



**MAUI NEW ZEALAND – STANDARD
MOTORHOME RENTAL RATES & CONDITIONS
01 April 2016 - 31 March 2017**

- All rates quoted in this document are inclusive of Goods and Services Tax (GST) and are in New Zealand dollars.
- Rental basis is per calendar day.
- All rates and conditions are subject to change as required and without prior notification.

DISCOUNTS

Long term hire discount	Rental duration = 21 – 34 days	8% discount*
Long term hire discount	Rental duration = 35 + days	15% discount*
Early Bird Discount	Bookings made 120 days or more before the travel date of booking	10% discount*

*Discounts apply to the daily vehicle rate only. These discounts can be combined.

- Daily vehicle hire rates include unlimited kilometers, airport transfers upon vehicle collection and return.
- All motorhomes are fully equipped with linen and bedding, and kitchen and general equipment. Plus in-trip tablet with GPS, travel and vehicle user tips and more.

FEES

One-way Rental Fees	Auckland to Christchurch or Queenstown	Pick-up between 01 April and 30 September	\$100
		Pick-up between 01 October and 31 March	\$250
	Christchurch to Queenstown or vice versa	Pick-up between 01 April and 30 September	\$50
		Pick-up between 01 October and 31 March	\$75
Location Fee	Christchurch or Queenstown to Auckland	Pick-up between 01 October and 31 March	\$150
Location Fee	Queenstown (for same city collection and return only one fee applies)		\$95
Public Holiday Surcharge	25 April 2016	ANZAC Day	\$50
	06 June 2016	Queen’s Birthday	\$50
	24 October 2016	Labour Day	\$50
	26 December 2016	Boxing Day	\$50
	01 January 2017	New Year’s Day	\$50
	02 January 2017	Day after New Year’s Day	\$50
	06 February 2017	Waitangi day	\$50
Extra Driver Fee	A fee per extra driver, per hire applies	\$1 per day (maximum charge per hire, per driver is \$30)	

Note

- A Public Holiday Surcharge will apply to all rentals picking up and/or dropping off on national public holidays listed above.
- The one-way fee if applicable is charged per hire. Minimum one-way rental period requirements are subject to change.

Additional Booking Options



Inclusions	Approx retail value per hire
Vehicle Liability \$7,500 <i>(debited to credit card)</i>	
Liability Reduction Option <i>(liability reduced to Nil)¹</i>	\$45 <i>per day</i>
Single vehicle rollover cover ²	\$100
WiFi, including 1GB of data	\$95
Extra Driver Fees	\$10
Linen exchange	\$50
Picnic table	\$25
Picnic chairs <i>(chairs per person travelling)</i>	\$18
Baby / Booster seat - on request <i>(cannot be fitted in some vehicle categories)</i>	\$36
Snow chains if required	\$36
Portable fan heater if required	\$16
Return gas bottle empty	\$30 - \$50
Return fuel tank empty	\$100
Toilet & Waste Water Emptying Service	\$100
Road User Charge Recovery Fee ³	\$130
Express key return ⁴	

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¹ **Liability Reduction Option:** Reduces Vehicle Liability to Nil

² **Single vehicle rollover cover:** The customer will not have to pay for the costs of any damage attributed to an accidental single vehicle rollover.

³ **Road User Charges:** The Road User Charge Recovery Fee is included in the Express Return Pack. If this package is not selected the Road User Charge Recovery Fee will be calculated and collected on return of the campervan based on the kilometres travelled during the hire.

The vehicle rates per 100km are as follows:	
Ultima, Ultima Plus	\$6.22
Beach, Sunset, River	\$6.62

⁴ **Express key return:** In conjunction with Liability Reduction Option or the maui Inclusive Pack.

⁵ **Express Return Pack:** Pricing will change on a monthly basis to accommodate fuel price fluctuations

VEHICLE LIABILITY AND LIABILITY REDUCTION OPTION

New Zealand legislation provides limited coverage for personal injury. Maui does not accept any liability for personal injuries sustained during the rental, nor for any loss or damage to any personal belongings or property of the customer (or any person or entity related to the customer). Maui strongly recommend that all people travelling in New Zealand take out personal travel insurance.

