

**MAUI NEW ZEALAND – STANDARD
MOTORHOME RENTAL CONDITIONS
01 April 2009 - 31 March 2010**

Please note:

- Calculated on a per calendar day basis
- Quoted in New Zealand Dollars
- Minimum rental period is 5 days
- Minimum rental periods are subject to change during peak periods.
- These rates and terms may not apply to rentals exceeding 100 days, which includes multihires.
- Requests for quotes/bookings of more than 100 days should be directed first to Reservations.
- All rates and conditions are subject to change as required and without prior notification.

INCLUDED IN GROSS RATES:

- Unlimited kilometers
 - Vehicle insurance (excess applies, see information under the heading “for your protection – vehicle excess”)
 - 12.5% GST*
 - Starter pack*
 - Extra driver fees
 - Airport transfers upon vehicle collection and return (except Wellington)
 - Kitchen equipment*
 - Linen and bedding*
 - General equipment*
 - THL/BP Eco Trust (Maui has teamed up with BP and by using their fuel stations during the hire it contributes to the Trust which funds environmental projects in New Zealand)
 - Supermarket Discount Card
 - Customer care 24 hour, 7 days per week road-service helpline (toll free)
 - Travel wallet including road maps and travel information
 - New Zealand leading attractions map including discounts to iconic tourist attractions
 - Free mountain bike hire available at selected Top Ten Holiday Parks
- **Goods and Services Tax (GST)** - GST is a New Zealand Government imposed tax. GST is included in all Maui rates and is currently 12.5%. Maui reserves the right to amend GST upon Government intervention.
 - * The **starter pack** is designed to provide the customer with some basic requirements as might be needed at the beginning of a hire, before the customer has had an opportunity to visit a supermarket and includes dishwashing detergent, disposable gloves, bin liner, toilet roll, toilet chemicals, laundry detergent, matches, soap and tissues.
 - **Kitchen equipment** includes plates, bowls, cups, glasses, knives, forks, spoons, bottle/can opener, mixing bowls, colander, saucepans, frying pans, cooking utensils, chopping board, kettle, teapot, coffee plunger, toaster and tea towel.
 - * **Linen and bedding** includes pillow, pillowcase, doona (duvet), sheet and towel per person.
 - * **General equipment** includes pegs, dustpan/brush, fire extinguisher, bucket/hose, broom, matches, ice cube tray, coat hangers and toilet chemicals.

MAUI PREMIUM PACKAGE:

The Maui Premium Package is **NZ\$53 per day** (maximum NZ\$2,500 per rental) and is payable in addition to the daily rental rate.

Inclusions are:

- Excess Reduction Option 2*
 - No Worries Cover* (PCO2)
 - Diesel Tax Recovery Fee*
 - Pre-Purchase Gas* (PGO)
 - Picnic table and chairs (chairs per person travelling)
 - 1 x child or booster seat if required*
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- **Excess Reduction Option 2** - This option reduces the excess from NZ\$7500 to NIL.
 - **No Worries Cover Option (PCO2)** – The No Worries Cover Option extends the cover available with Excess Reduction 2 to include cover for accidental damage to the overhead and underbody sections of the motorhome.
 - **Pre-Purchase Gas (PGO)** allows the customer to return the vehicle without the need for the gas bottle to be replenished. The gas bottle is used to operate the gas stove and to heat the hot water in vehicles with a hot water facility. This option can be purchased separately if the Premium Package has not been selected. See “additional products and services” for costs.
 - **Child/booster seat** – Note that not all Maui vehicles can accommodate child restraint equipment. Childseats depending on the child’s age are commonly used for children 3 years or less. Reversible childseats or capsules are used so that an infant can be accommodated when required. Booster seats again depending on the child’s size are commonly used for children between 3 and 8 years of age. All child restraint equipment is to be fitted by the hirer facing forward, in the appropriate seat/s and cannot be situated on side facing seats. Refer to vehicle specifications on the website and/or contact Reservations for further information.

DIESEL TAX RECOVERY FEE

The Diesel Tax Recovery fee is included in the Maui Premium Package. If the Maui Premium Package has not been selected the Diesel Tax Recovery Fee will be calculated and collected on return of the vehicle based on the kilometres travelled during the hire.

The vehicle rates per 100km are as follows:

2 Berth unleaded petrol: Nil

2 Berth (Toilet Shower): NZ\$4.70

4 Berth: NZ\$4.70

6 Berth: NZ\$4.85

Maui reserves the right to amend the Diesel Tax Recovery Fee upon Government intervention.

