



Kylie Meyer <kyliemeyer365@gmail.com>

[Lucky Rentals | Happy Campers] Re: URGENT : Re: Booking Request Confirmed**Nadia Leech (Lucky Rentals | Happy Campers)** <info@luckyrentals.co.nz>

5 January 2025 at 15:21

Reply-To: Lucky Rentals | Happy Campers <info@luckyrentals.co.nz>

To: Kylie Meyer <kyliemeyer365@gmail.com>

##- Please type your reply above this line -##

Your request (178728) has been updated. To add additional comments, reply to this email.

**Nadia Leech (Lucky Rentals | Happy Campers)**

Jan 5, 2025, 15:21 GMT+13

Hi Kylie,

It is so disappointing but I guess the weather has its own plans! We also have not been able to find any ferry tickets in time for you. I believe to finalise the cancellation of the booking you will have to go through the Transfer Car website, but I will add a note to your booking on our end as well.

We do hope to have you on rental with us again soon and I hope the wedding is fun!

Kind regards,

Nadia



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How likely is it that you would recommend Lucky Rentals or Happy Campers to a friend or colleague?



0 = Not likely at all | 10 = Extremely likely



Kylie Meyer

Jan 5, 2025, 14:52 GMT+13

Thanks for your email.

We are disappointed to not go, but we have looked at all ferry bookings and can't see any availability either. Given our time frames are restricted with needing to attend a wedding on Saturday we are going to have to cancel doing the relocation.

Hopefully we can do another one at some other stage for you.

Thanks
Kylie



Nadia Leech (Lucky Rentals | Happy Campers)

Jan 5, 2025, 13:19 GMT+13

Hi Kylie,

We have also been checking the ferry websites to see if we can book a ticket for you. Unfortunately, most of those becoming available are for later in the week. To be completely honest, I would say the chances of us finding a ferry ticket for the 6th or 7th are quite low.

It is up to you whether you would like to take the risk or not. If you do decide to cancel the booking, I will make sure that it gets sorted as soon as possible so we can try to avoid any extra fees, as this is completely out of your hands!

I am so sorry that your trip has been disrupted! We will keep looking for a sooner ferry booking until we hear back from you.

Kind regards,
Nadia



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Kylie Meyer

Jan 5, 2025, 10:33 GMT+13

Thanks Nadia

I have called Bluebridge and they are not taking phone calls at the moment as too overloaded. I have emailed to see if any Tuesday sailings. If there are no sailings on Tuesday we will have to cancel. We have to be home for a wedding this Saturday, and we have our kids at home next week, so unless you have a family size camper to relocate next week we can't be available.

Let me know if any other options pop up as soon as you can, as we will need to cancel all of our accommodation.

Kylie



Nadia Leech (Lucky Rentals | Happy Campers)

Jan 5, 2025, 09:58 GMT+13

Hi Kylie,

As I am sure you have heard from the ferry company, large southerly swells and dangerous weather have resulted in all ferry companies cancelling their next few sailings. Currently, the soonest availability I can see on the system for the next ferry crossing is Monday 13th of January, which is obviously not ideal! We are currently trying find a solution for this problem, as you can imagine there are many customers who have been impacted by these cancellations.

In the mean time, I would recommend calling Bluebridge if they haven't called you already to see if there are any cancellations that you can take, however unfortunately there will be many people doing the same and sailing on Monday is not looking likely.

We will let you know how we plan to move forwards with this in regards to your rental period and drop off date.

Kind regards,
Nadia



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Kylie Meyer

Jan 5, 2025, 08:55 GMT+13

This is a follow-up to your previous request [#178435](#) "Re: Booking Request Confirmed"

Hi Shania

Our ferry has been cancelled. Can you please try and urgently book us on the Monday afternoon sailing. If we don't get this it is going to make the whole trip really tight

Look forward to hearing from you As soon as you have confirmation.

What happens if we Camry across on Monday. We have time at the other end but understand the vehicle is booked out.

Regards

1/5/25, 3:25 PM

Gmail - [Lucky Rentals | Happy Campers] Re: URGENT : Re: Booking Request Confirmed

Kylie

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