Summary of Rental Conditions

New Zealand | Version 17 | 22 October 2026 | Travel from 01 April 2026 to 31 March 2027

Thank you for choosing *thl* for your next holiday. We look forward to getting you on the road for an amazing adventure and providing you with a fun, safe and exciting holiday experience you will treasure.

General Information

Here are the details you need to know when planning for the year ahead.

- For available products and vehicle specifications please visit our websites at www.maui-rentals.com, www.britz.com, www.apollocamper.co.nz, www.mightycampers.com.
- Rental days are calculated per calendar day. The day of pick-up is calculated as the first day of booking and the day of return is calculated as the last day of booking.
- Rates are in New Zealand dollars and include 15% Goods and Services Tax.
- Rates reset after 7 days.
- Not all rates and terms apply to group bookings. Group bookings consist of 5 or more RVs travelling together and should be directed to mailto:info@apollocamper.com rentals.convoys@thlonline.com.
- For ease at pick-up please specify the correct number of guests (and ages of children if applicable) and include correct guest contact details and name on all bookings.

Driver's Licence and Minimum Age

A current and full motor vehicle driver's licence is required to be shown at pick-up and the driver needs to be present. If the driver's licence is not in English then we require an accredited English translation or an International Driver Permit.

Mighty Campers (Highball and Double Down) and MightyLITE Campers (HiLITE and DeLITE) drivers must be 18 years of age or over with a full driver licence.

For all other RV types drivers must be 21 years of age or over with a full driver's licence and the licence must be valid for the entire booking duration.

It is important to select the correct country in which the driver's licence was issued to ensure correct rates are calculated. If the hirer presents a driver's licence that is from a different country to which the booking was created the guest may incur additional charges.

Rate Inclusions

To make things as comfortable as possible for our guests, our rates include:

- 24hr On Road Assist.
- Unlimited Kilometres.
- Kitchen Kit: plates, bowls, knives, forks, spoons, bottle opener, can opener, colander, saucepans, frying pans, cooking utensils, chopping board, kettle, toaster, and tea towel. Electrical appliances are supplied in vehicles that have 240V.
- General Equipment: pegs, clothesline, fire extinguisher, bucket, hose, dustpan, and brush.
- Complimentary Linen Kit comprising linen, bedding, sheets, pillowcases and tea towels.

Road User Charge Recovery Fee

The cost of using New Zealand's roads is recovered from road users via levies in the price of some fuels or through road user charges (RUC). The Road User Charge Recovery Fee will be calculated and collected on return of the RV based on the kilometres travelled during the hire for the RVs that are fuelled by diesel.

The fee per 100km is as follows:

- 4 Berth and 6 berth toilet & shower: $8.18
- All other vehicles: $8.04

We reserve the right to amend the Road User Charge Recovery Fee upon Government intervention without notice.

Kilometres

For the safety of guests please don't underestimate the time it will take to drive from one point to another. While our RVs include unlimited kilometres, we recommend travelling a maximum of 250 kilometres per day or the equivalent of 4-5 hours driving. We encourage our guests to take a break from driving at least every 2 hours.

Extra Value Added Services

To make road trips that little bit easier, *thl* have a range of optional extras available. Additional packages may be offered at pick-up.