FOR YOUR PROTECTION – VEHICLE EXCESS

New Zealand legislation provides limited coverage for personal injury. Maui strongly recommends that all people travelling in New Zealand take out personal travel insurance.

All vehicles are insured for damage to the vehicle or to the property of a Third Party. The hirer is responsible for the first **NZ\$7,500** (“the excess”) of the cost of damage to Third Party property or to the rented vehicle, including single vehicle accident, windscreen and tyre damage, towing and recovery costs, theft, fire, break-in or vandalism with the exception of the ‘**exclusions**’. This also includes the cost of the daily rental for the period the vehicle is off fleet for accident repairs.

The excess is applicable regardless of who is at fault and must be paid at the time the accident report is completed, not at the completion of the rental. The excess will be refunded if Maui is successful in recovering the cost of the damages from the Third Party. Please note that Third Party claims can take months to resolve. The excess applies in respect of each claim, not rental.

Please see the ‘exclusions’ section below, whereby all insurance cover will be made void.

This **NZ\$7,500** excess can be reduced, in most circumstances, by the purchase of Excess Reduction Option 1 or Excess Reduction Option 2.

Excess Reduction Option 1

Cost per day NZ\$22 (max charge NZ\$1,100)	Excess reduced to NZ\$2,500
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When Excess Reduction 1 has been purchased the hirer is responsible for the first **NZ\$2,500** (“the excess”) of the cost of damage to Third Party property or to the rented vehicle. This includes single vehicle accident, windscreen and tyre damage, towing and recovery costs, theft, fire, break-in or vandalism with the exception of the ‘**exclusions**’. This also includes the cost of the daily rental for the period the vehicle is off fleet for accident repairs. The excess applies in respect of each claim, not rental.

Please see the ‘exclusions’ section below, whereby all insurance cover will be made void.

Excess Reduction Option 2

Cost per day NZ\$40 (max charge NZ\$2,000)	Excess reduced to Nil
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With Excess Reduction 2, the hirer **will not have to pay any excess at all** for any damage to the vehicle or property of a Third Party with the exception of the ‘**exclusions**’.

Note: Excess Reduction Option 2 is included in the Maui Premium Package

Please see the ‘exclusions’ section below, whereby all insurance cover will be made void.

No Worries Cover Option (PCO2)

The No Worries Cover Option is a one off fee of NZ\$50 per hire. The No Worries Cover Option is only available when Excess Reduction 2 has been purchased.

Note the No Worries Cover Option is included in the Maui Premium Package.

The No Worries Cover Option extends the cover available with Excess Reduction 2 to include cover for accidental damage to the overhead and underbody sections of the motorhome.

Please note overhead and underbody damage cover is excluded unless the No Worries Cover Option has been purchased.

TYRE AND WINDSCREEN DAMAGE – Where the hire has a nil excess up to one windscreen and two tyres will be covered for accidental damage. Should these amounts be exceeded the cost to repair or replace the items will not be covered and will be the responsibility of the hirer.

MAUI STRONGLY RECOMMENDS OUR CUSTOMERS TAKE **NO WORRIES COVER** FOR TRAVEL WITH COMPLETE PEACE OF MIND.

EXCLUSIONS:

All insurance cover will be made void if any of the following 'Exclusions' are breached:

1. Overhead and underbody damage to the vehicle – except where No Worries Cover has been purchased.
2. Any water related damage which includes, but is not limited to:
 - a) any vehicle submersion
 - b) creek or river crossing
 - c) driving through low plain flooded areas
 - d) beach driving
3. Personal belongings. Maui recommends the hirer does not leave valuables in the vehicle and that they have insurance to cover for the loss/damage of personal belongings.
4. Any damage caused by willful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle).
5. A single vehicle roll over occurs.
6. Any damage caused while driving under the influence of alcohol or drugs.
7. The Customer will be liable for any costs associated with the incorrect use of fuel or the use of Bio-Diesel which should not be used (fuel being diesel or petrol), or water or other contamination of fuel.
8. The cost to retrieve or recover a vehicle, which may include, but is not limited to a vehicle that has become bogged, submerged or has been abandoned.
9. The cost to replace keys, which have been lost or retrieval of keys, which have been locked in a vehicle.
10. The vehicle rented may only be used to carry the maximum number of passengers as dictated by the vehicle type. If more passengers are carried than what is allowed Maui does not accept any liability.
11. Drivers not identified on the rental agreement and/or drivers that have a licence that has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence.

