



**MAUI NEW ZEALAND – STANDARD
CAR RENTAL CONDITIONS
01 April 2008 - 31 March 2009**

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.
- Vehicle rates quoted in this document are gross, inclusive of Goods and Services Tax (GST) and are in New Zealand dollars.
- Rental basis: 24 hour
- Minimum rental period three days. For one-way hires that are southbound the minimum rental requirement is seven days.
- Minimum rental periods are subject to change during peak periods.
- Car hire is available from Auckland, Christchurch and Queenstown. Cars can be taken on the ferry between the North and South Islands and vice versa.
- 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 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 on pg. 6. 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”)
- 12.5% GST
- Extra driver fees
- One-way rental fees
- Airport transfer on pick-up and drop-off
- Customer Care 24 hour road service helpline (toll free)
- Travel Wallet including road maps and travel information
- THL/BP Eco Trust (Maui has teamed up with BP and by using their fuel stations during the hire it contributes to the Trust which funds environmental projects in New Zealand)
- Supermarket Discount Card

MAUI PREMIUM PACKAGE

The Maui Premium Package for **car** rentals is gross **NZ\$18 per day** (maximum charge of NZ\$540 per rental) and is in addition to the daily gross vehicle rate.

Inclusions are:

- Excess Reduction Option 2*

* **Excess Reduction Option 2** - This option reduces the excess for 2WD cars from NZ\$1800 to NZ\$220.

FOR YOUR PROTECTION – VEHICLE EXCESS

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

All vehicles are insured for the damage to the vehicle or to the property of a Third Party. The hirer is responsible for the first **NZ\$1,800** (“the excess”) of the cost of damage to Third Party property or to the rented vehicle, including single vehicle accident, windscreen and tyre damage, towing and recovery costs, theft, fire, break-in or vandalism with the exception of the ‘**exclusions**’. This also includes the cost of the daily rental for the period the vehicle is off fleet for accident repairs.

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

The excess applies in respect of each claim, not rental.

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

This **NZ\$1,800** excess can be reduced, in most circumstances, by the purchase of the Excess Reduction Option.

Excess Reduction Option

Cost per day	Excess reduced to
NZ\$19 (max charge NZ\$570)	NZ\$220

With the Excess Reduction Option the hirer is responsible for the first **NZ\$220** of **ANY ACCIDENT COST** of damage to Third Party property or to the rented vehicle, including single vehicle accident, towing and recovery costs, theft, fire, break in or vandalism. This also includes the cost of the daily rental rate for the period the vehicle is off fleet for accident repairs. The excess applies in respect of each claim, not rental.

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.

Premium Cover Option (PCO)

Where PCO is taken out at a flat rate of \$40 per rental in addition to the Excess Reduction Option or the Maui Premium Package, the hirer **will not have to pay any excess at all** for any damage to the vehicle or property of a Third Party.

MAUI STRONGLY RECOMMENDS OUR CUSTOMERS TAKE PREMIUM COVER OPTION FOR TRAVEL WITH COMPLETE PEACE OF MIND

EXCLUSIONS:

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

1. Overhead and underbody damage to the vehicle
2. Any water related damage which includes, but is not limited to:
 - a. any vehicle submersion
 - b. creek or river crossing
 - c. driving through low plain flooded areas
 - d. beach driving

3. Personal belongings. Maui recommends the hirer does not leave valuables in the vehicle and that they have insurance to cover for the loss/damage of personal belongings.
4. Any damage caused by willful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle).
5. A single vehicle roll over occurs.
6. Any damage caused while driving under the influence of alcohol or drugs.
7. The Customer will be liable for any costs associated with the incorrect use of fuel or the use of Bio-Diesel which should not be used (fuel being diesel or petrol), or water or other contamination of fuel.
8. The cost to retrieve or recover a vehicle, which may include, but is not limited to a vehicle that has become bogged, submerged or has been abandoned.
9. The cost to replace keys, which have been lost or retrieval of keys, which have been locked in a vehicle.
10. The vehicle rented may only be used to carry the maximum number of passengers as dictated by the vehicle type. If more passengers are carried than what is allowed Maui does not accept any liability.
11. Drivers not identified on the rental agreement and/or drivers that have a licence that has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence.

