

MAUI NEW ZEALAND – CAR RENTAL RATES & CONDITIONS

01 April 2015 - 31 March 2016

PLEASE NOTE:

This document contains a summary of some of the rental conditions. For full detailed conditions, refer to the rental agreement provided upon vehicle collection.

- Rates and conditions quoted are subject to change without notice.
- Rates are in New Zealand dollars and include 15% GST
- Rental basis: 24 hour
- Minimum rental period is two days for same island rentals.
- Minimum rentals period is six days for North to South Island rentals (and vice versa) with minimum rental length of three days in each island. Please note that for North to South Island rentals (and vice versa) the vehicle cannot be taken on the ferry.
- Car rental is available from Auckland, Rotorua, Wellington, Hamilton, Napier, Blenheim, Nelson, Picton, Greymouth, Christchurch, Dunedin and Queenstown.

INCLUDED IN GROSS RATES

- Vehicle liability (liability of NZ\$345 applies)
- Windscreen, Wheels and Irisesences Cover
- 15% GST
- Unlimited kilometres
- Additional driver fees
- Young Driver Surcharge
- Customer Care 24 hour road service help line (toll free)
- Premium Location Surcharge

Flight numbers must be supplied for all bookings made at airport locations. Please advise at time of booking.

ADDITIONAL HIRE ITEMS/SERVICES

To be requested at time of reservation and paid by the customer on pick up:

Baby / Booster seat	\$14.95 per day (maximum charge \$74.75 per rental)
Snow Chains	\$14.38 per day (maximum charge \$115.04 per rental)
Ski Racks	\$14.38 per day (maximum charge \$115.04 per rental) (not available for the intermediate van)
GPS	\$12.59 per day (maximum charge 10 days)

RENTAL DURATION

- Rental days are calculated on a 24-hour basis.
- Minimum rental period is two days for same island rentals. Minimum rentals period is six days for North to South Island rentals (and vice versa) with minimum rental length of three days in each island. Please note that for North to South Island rentals (and vice versa) the vehicle cannot be taken on the ferry.
- Minimum rental periods apply to one-way rentals.
- Vehicles are required to be collected and returned within business hours.

Early return of vehicle does not entitle the hirer to any refund of the unused portion of the rental. Maui allows a grace period of 30 minutes before the hirer is liable for late return charges. Late return fees are applicable as follows:

- 30 minutes late, one full day rate will apply

ONE-WAY RENTALS

Rentals of five days or more will not be subject to a one-way fee. One-way rentals are available within the island that the vehicle is collected. Vehicles are not permitted to travel from one island to another.

A one-way fee will apply on certain routes.

EARLY RETURN OF VEHICLE

There are no refunds available for unused rental days if the vehicle is returned earlier than booked to return.

FOR YOUR PROTECTION

New Zealand legislation provides limited coverage for personal injury. maui strongly recommends that all people travelling in New Zealand take out personal travel insurance.

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 NZ\$345 ("the liability") of the cost of damage to Third Party property or to the rented vehicle, including single vehicle accident (does not include Single Vehicle Rollover), towing and recovery costs, theft, fire, break-in or vandalism with the exception of the 'exclusions'. This also includes the cost of the daily rental for the period the vehicle is off fleet for accident repairs.

The liability is applicable regardless of who is at fault and must be paid at the time the accident report is completed, not at the completion of the rental. The liability will be refunded if maui is successful in recovering the cost of the damages from the Third Party. Please note that Third Party claims can take months to resolve.

The liability applies in respect of each claim, not rental.

Please see the 'Exclusions' section below, whereby all liability cover will be made void.

SNOW LIABILITY COVER

Vehicle	Cost per day
All	NZ\$8.05

Snow Coverage is compulsory for vehicles travelling above the snow line. If a customer travels to the snow field without purchasing the Snow Coverage they will be liable for all costs associated with any accident or incident.