In the USA a liability is referred to as the “deductible”.

All vehicles are insured for the damage to the vehicle or to the property of a third party. The customer is responsible for the first \$7,500 (“the liability”) of the cost of any damage to third party property or to the rented vehicle, including single vehicle accident (does not include single vehicle roll over), 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 being repaired. In addition to these costs, an administration fee of \$60 may apply, per claim. The liability applies in respect of each claim, not rental. The \$7,500 liability can be reduced by purchasing the Liability Reduction Option or the maui Inclusive Pack.

¹ Liability Reduction Option

Cost per day	Liability reduced to
\$45 (maximum charge \$2,250)	NIL

When the Liability Reduction Option has been purchased, the hirer will have no liability at all with the exception of the ‘exclusions’. This cover includes unlimited tyre and windscreen cover for accidental damage.

MAUI STRONGLY RECOMMENDS OUR CUSTOMERS TAKE THE MAUI INCLUSIVE PACK FOR TRAVEL WITH PEACE OF MIND.

Liability Deposit

If the Liability Reduction Option or the maui Inclusive Pack is not taken, the customer must pay the Liability Deposit. The Liability Deposit is \$7,500 and is applicable regardless if the hirer has purchased private travel insurance.

The customer must provide a valid credit card to pay the Liability Deposit and the amount will be **debited** to the customer's credit card on the day of vehicle collection. The credit card holder must be present and able to sign for the Liability Deposit upon vehicle collection. The credit card holder is jointly and severally liable for any damage to the rental vehicle. Any type of pre-paid travel card is not acceptable as a means to provide a Liability Deposit.

The Liability Deposit is subject to a 2% credit card administration fee in addition to the Liability Deposit amount when the credit card used is either a Visa or MasterCard, or 4.6% when the credit card used is American Express.

Exclusions

The Liability Reduction Option will not apply and the customer is responsible for all costs arising out of, or incurred in connection with:

1. Any damage caused by wilful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle) or driving under the influence of alcohol or drugs, or negligence.
2. Any loss or damage to personal belongings or property of the customer (or any person or entity related to the customer). Maui recommends the customer does not leave valuables in the vehicle and that they take out personal travel insurance.
3. Any damage where the customer is charged by local authorities for being careless, showing gross negligence or wilfulness in failing to abide by the local road rules.
4. Retrieving or recovering a vehicle, which may include, but is not limited to a vehicle that has become bogged, submerged, caught, trapped, stuck or restricted in anyway and/or has been abandoned, in each case in circumstances within the control of the customer.
5. Replacing keys, which have been lost or stolen, or retrieval of keys which have been locked in a vehicle.
6. Overhead and underbody damage to the vehicle however caused, except where Liability Reduction Option or the maui Inclusive Pack has been purchased.
7. Any single vehicle rollover except where the maui Inclusive Pack has been purchased.
8. Damage caused to the vehicle because total load (kg) has exceeded recommended load as stated in vehicle manual. Vehicles are not to be used for the purpose of transporting and haulage of goods other than what might be reasonably expected of a leisure rental.
9. Damage caused by drivers not identified on the rental agreement and/or drivers whose licence has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence.
10. Any damage caused to the vehicle due to the use of snow chains.
11. Any damage associated with the incorrect use of fuel (fuel being diesel or petrol), which includes Bio-Diesel which should not be used, or water or other contamination of fuel.
12. Any water related damage which includes, but is not limited to, vehicle submersion, contact with salt water, creek or river crossings, driving through flooded areas and beach driving.
13. 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.

CONDITIONS

Rental Duration

- Minimum rental period is **5 days**.
- Minimum rental period is **10 days** for hires where travel dates include **20 December to 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.
- Late pick-up or early return of vehicle does not entitle the customer to any refund of the unused portion of the rental.
- If a customer wishes to extend the rental whilst on hire, they must first obtain authorization from Maui (call 0800 651 080). 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 authorization will result in a daily fee of \$150 in addition to the daily rate.

