

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.co.nz.
- All rates quoted in this document are gross, inclusive of Goods and Services Tax (GST) and are in New Zealand dollars.
- Rental basis is per calendar day.
- Minimum rental period is **5 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 and fill in an online payment form.

To confirm a reservation a 20% deposit is required. The balance is payable upon vehicle collection. 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")
- 12.5% GST*
- Extra driver fees
- Airport transfers upon vehicle collection and return (except Wellington)
- Kitchen equipment*
- Linen and bedding*
- General equipment*
- Supermarket Discount Card
- Customer care 24 hour, 7 days per week road-service helpline (toll free)
- Travel wallet including map of New Zealand with driving tips and travel information
- New Zealand leading attractions map including discounts to iconic tourist attractions

As at 12/10/2009

- Goods and Services Tax (GST)** - GST is a New Zealand Government imposed tax. GST is included in all Maui rates and is currently 12.5%. Maui reserves the right to amend GST upon Government intervention.
- 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, sheet and towel per person plus one duvet (doona) per bed.
- General equipment** includes pegs, dustpan/brush, fire extinguisher, bucket/hose, broom, matches, ice cube tray, coat hangers and toilet chemicals. 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, biodegradable bin liner, toilet roll, biodegradable toilet chemicals, laundry detergent and matches.

MAUI PREMIUM PACKAGE

The Maui Premium Package is **NZ\$60 per day** (maximum NZ\$3,000 per rental) and is payable in addition to the daily rental rate.

Inclusions are:

- Liability reduction option 2*
- One-way fee if applicable
- Diesel Tax Recovery Fee*
- Pre-purchase Gas* (PGO)
- Picnic table and chairs (chairs per person travelling)
- Baby or booster seat if required*
- Snow Chains if required
- Portable Heater if required
- GPS included in Spirit 4 and 6 rentals (includes Platinum product).
- Liability Reduction Option 2** - This option reduces the excess from NZ\$7,500 to NIL.
- 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.
- 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 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.

DIESEL TAX RECOVERY FEE

The Diesel Tax Recovery fee is included in the Maui Premium Package. If the Maui Premium Package has not been selected the Diesel Tax Recovery Fee will be calculated and collected on return of the vehicle based on the kilometres travelled during the hire.

The vehicle rates per 100km are as follows:

2 Berth Grande	NZ\$4.45
2 Berth (Toilet Shower):	NZ\$4.70
4 Berth:	NZ\$4.70
6 Berth:	NZ\$4.85

Maui reserves the right to amend the Diesel Tax Recovery Fee upon Government intervention.

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.

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

Liability Reduction Option 1

Cost Per Day	Excess Reduced to
NZ\$25 (max charge NZ\$1,250)	NZ\$2,500

When Liability Reduction 1 has been purchased the hirer is responsible for the first **NZ\$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.

Liability Reduction Option 2

Cost Per Day	Excess Reduced to
NZ\$42 (max charge NZ\$2,100)	NIL

With Liability 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: 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.

TYRE AND WINDSCREEN DAMAGE - Where a nil excess is present unlimited windscreen and tyres will be covered for accidental damage.

MAUI STRONGLY RECOMMENDS OUR CUSTOMERS TAKE THE PREMIUM PACKAGE 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:

- Overhead and underbody damage to the vehicle - except where Liability Reduction 2 or the Premium Package has been purchased (does not cover single vehicle roll over).
- 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).

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6. A single vehicle roll over occurs.
7. Damage caused to the vehicle by snow chains.
8. Any damage caused while driving under the influence of alcohol or drugs.
9. 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.
10. 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.
11. The cost to replace keys, which have been lost or retrieval of keys, which have been locked in a vehicle.
12. 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.
13. 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.

The **NZ\$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 **NZ\$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 NZ\$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 NZ\$1.25 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 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. 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	NZ\$22 per rental
• Picnic Chair	NZ\$15 per rental
• Baby / Booster seat	NZ\$25 per rental
• Portable Heater	NZ\$15 per rental
• Tent (4 persons)	NZ\$65 per rental
• Camping Pack	NZ\$20 per day (maximum charge NZ\$200 for 2 persons)
• First Aid Kit	NZ\$30 for purchase (In vehicle. If seal is broken, customer is charged)
• Snow Chains	NZ\$25 per rental
• Souvenir Road Atlas	From NZ\$25 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, Spirit 2 Grande	NZ\$25 per vehicle
– Spirit 2T/S / Spirit 4 / Spirit 6	NZ\$35 per vehicle
• Pre-Purchase Fuel Option (PPF)	Details on request
• GPS	NZ\$9 per day (maximum charge of NZ\$90)
• Portable Hand-Held Shower	NZ\$15 per rental
• Electrical Adaptor	NZ\$14 for purchase
• Extra Duvet Hire	NZ\$15 per item, per rental.

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

Note that the one-way fee if applicable, outdoor chairs/table, baby or booster seats (if required), the pre-purchase gas option, GPS (Spirit 4 and 6 rentals, includes Platinum product), portable heater if required, and snow chains (if required) 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.
- When a rental moves from one rate season into the next, the calculation is based on both rates.
- Minimum rental period is **5 days**.
- Minimum rental period is **10 days** for hires with a **collection date between 23 December and 10 January**.
- Minimum rental period is 10 days when a vehicle is being collected from the North Island and is being returned to the

South Island if the rental commences between the months of October through to March.

- Minimum rental period is subject to change during peak periods.
- 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 NZ\$1.50 in addition to the daily rate.

ROAD RESTRICTIONS

Motorhomes can only be driven on sealed/bitumen or well-maintained roads.

No vehicle shall be driven on Skippers Road (Queenstown), Ninety Mile Beach (Northland), Ball Hut Road (Mt. Cook), Bluff Road that runs between Kuaotunu and Matarangi and North of Colville Township (Coromandel Peninsula).

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

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 **NZ\$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.

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 an Liability Reduction Option, the security deposit is **NZ\$7,500** payable by credit card.

The **NZ\$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 **NZ\$2,500**.

The **NZ\$2,500** 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 on the credit card.

If **Liability Reduction Option 2** is nominated with or without No Worries Cover or the package booked is the Premium Package the security deposit is **NZ\$220**.

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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 motorhomes 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 branch locations.
- A one-way rental fee of **NZ\$250** is charged for rentals between the North and South Islands and vice versa, where pick-up is between 1 October and 31 March.
- The one-way fee if applicable is charged per hire.
- The one-way fee if applicable is included in the Premium Package.

WELLINGTON AND QUEENSTOWN FEES

Vehicle collections and returns in Wellington and Queenstown incur a NZ\$200 location fee (same city collection and return, one fee applies). This is in addition to the one-way fee if applicable.

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. The Wellington agency is located 40 minutes from the airport and clients must arrange their own transportation to and from the branch at their own expense.

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 free phone:

North Island: 0800 651 080
South Island: 0800 304 304

REPAIRS

Repairs up to NZ\$200 may be affected without authorisation and will be reimbursed upon presentation of a receipt. For amounts over NZ\$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:	No Fee
If cancelled from 21 to 7 days prior to pick up:	20% of Gross Rentals
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 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.

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
Website: www.maui.co.nz

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
Website: www.maui.com.au

Branches for vehicle collection and return:

Auckland, Christchurch, Queenstown, Wellington:

- Daily from 0800 to 1630 hours. Open all public holidays except Christmas Day (25 December) when all Maui branches are closed.

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.