



Maui Terms and Conditions for Motorhome Rental (Australia)
Valid 01 April 2023 - 31 March 2024

This document contains a summary of some of the Rental Conditions. For full detailed Conditions refer to the Rental Agreement on pick-up.

Standard Daily Rates include:

- All rates are inclusive of Goods and Services Tax (GST*) and are in Australian Dollars
- Rental basis is per calendar day
- Vehicles are required to be picked up and returned during depot business hours
- Unlimited Kilometres
- Vehicle liability (liability applies, see information under the heading 'for your protection – vehicle liability')
- Freshly laundered Linen and bedding*
- GPS car navigation
- Kitchen Equipment*
- General Equipment*
- Customer Care 24 hour, 7 days per week road service helpline (toll free)
- 10% off powered sites at all BIG4 parks
- Customer are encouraged to download the *thl Roadtrip App* for a show through of their camper. The App also features CamperHelp 'how to' videos showing how to use the features of the camper

***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.

***Freshly laundered Linen and Bedding**

Includes pillow, pillowcase, sheet and towel per person and one doona (duvet) per bed.

***Apartment Style Kitchen Equipment**

Includes quality plates, bowls and cups. Wine and drinking glasses. Superior cutlery and cooking utensils. Bottle/can opener, mixing bowls, colander, saucepans, frying pans, chopping board, gas kettle, electric jug, coffee plunger, toaster and tea towel.

***General Equipment**

The General Equipment includes pegs, dustpan/brush, fire extinguisher, bucket/hose, broom, matches, ice cube tray, clothes hangers and floor safe in all vehicles. 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, bin liner, toilet roll, sponge, scourer, soap, shampoo and conditioner sachets.

Long Hire Discount

21+ days – 8% off regular rental rates

Discounts apply to the daily vehicle rate only. Long hire and early bird discounts can be combined.

Fees

Maui Elite	Secure a maui motorhome guaranteed to be under 1-year old	\$49 per day
One-way Rental Fees	Where pick up originates from Cairns, Brisbane, Sydney, Melbourne, Hobart or Adelaide, and returns to these locations	\$185
	Where pick up originates from Darwin, Broome, Alice Springs or Perth, and returns to any location Where pick up originates from any location and returns to Darwin, Broome, Alice Springs or Perth	\$280
Location Fee	Broome (for same city collection and return only one fee applies)	\$835
	Hobart pick up fee	\$115
Extra Driver Fee	A fee per extra driver, per hire applies. \$2.50 per day (maximum charge per hire, per driver is \$37.50)	
Public Holiday Surcharge	A public holiday surcharge will apply to all rentals pick up and/or dropping off on the observed public holiday dates at the pick-up and drop-off location. Please see the table below.	

	SYDNEY	MELBOURNE	ADELAIDE	PERTH	BRISBANE	HOBAT	ALICE SPRINGS	DARWIN	BROOME	CAIRNS
8 April 2023	✓	✓	✓		✓		✓	✓		✓
9 April 2023	✓	✓		✓	✓					
10 April 2023	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
25 April 2023	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
1 May 2023					✓		✓	✓		✓
5 June 2023				✓					✓	
12 June 2023	✓	✓	✓			✓	✓	✓		
7 July 2023							✓			
28 July 2023								✓		
7 Aug 2023							✓	✓		
16 Aug 2023					✓					
25 Sept 2023				✓					✓	
2 Oct 2023	✓		✓		✓					✓
26 Oct 2023						✓				
7 Nov 2023		✓								
26 Dec 2023	✓	✓	✓	✓	✓	✓				✓
4 March 2024				✓						
11 March 2024			✓			✓				
30 March 2024	✓	✓	✓		✓					✓
31 March 2024	✓	✓		✓	✓					

Rate Calculation

Rental days are charged per calendar day. When calculating the number of days a vehicle is rented, the day of pick-up is counted as day one of the rental. The day of the vehicle's return is counted as the final day of the rental. Vehicles are required to be collected and returned with business hours.

All rates and conditions are subject to change until a confirmed booking is made.

These rates and terms do not apply to convoy bookings (any rental that consists of five or more vehicles travelling together). Requests for convoy bookings should be directed to our convoy department.

