
Frequently Asked Questions – Motorhomes

01 April 2009 – 31 March 2010
New Zealand



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, ice cube tray, coat hangers, pegs, dustpan and brush, toilet and chemicals.

We also have an extensive range of additional hire items including outdoor tables, chairs, and baby/booster/child 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 the storage compartments.

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 rental Motorhome or 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 2009 and 10 January 2010 (This is subject to change during peak periods).

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.

Where are Maui branches located?

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?

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\$250 is charged for rentals between the North and South Islands and vice versa, where pick-up is between:

01 October 2009 and 31 March 2010

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 super 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).

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 advise in advance. Requests are subject to vehicle availability.

All Spirit 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 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 & Spirit 2 Grande

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 but only when a safety harness is also used. 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 240v's main power for vehicles that feature heating and/or microwave.

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.

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\$4.45 per 100kms
Spirit 2 T/S NZ\$4.70 per 100kms
Spirit 2 Grande NZ\$4.45 per 100kms
Spirit 4 NZ\$4.70 per 100kms
Spirit 6 NZ\$4.85 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.

If you would like to give us additional feedback, please contact us:

Email: servicequality@thlonline.com

Fax: +64 9 255 0629

Important:

- This page serves only to answer frequently asked questions.
- For full Maui Terms and Conditions, please request a Maui Rental Agreement.
- All prices quoted on this website are in New Zealand Dollars.
- Rates and conditions quoted on this website and/or documents are subject to change without notice.

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.

Credit Card surcharge

A non-refundable 2% administration fee will apply to all Visa and MasterCard transactions. A non-refundable **4.5%** administration fee will apply to American Express cards. Credit card administration fees also apply to debited security bonds and only the hirer's credit card is acceptable to use for the purpose of the security bond.

Accepted credit cards are:

Visa Card

Master Card

American Express.