

01 April 2010 - 31 March 2011

## 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.com.au](http://www.maui.com.au).
- 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**, with the exception of Spirit 4, Spirit 6 and Spirit 6 Platinum rentals and all one-way rentals, which have a minimum hire requirement of **7 days**.
- 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.

## 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](http://www.vehiclebookit.com/securepayment) and fill in an online payment form.

To confirm a reservation a 20% deposit is required. Full payment is then required within 30 days of travel. Alternatively you can phone or fax credit card information. Contact details are at the end of this document. Personal, company cheques and money orders in New Zealand 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\*
- 3% Administration fee\*
- 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 map of Australia with driving tips and travel information
- 10% off powered sites at all BIG4 parks
- Magazine with discounts to tourist attractions

- 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.
- Administration fee** - A surcharge of 3% of the total cost will be levied to cover state government taxes, duties, vehicle registration recovery and administration costs. This fee is included in the daily gross vehicle rates.
- 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. Extra doonas are available at no extra cost if required.
- 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. General equipment also includes starter items that are 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, scourer, soap, tissues and shampoo and conditioner sachets.

## MAUI PREMIUM PACKAGE

The Maui Premium Package for **2WD** rentals is gross **AU\$60 per day** (maximum AU\$3,000 per rental) and is payable in addition to the daily gross vehicle rate.

The Maui Premium Package for **4WD** rentals is gross **AU\$72 per day** (maximum charge of AU\$3,600 per rental) and is in addition to the daily gross vehicle rate.

### Inclusions are:

- Liability reduction option 2\*
- One-way fee in applicable
- Pre-purchase Gas\* (PGO)
- Picnic table and chairs (chairs per person travelling)
- Taxi fare from closest airport to Maui branch upon vehicle collection only. Receipt must be presented for reimbursement
- Baby or booster seats if required\*
- 4WD Outback Safety Kit (included in 4WD rentals only)\*
- GPS included in Spirit 4 and 6 rentals (includes Platinum product).

- Liability Reduction Option 2** - This option reduces the excess from AU\$7,500 to NIL and from AU\$7,500 to AU\$500 for 4WD vehicles.
- 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.

- 4WD Outback Safety Kit** - Included in the Maui Premium Package for 4WD hires only. The kit includes an Emergency Position Indication Radio Beacon (EPIRB), snatch strap with D shackles and a folding spade. An EPIRB when activated transmits an emergency distress signal, which can be detected by Australian rescue authorities. A snatch strap is used to pull a vehicle from a bogged position with the aid of another vehicle. The D shackles secure the snatch strap to a rigid anchor point.
- Baby/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 4 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 4 and 7 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.

# In the USA an excess is referred to as the "deductible".

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\$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 **AU\$7,500** excess can be reduced in most circumstances, by the purchase of Liability Reduction Option 1, Liability Reduction Option 2 or the 4WD Easy Cover Option.

## Liability Reduction Option 1

Vehicle	Cost Per Day	Excess Reduced to
2WD	AU\$25 (max charge AU\$1,250)	AU\$2,500
4WD	AU\$30 (max charge AU\$1,500)	AU\$3,500

When Liability Reduction 1 has been purchased the hirer is responsible for the first AU\$2,500 ("the excess") in the event of the vehicle being a 2WD and AU\$3,500 ("the excess") in the event of the vehicle being a 4WD 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.

\*4wd hirers who have not purchased the 4wd Easy Cover will be responsible for up to AU\$7,500 for towing and vehicle recovery costs in the event that towing and vehicle recovery is required from a 4WD road where permission was provided from Maui in order to travel on the roads (refer to the road restrictions section for a list of these roads where permission is required before travel).

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

## Liability Reduction Option 2

Vehicle	Cost Per Day	Excess Reduced to
2WD	AU\$42 (max charge AU\$2,100)	NIL
4WD	AU\$49 (max charge AU\$2,450)	AU\$500

When Liability Reduction 2 has been purchased, the hirer will have no excess at all for 2WD vehicles with the exception of the 'exclusions'.

