



## Rental Terms and Conditions

---

### **SECURITY**

A photo of your Drivers licence or Passport is required. Once the booking arrangement has been agreed, we will ask for this in advance.

### **EQUIPMENT CONDITION**

To avoid disputes, a video is taken of the hired equipment condition on the day of handover/collection from our Courier company which is compared to the condition when returned. We advise the renter to do the same (just like you would a rental car).

### **REPAIRS/DAMAGE COSTS**

80% (Renter) 20% (Coaches Inc.) split. We understand that you are not hiring 'new equipment' and there may be residual wear at play, hence as a company we will also contribute financially to any repair costs.

### **EQUIPMENT LOST OR STOLEN**

Replacement cost in full paid by renter.

### **CLEANING**

A \$10.00/set, and \$5.00/push cart cleaning fee is applied per booking so our customers don't need to.

### **CANCELLATION AND REFUND POLICY**

You may cancel at any stage. Refund amount proportionate to booking days held v's notice period given e.g.

#### 01 Mar

Booking confirmed, with the 30 Mar being the agreed collection date (booked 30 days in advance)

#### 20 Mar

Request to cancel received (10 days notice before collection date)

#### Refund

10 (days notice) divided by 30 (days booked in advance) = 33% of paid booking fee refunded.

## **CALLOUT AND TRANSIT/TRANSFER FEES**

What these are, options and associated fees can be found via our website.

## **TRANSIT/TRANSFER UNDERSTANDING**

Auckland is our HQ and where our equipment is stored, cleaned and dispatched however when transporting equipment around NZ, we use <https://www.packsend.co.nz/> to package, deliver and collect our equipment. Transit costs are influenced by (a) collection/return location and, (b) metric weight of units hired.

## **12 LOCATIONS AROUND NZ UNDERSTANDING**

Pack and Send, our chosen national courier company has 12 depots around NZ, which allows our customers to simply drop off the equipment to one of their sites, and they take care of the rest! This is obviously organised prior to confirming your booking where we will provide location address and a drop off reference.

## **TRANSIT/TRANSFER RENTAL DAYS**

If the hirer wants their equipment sent and/or collected away from our HQ in Auckland, the days the equipment is in transit are accounted for as 'rental hire days' as obviously these are days we cannot rent the equipment to other customers.

## **DELAYS/LATE TO COLLECT OR RETURN**

If the hirer misses an agreed collection/return date/time, additional costs may apply. Best practices are for the hirer to contact us as soon as reasonably possible in the event of being late so we have time to notify relevant parties and/or make alternative arrangements.

## **EQUIPMENT CARE**

- > Don't leave clubs in the boot of your car (the heat generated breaks down the glue bond in clubs)
- > Keep head covers on i.e. Driver, Putter etc.
- > If cleaning; use COLD soapy water and no alcohol based liquids/solvents.
- > Ensure Driver tee height is correct (ball 25-50% above club head/crown)
- > Avoid leaning on the club as this breaks down the shaft fibres and/or weakens the shaft/head connection
- > Replace protective tape on the top and bottom of the club if it comes off.

---

\* A copy of these T&C's are included within our Booking Scope online forms.