Additional Booking Options	Standard Motorhome Liability AU\$7,500	Inclusive Pack AU\$65 per day (max charge AU\$3,250)
Inclusions		
Vehicle Liability AU\$7,500 <i>(debited to credit or debit card)</i>	✓	
Liability Reduction Option <i>(liability reduced to Nil)¹</i>		✓
Single Vehicle Rollover cover²		✓
Extra Driver Fees		✓
Linen Exchange³		✓
Picnic Table		✓
Picnic Chairs <i>(chairs per person travelling)</i>		✓
Baby/Booster Seat – on request <i>(cannot be fitted in some vehicle categories)</i>		✓
Portable fan heater if required		✓

¹ **Liability Reduction Option** – Reduces Liability to Nil

² **Single Vehicle Rollover Cover** – The customer will not have to pay for the costs of any damage attributed to an accidental single vehicle rollover

³ **Linen Exchange:** This service allows customers to exchange their linen and bedding during their rental at any maui branch. The branch will need to be notified ahead of time to ensure items are available and ready for when customers arrive.

Vehicle Liability and Reduction Option

Personal injury is covered in most cases through Registration Third Party insurance. maui does not accept any liability for personal injuries sustained during the rental. Except where such loss or damage is caused by maui's (or that of its employees) own negligence or breach of the maui Rental Agreement Terms and Conditions, maui does not accept liability for any loss or damage to any personal belongings or property of the Customer (or any person or entity related to the customer). maui strongly recommends that the customer takes out personal travel insurance to cover any injury or loss.

In the USA a liability 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 liability”) of the cost of damage to Third Party property or to the rented vehicle, including single vehicle accident (does not include single vehicle roll over), windscreen and tyre damage, towing and recovery costs, theft, fire, break-in or vandalism with the exception of the ‘**Exclusions**’. Where the damage is the customer’s fault, this also includes the cost of the daily rental for the period the vehicle is being repaired. In addition to these costs, an administration fee of AU\$60 may apply, per claim. The liability applies in respect of each claim, not rental. The AU\$7,500 liability can be reduced by purchasing the Liability Reduction Option or the maui Inclusive Pack.

¹ **Liability Reduction Option**

Cost per Day	Liability Reduced to:
AU\$53 (maximum charge AU\$2,650)	NIL

When the liability Reduction Option has been purchased, the hirer will have no liability at all with the exception of the ‘exclusions’.

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

We strongly recommend our customers take the Maui Inclusive Package for travel with peace of mind.

Liability Deposit

If the Liability Reduction Option or the Maui Inclusive Pack is not taken, the customer must pay the Liability Deposit. The Liability Deposit is AU\$7,500 and is applicable regardless if the hirer has purchased private travel insurance.

The customer must provide a valid credit or debit card to pay the Liability Deposit and the amount will be debited to the customer’s credit or debit card on the day of vehicle collection. The credit or debit card holder must be present and able to sign for the liability Deposit upon vehicle collection. The credit or debit card holder is jointly and severally liable for any damage to the rental vehicle. **Any type of pre-paid travel card is not acceptable as a means to provide liability deposit.**

The Liability Deposit is subject to a 1.6% credit card administration fee in addition to the Liability Deposit amount when the card used is either a Visa credit or debit card or MasterCard credit or debit card, or 2.8% when the credit card used is American Express. The credit card administration fees are subject to change.

The Liability Deposit is fully refundable, including the 1.6% credit card administration fee, if the card used to provide the Liability Deposit is a Visa credit or debit card or MasterCard credit or debit card, provided the Vehicle is returned undamaged. maui recommend that customers use a Visa credit or debit card or MasterCard credit or debit card for the Liability Deposit, as the credit card administration fee that applies when using American Express credit card is not refundable.

Only Visa credit or Visa debit card, MasterCard credit or MasterCard debit card, or American Express credit card are acceptable to use for the purpose of the Liability Deposit.

Exclusions:

The Liability Reduction Option will not apply and the customer is responsible for all costs arising out of, or incurred in connection with:

- a) Any use of the vehicle prohibited under the maui Rental Agreement.
- b) Any damage caused by wilful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle) and driving under the influence of alcohol or drugs and negligence resulting in damage to the hired vehicle or third party vehicle/property.
- c) Any loss or damage to any personal belongings or property of the customer (or any person or entity related to the customer), except where such loss or damage is caused by maui's (or that of its employees) own negligence or breach of the maui Rental Agreement Terms and Conditions. maui recommends the customer does not leave valuables in the vehicle and that they take out personal travel insurance.
- d) Any damage where the customer is charged by the local authorities for being careless, showing gross negligence or wilfulness in failing to abide by the local road rules, resulting in damage to the hired vehicle or third party vehicle/property.
- e) Retrieving or recovering a vehicle, which may include, but is not limited to a vehicle that has become bogged, submerged, caught, trapped, stuck or restricted in any way and/or has been abandoned.
- f) Replacing keys, which have been lost or stolen, or retrieval of keys which have been locked in a vehicle.
- g) Any overhead and underbody damage to the vehicle however caused, except where Liability Reduction Option or the maui Inclusive Pack has been purchased.
- h) Any single vehicle roll over except where the maui Inclusive Pack has been purchased.
- i) 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.
- j) Damage caused by drivers not identified on the rental agreement and/or drivers whose licence that has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence.
- k) Any damage caused to the vehicle due to the incorrect use of snow chains.
- l) Any damage associated with the incorrect use of fuel (fuel being diesel or petrol) this includes Biofuel which should not be used, or water or other contamination of fuel.
- m) Any water related damage which includes, but is not limited to, vehicle submersion, contact with salt water, creek or river crossings, driving through flooded areas and beach driving.
- n) The customer has fitted accessories (as provided by maui or otherwise) to the vehicle incorrectly or otherwise in a manner which causes damage to the vehicle, the accessories or any other vehicle or property.
- o) Using the vehicle in contravention of any legislation or regulation controlling vehicular traffic.
- p) Any damage caused to the vehicle by a customer's cat or dog.

