

MAUI AUSTRALIA RENTAL RATES & CONDITIONS 01.04.2023-30.03.2024 – SEASON 2023/2024

IMPORTANT NOTES

- Rental agreement - pick up between 01 April 2023 and 31 March 2024
- All daily vehicle rates and the maui Inclusive Pack rates quoted are **gross**, inclusive of Goods and Services Tax (GST) and 3% administration fee, and are in Australian dollars.
- 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 without prior notification.
The flex matrix consists of eighty different flex levels. The flex level is two characters. The first character corresponds with the letter on the left hand column, the second character corresponds with the number on the top row of the matrix. The applicable flex rate is the rate where the two characters meet, i.e. flex level C3 is \$146.
- Flex rates determine the daily vehicle rate. Flex rates are updated a minimum of once a week. Quotes expire 96 hours after issue.
- The flex rate is determined by the date of pick-up, location and date of booking for the rental up to 7 days. After every 7 days the flex rate resets to the rate applicable on that day (i.e. 8th, 15th, 22nd day of hire etc).
- 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), the original flex rate which applied at the time of the original booking, will apply.
- 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 rentals. info@australia4wdrentals.com before booking.

FLEX MATRIX MAUI

	1	2	3	4	5	6	7	8
A	54	59	64	69	74	79	84	89
B	94	94	103	108	113	118	123	128
C	134	140	146	152	158	164	170	176
D	182	188	194	200	208	216	224	232
E	240	248	256	264	274	284	294	304
F	314	324	334	344	356	368	380	392
G	404	416	428	440	454	468	482	496
H	512	528	544	560	577	594	611	628
I	646	663	681	699	709	719	729	739
J	749	759	769	779	789	799	809	819

VEHICLES

VEHICLE NAME	VEHICLE CODE	VEHICLE NAME	VEHICLE CODE
Ultima	2BTSM	Ultima Plus	3BTSM
Cascade	4BMA	Beach	4BMP
River	6BMPC		

- Daily vehicle hire rates include unlimited kilometres for 2WD campervans.
- All motorhomes are fully equipped with linen, bedding, kitchen and general living equipment, as well as GPS navigation. Customers are encouraged to download the *thl Roadtrip App* for a show-through of their camper. The App also features CamperHelp 'how to' videos, showing them how to use the features of their camper.

DISCOUNTS

DISCOUNT TYPE	DETAILS	DISCOUNT
Long term hire discount	Long Term Hire Discounts will apply	Rental Duration 21+ days = 8% discount off daily vehicle rate only.

Discounts apply to the daily vehicle rate only.

FEES

FEE TYPE	DETAILS	FEE
One-way Rental Fees (charged per hire, minimum one-way rental duration may apply)	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	\$280
	Where pick up originates from any location and returns to Darwin, Broome, Alice Springs or Perth	
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)	\$2.50 per day
Maui Elite	Secure a maui motorhome guaranteed to be under 1 year old	\$49 per day
Public Holiday Surcharge	A Public Holiday Surcharge will apply to all rentals picking up and/or dropping off on the observed public holiday dates at the pick-up and drop-off location. Please see table below.	\$115

FEES CON'T

	SYDNEY	MELBOURNE	ADELAIDE	PERTH	BRISBANE	HOBART	ALICE SPRINGS	DARWIN	BROOME	CAIRNS
08 April 2022	✓	✓	✓		✓		✓	✓		✓
09 April 2022	✓	✓		✓	✓					
10 April 2022	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
25 April 2022	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
01 May 2022					✓		✓	✓		✓
05 June 2022				✓					✓	
	SYDNEY	MELBOURNE	ADELAIDE	PERTH	BRISBANE	HOBART	ALICE SPRINGS	DARWIN	BROOME	CAIRNS
12 June 2022	✓	✓	✓			✓	✓	✓		
07 July 2022							✓			
28 July 2022								✓		
07 August 2022							✓	✓		
16 August 2022					✓					
25 September 2022				✓					✓	
02 October 2022	✓		✓		✓					✓
26 October 2022						✓				
07 November 2022		✓								

26 December 2022	✓	✓	✓	✓	✓	✓				✓
04 March 2023				✓						
11 March 2023			✓			✓				
30 March 2023	✓	✓	✓		✓					✓
31 March 2023	✓	✓		✓	✓					

MAUI ADDITIONAL BOOKING OPTIONS

	Standard Motorhome Liability \$7,500	Inclusive Pack \$65 per day (Max charge \$3,250)
Vehicle Liability \$7,500 <i>(debited to credit or debit card)</i>	✓	
Liability Reduction Option <i>(liability reduced to Nil)</i>		✓
Single vehicle rollover cover²		✓
Extra Driver Fees		✓
Linen exchange ³		✓
Picnic Table		✓
Picnic Chairs Chairs per person travelling		✓
Baby / Booster Seat Cannot be fitted in some vehicle categories		✓
Portable Fan Heater If required.		✓

NOTES

- 1 **Liability Reduction Option:** Reduces Vehicle Liability to Nil.
- 2 **Single vehicle rollover cover:** The customer will not have to pay for the cost 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 & REDUCTION OPTIONS

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 the damage to the vehicle or to the property of a third party. The hirer is responsible for the first \$7,500 ("the liability") of the cost of any 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 \$60 may apply, per claim. The liability applies in respect of each claim, not rental. The \$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
\$53 (maximum charge \$2,650)	Liability reduced to 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.

