



### What's included in a Maui Motorhome?

Maui Motorhomes feature a gas stove, fridge and even a toilet, shower and microwave in most models. We supply kitchen equipment including plates, bowls, cups, glasses, knives, forks, spoons, bottle/can opener, mixing bowls, saucepans, frying pans, cooking utensils, chopping board, kettle, teapot, coffee plunger, toaster and tea towel. Linen and bedding is also supplied, plus pillow, pillowcase, duvet (doona), sheet and towel per person, general equipment such as fire extinguisher, broom, bucket/hose, coat hangers, pegs, dustpan and brush.

We also have an extensive range of additional hire items including outdoor tables, chairs, and Baby and Booster seats. Maui also supplies plenty of free extras to help you with your holiday.

We suggest that you pack your gear into soft bags instead of suitcases as they take up less room and can easily fit into your Motorhome's storage compartments.

### What free extras do you offer?

- **Unlimited kilometers**
- **FREE Supermarket Discount Card**
- **FREE Tavel Wallet** packed full of useful information including road maps and travel information
- **FREE New Zealand Leading Attractions Map** including discounts to iconic tourist attractions
- **FREE Airport Transfers** upon vehicle collection and return (except Wellington). Queenstown branch is located at Airport.
- **FREE Starter Pack** - includes dishwashing detergent, disposable gloves, bin liner, toilet roll, toilet chemicals, laundry detergent, matches, soap and tissues
- **FREE Mountain Bike Hire** available at selected Top 10 Holiday Parks
- **Customer Care** - 24 hours, 7 days per week road-service helpline (toll free)
- **FREE luggage storage**
- **Vehicle Insurance** (excess applies)
- **No extra driver fees**
- **Kitchen equipment**
- **Linen and bedding**
- **General equipment**
- **THL/BP Eco Trust** - Maui Rentals has teamed up with BP to establish the THL-BP Charitable Trust dedicated to funding environmental projects. Simply by purchasing fuel at BP

globalRES  
Tel: +61 2 9438 3868

PO Box 1700  
Fax: +61 2 9437 9069  
ABN 41 087 966 489

Crows Nest NSW 1585  
FreeCall: 1800 456 226  
Lic. No. 2TA4947

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www.globalRES.com.au  
res@globalres.com.au



stations during your hire, a contribution to the Trust is made. Together we can make a long term commitment to the sustainable future of New Zealand's natural resources.

### **Do I need a special licence to drive?**

Absolutely not! 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.

### **How old do I need to be to drive?**

Drivers must be 21 years of age or over. For drivers 75 years of age or over, a medical certificate stating that you are fit to drive for the duration of the hire is required.

### **How is the hire charged?**

Hires are charged per calendar day. When calculating the number of days a vehicle is hired, 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 unless arranged otherwise. When a Motorhome or Rental Car moves from one rate season into the next, the calculation is based on both rates.

### **Is there a minimum rental duration?**

5 days. There is also a minimum rental period that applies over the peak season of 10 days. This is for hires with collection dates between:

- 23 December 2007 and 10 January 2008
- 23 December 2008 and 10 January 2009

This is subject to change during peak periods.

### **Where are Maui branches located?**

**For travel to 31 March 2008**

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Available from Auckland, Wellington, Christchurch and Queenstown. Vehicle collections and returns in Wellington incur a NZ\$100 location fee and in Queenstown incur a NZ\$175 fee (same city collection and return, one fee applies). This is in addition to the one-way fee if applicable.

#### **For travel 01 April 2008 to 31 March 2009**

Available from Auckland, Wellington, Christchurch and Queenstown. 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.

#### **Can I pick up at one branch and drop off at another?**

##### **For travel to 31 March 2008**

One-way rentals are available between all branch locations. The one-way fee if applicable is charged per hire. A one-way rental fee of NZ\$150 is charged for rentals between the North and South Islands and vice versa, where pick-up is between:

- 01 October 2007 and 31 March 2008

##### **For travel 01 April 2008 to 31 March 2009**

One-way rentals are available between all branch locations. The one-way fee if applicable is charged per hire. A one-way rental fee of NZ\$220 is charged for rentals between the North and South Islands and vice versa, where pick-up is between:

- 01 October 2008 and 31 March 2009

#### **Can I pick-up or drop-off at the airport?**

Our Queenstown branch is located at the airport! Maui provides free airport to branch and branch to airport transfers on the day of arrival plus departure for the Auckland and Christchurch branches – both are very close to the airport.

Our Wellington agency is approximately 40 minute drive from the airport (transfers via your own arrangements, taxis and shuttles are available).