Item	Price	Conditions
Extended Roadside Assistance	$9.00 per day (capped at 50 days)	This includes: opening RV on lock out, jump start, flat tyre change (using spare located in the RV – where applicable), fuel delivery up to 20 litres and call out fee (up to $500.00). Non-mechanical issues are not covered, and guests may be required to take the RV to a repairer.
Windscreen and Tyre Protection	$16.00 per day (capped at 50 days)	This includes: 1 windscreen replacement or up to 3 chip repairs and 2 tyre replacements. Excludes any call out or delivery costs).
maui Elite under 1 year	$57.00 per day	
Re-fuelling Pack	$359.00 (subject to change)	This includes: 1x fuel tank refill, 1x AdBlue tank refill and 1x gas bottle refill.
Drop and Go Pack – non-toilet & shower	$109.00	This includes: toilet and grey water emptying (where available), exterior cleaning (up to 1 hour), interior cleaning (up to 1 hour), removal of bagged garbage and recycling.
Drop and Go Pack – toilet & shower	$145.00	
RV Essentials Kit 2WD – non toilet & shower and 2 & 3 berth toilet & shower	$155.00 each per rental	This includes: Camping Chair, Camping Table, Fan/Heater (if required), Child/Booster Seat/s for applicable vehicles (with prior request) and 3x Toilet Chemicals (for vehicles with toilet), Snow Chains (on request).
RV Essentials Kit 2WD – 4 and 6 berth toilet & shower	$205.00 each per rental	
Camp Chairs	$24.00 each per rental	
Camp Table	$33.00 per rental	
Additional Duvet	$21.00 per rental	
Fan/Heater	$21.00 per rental	
Child/Booster Seats	$46.00 each per rental	Please refer to the Child Restraints guide. Maximum 2 seats.
Linen Kit Exchange	$42.00 per exchange	This includes: 1x exchange of bath towels, sheets, pillow cases and tea towels. Guests must visit the branch for linen to be exchanged and will only receive 1x linen kit within their vehicle at any time.
Pre-Purchased Gas Bottle – non-toilet & shower	$36.00 per rental	A gas bottle is necessary for cooking in the RV. A full gas bottle(s) may be pre-purchased and can be returned empty to Apollo at the completion of the road trip. Fee applies for each booking of a multiple rental.
Pre-Purchased Gas Bottle – toilet & shower	$47.00 per rental	
Snow Chains	$57.00 per rental	Cannot be pre-booked. Guests can request at pick-up.
Extra Driver/Renter Fee	$4.25 per person per day	Capped at 15 days.
Toilet Chemicals	$3.70 each	Cannot be pre-booked. Guests can request at pick-up.
Bike Racks	$50.00 per rental	Available only for: Apollo: Euro Plus, Euro Quest, Euro Camper, Euro Deluxe; Mighty: Deuce Plus, Double Up, Fortune, Big Six. Included in maui vehicles. Must be pre-booked. Maximum 2 bikes per vehicle. E-bikes not permitted.
Prepaid Road User Charge Recovery Fee – 4 Berth and 6 Berth toilet & shower	$15.00 per day	The cost of using New Zealand's roads is recovered from road users via levies in the price of some fuels or through road user charges (RUC). This option allows guests to prepay this charge instead of paying for it on return. We reserve the right to amend the Road User Charge Recovery Fee upon Government intervention without notice.
Prepaid Road User Charge Recovery Fee- All other vehicles	$14.50 per day	

Item	Price	Conditions
Flexible Change Cover	$15.00 per day	No cancellation fee up until 15 days prior to pick-up and one fee free booking amendment within 60 days of travel. Amendments include changes to pick-up or drop-off dates, locations or changes of vehicle type. Amendments are subject to availability. Guests are responsible for any increase in rental charges resulting from amendments. Flexible Change Cover may only be added, and must be paid for, at the time of initial booking confirmation. Flexible Change Cover charges are not refundable for bookings amended or cancelled at a guest's request.

Fees

Item	Price	Conditions
First Aid Kit	$45.00	A First Aid kit is supplied in every RV. If the seal is broken or the kit is not returned the kit becomes the property of the guest and fee is charged.
Change of Drop-off location after Pick-up	Up to $750.00	Subject to availability.
Pet Cleaning Fee	$325.00 per rental	Applies on all bookings where a pet dog or cat is travelling in the RV. A maximum of two pets are allowed in the RVs and pets are not allowed in maui vehicles.
One-Way Fee (AKL to CHC/ZQN)	$300.00 (Oct to Mar) $200.00 (Apr to Sep)	Minimum rental periods apply.
One-Way Fee (CHC/ZQN to AKL)	$200.00 (Oct to Mar)	Minimum rental periods apply.
One-Way Fee (CHC to ZQN)	$200.00 (Apr to Mar)	Minimum rental periods apply.
One-Way Fee (ZQN to CHC)	$100.00 (Oct to Mar)	Minimum rental periods apply.
Queenstown Location Fee	$270.00	Per rental.
Public Holiday Surcharge	$125.00	A Public Holiday Surcharge will apply to all rentals picking up and/or dropping off on the observed public holiday dates at the pick-up and drop-off location.
Booking Alteration Fee	$50 plus any increase in vehicle charges	This fee applies to booking alterations made 60 days prior to pick-up or less. The following are classified as booking alterations: • Change of vehicle type • Change of pick-up location • Change of drop-off location • Change of the pick-up date, excluding booking extension • Change of the drop-off date, excluding extension Bookings with Flexible Change Cover will be eligible for one fee free amendment within 60 days prior to pick-up (subject to availability).

