

Mode Rentals FAQs

Got a question? Our staff are always happy to answer questions about our vehicle hire services, and provide any other information we can to make your trip as smooth and comfortable as possible. But before you contact us, have a look at the FAQs below to see if the answer to your question is listed here.

Who can hire from us?

How old do I have to be to hire a vehicle?

The minimum age to hire a vehicle from us, or to drive one of our vehicles is 18, provided you have a current, valid driver's license for the vehicle being hired. The additional daily rates for liability limit reduction are higher for drivers under 21.

Do you hire to drivers with restricted licences e.g. Australian P2 licence?

Yes, we do allow drivers with a restricted licence. They must drive in accordance with the conditions of their licence. For Australians, we allow P2 licence holders to drive. The additional daily rates for hirer liability reduction are higher if any drivers are on a restricted licence or under 21.

Vehicle

Can you guarantee an automatic or manual vehicle?

The majority of our fleet consists of automatic vehicles. However, we may have a few manual vehicles available from time to time in some vehicle classes. If you prefer to drive a manual vehicle, you may make a request and we will do our best to accommodate your requirements.

What fuel do your vehicles use?

Almost all of our vehicles use regular 91 octane petrol.

We have some 12-seater vans that take diesel and for which road user charges (RUC) are payable per kilometre travelled.

Do you have 4WD or AWD vehicles?

Some of our SUVs are All Wheel Drive (AWD). They are not held in stock in every location. Where available in a location, we list these as a separate category that can be booked.

Are snow tyres needed in winter in New Zealand?

In New Zealand, snow tyres are not required and are not generally available.

What is Included in the Rental Cost?

What is included in the rates on your website?

All our rental rates include the New Zealand Goods and Services Tax (GST), insurance (with \$3,000 standard hirer liability limit), unlimited kilometres (Road User Charges (RUC) are additional per kilometre travelled for diesel vehicles), the first two drivers, and roadside assistance. The cost of tolls is not included and we recommend you take our “Tolls for Life” option if you plan to travel on any of the toll roads.

What does the included insurance cover?

The included insurance covers damage to the vehicle you are driving and third-party liability but you remain liable up to a limit you select. Please refer to our [insurance information](#) for more details.

Do you charge for additional drivers?

The first two drivers are included in your rental pricing. Any extra additional drivers are added to your rental cost at \$2 per day, per additional driver.

Do you charge for kilometres driven?

No, there are no additional charges for kilometres driven for petrol fuelled vehicles.

Some of our vehicles are diesel fuelled. Unlike petrol which has road taxes included in the price, road taxes known as Road User Charges (RUC) for diesel fuelled vehicles are paid separately. So, if you hire a diesel fuelled vehicle from us you need to reimburse us for Road User Charges at a rate of 7 cents per kilometre travelled at the end of your hire.

Do you offer one-way hire?

This is available for some vehicle types but only between our own branches. A one-way fee applies with the amount depending on how far apart the pick-up and drop-off locations are. The fee may also vary by season. Sometimes when we need to relocate some of our fleet, we may have special deals available. Please enquire to see if any are currently available.

What about ferry crossings between the North and South Islands?

We allow our vehicles to be taken on the vehicle ferries between the North and South Islands. The cost of ferry crossings is not included in our hire rates. There are two ferry companies - [Interislander](#) and [Bluebridge](#). They both offer on-line booking. Pricing varies depending on booking date, travel date and fare type chosen.

Accessories available

Do you have child seats available?

Yes, we have baby capsules, car seats and booster seats available. Just select the box when making your reservation online.

Do you have GPS Units available?

Yes, we have GPS navigation units. Just select the box when making your reservation online.

Are snow chains needed in winter in New Zealand?

Chains are very rarely needed on normal roads. Only occasionally with particularly icy ski field road conditions are snow chains or a four-wheel drive vehicle required to get up to some of the ski fields.

We have a limited selection of snow chains available. Each chain size only fits a limited number of tyre sizes. Suitability and availability will depend on the vehicle type you want to choose and the tyre size on that vehicle.

With a minimum of two weeks' notice, we can ensure we have the right size available for your selected vehicle. If available, our chains cost \$15 per day up to a maximum per hire of \$100. Please let us know in the comments section if you want us to provide chains.

What other extras and accessories are available?

You can also add other accessories to your hire when you pick up your hire vehicle. Available items may include phone accessories, sound system accessories, roof racks and bike racks. Please let us know at the time of your reservation, using the comments section, if you have any special requirements.

We also offer reduced hirer liability limits for an additional daily rate.

Booking, Booking Payment and Alterations

Is a deposit required when making a booking?

Yes, bookings made via our website require the full hire amount to be prepaid at the time of booking. This is refundable (less an administration fee) providing you cancel at least 8 days prior to pick up. A bond amount is pre-authorized at the time of pick-up.

