



**MAUI AUSTRALIA – DOMESTIC
MOTORHOME RENTAL CONDITIONS
01 April 2007 - 31 March 2008**

PROMOTION FOR AUSTRALIAN and NEW ZEALAND RESIDENTS ONLY

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-rentals.com.
- Domestic rates are for Australian and New Zealand residents only. The hirer must be able to present their Australian or their New Zealand drivers licence upon vehicle collection. Should the hirer not be an Australian/New Zealand resident or are unable to present an Australian/New Zealand drivers licence upon vehicle collection the hirer will be charged the difference between the domestic rate and the Standard rate.
- All rates quoted in this document are gross, inclusive of Goods and Services Tax (GST) and are in Australian dollars.
- Rental basis is per calendar day.
- Minimum rental period is **5 days** for 2 berths, **7 days** for 4 and 6 berths and all one-way rentals.
- Minimum rental periods are subject to change during peak periods.
- These rates and terms may not apply to convoy bookings (any rental that consists of five or more vehicles travelling together). Maui has a dedicated convoy department and requests for convoy quotes/bookings should be directed first to reservations.
- 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.
- Special rates may be available upon application for rentals of 50 days or more.

GETTING A QUOTE, MAKING A BOOKING AND PAYMENT

Proceed to the book and quote section of the website to make a quote or booking. If you already have a quote or booking number and would like to make payment please go to www.vehiclebookit.com/securepayment and fill in an online payment form.

A 20% deposit is required at time of booking. Full payment is then required within 30 days of travel. Alternatively you can phone or fax credit card information. Contact details are below. Personal, company cheques and money orders in Australian dollars are accepted as long as the cheque/money order is received 14 working days before the travel date and Maui can accept direct deposits. Contact reservations for further information regarding cheque/money order and direct deposit payment procedures.

INCLUDED IN GROSS RATES:

- Unlimited kilometres
- Vehicle insurance (excess applies, see information under the heading "for your protection – vehicle excess")
- 10% GST*
- Vehicle registration surcharge*
- 2.5% stamp duty and administration fee*
- Taxi fare from airport to Maui branch upon vehicle collection only. Receipt must be presented for reimbursement.
- Starter pack*
- Extra driver fees
- Kitchen equipment*
- Linen and bedding*
- General equipment*
- Customer care 24 hour, 7 days per week road-service helpline (toll free)
- Travel wallet including road maps and travel information

- Super saver booklet with discounts to tourist attractions and holiday parks
- * **Goods and Services Tax (GST)** - GST is an Australian Federal Government imposed tax. GST is included in all Maui rates and is currently 10%. Maui reserves the right to amend GST upon Government intervention.
- * **Stamp duty and administration fee** - A surcharge of 2.5% of the total cost will be levied to cover state government taxes, duties and administration costs. This fee is included in the daily gross vehicle rates.
- * **Vehicle registration surcharge** - a fee levied to cover the costs of vehicle registration. This fee is included in the daily gross vehicle rates.
- * 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, mosquito coils, bin liner, toilet roll, sponge, soap, tissues and shampoo and conditioner sachets.
- * **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, toilet chemicals and floor safe in the Spirit 2 t/s, Spirit 4 and 6.

MAUI PREMIUM PACKAGE

The Maui premium package is **AU\$50 per day** (maximum AU\$2,500 per rental) and is payable in addition to the daily rental rate.

Inclusions are:

- Excess reduction option 2 (Nil excess, see information below under the heading “excess reduction option 2”)
- No Worries Cover Option* (PCO2)
- Pre-purchase Gas* (PGO)
- Picnic table and chairs (chairs per person travelling)
- 1 x child or booster seat if required*
- * **No Worries Cover (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.

FOR YOUR PROTECTION – VEHICLE EXCESS

Personal injury is covered in most cases through registration third party insurance. Maui strongly recommends that all people travelling in Australia 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 **AU\$5,000** (“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 **AU\$5,000** 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	Excess reduced to
AU\$20 (max charge AU\$1,000)	AU\$2,500

When excess reduction 1 has been purchased the hirer is responsible for the first **AU\$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	Excess
AU\$38 (max charge AU\$1,900)	Nil

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 AU\$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.

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

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. Any damage caused while driving under the influence of alcohol or drugs.
 6. The Customer will be liable for any cost associated with the incorrect use of fuel (fuel being diesel or petrol), or water or other contamination of fuel.
 7. 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.
 8. The cost to replace keys, which have been lost or retrieval of keys, which have been locked in a vehicle.
 9. 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.
 10. 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.

All debited bonds are subject to a 1.5% credit card surcharge in addition to the bond amount. This surcharge is refunded when the bond is refunded. If a bond is retained the surcharge is retained.

If an excess reduction option is not selected, the security deposit is **AU\$5,000** payable by credit card.

The **AU\$5000** 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 available on the credit card.

If **excess reduction option 1** has been taken the security deposit is **AU\$2,500**.

The **AU\$2500** 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 available on the credit card.

If **Excess Reduction Option 2** is selected with or without no worries cover or the package booked is the premium package the security deposit is **AU\$220**.

The **AU\$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 hirers credit card of **AU\$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 an AU\$125 cleaning fee if the vehicle is not returned with the interior in a clean condition. The toilet and waste water tank must be emptied prior to the return of the vehicle, or an additional AU\$125 soiling fee will be retained.