Booking Payments, Changes and Cancellations

Confirmation and Payment

thl requires a deposit of $250 at time of booking regardless of your rental value. The remainder of the rental value will be due 30 days prior to pick-up.

Bookings made less than 30 days prior to pick-up require full payment at the time of booking.

Credit Cards

We accept Visa, MasterCard and American Express. The following fees apply for the rental and any additional products (irrespective of chosen account e.g. savings, credit, etc.):

	Rental/Extras
Visa	2.46%
MasterCard	2.46%
Amex	5.2%

Fees are subject to change

Payment at Branches

For security reasons we do not accept cash at our branches. We accept credit card and debit card for charges paid on RV pick-up and drop-off.

Cancellation Terms

We understand that sometimes road trips may need to be cancelled. In case of cancellation, the following fees apply:

Standard Cancellation Terms

- If cancelled 61+ days prior to pick-up – No fee (booking deposit refundable)
- If cancelled 60 to 31 days prior to pick-up – $250.00
- If cancelled 30 to 7 days prior to pick-up – 20% of Total Rental (minimum $250.00)
- If cancelled less 6 days or less prior to pick-up – 50% of Total Rental (minimum $250.00)
- If cancelled on the day of pick-up or no show – 100% of Total Rental (minimum $250.00)
- There is no refund for late pick-up of an RV. A refund for the unused portion due to an early return may apply if, after pick-up, *thl* is notified of the early return with 60 or more days of notice.

The original pick-up date or the earliest confirmed pick-up date is used to calculate the cancellation fee.

Flexible Booking Cover Cancellation Terms

- If cancelled 15+ days prior to pick-up – No fee (booking deposit refundable)
- If cancelled 14 to 7 days prior to pick-up – 20% of Total Rental (minimum $250.00)
- If cancelled less 6 days or less prior to pick-up – 50% of Total Rental (minimum $250.00)
- If cancelled on the day of pick-up or no show – 100% of Total Rental (minimum $250.00)
- There is no refund for late pick-up of an RV. A refund for the unused portion due to an early return may apply if, after pick-up, *thl* is notified of the early return with 60 or more days of notice.

The original pick-up date or the earliest confirmed pick-up date is used to calculate the cancellation fee.

Booking Alterations

We understand that sometimes plans change. Changing the vehicle type, pick-up date, pick-up location, drop-off date and/or drop-off location may lead to additional charges. Any change in rental charges will be presented at the time of alteration. If the alteration is being made 60 days prior to pick-up, or less, a $50.00 booking alteration fee will also apply. Bookings with Flexible Change Cover will be eligible for one fee free amendment within 60 days prior to pick-up (subject to availability).

Change to the Drop-Off Location after Pick-Up

If you wish to change your drop-off destination after pick-up, please get in touch with our friendly Reservations team who will be happy to help. Our team will advise if the change is possible and the applicable fee.

Extending a Road Trip

If you get swept up in the adventure of a road trip and want to extend your booking whilst on the road, first contact our friendly Reservations crew who will happily advise if the extension is possible and any associated costs. To secure an extension, the extra costs (calculated on the current rate of the day), will need to be paid by credit card inclusive of all taxes and surcharges, either over the phone or at a *thl* branch at the time of extension. Any long-term discounts in place will continue to apply to the booking.

We will always do our best to accommodate any extensions however it is subject to RV availability.

Change of RV

We understand guests' needs are different and therefore our RVs can be requested by category, not by make or model. We always do our best to accommodate requests, however should the RV booked be unavailable due to unforeseen circumstances, we will substitute the booked RV with an alternative available RV at time of pick-up, at no extra cost. Any changes made to the booked RV and agreed to by the guest do not entitle the guest to a refund.

Exchange Rate / Currency Variations

All transactions are conducted in New Zealand dollars. Due to exchange rate fluctuations, there could be some variance in the amount refunded compared to the amount initially charged. Refunds by credit card can take up to 14 business days depending on the guest's financial institution. *thl* will not be responsible for credit or debit card fees or bank-imposed fees relating to currency conversion or foreign transactions.

Liability and Damage Liability

Liability Options

Guests can choose between the following options:

- 'Low Road' – our most basic level of liability cover.
- 'High Road' brings liability to $0 (exclusions apply)

The amount payable for each Liability Option is based on the number of days of hire for the minimum rental period applicable for each RV or total days of the RV booking. The maximum charge for Liability Options is 50 days per rental segment.