How can I change, extend, or cancel my reservation?

You can either call or email us to change, extend, or cancel your reservation. Please note that changing or extending your rental may affect the rate, and is subject to availability.

What if I cancel my booking before I pick up the hire vehicle?

Please be careful to book your vehicle hire after your travel plans are secured. Cancelled bookings are subject to our cancellation policy, as follows:

- If you cancel more than 1 week prior to pick-up date, any prepayment will be refunded less a \$25 administration fee.
- If you cancel between 1 and 7 days prior to pick up date, the first day's hire and an administration fee of \$25 is chargeable, and the remainder of any prepaid amount will be refunded.
- If you cancel within 24 hours of pick up time, the full cost of up to the first three days of hire and an administration fee of \$25 is chargeable.
- No-shows incur a charge of the full cost of up to the first five days of hire plus an administration fee of \$25.
- Any cancellation refunds are made in New Zealand Dollars.

Contactless Check-in

Where can I log into the customer Pre-Check-in?

You can log in by visiting our [Customer Pre-Check-in](#) page. Please note that you will need your reservation number to log in.

When should I log in the customer Pre-Check-in?

We recommend checking into our [Customer Pre-Check-in](#) either straight after you make your booking or you can leave it until 2-3 days prior to your hire date.

Where do I find my reservation number?

Your reservation number can be found in your booking confirmation email from our website or the third party you booked through (reference may look like NZ123456789 or B12345678), or you can use the 5-digit number that you receive when your booking is confirmed.

What if I don't have a reservation number?

Please email us at info@moderentals.co.nz with the full name the booking was made under and we will be able to give you your login details.

What information do I need when completing registration?

You will need your personal information (including your driver's license) and the same information for any additional drivers. For a detailed list, visit our [Contactless Instructions](#).

I'm not sure what to put in one of the fields, what should I do?

First, check out the [Contactless Instructions](#) to see if that helps. If you're still unsure about anything, give us a call during our business hours or send us an email. Any of our friendly staff will be happy to help walk you through the process.

Starting Your Rental

Do you have airport pick up and drop off?

Yes – we offer a pick-up and drop-off service from the Airports we have branches at. Please enquire if you require a pick-up or drop-off from/to another location.

Do you have after-hours pick-up arrangements?

For some locations, we also have an after-hours pick-up and drop-off facility available at an additional cost. Please contact us to check on availability and make suitable arrangements.

In some locations we use an agent for this after-hours service. You will be required to complete, sign and provide documents prior to your pick-up using our [Customer Pre-Check-in](#) facility or as requested by our agent prior to them releasing the car to you. Our agents generally do not hold stocks of unallocated vehicles or accessories. In the case of an

unsuitable vehicle or missing accessory, we can generally assist only when our nearby branch opens the next day. Similarly, any non-urgent administrative issues can be advised to our agent and will be dealt with by our staff later during business hours.

What do I need to bring when I pick up the vehicle?

Your pick-up process is streamlined if you complete our [Customer Pre-Check-in](#) process.

When you collect your hire vehicle you will need:

- A valid driver's licence in English for all drivers. If your licence is not in English, you will need to obtain either a translation or an International Driving Permit. This can be provided prior to pick-up using our [Customer Pre-Check-in](#) process.
- A Visa or MasterCard credit card or debit card in the name of the hirer with a large enough limit to cover preauthorisation of the required bond amount.
- Your booking reference or details.
- All nominated drivers need to be present to sign the rental agreement

When and how do I pay for my rental?

Full pre-payment is made if you make a booking via our website. This requires you to have a credit card. A bond pre-authorisation or payment is also required at the time of pick-up. Any other charges are also payable when the vehicle is picked up. At pick-up, we accept Visa and MasterCard credit cards and debit cards. EFTPOS cards are also accepted.

What if I have booked via a third party?

Where the other party has taken a deposit, the remainder of the hire cost, and a security bond amount is payable upon pickup. Where the rental cost has been fully prepaid upon reservation, the only additional payment required at time of pickup will be the cost of any accessories or other extras not already pre-paid and pre-authorisation of the security bond amount.

Do you require a bond?

Yes. Upon hire, we take a bond to cover the hirer liability limit you select. This bond is taken by pre-authorising the bond amount on your credit card.

The bond is released or refunded in full when the vehicle is returned undamaged with full fuel and all other conditions of hire have been adhered to. Please note there is usually a delay in the banking system before our bond release is updated on your credit card.

While Renting

Can we smoke in your vehicles?

No, all our vehicles are non-smoking (this includes vaporisers, e-cigarettes, or any other form of smoking or illegal substances). Any customer returning a vehicle that has been smoked in will be charged a cleaning fee, up to a maximum of \$200.

Can I drive the vehicle off road or on the beach?

No – please do not take the vehicle off formed roads or driveways. Your insurance is null and void if you do.

