



## Maui Australia Frequently Asked Questions

### 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?

All our 2WD Motorhomes are Automatic.

### 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 minimum rental duration?

Minimum rental period is 7 days, excluding the **Ultima** which has a 5 day minimum. All rentals collecting between 15 December 2011 and 5 January 2012 have a minimum requirement of 10 days with the exception of the **Ultima** where the minimum hire is 7 days.

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

One way rentals are available between all Maui branch locations. The exception is one way rentals into or out of Tasmania for Platinum Forest, these are on request and where the vehicle is a Maui Platinum Forest.

The Maui 6 is available between Melbourne, Sydney, Brisbane, Cairns, Broome & Adelaide only.

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. For example Cairns to Darwin one way fee will be AU\$250. (AU\$260 from 1st April 2011)

Should the hire originate or return to or from Darwin, Broome, Alice Springs or Perth the one way fee will be AU\$350. (AU\$360 from 1st April 2011)

Depending on the package selected one way fees may be included in the Maui Premium Package.

### 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.

By purchasing the **Maui Premium Package**, we will reimburse your taxi fee from the airport to the branch on pick-up with receipt.

Maui Platinum 6 is available between Melbourne, Sydney, Adelaide, Cairns & Brisbane only.

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

**Brisbane, Sydney, Melbourne, Hobart, Perth, Adelaide**

0730 - 1600 hours: 1 September to 30 April

1000 – 1600 hours: 1 May to 31 August

**Alice Springs, Darwin, Broome, Cairns**

0730 - 1600 hours: 1 May to 31 October

1000 – 1600 hours: 1 November to 30 April

Customers collecting or returning their vehicle must be at the branch by 1530 hours.

### 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?

- 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.

### Is there an additional charge for more than one driver?

No, this is included in your hire.

### Do I need a special Licence to Drive?

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.

### How old do I need to be?

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.

### 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



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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 restrictions to where I can drive?

2WD campervans can only be driven on sealed/bitumen roads. The only exceptions to this are well-maintained access roads of less than two kilometres to recognised campgrounds and well-maintained, recognised roads on Kangaroo Island (South Australia). If you wish to travel on an unsealed road that is greater than two kilometres in length to access a recognised campground special permission can be arranged pending road condition, weather and distance. Vehicles are NOT permitted to travel on the Canning Stock Route, the Lost City in Litchfield Park, the Old Gunbarrel Hwy, the Telegraph section of the road to Cape York, Boggy Hole (Finke Gorge National Park) and the Old South Road from Maryvale to Finke, at any time.

Vehicles are NOT permitted to travel to Cape York between the months of December to May. At all other times permission is required.

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.mauirentals/rentquickau](http://www.mauirentals/rentquickau).

### 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**

**What are your cancellation fees?** Please call your globalCARS consultant for details.

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