		The Low Road*		The High Road*	
		Price per day	Liability	Price per day	Liability
maui	All RVs	Included	$7,500	$67.00	$0
Britz Apollo	Non-toilet & shower	Included	$5,000	$57.00	$0
	Toilet & Shower	Included	$7,500	$67.00	$0
Mighty Campers	Non-toilet & shower	Included	$3,500	$52.00	$0
	Toilet & Shower	Included	$5,000	$57.00	$0
MightyLITE Campers	Non-toilet & shower	Included	$3,500	$42.00	$0

*Liability is subject to exclusions

Value Pack and Platinum Pack

The Value Pack and the Platinum Pack are a bundled extra which provides the highest Liability Option and selected value-added products/services for a great road trip. The minimum charge for the Platinum Pack is 10 days per rental segment. The maximum amount payable is 50 days per rental segment.

	Value Pack		Platinum Pack	
	Price per day	Liability	Price per day	Liability
maui Britz toilet & shower Apollo toilet & shower	$77.00	$0	$93.00	$0
Britz non-toilet & shower Apollo non-toilet & shower	$67.00	$0	$82.00	$0
Mighty Campers toilet & shower	$72.00	$0	$82.00	$0
Mighty Campers non-toilet & shower	$62.00	$0	$72.00	$0
MightyLITE Campers	$52.00	$0	$72.00	$0

The liability coverages and value-added products/services included in the Value Pack and the Platinum Pack are detailed in the table below.

	The Low Road	The High Road	Value Pack	Platinum Pack
Liability for Damage reduced to Nil^ • Includes front, back, side, overhead, underbody and awning damage, and Towing and recovery costs • Excludes Windscreen and Tyre	×	✓	✓	✓
Extra Driver/Renter Fee	×	×	✓	✓
RV Essentials Kit includes: • Camping Chairs • Camping Table • Child/Booster Seat/s for applicable vehicles (with prior request) • Fan/Heater (if required) • 3x Toilet Chemicals (for vehicles with toilet) • Snow chains (on request)	×	×	✓	✓
1x Linen Kit Exchange*	×	×	✓	✓
Windscreen and Tyre Protection cover^	×	×	×	✓
Extended Roadside Assistance	×	×	×	✓
1x Drop and Go Pack	×	×	×	✓

* This service allows guests to exchange 1 x linen kit (bath towels, sheets, pillowcases and tea towels) during their rental at any *thl* branch. The branch will need to be notified ahead of time to ensure items are available and ready for when guests arrive.

^ Damage means any loss or damage to the Vehicle, which is not noted on the Vehicle Condition Report, including that caused by theft of the Vehicle or by adverse weather events, that requires repair or replacement including the loss of use of the Vehicle, legal expenses, assessment fees, towing and recovery costs, storage, service charges and any appraisal fees of the Vehicle. There are exclusions to Reduction Option cover where the Guest will be responsible for all costs. Exclusions include:

- Damage caused where the terms of Rental Agreement have not been met by the guest.
- Damage caused by negligence and/or wilful conduct.
- Damage caused to the RV in any way by part or total water submersion or salt water.
- Damage caused to the RV when using the RV in contravention of any legislation or regulation controlling vehicular traffic.
- Damage and associated costs with recovery of a bogged vehicle.
- Damage or loss caused to any personal belongings.
- Damage or loss caused by a guest's pet.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage caused to tyres and windscreen except where the 'Platinum Pack' or 'Windscreen and Tyre Protection' has been purchased and applies.

Damage Liability

If the guest chooses to take 'The Low Road', they will be responsible to pay for damage to the RV, where they are at fault. The liability amount, which varies by RV type, applies per claim. This is applicable regardless of if the guest has purchased private travel insurance.

If the guest chooses to take 'The High Road' their liability for damage will be zero (subject to exclusions). However, the guest will be responsible for the total costs of any damage, and 'The High Road', 'Value Pack' and the 'Platinum Pack' (if taken) will be void if:

- the guest breaches any of the Rental Agreement Terms and Conditions terms and that breach is the cause of or contributes to the relevant damage.
- the damage is covered by any of the exclusions in the 'Other Important Information' section set out below.

Travel Insurance

For peace of mind, we strongly recommend that all guests take out the highest level of private travel insurance.