How do I pay for road tolls?

Make things stress free and easy – become a Tolls for Life member for \$10! With this membership, we will cover your toll costs when you travel in one of our vehicles on a toll road. You can select this when booking online or by asking at the rental desk when picking up. Valid for 10 years and transferable to a friend using your member code. This is recommended for itineraries that include the North Island.

Please be aware that if you are a non-member and travel through either the Auckland Northern Gateway (between Orewa and Puhoi) or the Tauranga Eastern Link / Takitimu Drive toll, you will need to pay for your toll **before** going on the toll road to ensure your payment is matched to your trip. Further details can be found on the [NZ Transport Agency](#) website.

If a toll is unpaid by you prior to you travelling on a toll road, we will be charged for the toll. If you are not a Tolls for Life member, we will on-charge that cost and an additional \$25 administration fee to you.

Accidents and Break-downs

What should I do if I have an accident?

In the case of an accident, please follow these guidelines:

- First, check if anyone is injured. If emergency assistance is required, call 111 for ambulance or police.
- In order to prevent false allegations, we advise you do not admit liability even if you believe you are at fault.
- Take the details of the other driver and any witnesses on the accident form provided in your hire vehicle.
- Call us on [+64 9 979 7670](#) as soon as possible. Please leave us a message if an accident occurs outside our business hours and we will respond when we next open.
- If the vehicle is not driveable phone [AA Roadside Assistance](#) on [0800 734 543](#) and they will be able to organise for the vehicle to be towed to a secure location.
- Do not leave the vehicle without ensuring it is safe.

What should I do in the case of breakdown?

Included in your rental is free breakdown cover through [AA Roadside Assistance](#). You can call them on free phone [0800 734 543](#) for all mechanical issues. Cover includes:

- Roadside mechanical failure assistance.
- Tow to the nearest place of repair or safety.

[AA Roadside Assistance](#) can also help you with non-mechanical problems but for these you will need to pay for the call-out fee directly. This would apply to things like:

- Flat tyres.

- Flat battery (if caused by lights or ignition left on).
- Keys lost or locked in the vehicle.
- Out of fuel.

Choose the Ultimate Peace of Mind insurance option to have the call-out fee covered for non-mechanical problems.

Vehicle Return

What happens when I return the vehicle?

The vehicle will be checked for damage and for fuel level being full. If all is in order, and all other conditions of hire have been adhered to, your bond amount will be released or repaid to you.

How long does it take to get my bond back?

We release the bond pre-authorisation upon vehicle return (without damage) on our EFTPOS machine, so our part is usually done immediately if your return was to one of our offices during business hours, or on the next day if your vehicle return is after hours or to one of our agents.

Depending on the customer's country and bank, it can typically take from a day to a week or so, occasionally longer, for the hold on the credit limit to be released. Once we do the release on our EFTPOS machine, there is nothing we can do to speed up the banking clearing process after that, unfortunately. So, if you are waiting for your bond release, our advice is please be patient it will fix itself.

Very occasionally, due to staff error, the release may not be done as it should, but this is rare. If you'd like us to recheck for your hire, please let us have your booking reference or other details that will allow us to find your hire record.

Do you have after-hours drop-off arrangements?

For some locations, we also have an after-hours drop-off facility available at an additional cost. Please contact us to check on availability and make suitable arrangements.

In some locations we use an agent for this service. This after-hours service is limited to receiving the returned vehicle and providing a shuttle service. Our agents do not check or sign-off the condition of your returned vehicle immediately upon your return. This will be done by our own staff later during business hours and any issues arising will be communicated to you at this time. Similarly, any non-urgent administrative issues can be advised to our agent and will be dealt with later by our staff during business hours.

What happens if I return my hire vehicle early?

There is no refund for unused hire days if you return your vehicle early.

What happens if I return my hire vehicle late?

We understand that things get delayed sometimes, so we allow a one-hour window where you won't be charged extra. After the one-hour grace period we charge \$20 per hour up to the single day hire rate then the single day hire rate for each late day thereafter.

If your delayed time will take your return past our normal business hours, and you provide us with prior notice, we may redirect you to our after-hours agent where this service is available. An additional after-hours service fee will be charged. In locations or times where this service is not available, you will need to return the vehicle when we next open.

Can I extend my hire?

Yes! We welcome you to extend your booking subject to the availability of the hire vehicle. If your vehicle is booked for another hire, you may not be able to extend your hire so we recommend you provide as much notice as possible if you want to extend. Either call us on [+64 9 979 7670](tel:+6499797670) or send us an email at info@moderentals.co.nz to discuss your requirements and we'll do our best to cater for you.

If you have further questions, you are welcome to call on [+64 9 979 7670](tel:+6499797670) or send us an email at info@moderentals.co.nz. Additional information is also available in our

Version 2020 09 30