Cheques are not an acceptable method in which to supply a vehicle security deposit and will not be accepted.

In the instance where your customer does not hold a credit card for the purpose of the vehicle security deposit or the credit card holder will not be present upon vehicle collection Maui does provide the option to leave the security deposit via cash or travellers cheques or can arrange for a credit card to be debited prior to the rental

commencing. It must be advised to Maui at least 14 working days in advance of vehicle collection that a cash or travellers cheque vehicle security bond or a prior credit card debit is required. This cannot be arranged upon vehicle collection. Please note strict guidelines and criteria must be met for cash/travellers cheques vehicle security deposits and prior credit card debits. Please contact reservations for more information if required.

FOR SECURITY PURPOSES MAUI STRONGLY RECOMMENDS THE USE OF CREDIT CARDS FOR VEHICLE SECURITY DEPOSITS.

EXCHANGE RATE / CURRENCY VARIATIONS

All credit card transactions are conducted in Australian 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 **1.5%** surcharge will apply to all credit card transactions. The exception to this is credit card surcharges, which apply to debited security bonds. In this instance, the surcharge is refunded when the bond is refunded. If a bond is retained the surcharge is retained.

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 Australian resident vehicle driver's licence is required and must be produced upon vehicle collection.

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.

ADDITIONAL PRODUCTS & SERVICES

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|--|---|
| • Picnic Table | AU\$22 per rental |
| • Picnic Chair | AU\$12 per rental |
| • Child / Booster seat | AU\$25 per rental |
| • Tent (4 persons) | AU\$75 per rental |
| • Satellite Phone | AU\$17 per day plus call costs |
| • Awnings (if not already affixed) | AU\$5 per day with a maximum charge of AU\$100 per hire |
| • First Aid Kit | AU\$30 for purchase (In vehicle. If seal is broken customer is charged) |
| • Souvenir Road Atlas | AU\$20 for purchase |
| • Pre-Purchase Gas Option - PGO | |
| <i>Spirit 2</i> | <i>AU\$19 per vehicle</i> |
| <i>Spirit 2T/S / Spirit 4 / Spirit 6</i> | <i>AU\$29 per vehicle</i> |
| • 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 periods are **5 days** for the Spirit 2 & Spirit 2T/S and **7 days** for the Spirit 4 & Spirit 6.
- All one-way hires are subject to a minimum 7 day hire requirement.
- A 7-day minimum applies to all hires with a collection date between 15 December 2007 and 5 January 2008.
- Minimum rental periods are 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. Failure to obtain authorisation will result in a daily fee of AU\$150 in addition to the daily rate.

ROAD RESTRICTIONS

Motorhomes can only be driven on sealed/bitumen roads. The only exceptions to this are well maintained access roads to recognised campgrounds, and the roads on Kangaroo Island (South Australia).

Maui reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions, and the distance to nominated destinations in relation to the length of the hire period.

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 AU\$500 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 campervan 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 campervans 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. Special rates may be available for hires of more than 50 days upon application. Contact reservations for more information.

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 Maui branch locations.
- Minimum rental period for one-way hires is **7 days**. Shorter hires may be available on application only.
- A one-way rental fee of **AU\$200** is charged.
- No one-way fee is charged where a rental is 21 days or more.
- Where multiple hires of less than 21 days each, total 21 days or more one-way fees will be charged to all hires if applicable. If one of the rentals totals or exceeds 21 days then no oneway fees will apply to any of the hires.

RENTALS IN BROOME

An additional remote location fee of AU\$450 applies to all rentals picking up or dropping off in Broome. Only one remote location fee is charged per vehicle. This is in addition to the one-way fee if applicable.

TRANSFERS

The customer's taxi fare from the airport to the Maui branch is refunded upon vehicle collection only. Receipt must be presented for re-imburement. All other transfers are at the customers own expense.

AIRPORT CONCESSION FEE

An airport concession fee may be charged for hires with pick-up or drop-off from airport locations. An airport pick-up fee of AU\$16.50 per hire will apply for hires with pick-up at Hobart airport. This fee is subject to change and new airport charges may arise.

INFRINGEMENTS

Maui reserves the right to charge the hirer for any speeding, parking or tollway 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 AU\$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 does not accept liability for any claims submitted after this period.

Please contact us on toll free: 1300 363 800

REPAIRS

Repairs up to AU\$100 may be effected without authorisation and will be reimbursed upon presentation of a receipt. For amounts over AU\$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.

CHANGE OF VEHICLE

Should the vehicle booked be unavailable through unforeseen circumstances, 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.

VEHICLE CATEGORY

Vehicles cannot be requested by make or model, only by vehicle category.

VOLUNTARY DOWNGRADE

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

CANCELLATION POLICY

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.

AUSTRALIAN RESERVATIONS OFFICE HOURS AND CONTACT DETAILS

Monday to Friday 8am to 6pm

Saturday, Sunday and most Public Holidays 8:30am to 4:30pm

Closed Christmas Day the 25th of December

Closed New Years Day the 1st of January 2008

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

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 2008

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

Branches for vehicle collection and return:

Adelaide, Alice Springs, Brisbane, Broome, Cairns, Darwin, Hobart, Melbourne, Perth, Sydney.

- Daily from 0800 to 1630 hours.
- Open all public holidays except Christmas Day when all Maui branches are closed.
- Maui requests that clients collecting or returning their vehicle to be in the office by 1600 hours.
- 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.