VEHICLE SECURITY DEPOSIT#

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

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

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

If the Excess Reduction Option is not selected, the security deposit is **NZ\$1,800** to be supplied by credit card.

The **NZ\$1,800** is taken as an **imprint** to the hirer’s credit card when the vehicle is collected.

If the **Excess Reduction Option** is selected the security deposit is **NZ\$220**.

The **NZ\$220** is taken as an **imprint** to the hirer’s credit card when the vehicle is collected.

The security deposit is not debited provided the vehicle is returned on time, to the correct location, undamaged, with a clean interior and with a full fuel tank. Except where the customer has purchased Pre Purchase Fuel (PPF), failure to return the vehicle with a full tank of fuel will result in refill charges, which will be advised upon return of the vehicle.

Maui reserves the right to retain a NZ\$220 cleaning fee if the vehicle is not returned in a clean condition.

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

EXCHANGE RATE / CURRENCY VARIATIONS

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

CREDIT CARDS

The credit card holder will be jointly and severally liable as a customer. Accepted credit cards are Visa Card, MasterCard and American Express.

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 rentals.

CALCULATION ERRORS

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

MULTIPLE RENTALS

Should a customer have more than one consecutive rental they can be combined to qualify for longer-term hire discounts. Consecutive campervan hire in Australia, New Zealand and South Africa and/or consecutive car hire in New Zealand for both Maui and Maui 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 not qualify for a discount if applicable.

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.

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

ONE-WAY RENTALS

One-way rentals are available between all branch locations. No additional one-way fees apply.

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 NZ\$20.00 per hire will apply for hires with pick-up at Queenstown airport. This fee is subject to change and new airport charges may arise as required.

This surcharge is payable to Maui directly upon collection of the vehicle.

TRANSFERS

Maui provides free airport to branch and branch to airport transfer on day of arrival and departure for our Auckland and Christchurch Branches. Queenstown branch is located at the airport.

INFRINGEMENTS

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

CUSTOMER CARE ON-ROAD ASSISTANCE

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

Please contact us toll free:

North Island: 0800 651 080

South Island: 0800 304 304

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, model, or colour, only by vehicle category.

VOLUNTARY DOWNGRADE

Should the hirer decide to take a less expensive vehicle than booked they will not be entitled to any refunds.

CANCELLATION POLICY

No cancellation fees will apply to vehicles cancelled using this package.

IMPORTANT

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

ANIMALS

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

NEW ZEALAND RESERVATIONS OFFICE HOURS AND CONTACT DETAILS

Daily from 8:00am to 5:30pm
Closed Christmas Day the 25th of December
Closed New Years Day the 1st of January

Phone: +64 9 275 3013
Fax: +64 9 255 0629
Toll free within New Zealand: 0800 651 080
Toll free outside New Zealand: 800 8008 0009
E-mail: direct@maui-rentals.com
Website: www.maui-rentals.com

AUSTRALIAN RESERVATIONS OFFICE HOURS AND CONTACT DETAILS

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

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

Branches

Auckland, Christchurch, Queenstown.

- Auckland and Christchurch: Daily from 0800 to 1730 hours. Open all public holidays except Christmas Day when all Maui branches are closed.
- Queenstown: 0800 to 1730 hours in the summer months. 0800 to 1700 hours in the winter months. Open all public holidays except Christmas Day when all Maui branches are closed.

Maui Cars are available for pick up and drop off 24 hours per day from Auckland and Christchurch – times must be pre-booked.

Auckland

Pick up and Drop offs - CENTRA HOTEL, Richard Pearse Drive Mangere – clients can take the Maui and Britz Courtesy Transfer Bus to the Centra.

Christchurch

Pick ups – COMMODORE HOTEL, 447 Memorial Ave, Christchurch – call the Commodore Courtesy Transfer Bus from the Free Telephone Light box Service in the domestic or International terminal

Drop offs – Drop at the Maui branch. Leave the keys in the box.

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.