Any customer who buys snow cover can take any maui Rental car to a ski field and can use the unsealed access road if necessary to get to that ski field. No other driving on unsealed road(s) is permissible.

EXCLUSIONS

All liability cover will be made void if any of the following 'Exclusions' are breached:

1. Overhead and underbody damage to the vehicle.
2. Damage or third party loss caused by the use of the vehicle in any area prohibited by the rental contract.
3. Any water related damage which includes, but is not limited to:
 - a) any vehicle submersion
 - b) creek or river crossing
 - c) driving through flooded areas
 - d) beach driving
4. Personal belongings owned by the hirer or any passengers. maui recommends the hirer does not leave valuables in the vehicle and that they have travel insurance to cover for the loss/damage of personal belongings.
5. Loss or damage to the hirers property, the property of a member of the hirers immediate family or of an entity related to the hirer, that arises from the use of the vehicle.
6. Any damage caused by willful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle).
7. The cost to retrieve or recover a vehicle, which may include, but is not limited to a vehicle that has become bogged, submerged, caught, trapped, stuck or restricted in anyway and/or has been abandoned.
8. The incorrect use of fuel (fuel being diesel or petrol) or contaminated fuel. The hirer will be responsible for any associated cost.
9. Damage caused to the vehicle by snow chains.
10. Any damage caused while driving under the influence of alcohol or drugs.
11. All towing charges are in addition to the liability where exclusions are breached.
12. The vehicle rented may only be used to carry the maximum number of passengers as dictated by the vehicle type. If more passengers are carried than what is allowed maui does not accept any liability.
13. Drivers not identified on the rental agreement and/or drivers that have a licence that has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence.
14. Any damage caused while the vehicle is above the snow line (unless Snow Liability Cover is purchased).

15. The full cost of replacing or repairing any accessories supplied by maui including, but not limited to child restraints, GPS units, lost keys, keyless start and remote control devices.
16. Any damage or third party loss caused or contributed to by the hirer where the hirer leaves the scene of the accident prior to the attendance of the police or reporting the accident to the police.
17. Any damage caused as a result of a serious breach of the rental contract.

ROAD SIDE ASSISTANCE

Free roadside assistance is provided for inherent mechanical faults in the vehicle but fees and charges apply for all other faults or driver induced errors. Generally these fees and charges range from NZ\$45 plus GST to NZ\$600 plus GST and apply to faults and driver induced errors such as:

1. A flat battery;
2. Lost keys, a keyless start or remote control device;
3. Unlocking the vehicle when the key, keyless start or remote control device have been locked in it; or
4. Changing a wheel as the result of a flat tyre

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 will compromise any claims for compensation. maui does not accept liability for any claims submitted after this period.

VEHICLE SECURITY DEPOSIT

Upon vehicle collection, a vehicle security deposit is required. For security purposes, only a credit card can be used to provide a vehicle security deposit. The credit card holder must be present and able to sign for the vehicle security deposit upon vehicle collection. The credit 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 vehicle security deposit. Visa and MasterCard debit cards are acceptable provided the card is being used as a credit card.

The vehicle security deposit of NZ\$200 is recorded against the credit card as a credit card authorisation when the vehicle is collected.

The vehicle security deposit is not debited provided the vehicle is returned on time, to the correct location, undamaged, with a clean interior and with a full fuel tank. Failure to return the vehicle with a full tank of fuel will result in refill charges, which will be advised upon return of the vehicle.

maui reserves the right to retain a NZ\$220 cleaning fee if the vehicle is not returned in a clean condition. This includes smoking related cleaning, as smoking is not permitted in the vehicle.

FOR SECURITY PURPOSES, ONLY THE HIRERS CREDIT CARD CAN BE USED FOR VEHICLE SECURITY DEPOSITS.

ROAD RESTRICTIONS

Cars can only be driven on sealed roads.

