



**MAUI NEW ZEALAND – FLEX
CAMPERVAN RENTAL RATES & CONDITIONS
01 April 2017 - 31 March 2018**

For information on safe and enjoyable driving in New Zealand please visit www.drivesafe.org.nz
Maui vehicles all have automatic transmission and a guaranteed vehicle age of less than 2.5 years.

Standard Hire Includes:	Standard Hire Excludes:
<ul style="list-style-type: none"> - Unlimited kilometres - Airport transfers upon collection & return - Linen & bedding - Kitchen & general equipment - In camper tablet with GPS & CamperHelp - On Road Customer Care service helpline – 24/7 	<ul style="list-style-type: none"> - Extra Driver Fee - One Way Rental Charge - Road User Charge - Public Holiday Surcharge - Sundry Rental Equipment - Queenstown Location fee - Road Toll \$ Traffic infringements - Security bond, Administration & Credit Card fees - Petrol/Fuel
Inclusive Pack Hire Includes	Inclusive Pack Hire Excludes
<ul style="list-style-type: none"> - Accident Excess Liability reduced to NIL - Single Vehicle Rollover Cover - Wifi including 1GB of Data - Extra Drivers Fee - Linen exchange - Picnic Table & Chairs - Baby/Booster Seat if requested (some vehicles only) - Snow chains if required - Portable fan heater if required <ul style="list-style-type: none"> - Unlimited kilometres - Airport transfers upon collection & return - Linen & bedding - Kitchen & general equipment - In camper tablet with GPS & CamperHelp - On Road Customer Care service helpline – 24/7 	<ul style="list-style-type: none"> - One Way Rental Charge - Road User Charge - Public Holiday Surcharge - Sundry Rental Equipment - Queenstown Location fee - Road Tolls & Traffic infringements - Security bond, Administration & Credit Card fees - Petrol/Fuel

Locations:

Branches – Auckland Airport, Christchurch Airport Area, Queenstown Airport (location fee applies).
Open daily 8am-4.30pm (except 25 December, Christmas Day). Vehicles must be returned by 3.30pm.

Rate Calculation:

Rental days are charged per calendar day. The day of pick-up is counted as day one of the rental and the day of the vehicle’s return is counted as the final day of the rental regardless of the time of pick up and drop off. Vehicles are required to be collected and returned within business hours.

‘Flex rates’ determine the daily vehicle rate and are based on supply on demand and are updated

Minimum Rental:

Minimum rental period is **5 days**.

Minimum rental period is **10 days** for hires where travel dates include **20 December to 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**.

Drivers Licence and Minimum Age:

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. Drivers must be 21 years of age or over.

Customer Self Check In: <https://selfcheckin.thlonline.com/sci/start>
It is mandatory for all customer’s to complete the Customer Self Check In.

Insurance:

All vehicles are insured but the customer is responsible for the first \$7,500 liability towards the cost of any damage to the vehicle or third party property. In addition to these costs, an administration fee of \$60 may apply, per claim. The liability applies in respect of each claim, not rental.

The customer must provide a valid **credit card** to pay the Liability Deposit and the amount will be **debited** to the customer's credit card on the day of vehicle collection. The credit card holder must be present and able to sign for the Liability Deposit upon vehicle collection. The Liability Deposit is refunded on return of the vehicle provided policy conditions are met.

Liability can be reduced to NIL with the exception of "Exclusions" (see full Terms & Conditions) by purchasing All Inclusive rates.

One Way Hire Charges:**Auckland to Christchurch or Queenstown:**

\$100 for pick-ups between 01 April and 30 September. \$250 for pick-ups between 01 October and 31 March

Christchurch to Queenstown or vice versa:

\$50 for pick-ups between 01 April and 30 September. \$75 for pick-ups between 01 October and 31 March

Christchurch or Queenstown to Auckland - \$150 for pick-ups between 01 October and 31 March

Location Fees:

\$95 for pick-ups and drop offs in Queenstown. For same city collection and return – only one \$95 fee applies

Public Holiday Surcharge

A surcharge of \$50 will apply to all rentals picking up and/or dropping off on National Public Holidays:

Waitangi Day	06 February 2018
Good Friday	30 March 2018
Easter Monday	02 April 2018
Anzac Day	25 April 2018
Queen's Birthday	04 June 2018
Labour Day	22 October 2018
Boxing Day	26 December 2018
New Year's Day	01 January 2019
Day after New Year's	02 January 2019
Waitangi Day	06 February 2019

Road User Charges:

Based on the kilometres travelled during the hire. Calculated and collected on return of the vehicle NZ\$6-\$7 per day

Road Restrictions:

Vehicles may only be driven on sealed/bitumen or well-maintained roads and not on the following roads:

Skippers Road & Crown Range Road (Queenstown)	Ball Hut Road (Mt Cook)
North of Colville (Coromandel Peninsula)	Ninety Mile Beach (Northland)
All ski field access roads from 01 June to 31 October	

On Road Assistance:

Any problems should be reported to Maui within 24 hours. Failure to do so will compromise any claims for compensation.

Amendments

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 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), rates which applied at the time of the original booking, will apply.

Cancellation Policy

If cancelled up to 91 days prior to pick up – no fee

If cancelled from 90 to 22 days prior to pick up – 10% of rental

If cancelled from 21 to 7 days prior to pick up – 20% of rental

If cancelled from 6 to 1 days prior to pick up – 50% of rental

If cancelled on the day of pick up or no show – 100% of rental

There is no refund for early return of the vehicle.