If the vehicle hired is a 4WD the hirer will be responsible for the first AU\$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.

\*4wd hirers who have not purchased the 4wd Easy Cover will be responsible for up to AU\$7,500 for towing and vehicle recovery costs in the event that towing and vehicle recovery is required from a 4WD road where permission was provided from Maui in order to travel on the roads (refer to the road restrictions section for a list of these roads where permission is required before travel).

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

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

### 4WD Easy Cover Option (4WDEASY)

The 4WD Easy Cover Option is a one off fee of AU\$250 per hire. The 4WD Easy Cover Option is only available with 4WD hires and when Liability Reduction 2 or the Premium Package has been purchased.

The 4WD Easy Cover Option extends the cover available with Liability Reduction 2 or the Premium Package for 4WD's to include a NIL excess, cover for accidental damage to the overhead and underbody sections of the 4WD vehicle (this does not include single vehicle roll-over), unlimited tyre and windscreen cover and towing and vehicle recovery costs from 4WD roads where permission from Maui is required to travel in advance (see road restrictions section for a list of these roads). Clients requiring vehicle towing and vehicle recovery from a road listed within this section will be responsible for up to AU\$7,500 for towing and vehicle recovery in the event of not having this cover irrespective of the Liability Reduction Cover Option or Premium Package the customer may have.

**TYRE AND WINDSCREEN DAMAGE** - Where a nil excess is present unlimited windscreen and tyres will be covered for accidental damage. This applies to both 2WD and 4WD hires.

MAUI STRONGLY RECOMMENDS OUR 2WD CUSTOMERS TAKE THE PREMIUM PACKAGE FOR TRAVEL WITH PEACE OF MIND.

MAUI STRONGLY RECOMMENDS OUR 4WD CUSTOMERS TAKE THE PREMIUM PACKAGE WITH 4WD EASY COVER FOR TRAVEL WITH 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:

- Overhead and underbody damage to the 4WD vehicle - except where 4wd Easy Cover has been purchased (does not cover single vehicle roll over).
- Overhead and underbody damage to the 2WD vehicle - except where Liability Reduction 2 or the Premium Package has been purchased (does not cover single vehicle roll over).
- Towing and vehicle recovery costs incurred from a 4WD road where permission is required in advance from Maui in order to travel (refer to road restrictions for a full list of these roads) where the customer has not purchased 4WD Easy Cover.
- 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.
- Any water related damage which includes, but is not limited to:
  - any vehicle submersion
  - creek or river crossing
  - driving through flooded areas
  - beach driving

- 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.
- Any damage caused by willful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle).
- A single vehicle roll over occurs.
- Damage caused to the vehicle by snow chains.
- Any damage caused while driving under the influence of alcohol or drugs.
- 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.
- The cost to retrieve or recover 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.
- The cost to replace keys, which have been lost or retrieval of keys, which have been locked in a vehicle.
- 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.
- 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 Liability 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.

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 or **4.5%** for American Express.

If you do not take a Liability Reduction Option, the security deposit is **AU\$7,500** payable by credit card.

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

If Liability Reduction Option 1 has been taken the security deposit is AU\$2,500 for 2WD vehicles and AU\$3,500 for 4WD vehicles.

The AU\$2,500/\$3,500 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 available on the credit card.

If Liability Reduction Option 2 is selected with or without 4WD Easy Cover or the package booked is the Premium Package the security deposit is AU\$220 for 2WD vehicles or AU\$500 for 4WD vehicles.

The AU\$220/\$500 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/\$500 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\$220 cleaning fee if the vehicle is not returned in a clean condition. This includes smoking related cleaning, as smoking is not permitted in the vehicle. 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.

### 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 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 **2%** administration fee will apply to all Visa and MasterCard transactions or **4.5%** for American Express. 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.