No vehicle shall be driven the following roads:

- Skippers Road (Queenstown)
- Ninety Mile Beach (Northland)
- Ball Hut Road (Mt. Cook)
- All roads north of Colville (Coromandel Peninsula), the Tapu to Coroglen Road (all parts east of Rapaura Gardens), the 309 Road from Coromandel to Kairarama and the Blackjack Road from Kautuna to Opito.

On the following Highways in the South Island between the hours of 2000 and 0600 hours (local time) from 1 June to 31 October:

- State Highway 6 between Twizel and Queenstown
- The Milford road between Te Anau and Milford Sound
- The West Coast road between Franz Josef and Wanaka
- Arthur's Pass

maui reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions.

GOODS AND SERVICES TAX (GST)

Rates include 15% GST. Maui reserves the right to amend GST upon Government intervention.

INFRINGEMENTS AND ADMINISTRATION FEES

maui reserves the right to charge the hirer for any speeding, toll way or parking fines. In addition to these costs, maui reserve the right to charge for associated administration costs for processing the fines.

CLAIMS ADMINISTRATION FEE

maui reserves the right to charge the hirer an administration fee for handling a claim and for making arrangements for repairs, towing and other administrative tasks associated with damage to the vehicle or third party loss. The fee ranges from NZ\$50 for a single vehicle accident to NZ\$200 where there is also a third party loss.

EXCHANGE RATE / CURRENCY VARIATIONS

All credit card transactions are conducted in New Zealand dollars. Due to exchange rate fluctuations and/or bank transaction fees there could be some variance in the amount refunded compared to the amount initially charged. Maui does not accept any liability for variances up or down.

CREDIT CARDS

All customers must present a valid credit card upon vehicle collection. The credit card holder will be jointly and severally liable as a customer. Accepted credit cards are Visa, MasterCard and American Express. A non-refundable 2.2% administration fee will apply to all credit card transactions.

DRIVER'S LICENCE REQUIREMENTS

Drivers must hold a full licence. Probationary or restricted licences are not acceptable nor are photocopies. International arrivals are recommended to have arranged an International Drivers Licence before travel and provide it with their current country licence. A licence from the originating country will be accepted providing it is in English and clearly demonstrates the expiry date, drivers address and permit conditions. Licences that are not in English will not be accepted without an International Drivers Licence. For identification purposes, we also require drivers to provide their credit card details. Photocopies of credit cards are not acceptable as identification.

AGE RESTRICTIONS

Drivers must be a minimum of 21 years of age to be eligible to rent an Economy, Compact, Intermediate, Standard and Standard AWD or a minimum of 25 years of age to be eligible to rent a Full Size, Full Size Wagon, Large 4WD, Premium 4WD, Premium 8 Seater and Intermediate Van.

CALCULATION ERRORS

Maui will not honour calculation errors. Should a calculation error occur Maui will charge for the shortfall.

CUSTOMER CARE 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 will compromise any claims for compensation. maui does not accept liability for any claims submitted after this period.

Please contact us on free phone: 0800 651 080

CHANGE OF VEHICLE

Should the vehicle booked be unavailable through unforeseen circumstances, 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.

VEHICLE CATEGORY

Vehicles cannot be requested by make or model, only by vehicle category.



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VOLUNTARY DOWNGRADE

Should the hirer decide to take a lesser vehicle than booked they will not be entitled to any refunds.

CANCELLATION POLICY

No cancellation fees will apply to vehicles cancelled using this package.

IMPORTANT

Maui reserves the right to refuse any rental at its discretion.

ANIMALS

No animals are permitted in our vehicles, excluding guide dogs.

CASH, CHEQUES AND EFTPOS CARDS

Cash, personal and company cheques and EFTPOS cards will not be accepted as payment for rentals. Customers may wish to pay for additional charges at the end of the rental period with cash.

DISCLAIMER

Illustrations and text in any of our documentation, brochures or website 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.