

## COVID-19

Below is some key information about arrangements during the COVID-19 pandemic:

### 1. Can a person self-isolate due to the level 4 lockdown in a campervan?

- Yes, but the campervan must be self-contained so that the person self-isolating does not interact with other members of the public and use the same facilities. The campervan must have a toilet, water and waste facilities and display a sticker confirming they meet the Self-Containment Standard 5465:2001.
- In an announcement that New Zealand is moving into a Level 4 lockdown, all non-essential workers will be in lockdown. If your customer is choosing to stay in a campervan during the lockdown the customer must find a spot to remain for the entire lockdown.
- Temporary Accommodation Service (TAS) has stated that campgrounds are essential services and may remain open during the period. Those using self-contained vehicles to self-isolate are strongly encouraged to stay at commercial camping sites, if available. They must remain at the same site for four weeks or until the Alert Level is reduced. Note that during Alert Level 4, Department of Conservation campsites will be closed, along with many local council-owned freedom camping spots.
- Vehicles that are not self-contained must not be used for self-isolation. Those currently living in vehicles that are not self-contained must find alternative accommodation while New Zealand is at Alert Level 4.

### 2. What does alert level 4 mean?

Alert level 4 puts the country in a national state of emergency with compulsory self-isolation for all New Zealanders. A range of measures taking place includes:

- People instructed to stay at home
- Educational facilities closed
- Businesses closed except for essential services and lifeline utilities
- Rationing of supplies and requisitioning of facilities
- Travel severely limited
- Major reprioritisation of healthcare services

To learn more about alert level 4 visit NZ's Covid-19 site: [Covid19](#)

### 3. Operating in alert level 4

- **Scenarios**

There are scenarios where businesses can operate if they are supporting an alert level 4 worker or service. For example, a mechanic can operate if they are doing a repair to maintain a level 4 service or a level 4 vehicle. This can potentially also

apply to rental car situations if you are offering rental cars to level 4 workers or services. A list of level 4 services will be made available at the time.

*Businesses must make their own determination based on the guidelines that are available. If the business judges itself to be essential based on the guidelines, it can rely on those guidelines.*

- **Operating Guidelines**

If businesses operate during alert level 4, they must do so in accordance with the Ministry of Health's guidelines, which include social distancing and wearing of masks. Additional measures to prevent the spread of COVID-19 are also encouraged.

- **Renting and Returning Vehicles**

If businesses currently allow customers to return vehicles, we suggest this is done via a contactless key drop off. If you are renting to an essential service or someone travelling for a permitted purpose, this should also be contactless and by appointment only. Details relating to all aspects of transportation, including a list of permitted reasons to travel, will be made available at the time.

If you have customers with current hires, or with bookings commencing during alert level 4, we encourage all operators to behave reasonably in relation to those who may have difficulty returning the vehicle or cancelling hires within this time. Most operators will have implemented COVID-19 policies covering these eventualities.

- **Wage subsidy program**

If you're an employer, contractor, sole trader or self-employed, you may qualify to get a COVID-19 wage subsidy.

To qualify:

- your business must be registered and operating in New Zealand
- your employees must be legally working in New Zealand
- the business must have experienced a minimum 30% decline in actual or predicted revenue over the period of a month when compared with the same month last year, and that decline is related to COVID-19
- your business must have taken active steps to mitigate the impact of COVID-19
- you must make best efforts to retain employees and pay them a minimum of 80% of their normal income for the subsidised period.
- To learn more about the Wage Subsidy Program visit [workandincome.govt.nz](https://www.workandincome.govt.nz)

- **How should my business deal with customer cancellations?**

Each business will have their own way of dealing with these issues, some helpful steps to consider are:

- Ask customers if they have travel insurance  
*If they do, they should contact their insurer to see if any cancellation fees will be covered by them*
- What do your terms of trade/contract mention?  
*You must comply with the requirements of your terms of trade and contract. The contract may include clauses such as force majeure, express termination and potentially frustration, which customers can use to cancel contracts.*
- Personal discretion  
*After reviewing your contract, think about how your business works, and consider factors such as continuing long-term business relationships, and what is fair and reasonable in the circumstances.*

**Examples of what you could do:**

- Provide a credit for 12 months for the client to rebook
- Provide a refund of their deposit
- Provide a partial refund of their deposit.