VEHICLE SECURITY DEPOSIT

Upon vehicle collection, a security deposit is required. The amount is determined by the Excess Reduction Option selected.

For security purposes, **only a credit card** can be used to provide a vehicle security deposit. The credit card holder must be present and able to sign for the vehicle security deposit upon vehicle collection. The credit card holder is jointly and severally liable for any damage to the rental vehicle.

In the USA a vehicle security deposit is referred to as the "deductible".

Debited bonds are subject to a 2% credit card administration fee in addition to the bond amount when the credit card used is either a Visa or MasterCard. This administration fee is refunded when the bond is refunded. If a bond is retained the administration fee is retained.

Debited bonds are subject to a 4.5% credit card administration fee in addition to the bond amount when the credit card used is an American Express card. This administration fee is not refunded when the bond is refunded.

If you do not take an Excess Reduction Option, the security deposit is **NZ\$7,500** payable by credit card.

The **NZ\$7,500** is **debited** to the hirer's credit card when the vehicle is collected. For this reason it is important that the hirer have the funds available on the credit card and that the amount does not exceed the hirer's daily withdrawal allowance.

If **Excess Reduction Option 1** has been taken the Security Deposit is **NZ\$2,500**.

The **NZ\$2,500** is **debited** to the hirer's credit card when the vehicle is collected. For this reason it is important that the hirer have the funds available on the credit card and that the amount does not exceed the hirer's daily withdrawal allowance.

If **Excess Reduction Option 2** is nominated with or without No Worries Cover or the package booked is the Premium Package the security deposit is **NZ\$220**.

The **NZ\$220** is **taken as an imprint** to the hirer's credit card when the vehicle is collected. An imprint simply records a figure against the hirer's credit card of **NZ\$220** that Maui can then debit if required.

The security deposit is fully refundable provided the vehicle is returned on time, to the correct location, undamaged, with a clean interior and with full fuel tanks (fuel being petrol or diesel) and gas bottle. Except where the customer has purchased PGO (PGO is included in the Maui Premium Package) and/or Pre Purchase Fuel (PPF), failure to return the vehicle with full petrol or diesel tanks and/or a full LPG bottle will result in refill charges, which will be advised upon return of the vehicle.

Maui reserves the right to retain a NZ\$220 cleaning fee if the vehicle is not returned in a clean condition. The toilet and waste water tank must be emptied prior to the return of the vehicle, or an additional NZ\$125 soiling fee will be retained.

FOR SECURITY PURPOSES, ONLY THE HIRERS CREDIT CARD CAN BE USED FOR VEHICLE SECURITY DEPOSITS.

EXCHANGE RATE / CURRENCY VARIATIONS

All credit card transactions are conducted in New Zealand dollars. Due to exchange rate fluctuations and/or bank transaction fees there could be some variance in the amount refunded compared to the amount initially charged. Maui does not accept any liability for variances up or down.

CREDIT CARDS

The credit card holder will be jointly and severally liable as a customer. Accepted credit cards are Visa Card, MasterCard and American Express. A non-refundable **2%** administration fee will apply to all Visa and MasterCard transactions. A non-refundable **4.5%** administration fee will apply to American Express cards. Credit card administration fees also apply to debited security bonds and only the hirer's credit card is acceptable to use for the purpose of the security bond. Please refer to the vehicle security section above for more information.

PERSONAL AND COMPANY CHEQUES

Personal and company cheques will not be accepted as payment for rentals at the time of pick-up. These must be received by Maui 14 working days prior to commencement of the hire/s.

CALCULATION ERRORS

Maui will not honour calculation errors. Should a calculation error occur Maui will charge for the shortfall.

LICENCE

A current and full motor vehicle driver's licence is required and must be produced upon vehicle collection. Should a foreign licence be in a language other than English it must be accompanied by a current international driving permit issued in the same country as the driver's licence was issued. An accredited English translation will be accepted in lieu of an international driving permit.

AGE RESTRICTIONS

Drivers must be 21 years of age or over. For drivers 75 years of age or over, a medical certificate stating that the customer is fit to drive for the duration of the hire is required upon vehicle collection.

