

New Zealand Maui Frequently Asked Questions – 2010 - 2011

What's included in a Maui Motorhome?

Maui Motorhomes feature a gas stove, fridge, microwave and even a toilet and shower in most models. 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 Motorhomes storage compartments.

Kitchen equipment includes china crockery, wine glasses, drinking glasses, superior cutlery, bottle/can opener, mixing bowls, colander, saucepans, and frying pans, cooking utensils, chopping board, electric kettle, coffee plunger, toaster and tea towel.

Linen and bedding is also supplied including pillow, pillowcase, sheet and towel per person. One duvet (doona) per bed.

Other useful items such as fire extinguisher, broom, bucket/hose, coat hangers, pegs, dustpan and brush, dishwashing detergent, disposable gloves, biodegradable bin liner, 100% biodegradable toilet chemicals, laundry detergent, matches and ice cube tray.

What free extras do you offer?

- **Maui provides 24/7 Customer Care** - via a road-service helpline (toll free)
- **Unlimited kilometres** (please refer to Diesel Tax Recovery Fee details)
- **Supermarket Discount Card**
- **Travel Wallet** packed full of useful information including road maps, travel information and discounts to leading attractions
- **Airport Transfers** upon vehicle collection and return (except Wellington). Queenstown branch is located at Airport.
- **Vehicle Insurance** (excess applies, please refer to "What Accident Protection Options do you offer?" section)
- **No extra driver fees**
- **Kitchen equipment** as detailed above
- **Linen and bedding** as detailed above
- **Other useful items** as detailed above

Do you offer any additional items to hire?

We have an extensive range of additional hire items including outdoor tables, chairs, GPS, Road Atlas and Baby & Booster seats.

Do I need a special licence to drive?

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.

What is the Maui Premium Package?

The Maui Premium Package is your one-stop shop for worry free travel. For a small daily fee in addition to your daily rate, you'll enjoy the extra peace of mind having inclusions such as full cover insurance all taken care of.

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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 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 days when the travel is from the North Island and return the South Island.

- 23 December 2009 and 10 January 2010 and 23 December 2010 and 10 January 2011

This is subject to change during peak periods.

What Accident Protection Options do you offer?

There are several options available to reduce your excess.

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.

The one-way fee is included (if applicable) in the Maui Premium Package.

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).

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

Auckland, Wellington, Queenstown and Christchurch:

Daily from 0800 to 1630 hours.

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

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Do you have any vehicles with automatic transmission?

The Spirit 2 T/S, Spirit 4 and Spirit 6 can be booked with automatic transmission. There is a surcharge of NZ\$10 per day in addition to the daily rental rate of the vehicle if a guarantee of an automatic is required in this category.

Please advise in advance if an automatic is required (you can enter this request in the notes field of the payment page online and one of our reservations consultants will contact you). Requests are subject to vehicle availability. Spirit 2 Grande and Spirit 2 TS Ultima are automatic transmission.

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

Spirit 2 Grande, Spirit 2 T/S and Spirit 2 T/S Ultima

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 lap belts but only when a safety harness is also used.

The Spirit 4 can also have a booster seat 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.

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).



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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.

What is Diesel Tax Recovery?

The Diesel Tax Recovery Fee is a government imposed levy on diesel vehicles and is **calculated and payable on drop-off**.

The Diesel Tax Recovery Fee will be calculated and collected on return of your vehicle, based on the kilometres travelled during your hire.

This fee is waived if the 'All Inclusive' package is selected.

The rate per 100km is as follows:

2 Berth diesel:	NZD \$4.45
2 Berth Grande:	NZD \$4.45
2 Berth (Toilet & Shower):	NZD \$4.70
4 Berth:	NZD \$4.70
6 Berth:	NZD \$4.85

Rates are subject to government changes.

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 the incident to give us the opportunity to solve the issue. Maui does not accept liability for any claims submitted after this period.

Credit Card surcharge

A 2% administration fee will apply to all Visa and MasterCard transactions.

A 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.

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

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.

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