### 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	AU\$22 per rental
• Picnic Chair	AU\$15 per rental
• Baby / Booster seat	AU\$25 per rental
• Tent (4 persons)	AU\$65 per rental
• Satellite Phone	AU\$18 per day plus call costs
• Awnings	AU\$5 per day (if not already fitted, maximum charge of AU\$80 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)	(Gas bottle used for cooking. Also used for hot water facilities in vehicles that have this option.)
- Spirit 2 Grande	AU\$25 per vehicle
- Spirit 2T/S / Spirit 4 / Spirit 6/ Spirit 6 Platinum	AU\$35 per vehicle
• Pre-Purchase Fuel Option (PPF)	Details on request
• Outback Safety Kit*	AU\$95 per rental
• Heater/Fan	AU\$15 per rental
• GPS	AU\$9 per day (maximum charge of AU\$90)
• Esky	AU\$22 per rental
• Portable Hand-Held Shower	AU\$15 per rental (4WD vehicles have a portable hand-held shower included in the vehicle rental equipment).
• Electrical Adaptor	AU\$14 for purchase
• Extra Doona Hire	AU\$15 per item, per rental

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

Note that one-way fee (if applicable), outdoor chairs/table, baby or booster seats (if required), the pre-purchase gas option, GPS in Spirit 4 and 6 rentals (includes Platinum product), and the outback safety kit (4WD rentals only) are included in the Maui Premium Package.

\* Maui strongly advises all 4WD customers venturing into remote areas of Australia to carry a 4WD outback safety kit, which includes a satellite safety beacon. The beacons can be activated in emergency situations to alert rescue authorities.

If a client would like to undertake a 4WD Training Course, Maui can recommend Operators in local areas. Contact details available on request. Clients must book direct with 4WD Training Operator.

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## 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.

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 Grande, Spirit 2T/S Ultima, Spirit 4WD and 7 days for the Spirit 4 & Spirit 6 (includes Platinum product).

All one-way hires are subject to a minimum 7-day hire requirement.

Rentals collecting in the following dates will have a minimum hire requirement of 10 days:

4 and 6 Berth rentals between the 15 December and 5 January

Rentals collecting in the following dates will have a minimum hire requirement of 7 days:

All other vehicle types between the 15 December and 5 January

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. The rate charged may not reflect the original rate booked. Failure to obtain authorisation will result in a daily fee of AU\$150 in addition to the daily rate.

## ROAD RESTRICTIONS

2WD campervans can only be driven on sealed/bitumen roads. The only exceptions to this are well-maintained access roads of less than two kilometres to recognised campgrounds and well-maintained, recognised roads on Kangaroo Island (South Australia). Should a customer wish to travel on an unsealed road that is greater than two kilometres in length to access a recognised campground special permission can be arranged pending road condition, weather and distance. Please contact your local representative to discuss.

4WD campervans and cars can also be driven on recognised unsealed roads.

4WD vehicles may only travel to the following areas with the written permission of Maui (please contact the local branch for further information): Simpson Desert, Strzelecki Track, Gunbarrel Highway, Cape York, the Bungle Bungles, Oodnadatta Track, Birdsville Track, Tanami Track, the Plenty Highway, Gibb River Road, Burke Development Road from Chillagoe to Normanton and Savannah Way from Normanton to Borroloola, Fraser Island, Finke Road (between

Alice Springs and Oodnadatta), Central Arnhem Road and Arnhem Land in general.

Vehicles are NOT permitted to travel on the Canning Stock Route, the Lost City in Litchfield Park, the Old Gunbarrel Hwy, the Telegraph section of the road to Cape York, Boggy Hole (Finke Gorge National Park) and the Old South Road from Maryvale to Finke, at any time.

Vehicles are NOT permitted to travel to Cape York between the months of December to May. At all other times permission is required.

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\$700** 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:** 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 vehicles 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 Liability 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 Liability 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 Liability Reduction Option, the more expensive Premium Package/Liability 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 Maui branch locations the exception is one-way rentals into or out of Tasmania for 4WD vehicles, these are on request and where the vehicle is the Spirit 6 Platinum.

The Spirit 6 Platinum is available between Melbourne, Sydney and Brisbane only.