ADDITIONAL PRODUCTS & SERVICES

To be requested at time of reservation or upon vehicle collection and paid by customer on the day of vehicle collection:

- Picnic Table NZ\$22 per rental
 - Picnic Chair NZ\$12 per rental
 - Child / Booster seat* NZ\$25 per rental
 - Tent (4 persons) NZ\$75 per rental
 - Camping Pack NZ\$20 per day (maximum charge NZ\$200 for 2 persons)
 - Souvenir Road Atlas From NZ\$25 for purchase
 - Snow Chains Free of Charge
 - First Aid Kit Details on request
 - Mountain Bikes Hire free of charge at selected Top Ten Holiday Parks
 - Pre-Purchase Gas Option - PGO (gas bottle used for cooking. Also used for hot water facilities in vehicles that have this option) NZ\$23 per vehicle
- Spirit 2* NZ\$23 per vehicle
Spirit 2T/S / Spirit 4 / Spirit 6 NZ\$35 per vehicle
- Pre-Purchase Fuel Option – PPF Details on request

Charges for additional products and services will be charged per hire.

Note that outdoor chairs/table, a child or booster seat (if required) and the pre-purchase gas option are included in the Maui Premium Package.

RENTAL DURATION

- Rental days are charged per calendar day. When calculating the number of days a vehicle is rented, the day of pick-up is counted as day one of the rental. The day of the vehicle's return is counted as the final day of the rental. Vehicles are required to be collected and returned within business hours unless arranged otherwise.
- When a rental moves from one rate season into the next, the calculation is based on both rates.
- Minimum rental period is 5 days.
- Minimum rental period is 10 days for hires with a collection date between 23 December and 10 January.
- Minimum rental period is 10 days when a vehicle is being collected from the North Island and is being returned to the South Island if the rental commences between the months of October through to March.
- Minimum rental period is subject to change during peak periods.
- These rates and terms may not apply to rentals exceeding 100 days, which include multihires. Requests for quotes/bookings of more than 100 days should be first directed to Reservations.
- Late pick-up or early return of vehicle does not entitle the hirer to any refund of the unused portion of the rental.

- If the customer wishes to extend the rental whilst on hire, they must first obtain authorisation from Reservations or any of Maui's branches. The rental extension is subject to vehicle availability. The cost of an extended rental must be paid by credit card over the telephone on confirmation of the rental extension. The rate charged may not reflect the original rate booked. Failure to obtain authorisation will result in a daily fee of NZ\$150 in addition to the daily rate.

ROAD RESTRICTIONS

Motorhomes can only be driven on sealed/bitumen or well-maintained roads. No vehicle shall be driven on Skippers Road (Queenstown), Ninety Mile Beach (Northland), Ball Hut Road (Mt. Cook), Bluff Road that runs between Kuatunu and Mataurangi and North of Colville Township (Coromandel Peninsula). Maui reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions.

CHANGE OF DROP-OFF DESTINATION

If the customer wishes to change the drop-off destination, they must first obtain authorisation from the Reservations or Scheduling departments. Subject to the change being approved, an additional charge of up to NZ\$550 may apply.

BOOKING AMENDMENTS

All amendments to bookings are subject to availability of vehicle and/or package. Different rates may apply based on the amendment made.

MULTIPLE RENTALS

Should a customer have more than one consecutive rental they can be combined to qualify for longer-term hire discounts off the vehicle rate. Consecutive motorhome hire in Australia, New Zealand and South Africa and/or consecutive car hire in New Zealand for both Maui and Britz can be combined to qualify if the vehicle collection date/s are within a 3-month period. For all rentals to qualify each booking needs to be made at the same time. If a customer makes another booking at a later time, the new booking can be combined to qualify if the vehicle collection date/s are within a 3-month period however, the original booking/s will only qualify for a discount if the booking/s are not already travelling or travelled.

Note that 2WD car hire in Australia cannot be combined with any campervan or New Zealand car hire to qualify for longer-term discounts.

Longer-term discounts must be requested at the time of booking.

For motorhomes that pick up and drop off on the same day, the less expensive rental day will be free of charge. This also applies to the Excess Reduction Option or the Maui Premium Package if applicable.

If multiple hires are within the same country and total days exceed 50 days only the maximum charge applicable to the Excess Reduction Option or the Maui Premium Package will apply. If combining a vehicle hire with another Maui vehicle that has a more expensive Premium Package or Excess Reduction Option, the more expensive Premium Package/Excess Reduction maximum cost is applied. In the instance where a Maui hire is being combined with a Britz hire and the packages have either the Premium Pack or the Bonus Pack these components cannot be combined to have a maximum charge applied however the vehicle rate can have a longer-term discount applied if applicable.

