thirty (30) days prior to the starting time of the Hire Period • be liable to pay a cancellation fee of 25% of the Hire Charge if the reservation is cancelled less than thirty (30) days but more than fourteen (14) days prior to the starting time of the Hire Period • be liable to pay a cancellation fee of 50% of the Hire Charge if the reservation is cancelled less than fourteen (14) days but more than forty eight (48) hours prior to the starting time of the Hire Period • be liable to pay a cancellation fee of 100% of the Hire Charge if the reservation is cancelled less than forty eight (48) hours prior to the starting time of the Hire Period or the hire is not cancelled and the Hirer does not continue with the hire of the Motor Vehicle for any reason what so ever
7. What is the minimum required for hiring a vehicle?	<ul style="list-style-type: none"> • 25 years of age • Have held a full driver's license for the past 5 years.

	<ul style="list-style-type: none"> 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.
8. 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.
9. 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.
10. What other costs are involved with hiring a vehicle?	A bond (\$3500 - \$5000 depending on vehicle) is required to be held for the duration of the hire period. You must also return the vehicle with a full tank of fuel.
11. What fuel do the vehicles take?	Our Audi Q7 is Diesel. All other vehicles in the fleet takes 95 grade Petrol. Under no circumstances should these vehicles be filled with 91 grade Petrol.
12. Why do I need to pay a bond?	The bond acts as your insurance excess so in the event of an accident we would retain this amount and costs above this would be covered by insurance.
13. What does my bond cover?	Any damage up to the value of the bond will be deducted from your bond. Our fully comprehensive insurance cover kicks in when damage value is above the bond amount.
14. 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.
15. In what situations will I lose my bond?	The main situation is where you are involved in a road traffic accident. Other situations is where the driver has acted recklessly with the vehicle or has specifically failed to meet the terms of the hire i.e. the vehicle has been driven on gravel roads
16. 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.
17. 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.
18. Do you have locations outside of Queenstown?	<p>No however we can relocate vehicles if you would like to collect or drop off outside of Queenstown.</p> <p>There is a minimum hire period and relocation cost applicable to this dependent on location.</p>
19. Do you relocate vehicles to the North Island?	Yes we can however as we are based in Queenstown a minimum hire period of 1 week and relocation costs apply.
20. What is the minimum hire period if I wish to have a vehicle deliver/collected outside of Queenstown?	<p>Wanaka/Invercargill: 2 days</p> <p>Christchurch/Dunedin: 3 days</p> <p>All other South Island locations: 4 days</p> <p>All North Island locations: 7 days</p>
21. 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.
22. 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
23. 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.
24. I am visiting Queenstown in winter; can I hire a vehicle to drive up to the ski fields?	<p>Our luxury SUVs are equipped to access the ski fields, we provide snow chains/socks and roof racks with these vehicles over winter.</p> <p>Our sports cars are not permitted on the ski field access roads under any circumstances.</p>