Operating Hours

Maui branches are open daily from 0800 to 1630 hours, 7 days a week with the exception of Christmas Day (25 December) when all branches are closed.

Maui requests that clients collecting or returning their vehicle to be in the office by 1530 hours.

Multiple Rentals

Should a customer have more than one consecutive rental they can be combined to qualify for longer-term hire discounts off the daily vehicle rates. Details are on application.

Road Restrictions

Motorhomes can only be driven on sealed/bitumen or well-maintained roads. Vehicles shall not be driven on:

Skippers Road (Queenstown)	Crown Range Road (Queenstown)
Ball Hut Road (Mt. Cook)	Ninety Mile Beach (Northland)
North of Colville Township (Coromandel Peninsula)	All ski field access roads (from 01 June to 31 October).

Maui reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions.

Licence and Age Restrictions

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. Drivers must be 21 years of age or over.

Change of Drop Off Location

If the customer wishes to change the drop-off destination, they must first obtain authorisation from maui (call 0800 651 080).

Subject to the change being approved, an additional charge of up to \$750 may apply.

Change of Vehicle

Should the vehicle booked be unavailable, maui reserves the right to substitute an alternative vehicle without prior notification and at no extra cost. This shall not constitute a breach of contract and does not entitle the hirer to a refund.

Voluntary Downgrade

Should the hirer decide to take a lesser vehicle than booked they will not be entitled to any refund.

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

Transfers

Maui provides free airport to branch and branch to airport transfers on the day of arrival and departure for our Auckland, Christchurch and Queenstown Branches.

Toll and Traffic Notices and Administration Fees

Maui reserves the right to charge the customer for any speeding, toll way, parking or freedom camping fines. In addition to the costs associated per fine, an administration fee of \$60 may be applicable.

CONDITIONS CON'T

Credit and Debit Card Payments

The credit or debit card holder will be jointly and severally liable as a customer. Accepted credit and debit cards are Visa Card, MasterCard and American Express. A non-refundable 2% administration fee will apply to all Visa and MasterCard transactions or 4.6% for American Express. Credit card administration fees also apply to the Liability Deposit and **only the customer's credit card is acceptable to use for the purpose of the Liability Deposit and the Credit Card Authority.**

Credit Card Authority

The customer authorises maui to retain the details of their credit card and to take any action to recover from the credit card the amounts due by the customer pursuant to the maui Rental Agreement Terms and Conditions. These charges including, but not limited to, vehicle cleaning (this includes toilet and waste water tank emptying), speeding, toll way, parking or freedom camping fines, on road assistance, delivery and return of vehicle, late drop off fees, failure to return the vehicle with full diesel or petrol tanks or full LPG bottle (pre-paid fuel and pre-paid gas is included in the Express Return Pack), rental extensions or Exclusions. For security purposes, only the customer's credit card can be used for the Credit Card Authority.

Exchange Rate / Currency Variations

All credit and debit 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 liability for any such variation or any interest incurred on such amounts.

Booking Amendments

All amendments to bookings are subject to availability of the vehicle and/or package. Different rates may apply based on the amendment made. If rental dates are amended within 14 days of vehicle pick up, no refund will be made if the rental is shortened.

Cancellation Policy

The cancellation fees are: see your travelagent

Calculation Errors

Maui will not honour calculation errors. Should a calculation error occur, Maui will charge for the short fall.

Branches

AUCKLAND	36 Richard Pearse Drive	MANGERE	Ph: (09) 255 3910
CHRISTCHURCH	159 Orchard Road	CHRISTCHURCH	Ph: (03) 357 5610
QUEENSTOWN	50 Lucas Place	FRANKTON	Ph: (03) 450 9510

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 0800 788 558 or landline 0064 9 255 4471.

Please Note

This document contains a summary of some of the rental conditions. For detailed conditions, refer to the rental agreement upon vehicle collection. A copy of the rental agreement can be downloaded from www.maui.co.nz.

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