If multiple hires total more than 100 days these rates and terms do not apply. Requests for quotes/bookings of more than 100 days should be directed first to Reservations.

ONE-WAY RENTALS

- One-way rentals are available between all branch locations.
- A one-way rental fee of **NZ\$250** is charged for rentals between the **North and South Islands and vice versa**, where pick-up is between 01 October and 31 March.

- The one-way fee if applicable is charged per hire.

WELLINGTON AND QUEENSTOWN FEES

Vehicle collections and returns in Wellington and Queenstown incur a NZ\$200 location fee (same city collection and return, one fee applies). This is in addition to the one-way fee if applicable.

TRANSFERS

Maui provides free airport to branch and branch to airport transfer on day of arrival and departure for our Auckland and Christchurch Branches. Queenstown branch is located at the airport. The Wellington agency is located 40 minutes from the airport and clients must arrange their own transportation to and from the branch at their own expense.

INFRINGEMENTS

Maui reserves the right to charge the hirer for any speeding or parking fines, associated administration costs and/or accidents including Third Party property damage not reported on return of the vehicle. The administration fee per fine, in addition to the fine, will be NZ\$60.

CUSTOMER CARE ON-ROAD ASSISTANCE

Any problems associated with the vehicle, including equipment failure, must be reported to Maui as soon as possible, and within 24 hours in order to give Maui the opportunity to rectify the problem during the rental. Failure to do so will compromise any claims for compensation. Maui do not accept liability for any claims submitted after this period.

Please contact us on free phone:

North Island: 0800 651 080

South Island: 0800 304 304

REPAIRS

Repairs up to NZ\$100 may be affected without authorisation and will be reimbursed upon presentation of a receipt. For amounts over NZ\$100, Maui will need to be informed in advance. Repairs will be approved provided the customer was not directly responsible for the damage. Receipts must be submitted for any repair or the claim will not be paid.

CANCELLATION FEE

The cancellation fees are:

- If cancelled up to 22 days prior to pick-up No Fee
- If cancelled from 21 to 7 days prior to pick-up 20% of Gross Rental
- If cancelled 6 to 1 days prior to pick-up 50% of Gross Rental
- If cancelled on day of pick up or No-Show 100% of Gross Rental
- If vehicle is returned early for any reason whatsoever no refund is available for the unused portion of the hire

IMPORTANT

Maui reserves the right to refuse any rental at its discretion.

ANIMALS

No animals are permitted in our vehicles, excluding guide dogs.

NEW ZEALAND RESERVATIONS OFFICE HOURS AND CONTACT DETAILS

Daily from 8:00am to 5:30pm

Closed Christmas Day the 25th of December

Closed New Years Day the 1st of January

Phone: +64 9 275 3013

Fax: +64 9 255 0629

Toll free within New Zealand: 0800 651 080
Toll free outside New Zealand: 800 8008 0009
E-mail: direct@maui-rentals.com
Website: www.maui-rentals.com

AUSTRALIAN RESERVATIONS OFFICE HOURS AND CONTACT DETAILS

Monday to Friday 8am to 6pm
Saturday, Sunday and Public Holidays 8:30am to 4:30pm
Closed Christmas Day the 25th of December
Closed New Years Day the 1st of January

Phone: +61 3 8379 8891
Fax: +61 3 9687 4844
Toll free within Australia: 1300 363 800
Toll free outside Australia: 800 8008 0009
E-mail: ausinfo@maui-rentals.com
Website: www.maui-rentals.com

Branches for vehicle collection and return:

Auckland, Christchurch, Queenstown, Wellington.

- Auckland, Wellington and Christchurch: Daily from 0800 to 1730 hours. Open all public holidays except Christmas Day the 25th of December, when all Maui branches are closed.
- Queenstown: 0800 to 1730 hours in the summer months. 0800 to 1700 hours in the winter months. Open all public holidays except Christmas Day the 25th of December, when all Maui branches are closed.
- Vehicle collection and/or return outside of branch hours may be available by prior arrangement. Fees may apply. Please contact Reservations in advance to discuss.

DISCLAIMER

Illustrations and text in any of our documentation, brochures or website are subject to change. Images are a representation only of the vehicle depicted. Variances in the vehicles offered for rental may occur due to substitutions made by Maui or modifications and/or upgrades to the vehicle design made by the manufacturer.