
Frequently Asked Questions – Motorhomes

01 April 2009 – 31 March 2010
Australia



What is supplied in a Maui Motorhome?

Maui Motorhomes offer luxury features including a gas stove, fridge, microwave and toilet and shower in the larger vehicles. Kitchen equipment including crockery, cutlery, mixing bowls, frypan, saucepans, a kettle, toaster and coffee plunger are also included. For no extra cost, Maui provides doonas, pillows, sheets and towels for the number of people travelling.

We strongly recommend that you use soft bags instead of suitcases for your luggage. Soft bags take up less room and fit more easily into the storage cupboards and lockers in the vehicle.

Can I drive a Motorhome on my standard licence?

Yes you can. A non-provisional and non-probationary resident country driver's licence is to be presented at time of rental. If your licence is not in an English format a valid International Drivers licence is also required.

Do you have any vehicles with automatic transmission?

The Spirit 2 Grande, Spirit 2 T/S, Spirit 4 and Spirit 6 are automatic transmission. All Spirit 4WD motorhomes are manual.

Are there age restrictions for driving a Maui?

Drivers must be 21 years of age or over. If you are over the age of 75 years, a medical certificate is required at time of vehicle collection stating you are medically fit to operate a motor vehicle.

How is the hire charged?

Motorhome hires are charged for every calendar day of the hire.

Is there a minimum rental duration?

The minimum rental is **5 days** for the Spirit 2 Grande, Spirit 2T/S, Spirit 4WD and **7 days** for the Spirit 4 and Spirit 6. A **7 day** minimum also applies to all one-way rentals and all hires between 15 December 2009 and 5 January 2010. Minimum rental periods are subject to change during peak periods.

Can I pick-up a Maui Motorhome in one city and drop it off in another?

One-way rentals are available between all branch locations the exception is one-way rentals into or out of Tasmania for 4WD vehicles, these are on request. One-way hires require a minimum rental of 7 days and a one-way fee of AU\$250 applies where pick up originates from Cairns, Brisbane, Sydney, Melbourne, Hobart or Adelaide and returns to these locations. Should the hire originate or return to or from Darwin, Broome, Alice Springs or Perth the one way fee will be \$250. The one way is included in the Maui Premium Pack.

An additional remote location fee of AU\$650 applies to all rentals picking up or dropping off in Broome. Only one remote location fee is charged per vehicle. This is in addition to the one-way fee if applicable.

Can I pick-up or drop-off a Maui at the airport?

HOBART: Our Hobart branch is located at the airport.

ADELAIDE: A transfer service to or from Adelaide branch is now available and services the Airport, Rail Terminal, Adelaide City and North Adelaide. Subject to availability. Prices vary. Enquire with the Adelaide branch on the day of travel.

ALL OTHER BRANCHES: Public transport and taxi services are available to and from all other branches. Maui will reimburse your taxi fee from the airport to the branch on pick-up with receipt.

An airport concession fee may be charged for hires with pick-up or drop-off from airport locations. An airport pick-up fee of AU\$16.50 per hire will apply for hires with pick-up at Hobart Airport. This fee is subject to change and new airport charges may arise.

What time can I pick-up and drop-off a Maui Motorhome?

For Brisbane, Sydney, Melbourne, Hobart, Adelaide and Perth branches: Daily from 7.30am to 4.00pm from 1 September – 30 April, and 10.00am to 4.00pm from 1 May to 31 August.

For Alice Springs, Darwin, Broome and Cairns branches: Daily 7.30am to 4.00pm from 01 May – 31 October, and 10.00am to 4.00pm 01 November - 30 April.

All branches are closed Christmas Day. Maui requests clients collecting or returning their vehicle to be in the office by 1530hrs. We suggest you allow 45 minutes for the check-in/check-out process.

Can I change the day and destination of drop-off during my hire?

If you wish to extend your hire, you must get authorisation first from the destination branch as an extension is subject to availability. The extra cost of the rental will be charged to your credit card. If the vehicle is returned early for any reason whatsoever, there is no refund. If you wish to change the destination of drop-off, you must get authorisation first from the destination branch. An additional charge of up to AU\$550 will apply.

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.

What are your cancellation fees?

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| • 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 | No refund available |

Is there an additional charge for more than one driver?

No, this is included in your hire.

Can a baby seat be fitted?

Yes, booster seats can be fitted to all Maui Motorhomes however baby seats can only be fitted in the Maui Spirit 4 and Spirit 6 Motorhomes. Maui offers these for hire. For specific details about where your child will sit during travel, please ask your consultant.

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 such as the fridge and lights. This battery will remain charged for approximately 12 to 14 hours. If you flatten you can switch on the engine to start it again, but, you will need to plug the vehicle into 240V mains power for the battery to fully recharge.

Where can I camp in a Maui Motorhome?

Australia has an extensive network of holiday parks in all major tourist centres and in most towns. We recommend **BIG4 Holiday Parks** where all Maui motorhome rental customers receive a 10% discount off BIG4 site fees. They offer excellent recreational facilities, as well as resources to dispose of your waste water. They also have provision for you to plug the vehicle into electricity.

Are there any roads that I cannot drive on?

2 wheel drive vehicles can only be driven on sealed/bitumen roads. The only exception to this is access roads to recognized campgrounds and the road on Kangaroo Island (South Australia). In adverse road or weather conditions, we reserve the right to restrict vehicle movements.

4WD vehicles can also be driven on recognised unsealed roads. 4WD vehicles may only travel to the following areas with the written permission of Maui (please contact the local branch for further information): Simpson Desert, Strzelecki Track, Gunbarrel Highway, Cape York, the Bungle Bungles, Oodnadatta Track, Birdsville Track, Tanami Track, the Plenty Highway and Gibb River Road.

Vehicles are NOT permitted to travel on the Canning Stock Route, the Lost City in Litchfield Park, to Cape York between the months of December to May and the Telegraph section of the road to Cape York.

Maui reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions, and the distance to nominated destinations in relation to the length of the hire period.

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

Yes, you can. To save time you can fill out our online pre-registration form. By providing us with your details in advance, our branch staff can process your rental vehicle faster, allowing you to get on the road with a minimal wait time. You can pre-register via the link at the bottom of your email confirmation or by visiting www.maui-rentals/rentquickau.

The Rental Agreement (that will be presented to you to sign on pick up) is also available from www.maui.com.au for you to read prior to arrival.

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

Yes, we do. Please phone toll free at any time within 24 hours of any equipment failure occurring. This will give us the opportunity to solve the problem.

Motorhome Customer Care: 1300 363 800

Rental Cars: 1800 811 506

As our Customer Care Partner, BIG4 Holiday Park staff are also familiar with the Maui vehicles (non-mechanical) and can help you out on the day to day operation of the motorhome, whilst you are in their Park.

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. If you are not entirely satisfied with your hire, please contact us:

Email: servicequality@thlonline.com

Fax: (+61 3) 9687 4844

IMPORTANT: These pages serve only to answer frequently asked questions. For full Maui Terms and Conditions, please request a Maui Rental Agreement (www.maui.com.au). All prices quoted in this document are in Australian dollars. Rates and conditions quoted in our brochures and/or documents are subject to change without notice.