



Cancellation Policy

Effective: 01 February 2025

This document outlines the cancellation policy for Your booking.

You can modify or cancel your booking after it is confirmed, provided it is done up to 48 hours prior to the due pick-up date and time. All modifications must be emailed directly to booking@luxcarrental.co.nz for confirmation.

Any modifications (excluding cancellations) requested less than 48 hours prior to the due pick-up date and time need to be emailed directly to booking@luxcarrental.co.nz for confirmation. Upon confirmation, a modification fee (up to NZD 200) may apply.

Any cancellations made less than 48 hours prior to the due pick-up date and time need to be emailed directly to booking@luxcarrental.co.nz for confirmation. Upon confirmation, a cancellation fee (up to 30% of the total booking amount) may apply. Cancellations on bookings with online payment will be processed less 3% online transaction fee.

If You fail to collect the vehicle at the due pick-up date and time and have not cancelled, 50% of the total booking amount will be charged.

Please note we cannot guarantee the modification after the booking has been confirmed. However, we will accommodate where possible. For any questions, please contact Us directly at booking@luxcarrental.co.nz