Minimum rental period for one-way hires is 7 days. Shorter hires may be available on application only.

A one-way fee of \$250 applies where pick up originates from Cairns, Brisbane, Sydney, Melbourne, Hobart or Adelaide, and returns to these locations. Should the hire originate or return to or from Darwin, Broome, Alice Springs or Perth, the one-way fee will be \$350. E.g., a Cairns to Darwin one-way rental would incur a one-way fee of \$350, where a one-way rental from Cairns to Brisbane will incur a one-way fee of \$250.

The one-way fee if applicable is charged per hire. The one-way fee is included in the Premium Package.

## RENTALS IN BROOME

An additional remote location fee of AU\$650 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. The fee applies per rental.

## TRANSFERS

The customer's taxi fare from the airport closest to the Maui branch is refunded upon vehicle collection only when the booked package is the Maui Premium Package. Receipt must be presented for reimbursement. 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 and ADMINISTRATION FEES

Maui reserves the right to charge the hirer for any speeding, toll way or parking fines and/or vehicle damage including Third Party property damage not reported on return of the vehicle. In addition to these costs, Maui reserve the right to charge for associated administration costs for processing the fines (irrespective of excess) and/or all insurance claims in the event of the customer not having a

NIL excess. In addition to the costs associated per fine and/or insurance claim, an administration fee of **\$60** will be applicable.

## 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 toll free: 1300 363 800

## REPAIRS

Repairs up to AU\$200 may be affected without authorisation and will be reimbursed upon presentation of a receipt. For amounts over AU\$200, 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:	<b>No Fee</b>
If cancelled from 21 to 7 days prior to pick up:	<b>20% of Gross Rentals</b>
If cancelled 6 to 1 days prior to pick up:	<b>50% of Gross Rental</b>
If cancelled on day of pick up or No-Show:	<b>100% of Gross Rental</b>

**If vehicle is returned early for any reason whatsoever there is no refund available for the unused days.**

## IMPORTANT

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

## ANIMALS

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

**AUSTRALIA RESERVATIONS OFFICE HOURS AND CONTACT DETAILS**

Open 24 hours, 7 days per week, closed Christmas Day (25 December) and New Years Day (1 January)

Phone: +61 3 8398 8829  
 Fax: +61 3 9687 4844  
 Toll free within Australia: 1300 363 800  
 Free call outside Australia: +800 200 80 801  
 E-mail: [ausinfo@maui-rentals.com](mailto:ausinfo@maui-rentals.com)  
 Website: [www.maui.com.au](http://www.maui.com.au)

**NEW ZEALAND RESERVATIONS OFFICE HOURS AND CONTACT DETAILS**

Open 24 hours, 7 days per week, closed Christmas Day (25 December) and New Years Day (1 January)

Phone: +64 9 255 3983  
 Fax: +64 9 255 0629  
 Free call within New Zealand: 0800 651 080  
 Free call outside New Zealand: +800 200 80 801  
 E-mail: [direct@maui-rentals.com](mailto:direct@maui-rentals.com)  
 Website: [www.maui.co.nz](http://www.maui.co.nz)

**Branches for vehicle collection and return:**

Adelaide, Alice Springs, Brisbane, Broome, Cairns, Darwin, Hobart, Melbourne, Perth, Sydney. Please note Spirit 6 Platinum is available to/from Melbourne, Sydney and Brisbane only.

- Open all public holidays except Christmas Day (25 December) when all Maui branches are closed.
- Maui requests that clients collecting or returning their vehicle to be in the office by 1530 hours.

LOCATIONS	DATES AND HOURS OF OPERATION	
BRISBANE, SYDNEY, MELBOURNE, HOBART ADELAIDE & PERTH	<b>1 Sep - 30 Apr</b> 7:30am - 4pm	<b>1 May - 31 Aug</b> 10am - 4pm
Alice Springs, Darwin, Broome & Cairns	<b>1 May - 31 Oct</b> 7:30am - 4pm	<b>1 Nov - 30 Apr</b> 10am - 4pm

**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.

