# Cruzen Holiday Voucher Terms and Conditions

**CRUZEN LIMITED trading as Cruzen Campers · Version 1.1 · Last updated 30 OCT 2026**

These terms cover buying, holding, transferring and using a Cruzen Holiday Voucher. The hire of the campervan itself is covered by our Campervan Rental Agreement, which follows these terms.

## 1. Who we are and what these terms cover

These terms (the 'Voucher Terms') are a contract between CRUZEN LIMITED, trading as Cruzen Campers ('Cruzen', 'we', 'us'), and the person who buys or holds a Cruzen Holiday Voucher ('you', the 'Member'). They govern the purchase, ownership, transfer and redemption of Cruzen Holiday Vouchers. The hire of the campervan itself is governed by the Cruzen Campers Campervan Rental Agreement (the 'Rental Agreement'), which is signed digitally at check-in. If these terms and the Rental Agreement conflict: (a) on matters about the voucher (including its purchase, transfer, trip dates, cancellation and refund), these terms apply; and (b) on matters about the hire and use of the campervan, the Rental Agreement applies.

Nothing in these terms excludes, restricts or modifies your rights under the Consumer Guarantees Act 1993 or the Fair Trading Act 1986.

## 2. What a Cruzen Holiday Voucher is

a) A Cruzen Holiday Voucher is a prepaid holiday: a specific campervan, on specific dates, at a price fixed when you pay. It is not a gift card, stored-value card, currency or investment, and it cannot be exchanged for cash except as a refund under clause 5.

b) A voucher only ever comes into existence as payment for a holiday you have already reserved. You cannot buy a voucher on its own. The booking flow is always: choose a van and dates, reserve them, then pay. The voucher is issued against that reserved trip.

c) The voucher is the trip, for its whole life. It is not a bank of nights that can be separated from the booked dates and used later. A voucher ends when its trip dates end.

d) You may book up to three years ahead. This is how far ahead you can book, not how long a voucher lasts: each voucher is for the dates you booked.

## 3. Trip lengths and minimum hire

The minimum hire is 5 nights. Trips are offered as the 5-Night Escape (5 nights), the Week Away (7 nights) and the Grand Tour (14 nights), or another length of 5 nights or more where available. Prices are per night and vary by season. The total price, including GST, is shown before you pay.

## 4. Price, payment and GST

a) All prices are in New Zealand dollars and include GST at 15%. The price shown at checkout is the full amount you pay for the holiday. Cruzen does not charge any card surcharge or administration fee on voucher purchases.

b) Payment may be made by card (Visa or Mastercard) or by New Zealand bank transfer. Your dates are held for a short period while you pay. If payment is not received within that period, the hold is released and the dates may be booked by someone else.

c) Amounts payable during the hire itself (the bond pre-authorisation, excess reduction cover, additional driver fees, fuel and any fees for breach) are set out in the Rental Agreement and are not part of the voucher price.

d) Where the van you hire is diesel, a Road User Charge is payable at the end of the hire, calculated on the kilometres travelled, as set out in the Rental Agreement. Whether a van is petrol or diesel is shown on its listing.

## 5. Changes, cancellations and refunds

a) **Change of mind.** Your voucher is for set dates that we hold for you and turn other customers away for. Because of this, we do not give refunds if you simply change your mind. There is no cooling-off period.

b) **Your options if your plans change.** Before the trip starts you can: (i) ask to move your trip to new dates, subject to availability, under clause 4 of the Rental Agreement (the price may be re-calculated for the new dates, and you will be told before you confirm); or (ii) sell, gift or split your trip through the members portal under clause 6.

c) **Things outside your control.** If, before your trip starts, you cannot travel because of: the death, or serious illness or injury, of a traveller or a close family member; a natural disaster, state of emergency or government travel restriction affecting the trip; or a road closure that makes the trip impossible, tell us as soon as you can and give us reasonable evidence. We will move your trip to new dates of the same length, at no extra cost, that you can take within 12 months of the original start date. If we cannot offer you dates you can reasonably take within that time, we will refund the price you paid.

d) **If we cancel.** If Cruzen cancels or cannot provide your trip for any reason that is not your fault, you will never lose the nights you paid for. You can choose replacement dates or a replacement van of the same length, or a full refund of the price you paid.

e) **Refunds.** Refunds are paid back to the original payment method. When a full refund is confirmed by our payment provider, the voucher is cancelled automatically.

f) **Trip not taken.** If the booked dates pass without the trip being taken, moved or transferred, and none of clauses 5(c) or 5(d) apply, the voucher ends and no refund is due.

g) This clause does not limit your rights under the Consumer Guarantees Act 1993, including where Cruzen fails to provide the service.