Personal Injury

The RV has Third Party insurance cover, and it is likely that any other vehicle involved in an accident also has Third Party insurance. Depending on the circumstances of an accident, the guest may be entitled to claim for their personal injury against the Third-Party insurance of the party responsible for the accident. *thl* strongly recommends that all passengers take out their own Personal Injury travel insurance.

thl does not accept any liability for personal injuries sustained during the rental. Except where such loss or damage is caused by *thl*'s (or that of its employees) own negligence or breach of the Rental Agreement Terms and Conditions. *thl* does not accept liability for any loss or damage to any personal belongings or property of the Customer (or any person or entity related to the customer).

Property Damage

The RV is insured for damage to it and damage to the property of a third party. However, the guest is responsible up to the amount of the applicable Liability for damage to third party property, or to the RV. The guest is also responsible for the cost of the daily rate for the period the vehicle is being repaired. There is no refund for any unused portion of the rental period. The Liability applies to each claim, not RV.

thl reserves the right to charge the guest for any RV damage, which they are responsible for, including Third Party property damage not reported but identified on return of the RV.

Repairs

We understand that while on holiday the RV may require small repairs. To avoid further disruptions to the road trip, if the damage was not caused by the guest, repairs up to $100.00 can be completed without authorisation and will be reimbursed upon presentation of receipts. If repairs over $100.00 are needed, the On-Road Assist team should be informed prior to any repair being completed. Unauthorised repairs are not permitted.

All RVs are enrolled in the New Zealand Automobile Association and 24hr mechanical emergency roadside assistance is available if needed. Please contact On-Road Assist on 0800 788 558.

Additional Charges and Discounts

Animals

We believe fur friends can only make a road trip better. Pet dogs and cats are allowed to travel in Britz, Apollo, Mighty Campers and MightyLITE Campers vehicles. There is a $325.00 pet fee (excluding service animals). Service dogs are permitted in all vehicles. If a vehicle is returned soiled by a pet, *thl* reserves the right to charge an extra cleaning fee. Our full policy can be viewed on the *thl* website.

Infringements, Tolls and Fines

thl will pass on any charges the guest receives for traffic infringements, toll, or parking fines during their road trip. For toll way fee received, *thl* reserves the right to charge the guest's credit or debit card upon receiving the toll way fee, along with a $35 administration fee. If *thl* cannot nominate the guest for traffic infringements or traffic fines the guest incurs, *thl* reserves its right to charge the guest's credit card for the full amount of the traffic infringement or traffic fine. *thl* will make reasonable attempts to issue the traffic infringement or traffic fine to the guest. An administration fee of up to $77.00 to cover associated administrative costs per traffic infringement or parking fine received may be charged.

One-way Bookings

Road trips don't always finish where they start, and some of the best adventures take you far and wide. If a guest drops off at a different branch location from which they picked up, a minimum booking period of five days along with a one-way fee applies per below.

Additional minimum periods may apply and will be reflected accordingly on the booking details.

<u>One-Way fees:</u>

- For pick-up in Auckland returning in Christchurch or Queenstown between 01 April and 30 September 2026 – $200.00.
- For pick-up in Auckland returning in Christchurch or Queenstown between 01 October 2026 and 31 March 2027 – $300.00.
- For pick-up in Christchurch or Queenstown returning in Auckland between 01 October 2026 and 31 March 2027 – $200.00.
- For pick-up in Christchurch returning in Queenstown between 01 April 2026 and 31 March 2027 – $200.00.
- For pick-up in Queenstown returning in Christchurch between 01 October 2026 and 31 March 2027 – $100.00.

Discounts

Guests who love road trips as much as we do and travel for more than 21 days receive 5% off daily rates. This is also available to guests with multiple bookings that total 21 days or more.

Multiple Rentals

Should a guest have more than one consecutive rental in either Australia or New Zealand that in total are 21 days or more they can be combined to qualify for longer-term hire discounts off the daily vehicle rates.

To request the application of the discount please contact our Reservations crew.

Travel Restrictions

Not all RVs are suitable for all driving situations, so it's important the right RV is chosen for the travel planned. *thl*, at its discretion, may restrict RV travel in certain areas due to adverse road or weather conditions, and the distance to nominated destinations in relation to the length of the rental period. If applicable, any further

restrictions will be mentioned at pick-up. Guests are encouraged to contact On-Road Assist on 0800 788 558 if they have any concerns regarding road accessibility.

