

## MAUI MOTORHOMES AUSTRALIA

Valid for rentals 1 Apr '18 – 31 Mar '19 (information and prices (AUD) are subject to change at Maui's discretion at any time)

All Maui vehicles are up to a maximum of 2 years of age. Please note that it is mandatory for all customer's to complete the Customer Self Check In service.

Customer Self Check In: <https://selfcheckin.thlonline.com/sci/start>

### Rates Include:

Unlimited kilometres, Vehicle liability (see below), GST (Goods and Services Tax), kitchen equipment, linen and bedding, general equipment, in camper tablet with GPS, CamperHelp and more.

### Standard Liability (Included)

Liability of \$7,500 (debited from hirer's credit card)

### OPTIONAL COVERAGES:

Liability Reduction Option (optional)

\$45 per day (maximum charge \$2250), credit card authority taken, no deposit required.

### Maui Inclusive Pack – (can be prebooked)

The maui Inclusive Package is AU\$55 per day (maximum AU\$2,750 per rental) and is payable in addition to the daily rental rate and includes: Liability Reduction Option, single vehicle rollover cover, WIFI (1gb), extra driver fees, linen exchange, picnic table and chairs plus baby/booster seats, snow chains and portable fan heater if required.

### Express Return Pack – (can be prebooked)

The Express Return Pack is AU\$150 or \$250 when returning vehicle to Cairns, Sydney or Melbourne (rate will change with fuel price fluctuations) and is payable in addition to the daily rental rate and includes return gas bottle empty, return fuel tank empty, toilet and water emptying service (Cairns, Sydney and Melbourne only for toilet emptying), and express key return.

### Additional Products and Services

To be requested at time of reservation or upon vehicle collection and paid by the customer on the day of vehicle collection (unless included in Maui Inclusive or Express Return Pack when chosen)

### For your protection – Vehicle Liability (In North America a liability is referred to as the “deductible”).

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 AU\$7,500 (“the liability”) of the cost of damage, regardless of who is at fault.

### Liability Reduction Option

- For AU \$45 per day (max charge \$2250), liability is reduced to NIL, the hirer **will not have to pay any liability at all** for any damage to the vehicle or property of a Third Party with the exception of the “**exclusions**”.  
Note: The Liability Reduction Option is included in the **maui** Premium Package

### Liability Deposit

A Liability deposit is required at collection. For security purposes, **only the hirer's credit card** can be used. Visa and MasterCard debit cards are acceptable provided the card is being used as a credit card. If the Liability Reduction Option or **maui** Inclusive Pack is not selected, the liability deposit is **AU\$7,500** payable by credit card only.

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.

### Exclusions

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

1. 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.
2. Any loss or damage to personal belongings or property of the customer (or any person or entity related to the customer). Maui recommends the customer does not leave valuables in the vehicle and that they take out personal travel insurance.
3. Any damage where the customer is charge by 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.
4. 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 anyway and/or has been abandoned.
5. Replacing keys, which have been lost or stolen, or retrieval of keys which have been locked in a vehicle.
6. Overhead and underbody damage to the vehicle however caused, except where Liability Reduction Option or the maui Inclusive Pack has been purchased.
7. Any single vehicle rollover except where the maui Inclusive Pack has been purchased.
8. 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.
9. Damage caused by drivers not identified on the rental agreement and/or drivers whose licence has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence.
10. Any damage caused to the vehicle due to the use of snow chains.
11. Any damage associated with the incorrect use of fuel (fuel being diesel or petrol), which includes Bio-Diesel which should not be used, or water or other contamination of fuel.
12. 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.
13. 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.
14. Using the vehicle in contravention of any legislation or regulation controlling vehicular traffic.

#### IMPORTANT NOTES:

- In certain damage circumstances, the renter will be liable for the full damage costs of the vehicle regardless of liability cover
- Renter is responsible for ensuring the car is fueled with the correct fuel, vehicles could use either diesel or gasoline – please check carefully which applies to your vehicle.
- If the renter has their own insurance the Accident Damage Excess must be paid to Maui in the event of an accident. It is the renters responsibility to claim this charge back through their own insurance company
- A credit card surcharge of 2% for Visa/Mastercard or 5% for American Express currently applies on all credit card transactions processed by Maui
- This is not an exhaustive list of rental terms and conditions and possible charges. Details and any prices listed here may change at any time.
- IMPORTANT – Read your Maui Rental Agreement and Liability Information document for more details

#### Road Restrictions

Motorhomes can only be driven on sealed/bitumen or well-maintained roads. The only exceptions to this are well-maintained access roads of less than twelve 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 twelve kilometres in length to access a recognised campground special permission can be arranged pending road condition, weather and distance. Maui reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions. Road restriction information may change – check your rental agreement for full details of driving restrictions and it is recommended you check your intended itinerary at time of booking and rental collection.

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