



LuxCar Rental – Booking Modification & Cancellation Policy

Effective: 01 February 2025

This policy outlines the terms and conditions relating to booking modifications and cancellations.

All modification and cancellation requests must be submitted by email to booking@luxcarrental.co.nz and are only effective once confirmed by LuxCar.

1. Standard Bookings – Rentals of Less Than 7 Days

Once your booking has been confirmed, you may modify or cancel your booking provided the request is made **at least 48 hours before the scheduled pick-up date and time**.

Modifications

- Modifications requested **48 hours or more** before the scheduled pick-up date and time can be made without a modification fee, subject to vehicle availability.
- Modifications requested **less than 48 hours** before the scheduled pick-up date and time may incur a modification fee of up to **NZD \$200**.
- We cannot guarantee that a requested modification will be available, but we will endeavour to accommodate your request where possible.

Cancellations

- Cancellations made **48 hours or more** before the scheduled pick-up date and time will generally be accepted without a cancellation fee.
- Cancellations made **less than 48 hours** before the scheduled pick-up date and time may incur a cancellation fee of up to **20% of the total booking amount**.
- For bookings paid online, the **3% online transaction fee is non-refundable**.

No-Show

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

2. Long-Term Bookings – Rentals of 7 Days or More

Bookings with a rental period of **7 days or more** are considered Long-Term Bookings and are subject to the special conditions below.

Due to the extended rental period, the vehicle is reserved exclusively for you and is removed from our availability for the entire agreed rental period. This means the vehicle may no longer be available for other customers to book.

Deposit / Payment

- A deposit of **20% of the total booking amount is required to secure a Long-Term Booking.**
- The deposit will be held against any applicable cancellation fee in accordance with the cancellation conditions below.
- The remaining balance must be paid by the agreed payment due date before the rental commences.
- For bookings paid online, the **3% online transaction fee is non-refundable.**

Cancellation of Long-Term Bookings

The following cancellation conditions apply:

Cancellation received:	Applicable cancellation fee:
30 days or more before pick-up	5% of total booking amount
15–29 days before pick-up	10% of total booking amount
Less than 15 days before pick-up	20% of total booking amount

Any applicable cancellation fee will be **deducted from the deposit already paid**, and any remaining balance of the deposit will be refunded to the customer.

For example, if a customer has paid a 20% deposit and cancels more than 30 days before pick-up, only 5% of the total booking amount will be retained as the cancellation fee and the remaining 15% will be refunded, subject to the non-refundable 3% online transaction fee where applicable.

Where possible, LuxCar may consider reducing the applicable cancellation fee if the vehicle is successfully re-booked for part or all of the cancelled rental period.

3. Early Return of a Long-Term Booking

If a vehicle booked under a Long-Term Booking is returned before the agreed return date, the unused rental period is **not automatically refundable**.

Any refund or adjustment will be considered by LuxCar on a case-by-case basis, taking into account whether the vehicle can be re-rented for the remaining period.

4. General Conditions

All cancellation and modification requests must be submitted to: booking@luxcarrental.co.nz

A cancellation or modification is not effective until it has been confirmed by LuxCar.

We cannot guarantee that a modification will be available after a booking has been confirmed. However, we will always endeavour to accommodate reasonable requests where possible.

LuxCar reserves the right to apply different booking conditions to special, promotional, corporate, or exceptionally long rental periods. Any different conditions will be clearly communicated to the customer before the booking is confirmed.