



**MAUI NEW ZEALAND – FLEX  
MOTORHOME RENTAL RATES & CONDITIONS  
01 April 2017 - 31 March  
2018**

**PRICING**

- \* All daily vehicle rates and the maui Inclusive Pack rates quoted are inclusive of Goods and Services Tax (GST) and are in New Zealand dollars.
- \* 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 with business hours.
- \* All rates and conditions are subject to change without prior notification.
- \* 'Flex rates' determine the daily vehicle rate. Flex rates are updated a minimum of once a week. Quotes expire 96 hours after issue.
- \* The flex rate is determined by the date of pick-up, location and date of booking for the rental up to 30 days. After every 30 days the flex rate resets to the rate applicable on that day (I.e. 31st, 61st, 91st day of hire etc).
- \* Amendments prior to the vehicle collection date will be re-calculated at the flex rate applicable on the date of amendment. This applies to changing the vehicle type, reducing the number of rental days, changing pick-up dates and/or changing the pick-up or drop-off location. Where the number of rental days is being extended prior to the vehicle collection date (days are being added on at the end of the rental with no change to the original pick up date), which applied at the time of the original booking, will apply.

Vehicle Name	Vehicle Code	Vehicle Name	Vehicle Code
Ultima	2BTSM	Ultima Plus	3BTSM
Cascade	4BMA	Beach	4BMP
Sunset	6BMP	River	6BMPC

- Daily vehicle hire rates include unlimited kilometres, airport transfers upon vehicle collection and return.
- All motorhomes are fully equipped with linen and bedding, and kitchen and general equipment. Plus in camper tablet with GPS, CamperHelp and more.

**DISCOUNTS**

Long Term Hire Discounts will apply.
Early Bird Discounts will apply.

Discounts apply to the daily vehicle rate only.

**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
	Queenstown (for same city collection and return only one fee applies)		\$95
	Christchurch pick up fee*		\$0
Public Holiday Surcharge	14 April 2017	Good Friday	\$50
	17 April 2017	Easter Monday	\$50
	25 April 2017	ANZAC Day	\$50
	05 June 2017	Queen's Birthday	\$50
	23 October 2017	Labour Day	\$50
	26 December 2017	Boxing Day	\$50
	01 January 2018	New Year's Day	\$50
	02 January 2018	Day after New Year's Day	\$50
	06 February 2018	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 duration may apply.
- \*Christchurch pick up fee is subject to change.

# maui Additional Booking Options

Inclusions	Estimated retail value per hire	Campervan	Inclusive Pack	The Bundle	Express Return
		\$7,500	\$50 per day # (Max charge 50 day) # discounted rate if booked by Walkabout	\$10 per day (Max charge \$500)	Pack <sup>5</sup> \$299 < 15 days \$399 > 16 days
Vehicle Liability \$7,500 <i>(debited to credit card)</i>		✓			
Liability Reduction Option <i>(liability reduced to Nil)</i>	\$45 per day		✓		
Single vehicle rollover cover <sup>2</sup>	\$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	\$50				✓
Road User Charge Recovery Fee <sup>3</sup>	\$130				✓
Express key return <sup>4</sup>					✓

<sup>1</sup>Liability Reduction Option: Reduces Vehicle Liability to Nil.

<sup>2</sup>Single vehicle rollover cover: The customer will not have to pay for the cost of any damage attributed to an accidental single vehicle rollover.

<sup>3</sup>Road User Charges: The Road User Charge Recover 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
Cascade, Beach, River	\$6.62

<sup>4</sup>Express key return: in conjunction with Liability Reduction Option or the maui Inclusive Pack.

<sup>5</sup>Express Return Pack: Pricing and inclusions are subject to change.

## 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.

### <sup>1</sup> Liability Reduction Option (included if ‘Inclusive Pack’ is booked)

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’.

The maximum public liability is \$20,000,000, sub limits may apply. Please note that the maximum public liability may change during the course of the year for which these terms apply.

**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. The credit card administration fees are subject to change.

The Liability Deposit is fully refundable, including the credit card surcharge, if the card used to provide the Liability Deposit is a Visa or MasterCard credit card, provided the Vehicle is returned undamaged. maui recommend that customers use a Visa or MasterCard credit card for the Liability Deposit, as the credit card administration fee that applies when using American Express is not refundable.

## 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 and maximum rental periods apply and are subject to change.
- 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 authorisation 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 authorisation 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.

### Road Restrictions

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

Skipper's 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.

**Vehicle Age**

All maui vehicles are up to a maximum of 2.5 years of age.

**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.

**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.** The credit card administration fee is subject to change.

**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.

Amendments prior to the vehicle collection date will be re-calculated at the flex rate applicable on the date of amendment. This applies to changing the vehicle type, reducing the number of rental days, changing pick-up dates and/or changing the pick-up or drop-off location. Where the number of rental days is being extended prior to the vehicle collection date (days are being added on at the end of the rental with no change to the original pick up date), which applied at the time of the original booking, will apply.

**Cancellation Policy**

Please see for the cancellation fees your travel-agent.  
If vehicle is returned early there is no refund available for the unused days

**Calculation Errors**

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

**Branches**

<b>AUCKLAND</b>	36 Richard Pearse Drive	<b>MANGERE</b>	Ph: (09) 255 3910
<b>CHRISTCHURCH</b>	159 Orchard Road	<b>CHRISTCHURCH</b>	Ph: (03) 357 5610
<b>QUEENSTOWN</b>	50 Lucas Place	<b>FRANKTON</b>	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 does 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](http://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