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## **GO Rentals scoops Canstar award for New Zealand's favourite car hire**

GO Rentals are this year's winner of Canstar Blue's Most Satisfied Customers award for Hire Cars, with a clean sweep of 5-star ratings across all the drivers of satisfaction.

The result, from a survey of 898 New Zealanders, showed customers looked for, in order of importance: customer service, value for money, transparency around costs and fees, availability of cars, and the booking process. GO Rentals excelled in every area.

Jose George, Canstar NZ General Manager, said the survey revealed GO Rentals' significant leadership in car hire customer satisfaction: "The results of our survey are quite remarkable, and show how much New Zealanders value car hire services for adventure and business."

James Dalglish, GO Rentals Managing Director, said: "We are immensely proud to be accepting another Canstar Blue Award, particularly in these difficult times, because it recognises the hard work and dedication from all of our amazing people right across the country.

"This award genuinely demonstrates the commitment we have made to delivering a truly world-class customer experience in the rental vehicle industry."

The survey to find the winner revealed how much New Zealanders value ease of booking online, a factor which may well become even more significant with the current need for social distancing. Nearly three quarters of Kiwis said ease of online booking was "an important consideration" when hiring a car, although less than a quarter said they "thoroughly" read the terms and conditions.

More than half of Kiwis said they believed overseas drivers should sit a minimum standards test, however those concerns will likely ease given current travel restrictions and a focus on domestic travel.

However, it is notable that 43% of respondents said reckless New Zealand drivers were more of a concern than tourists, 14% said road signs were confusing and the same number said inner-city speeds should be reduced.

There was also a notable split between men and women over increasing the highway speed limit to 110kph, with 22% of men in favour and only 13% of women backing the idea. Further, 25% of respondents said tougher penalties should be introduced for at-fault drivers who cause road accidents.

For further details please visit the Canstar NZ site, [here](#).

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