



## Britz Bikes -Frequently Asked Questions

### Why Britz Bikes?

We are constantly striving to create a unique brand experience for our Britz customers and, being the outdoor adventure brand, Britz bikes seems like the perfect fit for our active customers

To provide this experience *thl* has entered into an agreement with a third party supplier to promote and sell Britz bikes through our existing distribution channels. The third party supplier is Natural High who have run bike hire operations in New Zealand for 15 years and carry New Zealand's largest fleet of rental bikes.

In preparation for the launch of Britz bikes Natural High will be opening a branch at 10 Uenuka Way, Mangere – just round the corner from our Auckland Airport branch. Their Christchurch branch is also located a short distance from our branch at 690A Harewood Road, Christchurch.

### What types of bikes are available?

There are 2 types of bikes available

Britz Mountain Bike

Britz Hybrid Bike

### How much do Britz bikes cost to hire?

3 – 13 days - \$23 per day

14 – 20 days - \$19 per day

21+ days - \$16 per day

### What is included in the price?

Bike hire includes Helmet, flat pedals, bottle cage, rear rack, puncture repair kit, pump, spare tube, tyre levers, multi tool, lock and key, 0800 on road service.

### How much do the bike racks cost to hire?

Campervan Rack - \$50 per hire

Car Rack - \$50 per hire

### Can customers hire additional accessories/extra hire items for their Bikes?

Yes there are a wide range of extra hire items available. These can be hired directly through Natural High when picking up their Bikes.

### Are there kids bikes available?

Kids bikes can be booked directly with Natural High

Prices: \$10 per day (3-6 days hire) / \$8 per day (7-13 days hire) / \$7 per day (14-20 days) and \$6 per day (21+ days).



Are one way bike hires allowed?

Yes one way hires are allowed between Auckland and Christchurch.

Is there a one way fee applicable for bike hires?

No.

Are bikes and bike racks available for hire from all branches?

Auckland and Christchurch only.

Is there a minimum hire period?

Yes, 3 days.

How many bikes do the campervan bike racks accommodate?

1 rack can be fitted per campervan:

The 2 berth racks hold up to 2 bikes

The 4 and 6 berth racks each hold up to 3 bikes

How many bikes do the car bike racks accommodate?

Each rack holds one bike with a maximum of 2 racks permitted per hire.

Can the rack take a mixture of the hybrid and mountain bikes?

Yes both hybrid and mountain bikes can be accommodated on the same rack.

Can the customer hire child-seats for the bikes and if so how much do these cost?

Yes, at a cost of \$8 per day – directly through Natural High.

Note: maximum weight for the child seat is 22kgs

Can the bikes be rented to adults and children equally?

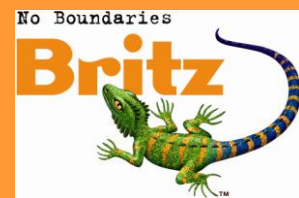
Yes, children's bikes can be rented directly from Natural High.

Is there a weight restriction for the bike?

No.

Is there a bond applicable to bike hire?

Yes, the bike hire bond is \$400 which is payable directly to Natural High at time of pick up. This will be taken in the form of a credit card imprint or cash if no credit card is available.



Is insurance available for bike hires?

Yes, this is organised through Natural High at the time of bike pick up.

The cost of insurance is 15% of the total hire cost.

Do Natural High fit the helmet upon bike collection?

Yes.

Are Britz Bikes available for ALL Britz Campervans?

Britz Bikes are available with all Britz van fleet, **excluding the HiTop and Voyager** (due to the rear door opening upwards). All applicable Britz campervan fleet will be retrofitted with clips to connect the bike rack to, should customer request a bike hire.

Van bike racks on the Elite and Trailblazer take a maximum of 2 bikes

Van bike racks on the Explorer, Navigator, Renegade and Frontier take a maximum of 3 bikes

Does the customer have to return their bikes back to Natural High before dropping the camper off?

Yes, all bikes must be returned to Natural High before returning the car or campervan.

What are Natural High hours/days of operation for this to take place?

9am – 5pm, 7 days a week.

Do Natural High impose any restrictions on hire e.g. where the bikes can be ridden?

No.

Where is Natural High located?

10 Uenuka Way, Mangere – Just around the corner from our Auckland Airport branch.

690A Harewood Road, Harewood, Christchurch – 10 minute drive from our Christchurch branch.

Are there cancellation fees applicable to bike hire?

No.

Can a customer part rent the bike e.g. camper is 25 days but bike only wanted for 5 days?

Yes – contact our reservations team.

Does the customer sign a rental agreement with Natural High upon collection of bikes?

Yes.



What types of payments to Natural High accept?

Visa, Mastercard and EFTPOS.

Can the customer rent a "bike only" from us?

No bike rental must be part of a car or campervan booking and must include a bike rack.

Is bike hire commissionable?

No

Who should customers contact if they have a problem with the bike rental?

All bike enquires should be directed to Natural High

For General Enquiries and on road assistance – 0800 444 144

On road assistance number is 24/7.

If the bike is returned early will the customer receive a refund?

No, no refunds will be given for the early return of bikes.

Once a rack is fitted with or without bikes as well does this make any difference to the operation of the boot of the car or back door of a camper?

No, car racks are fitted to the roof of the car so boot operation is unaffected. Where a campervan has back doors the racks are fitted to one door to allow them to remain fully operational.

Can a maui or Backpacker customer hire a bike or bike rack?

This is an exclusive offer for Britz customers. On campers, the brackets that the bike racks fit onto will not be fitted to the maui or Backpacker fleet therefore bike hire will not be available.

What are the booking codes for the bikes?

BIKEM1 – 1 x Mountain Bike

BIKEM2 – 2 x Mountain Bike

BIKEM3 – 3 x Mountain Bike

BIKEH1 – 1 x Hybrid Bike

BIKEH2 – 2 x Hybrid Bike

BIKEH3 – 3 x Hybrid Bike

BIKERACK – Bike Rack

Please note a Bike product AND Rack product must be booked.