

Safe Insurance Guide

Please Note:

Rent My Gear is a service that connects equipment owners with people who want to rent equipment.

You are responsible for your own equipment and insuring that equipment for rentals made through the Rent My Gear website.

Rent My Gear Ltd takes no responsibility for any damaged or stolen equipment resulting from rental arrangements made through its website.

Introduction

Insuring your gear is a crucial part of a safe renting process.

You may have standard insurance to cover your equipment, but often this doesn't cover circumstances when you rent out your gear to other people.

Rent My Gear Ltd has teamed up with Apex Insurance Brokers Ltd & Sura Film & Entertainment Pty Ltd to offer the insurance you need to safely rent out your equipment to other users on this site or to rent out other people's equipment.

Checking your insurance policy

If you currently have your gear insured, we recommend the first step you take is to call your insurance company and find out if they cover your equipment when renting it out to other people or if you are covered to rent out other people's equipment.

If they do not cover you for rentals, Apex Insurance Brokers Ltd & Sura Film & Entertainment Pty Ltd can supply you with the insurance you need.

Obtaining insurance for your equipment rentals

Rent My Gear Ltd does not manage or take responsibility for the insurance of your gear, but we make it as easy as possible for you to connect with the people who do.

We recommended that you take out a yearly premium that covers you as an owner and renter.

Alternatively, you can choose to cover a specific amount over a period of time.

Option 1 – Apply when you list an item:

If you are an owner, you can apply for insurance to cover your rentals when you list an item. When you select your insurance options, you will need to select that you are not covered by insurance and click the orange 'Get covered now' button.

Option 2 – Apply when you are requesting a booking:

If you are a renter and the owner has allowed you to provide your own insurance on that listing, you can apply for insurance when you request a rental.

Click the orange 'Get covered now' button.

You can now select a period of time and the equipment that you would like to be covered for over that period.

You will need to provide details of this insurance policy to the owner of the equipment before you pick the gear up.

Option 3 – Contact Apex Insurance directly:

If you prefer to speak to a human being, you can contact the insurance company directly.

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What happens after you apply?

The insurer will assess your application and contact you directly within one business day. You may be required to supply additional documents.

If approved, you will be required to sign a contract and organise a payment option for your insurance.

Details of this pending arrangement will be sent to your email. If you have any questions about your policy or would like to cancel the application, please contact the insurer directly.

Paying attention to your policy conditions

Your Insurance policy is unique to you.

It is crucial that you read the conditions in your policy and if you have any questions, contact your insurer to discuss before renting your equipment out to another user.

It is also crucial that when you receive a rental request, that you check the user's profile, read feedback other users have written about them and ask them questions about what they are using the gear for and where they are using it.

Showing negligence to this process could (in some circumstances) risk your insurance claim if your gear is damaged or stolen.

Please read our Safe Renting Guide in our Resources section for more information on how to rent safely.

If something goes wrong with your rental...

Step 1) If a law has been broken (theft, intentional damage...) then call the police.

Step 2) Call your insurance company. They will assist you if you need to make a claim and advise you on the process required.

Adrienne Foster
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Step 3) Mistakes happen. If the circumstance was an accident, please write feedback and reviews for the opposing user fairly.

If you believe the user has acted inappropriately, recklessly or has committed a criminal offence, please contact Rent My Gear and tell us what has happened.

We will assess each situation on a case-by-case basis and act accordingly.

Rent My Gear Support

E support@rentmygear.co.nz

Selecting your insurance options when you list your gear as an owner.

Depending on your insurance situation, there are several options you can choose when listing an item on Rent My Gear's website.

Each step is explained below for your reference:

Insurance is required to rent this item

If you select this option, you are stating that insurance will be required if a renter rents your gear. Depending what other options you select, this may be your insurance or theirs.

Users will not be able to request a booking without selecting an insurance option you have allowed.

Insurance is not required to rent this item

If you select this option, you are stating that insurance will not be required if a renter rents your gear. This means that you will not be protected if the gear gets damaged. This option is designed for low-value items.

Are you covered by insurance for renting out this item?

If you select yes to this option, you are stating that you already have insurance to cover another user renting out your equipment.

If you select no to this option, you are stating that you do not have insurance and will need to either obtain insurance or use the renter's insurance cover. We do not recommend relying on another user's insurance.

Selecting no will initiate an option to 'get covered now' through Apex Insurance. If you choose to, this button will link to an electronic application for insurance cover.

Would you like to add 10% to the booking when people rent this item to cover your insurance costs?

If you selected yes to having insurance, you will be allowed to add an option for potential renters to add 10% to the booking as a fee for using your insurance.

This is the easiest and fastest method for the renter to get insurance and owners who offer this insurance option, may receive more bookings on their equipment.

The 10% is added to the total due and will be added to the amount the renter owes you on pickup.

Selecting your insurance options when you list your gear as an owner (continued).

Would you like to allow renters to provide their own insurance?

If you select yes to this option, you are stating that you will allow renters of your equipment to use their own insurance.

If you use this method, we recommend obtaining copies of their insurance papers and checking them before they pick up the equipment. If possible, before the booking is confirmed.

Please note that this is not an option we recommend and we suggest being highly cautious to who you rent to when using this option.

This may be a good option if you are wanting to offer rentals to productions companies with existing insurance.

Replacement Value

We require all listings to state the replacement value of your equipment for insurance considerations.

Serial Number

This is an optional field. You may want to enter this for identification reasons.

Common Insurance Policy Questions

Please Note:

Please find below some commonly asked questions about the standard insurance policy provided to our users through Apex Insurance Brokers Ltd & Sura Film & Entertainment Pty Ltd.

Each insurance policy is unique. It is crucial that you read the conditions in your policy and if you have any questions, contact your insurer to discuss before renting your equipment out to another user.

Frequently asked questions:

Is my equipment insured for its replacement cost?

Yes, the policy is a replacement policy. If the exact make/model is not available insurers will replace to a higher-level item.

Do I have to pay an excess in the event of a claim?

Yes, there is a standard excess of \$1000 NZD for all claims.

Is my equipment covered if stolen from my vehicle?

Yes, the policy is a New Zealand wide cover which includes Burglary & Theft from locked buildings and Vehicles.

Is my gear covered if my equipment is stolen in the open air? (e.g. A park, film location or public place)

Yes, please read your policy for any exemptions.

Am I insured for renting equipment out to people?

Yes, your policy covers third party rental of your equipment.

If I rent equipment out to people, are there any terms I must meet with the person I'm lending it to? Age? Experience? etc...

You must show that you have made an effort to rent your gear out safely. For example, if you rent your \$30,000 camera out to a 10 year old and they break or lose it, the insurer may argue that you have been negligent. Please see your policy for more details or contact your insurer directly for more information on this topic.

The safest way to rent gear is to use the templates and guides on our resources page.

If someone steals my equipment from my house, is it insured?

Yes, your equipment is covered anywhere in New Zealand.

If I change my address and forget to contact you, and someone steals my equipment from my house, is it insured?

Yes, as above you are covered anywhere in New Zealand. However, please update any address details as soon as possible.

If I crash my car with my equipment in it, is the equipment insured?

Yes, cover includes any damage to your equipment whilst in transit.

If I drop my equipment, is it insured?

Yes, cover includes accidental damage to your equipment.

Contacts

Insurance Contacts

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