Rental Duration:

- Minimum and maximum rental periods apply and are subject to change
- Late pick up or early return of vehicle does not entitle the customer to any refund of the unused portion of the rental
- If the customer wishes to extend the rental whilst on hire, they must first obtain authorisation from maui roadside assistance (1300 363 800). The rental extension is subject to vehicle availability. The cost of an extended rental must be paid by credit or debit 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

Minimum time frames for one-way hires (subject to change)

	ADL	ASP	BME	BNE	CNS	DRW	HBT	MEL	PER	SYD
ADL		7	21	7	14	14	10	7	14	7
ASP	7		14	14	14	7	21	14	14	14
BME	21	14		28	21	10	28	21	10	21
BNE	7	14	28		7	14	14	7	21	7
CNS	14	14	21	7		14	14	14	28	14
DRW	14	7	10	14	14		28	14	14	14
HBT	10	21	28	14	14	28		7	28	10
MEL	7	14	21	7	14	14	7		14	7
PER	14	14	10	21	28	14	28	14		14
SYD	7	14	21	7	14	14	10	7	14	

Operating Hours

PEAK: Maui branches are open 7 days a week with the exception of Good Friday (7 April), Christmas Day (25 December), New Years Day (01 January) and Australia Day (26 January) when they are closed.

OFF PEAK: Maui branches are closed on Sundays during off peak months. The maui Alice Springs, Broome, Darwin and Hobart branches are closed during off peak months. See below for more information.

Maui requests that clients collecting or returning their vehicles to be in the office by 1500 hours at the latest.

LOCATIONS	DATES AND HOURS OF OPERATION			
SYDNEY, MELBOURNE, ADELAIDE & PERTH	1 April – 30 April 9am – 3.30pm	1 May – 31 August 9am – 3.30pm Closed Sundays	1 September – 31 March 9am – 3.30pm	
BRISBANE	1 April – 30 September 9am – 3.30pm	1 October – 28 February 9am – 3.30pm Closed Sundays	1 March – 31 March 9am – 3.30pm	
HOBART	1 April – 30 June 9am – 3.30pm	1 July – 31 August Closed	1 September – 31 March 9am – 3.30pm	
ALICE SPRINGS, DARWIN & BROOME	1 April – 30 April 9am – 3.30pm Closed Sundays	1 May – 31 October 9am – 3.30pm	1 Nov-30 Nov 9am – 3.30pm Closed Sundays	1 Dec-31 Mar Closed
CAIRNS	1 April – 30 April 9am – 3.30pm Closed Sundays	1 May – 31 October 9am – 3.30pm	1 November – 31 March 9am – 3.30pm Closed Sundays	

Multiple Rentals

Should a customer have more than one consecutive rental, the bookings can be combined to qualify for longer term hire discounts off the daily vehicle rates. Details are available on application.

Road Restrictions

Motorhomes can only be driven on sealed/bitumen roads.

The only exceptions to this are well-maintained access roads of **less than twelve kilometres** to recognised campgrounds, major tourist attractions and well-maintained, recognised roads on Kangaroo Island (South Australia). Should a customer wish to travel on an unsealed road that is greater than twelve 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.

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

Should a customer breach the road restriction rules by taking a vehicle on an unsealed road or restricted road, maui may impose a fee on the customer of \$300 on each occasion that is identified by maui.

Licence and Age Restrictions

A current and full open 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 drivers licence was issued. An accredited English translation will be accepted in lieu of an international driving permit. Drivers must be 21 years of age or over.

Change of Drop-Off Location on road

If the customer wishes to change the drop-off destination, they must first obtain authorisation from maui roadside assistance (1300 363 800). Subject to the change being approved, an additional charge of up to AU\$750 may apply.

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.