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**What time can I pick-up and drop-off?**

**Auckland, Wellington and Christchurch:**

Daily from 0800 to 1730 hours.

Open all public holidays except Christmas Day (25th December) when all Maui branches are closed.

**Queenstown:**

0800 to 1730 hours in the summer months. 0800 to 1700 hours in the winter months.

Open all public holidays except Christmas Day (25th December) when all Maui branches are closed.

Vehicle collection and/or return outside of branch hours may be available by prior arrangement. Fees may apply. Please arrange in advance.

**Do you have any vehicles with automatic transmission?**

Automatics are available in the Maui Spirit 4 only. In addition to the daily vehicle rate you can guarantee a Spirit 4 automatic vehicle for only NZ\$10 per day. If you require an automatic Spirit 4, please advice in advance. Requests are subject to vehicle availability.

All Spirt 2, 2 T/S, and 6 are manual transmission only.

**What if I want to change the vehicle type that I booked?**

If you wish to take a larger vehicle and the vehicle is available, the additional charge will be taken at the time of pick-up. If you wish to downgrade to a smaller vehicle, you will not be entitled to any refund.

**Cancellation fees**

- 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 Rental
- If cancelled 6 to 1 days prior to pick-up ..... 50% of Rental
- If cancelled on day of pick up or No-Show ..... 100% of Rental

If vehicle is returned early for any reason whatsoever, no refund is available for the unused portion of the hire.



## Can a Baby or Booster Seat be fitted to any Maui Motorhome?

### Spirit 2

The baby seat (3 years and under) or booster seat (minimum 4 years of age) can only be legally fitted in the front passenger seats with a diagonal seatbelt. Any other traveller must sit in the middle seat in the driver's cab. Due to this being a tight fit for most travellers, we recommend that a Spirit 4 is considered when travelling with a small child.

### Spirit 2 T/S

Baby seats (3 years and under) or booster seats (minimum 4 years of age) can only be legally fitted in the front passenger seat with a diagonal seatbelt.

### Spirit 4 and 6

Baby seats (3 years and under) can be fitted legally in the rear dining area facing forward. Booster seats (minimum 4 years of age) can be legally fitted in the rear dining area with lapbelts. A booster seat can also be fitted in the front passenger seat with a diagonal seatbelt.

Please note: All children under the age of five must be properly restrained by an approved child restraint. Not all Maui vehicles can accommodate all types of child restraint equipment.

## How long does the battery system last?

Maui vehicles have two batteries – one to run the engine and the other to operate the living equipment (auxiliary battery) such as interior lights and fridge. When plugged into power at a campground, the auxiliary battery will remain charged.

If the vehicle is stationary for a long period of time and not plugged into a powered site the battery will only stay charged for approximately 12 to 14 hours. If you happen to flatten the auxiliary battery, you will still be able to start the engine and drive. Driving will recharge the auxiliary battery.

## Where can I stay in our Motorhome?

New Zealand has an extensive network of holiday parks in all major tourist centres and in most towns. We recommend all holiday parks and campgrounds which have a Qualmark Rating. They offer excellent recreational facilities, as well as resources to dispose of your waste water. They also have provision for you to plug your vehicle into 240vs main power for vehicles that feature heating and/or microwave.

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**Are there any roads that I cannot drive on?**

Our vehicles 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 Kuatunu and Mataurangi 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.

**Can I supply my details before arriving at a Maui Branch?**

Definitely! Fill out our online pre-registration form to save time. By providing us with your details in advance our branch staff can process your vehicle faster allowing you to get on the road with a minimum wait time. You can do this via the link at the bottom of your email confirmation or by visiting [www.maui-rentals.com/rentquicknz](http://www.maui-rentals.com/rentquicknz).

**What is Diesel Tax Recovery?**

It is a government tax and is calculated and collected on return of your vehicle as follows:

Spirit 2 unleaded petrol.....	Nil
Spirit 2 diesel .....	NZ\$3.70 per 100kms
Spirit 2 T/S .....	NZ\$3.70 per 100kms
Spirit 4 .....	NZ\$3.90 per 100kms
Spirit 6 .....	NZ\$4.25 per 100kms

The rates are subject to government changes.

**Do you have Vehicle Assistance while I am on the road?**

Yes, we do. Please phone tollfree at any time within 24 hours of the incident to give us the opportunity to solve the issue. Maui do not accept liability for any claims submitted after this period.

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



## The Maui Guarantee

We value your custom and thank you for choosing Maui. We hope that you'll take a minute to complete our customer service survey form at the end of your hire. We stand by our products and stand by our Maui Guarantee.

## Disclaimer

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