For the safety of guests, the following travel restrictions are in place:

- All RVs can only be driven on sealed/bitumen roads. The only exception to this is well-maintained access roads less than 12 kilometres long which lead to recognised commercial campgrounds and major tourist attraction or loose road surface on any major ski field access roads or any recognised campground access road less than 12 kilometres in length.
- No RV shall be driven on Skippers Road (Queenstown), the Crown Range Road/Cardrona Valley Road, Ninety Mile Beach (Northland), Wanaka – Mt Aspiring Road beyond exit to Treble Cone, Ball Hut Road (Mt. Cook) and North of Colville and Waikawau Township (Coromandel Peninsula). No RV shall be driven on any ski field access roads from 01 June to 31 October.

Guests who travel to restricted areas without permission may void the liability option in the event of damage or accident

Picking Up and Dropping Off Your RV

Branch Hours and Public Holidays

The below table details the specific hours for pick-up and drop-off:

Location	Dates/Hours for Pick-up and Drop-off
Auckland Christchurch Queenstown	01 April 2026 – 31 March 2027 8.00am to 4:30pm 7 days a week

Our staff enjoy a holiday as much as you do, and all branches are closed on Christmas Day (25 December 2026). Our branches are open on other public holidays, but a $125.00 fee applies when the pick-up and/or drop-off is booked for a public holiday as outlined in the following table.

Public Holidays

Date	Auckland (AKL)	Christchurch (CHC)	Queenstown (ZQN)
03 April 2026	✓	✓	✓
06 April 2026	✓	✓	✓
27 April 2026	✓	✓	✓
01 June 2026	✓	✓	✓
10 July 2026	✓	✓	✓
26 October 2026	✓	✓	✓
13 November 2026		✓	
25 December 2026	CLOSED		
28 December 2026	✓	✓	✓
01 January 2027	✓	✓	✓
04 January 2027	✓	✓	✓
25 January 2027	✓		
08 February 2027	✓	✓	✓
23 March 2027			✓
26 March 2027	✓	✓	✓
29 March 2027	✓	✓	✓

Getting To and From the Airport

Branches are located near major airports, making pick-up and drop-off easy for you. *thl* provides free airport to branch and branch to airport transfers on the day of arrival and departure for our Auckland, Christchurch and Queenstown branches.

Returning the RV

The RV is a home away from home and for comfort, we recommend it's kept tidy throughout the road trip. The RV needs to be returned to the branch as was taken, with the tank full of fuel, with the tank full of AdBlue, with the interior cleaned and toilet cassette (where applicable) and holding tanks emptied. The RV 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. The Drop and Go Pack and Refuelling Pack are available to be pre-purchased or added on pick-up to offer quick and easy return.

Ferry Reservations

Ferry travel is required for guests moving between NZ's North and South Islands (and vice versa). Ferry reservations can be difficult to manage during high season. We recommend that a reservation is made for a 7.7m RV on the ferry, irrespective as to the size of the motorhome reserved.

Online Check-In

We ask that all guests complete *thl* 's online check-in no less than 30 days prior to pick-up; the same way you would check-in for a flight. This ensures we have the right information about you, and all guests who will be driving the RV during your trip. You will also be asked to watch the *thl* Safe Driving video, which is full of tips and advice on driving an RV in New Zealand. You can access the Online Check-in at https://sci.thlonline.com/.

thl Roadtrip App

The *thl* Roadtrip App is custom built for guests travelling in Australia and New Zealand. The free app provides our guests with all the necessary information needed to make their *thl* journey an amazing experience.

The app is designed to:

- Enhance guests' holiday experience by providing a show-through video of their RV prior to pick-up, so that they become familiar with their vehicle before arriving at the branch and prepare any questions they may have.
- Educate our guests on how to use the vehicle with a bunch of CamperHelp 'how-to' videos, as well as a video on safely driving an RV.
- Provide *thl* contact details to extend their holiday, contact roadside assistance and email any other enquiries.
- Provide information on your closest campgrounds, bookable directly through the App.
- Search and book great deals on attractions and activities.
- Find helpful travel information such as branch locations, nearby petrol stations, dump stations, supermarkets, and ATMs.

Guests are requested to download the app from Google Play or the App Store..

Other Important Information

Booking Duration

An RV holiday allows guests to travel at their own pace. To ensure our guests get the most out of their road trip a minimum five-day rental period applies when pick-up and drop-off is from the same branch location. Higher minimum rental periods apply for all brands as follows and are subject to change.

Additional minimum periods may apply and will be reflected on the booking if applicable.

Smoking and Drugs

Our RVs are a smoke free, vape free and drug free zone; hence smoking or drugs are not permitted in any of our RVs.

Guest Responsibility

thl reserves the right to refuse any rental at our discretion.