The vehicle will still seat/sleep at least the same number of people as the original vehicle type booked.

Voluntary Downgrade

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

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

Vehicle Age

All maui vehicles are up to a maximum of 2 years of age from their on-fleet date.

Transfers

Maui clients will need to make their own way to the and from the maui branch, at their own expense.

Toll and Traffic Infringements and Administration fees

maui reserves the right to charge the customer for any speeding, toll way or parking or freedom camping fines. In addition to the costs associated per fine an administration fee of AU\$60 may be applicable.

If a customer continues to exceed a speed of 110km or continues to exceed the posted speed limit, as determined by the customer repeatedly ignoring the warnings of the telematics system fitted into the vehicle, maui may impose a fee on the customer in the amount of \$300.

Credit and Debit Cards

The credit or debit card holder will be jointly and severally liable as a customer. Accepted cards are Visa credit or Visa debit card, MasterCard credit or MasterCard debit card and American Express credit card. A non-refundable 1.6% administration fee will apply to all Visa and MasterCard transactions or 2.8% for American Express (Amex pick up only). Credit card administration fees also apply to the Liability Deposit and **only the customer's credit or debit card is acceptable to use for the purpose of the Liability Deposit and the Credit Card Authority**. The credit card administration fees are subject to change.

Credit Card Authority

The customer authorises maui to retain the details of their credit or debit card and to take any action to recover from the credit or debit card the amounts due by the customer pursuant to the maui Rental Agreement Terms and Conditions. These charges including, but not limited to, vehicle cleaning (this includes toilet and waste water tank emptying), speeding, toll way, parking or freedom camping fines, on road assistance, delivery and return of vehicle, late drop off fees, failure to return the vehicle with full diesel or petrol tanks or full LPG bottle, rental extensions or Exclusions. For security purposes, only the customer's

Visa credit or Visa debit card, MasterCard credit or debit card, or American Express credit card can be used for the Credit Card Authority.

Credit or debit cards must be valid for 90 days following the end date of the rental.

Exchange Rate / Currency Variations

All credit and debit card transactions are conducted in Australian dollars. If a refund is due, maui will credit the amount due in full to the Customer's credit or debit card. maui does not accept any liability for credit or debit card fees or bank-imposed fees relating to currency conversion or foreign transactions, which may appear as a variation between the total debited and the total refunded.

Booking Amendments

All amendments to bookings are subject to availability of the vehicle and/or package. Different rates may apply based on the amendment made.

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

Cancellation and Amendments

Please note there is an AU\$100 administration fee charged by Gallivanting Oz should there be any cancellations to a confirmed booking, in addition to any **maui** cancellation fees:

- In the case of postponing the travel dates of your booking, the original travel dates will be used to calculate the cancellation fees; and
- In the case of bringing forward the travel dates of your booking the new travel dates will be used to calculate the cancellation fees

The following cancellation fees will apply:

- If cancelled 61 days prior to pick up = AU\$100 Administration Fee
- If cancelled 60 - 22 days prior to pick up = 10% of Total Rental, (minimum \$350, incl Admin Fee)
- If cancelled 21 - 7 days prior to pick up = 20% of Total Rental, (minimum \$350, incl Admin Fee)
- If cancelled 6 – 1 days prior to pick up = 50% of Total Rental (minimum \$350, incl Admin Fee)
- If cancelled on the day of pick up or no show = 100% of Total Rental (minimum \$350, incl Admin Fee)

If a vehicle is returned early there is no refund available for the unused days.

The cancellation fee period is based on Australian Eastern Standard time.

Calculation Errors

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

Payments

A deposit is payable to confirm the booking, with the remainder of rental charges due 35 days prior to pick up. This can be paid via Credit/Debit Card (only visa or Mastercard are valid cards for payment prior to pick up) or Account Transfer (paid in Australian dollars, must be received by due date). One way fees, extra items and the cost to take the Liability Reduction Option can be paid at pick up or before. Liability Deposit payments are made at pick up to your credit card.

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 may impact any claims for compensation. We do not accept liability for any claims submitted after this period.

Please contact Maui On Road Care toll free: 1300 850 805 or +61 3 8398 8880

COVID-19 Vaccination

Please refer to the guidelines provided by the state or territory that you are visiting as some venues/locations require proof of vaccination or a written medical exemption to access. Conditions are constantly changing - please ensure you keep up to date.

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 requested prior.

Disclaimer

Illustrations and text in any of our documentation, brochures or website are a representation only of the vehicle depicted. Variances in the vehicles offered for any rental may occur due to a substitutions made by Maui or modifications and/or upgrades to the vehicle design made by the manufacturer.

Note: Terms and conditions are subject to change without notice.