MAUI STRONGLY RECOMMENDS OUR CUSTOMERS TAKE THE MAUI INCLUSIVE PACK 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 \$7,500 and is applicable regardless if the hirer has purchased private travel insurance.

The customer must provide a valid credit card or debit card to pay the Liability Deposit and the amount will be **debited** to the customer's credit card 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 a 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 willfulness 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.

CONDITIONS

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 a customer wishes to extend the rental whilst on hire, they must first obtain authorisation from maui (call 1300 363 800). The rental extension is subject to vehicle availability. The rate charged may not reflect the original rate booked. Failure to obtain authorisation will result in a daily fee of \$150 in addition to the daily rate.

	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	

MINIMUM RENTAL PERIODS

- Minimum rental period is 5 days for same city rentals, with exceptions noted below. One-way hires have increased minimum hire requirements – please refer to the one-way rental matrix below.
- Minimum rental period is **10 days** for hires where travel dates include **20 December to 10 January**.

- **4 and 6 berth** rentals from Sydney that collect during the Bathurst races will have a minimum rental requirement of **7 days**. The races usually occur in early October.
- **4 and 6 berth** rentals from Melbourne that collect during the Phillip Island races will have a minimum rental requirement of **7 days**.

MULTIPLE RENTALS

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

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, 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.

LICENSE & AGE RESTRICTIONS

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.

CHANGE OF DROP-OFF LOCATION

If the customer wishes to change the drop-off destination, they must first obtain authorisation from maui (call 1300 363 800).

Subject to the change being approved, an additional charge of up to \$750 may apply.

CHANGE OF VEHICLE

Should the vehicle booked be unavailable, 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.

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 and from the maui branch, at their own expense.

TOLL AND TRAFFIC NOTICES AND ADMINISTRATION FEES

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

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. 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 POLICY

If the customer changes the travel dates of their booking and subsequently cancels:

- 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.

CANCELLATION POLICY

The following cancellation fees will apply:

- If cancelled up to 61 days prior to pick-up – Agent Deposit
- If cancelled from 60 to 22 days prior to pick-up 10% of Rental + Agent Deposit
- If cancelled from 21 to 7 days prior to pick-up 20% of Rental + Agent Deposit
- If cancelled 6 to 1 days prior to pick-up 50% of Rental + Agent Deposit
- If cancelled on day of pick up or No-Show 100% of Rental (includes Agent Deposit)
- If 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.

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 compromise any claims for compensation. Please contact us on 1300 850 805 or +61 3 8398 8880.

BRANCHES

BRANCH	ADDRESS
ADELAIDE	376-388 Sir Donald Bradman Drive, BROOKLYN PARK SA 5032
ALICE SPRINGS	220 Stuart Highway , ALICE SPRINGS NT 0870
BRISBANE	87 Bancroft Road, PINKENBA QLD 4008
BROOME	10 Livingston Street, BROOME WA 6725
CAIRNS	419 Sheridan Street, CAIRNS QLD 4870
DARWIN	17 Bombing Road, Winnellie, DARWIN NT 0820
HOBART	14 Long Street, Hobart International Airport, CAMBRIDGE TAS 7170
MELBOURNE	Building 2/9 Ashley St, BRAYBROOK VIC 3019
PERTH	471 Great Eastern Highway, REDCLIFFE W.A 6104
SYDNEY	1/1801 Botany Road, BANKSMEADOW NSW 2019

OPERATING HOURS

PEAK: maui branches are open 7 days a week with the exception of Good Friday (7 April), Christmas Day (25 December), New Year's Day (1 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 vehicle to be in the office by 1500 hours.

LOCATIONS	DATES & HOURS OF OPERATION			
SYDNEY, MELBOURNE, ADELAIDE AND 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 AND BROOME	1 April – 30 April 9AM – 3.30PM Closed Sundays	1 May – 31 October 9AM – 3.30PM	1 November – 30 November 9AM – 3.30PM Closed Sundays	1 December – 31 March 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	

PLEASE NOTE

Customer Pre-Arrival Registration

Please note that it is mandatory for all customers to complete our Customer Pre-Arrival Registration.

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 the supplier's website.

DISCLAIMER

Illustrations and text in any of our documentation, brochures or website (and agents Australia 4 Wheel Drive Rentals group websites) 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.

Supplier summary or terms and agreement and Agents user agreement can change without notice.

As at 24.09.2022