## 6. Selling, gifting and splitting your trip

a) **Transfer.** You may transfer your voucher (the whole trip) to any other person, as a gift or for a price you agree with them, at any time before the trip starts. The recipient becomes the registered owner and takes the trip on the booked dates. Gifting is free.

b) **Cruzen's role.** Cruzen provides the Community Board on which trips may be advertised, and the register that records ownership. Cruzen does not arrange, broker, guarantee, value or settle any sale between Members, takes no commission, and is not party to any payment between them. Any sale is a private transaction between the seller and the buyer, at their own risk.

c) **Splitting.** A trip of 10 nights or more may be split into two pieces by taking days off the front or the back of the booked dates (never the middle). Each piece is a complete trip with its own dates and van, and both pieces must be at least 5 nights. A split fee applies: at 11 nights or more you may choose to give up one calendar day at the join between the two pieces (no money changes hands) or pay a money fee shown before you confirm; at exactly 10 nights the money fee is the only option. Trips under 10 nights cannot be split but may be sold or gifted whole.

d) **Listed trips.** While a trip is listed for sale on the Community Board it cannot be changed or split. A listing can be withdrawn at any time before a sale.

e) **No resale value.** Vouchers are holidays, not assets. Cruzen makes no promise that a voucher has or will have any resale value.

## 7. Using your trip: check-in and collecting the van

a) Before the van can be collected, the registered owner of the voucher at that time must complete identity verification (driver licence and selfie) through the members portal no later than 48 hours before the start date. Every person who will drive must also be verified

and watch the safety video, and the Rental Agreement must be signed digitally.

b) The keys are collected in person from our Handover Agent at the collection point. The Handover Agent checks the driver's licence against the booking before releasing the keys. If you are not travelling yourself, transfer the voucher to the person who is; they then verify as the owner.

c) We will remind you before the 48-hour deadline if check-in is not complete. If check-in is still not complete by the deadline, the keys will not be released and the trip is treated as not collected, unless clause 5(c) or 5(d) applies. Full check-in rules, the bond, excess cover and driver eligibility (including the minimum driver age of 21) are in the Rental Agreement.

## 8. Your voucher record

a) Each voucher is recorded in Cruzen's own secure booking system with a unique voucher number, the trip dates and the van.

b) You do not need any cryptocurrency, digital wallet or technical knowledge to buy, hold, transfer or use a voucher.

c) Cruzen's record is the record of who owns each voucher.

## 9. Membership and your account

a) You must be 18 or older and hold a members portal account to buy or receive a voucher. You are responsible for keeping your login details and any two-factor codes secure, and for all activity on your account.

b) You must give accurate information and keep it up to date. Cruzen may suspend an account used for fraud, abuse of the Community Board, or breach of these terms.

## 10. Insurance, bond and excess

Insurance excesses in New Zealand are high, so a bond is pre-authorised on your card shortly before your hire starts. You can reduce the excess and the bond by choosing an excess reduction option. The options, daily rates, bond and excess amounts, and what is and is not covered are shown before you pay and are set out in your Rental Agreement Schedule.

The bond is a pre-authorisation, not a charge: no money is taken unless an amount becomes payable under the Rental Agreement. We recommend that overseas visitors also hold comprehensive travel insurance.

## 11. Cruzen's liability

Cruzen accepts liability to you for breach of contract or negligence under the principles applied by the courts, and for breach of any non-excludable rights under consumer protection laws. Vouchers are supplied for personal, domestic or household use. Cruzen does not accept liability for business losses except where that liability cannot be excluded, in which case Cruzen's liability is limited to supplying the service again or the cost of doing so. Cruzen is not liable for loss caused by events outside its reasonable control, but clause 5(d) still applies.

## 12. Privacy

Cruzen collects and uses your personal information under the Cruzen Campers Privacy Policy and the Privacy Act 2020. Using a voucher involves identity verification, GPS tracking of the van and records of key handover, as described in the Privacy Policy and the Rental Agreement.

## 13. General

a) These terms, the Rental Agreement and the Privacy Policy are the entire agreement between you and Cruzen for the voucher and the hire.

b) Cruzen may update these terms for future purchases. The terms that applied when you paid continue to apply to that voucher.

c) If any clause is unenforceable it is read down or severed without affecting the rest. A waiver on one occasion is not a waiver on any other.

d) These terms are governed by New Zealand law.

## 14. Complaints and contact

Email info@cruzencampers.com, phone 0274 827 129, or write to CRUZEN LIMITED, PO Box 5064, Mt Maunganui South, Mt Maunganui 3116. We acknowledge complaints promptly and aim to resolve them, or tell you what we are doing to resolve them, within 14 days. If you are not happy with the outcome, you can contact New Zealand Consumer Protection or apply to the Disputes Tribunal.

CRUZEN LIMITED trading as Cruzen Campers. Vehicles may be owned by a third party and leased to CRUZEN LIMITED.