

New Zealand Maui Frequently Asked Questions

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, and bottle / can opener, mixing bowls, colander, saucepans, frying pans, and 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.

Can I charge my Laptop in my motorhome?

Whilst plugged into the 240V power supply, you can use the power points provided to charge a laptop. If you are not plugged in you may use your own convertor.

Can I Hire a GPS unit from you?

\$9 per day (\$10 from 1st April 2011). Maximum of \$90 per rental (\$100 from 1st April 2011).
(From 01 April 2011, included in the Maui Premium Package)

Does the CD player in the vehicle connect to iPod?

The CD player in the vehicle does not have an AV/AUX input however if you have a FM transmitter (adaptor) you are able to run the iPod through the radio. Maui has Ipod adaptors for hire at and additional NZ\$10.00 per hire. Maui has Ipod adaptors for hire at and additional NZ\$10.00 per hire.

Does the CD player in the vehicle connect to MP3 players?

The CD player in the vehicle does not have a connection for MP3 players.

Does the DVD player play European formatted DVDs?

Maui provides DVD players that are Zoned "zero" or Multi Zoned.

Does the TV/DVD work from 12 volt?

Yes

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

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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.

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 travels is from the North Island and return the South Island.

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).

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[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.

[Do you have any vehicles with automatic transmission?](#)

Maui offers a wide range of campervans and cars all available with 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.

[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.

[Is there air-conditioning in the back while we are driving?](#)

Air-conditioning is only available whilst plugged into the 240V power supply at campgrounds. Please note, that you cannot plug the power cord into normal household power outlets.

[What free extras do you offer?](#)

Maui provides 24/7 Customer Care - via a road-service helpline (toll free)
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 the Airport.
Vehicle Insurance (excess applies, please refer to "What Accident Protection Options do you offer?" section)
No extra driver fees
Apartment-styled Kitchen equipment as detailed above
Freshly laundered linen and bedding as detailed above
Other useful items as detailed above

[What is the storage capacity in the vehicles?](#)

Maui's fleet offer storage compartments. However we suggest using soft luggage instead of suitcases.

[What works when the campervan is not connected to a 240V power supply?](#)

Everything provided in Maui's vehicles will operate off the 12V battery supply, except for the Microwave, 240V Heater, 240V Outlets (power points) and the Battery Charger.

Spirit 2 Grande: awning available as an extra hire item

Spirit 2 TS: no awning available

Spirit 2 TS Ultima: awning available as an extra hire item

Spirit 4: fixed awning (on selected models)

Spirit 6: fixed awning (on selected models)

[Are there additional fees for extra drivers?](#)

No extra fees apply.

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[Can I supply my details before arriving at a Maui Branch?](#)

Maui offer a Pre-Registration Link upon confirmation of your rental booking for the purpose of providing your driver's licence details, residential address and booking details for a faster, more accurate check-in time.

[Do you offer any additional items to hire?](#)

Maui offer a range of extra hire items that can be purchased upon booking or vehicle pick up.

EXTRA HIRE ITEMS.

Picnic Table \$24.00 per rental

Picnic Chair \$17.00 per rental

Baby or Booster Seat \$35.00 per rental

Portable Heater \$15.00 per rental (applicable for New Zealand hires only)

Tent (4 persons) \$65.00 per rental

Camping Pack \$20.00 per day (max charge \$200 for 2 persons) (applicable for New Zealand hires only)

Souvenir Road Atlas \$25.00 for purchase in New Zealand

Snow Chains \$35.00 per rental (must be pre-booked) (applicable for NZ hires only)

Awnings (if not already affixed) \$5.00 per day (max charge \$80.00 per hire)

First Aid Kit \$30.00 for purchase (in vehicle, if seal is broken customer is charged)

Pre-Purchase Gas \$37.00 per refill (gas bottle used for cooking and for hot water)

Pre-Purchase Fuel Option Details on request

GPS 10.00 per day (max charge \$100 per hire)

Portable Hand-Held Shower \$15.00 per rental

Electrical Adaptor \$14.00 for purchase

Extra Duvet/Donna Hire \$15.00 per item, per rental

[How is the hire charged?](#)

Motorhome rates are based on a per calendar day basis. The first and last day of your rental, irrespective of the times of pick up and drop off, are calculated as rental days.

[Is there minimum rental duration?](#)

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The minimum rental period throughout the year is **5 days** except when the pickup date is between:

01 September - 31 October: **7 days**
23 December - 10 January: **10 days**

A 10 day minimum hire period also applies if you choose to pick up your campervan in the North Island and drop it off in the South Island between October & March.

What Accident Protection Options do you offer?

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

All vehicles are insured for damage to the vehicle or to the property of a Third Party. The hirer is responsible for the first \$7,500 ("the liability") of the cost of damage to Third Party property or to the rented vehicle, including single vehicle accident, windscreen and tyre damage, 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 \$7,500 liability can be reduced, in most circumstances, by the purchase of Liability Reduction Option 1 or Liability Reduction Option 2 (note, Liability Reduction Option 2 is included in the Maui Premium Package).

Liability Reduction Option 1: \$29 per day (max charge \$1,450)

Liability Reduction Option 2: \$45.00 per day (max charge \$2,250)

Please refer to Maui's full terms and conditions available on the website or by contacting Maui reservations.

What is the Road User Charge Recovery Fee?

The Road User Charge Recovery Fee (formally the Diesel Tax Recovery Fee) is payable on diesel vehicles upon vehicle return. The Road User Charge Recovery Fee is included in the cost if the **Maui Premium Pack** is selected.

The charges per 100km are listed below:

2 Berth (Toilet and Shower): NZ \$4.96
4 Berth: NZ \$4.96
6 Berth: NZ \$5.13

Maui reserves the right to amend the Road User Charge Recovery Fee in response to changes in Government Road User Charges.

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What is the Maui Premium Package?

The Maui Premium Package is \$65.00 per day (max charge \$3,250 per rental) and is payable in addition to the daily gross rental rate.

Inclusions:

Liability Reduction Option 2 – this option reduces the Liability from \$7,500 to Nil

One Way Fees if applicable

Road User Charge Recovery Fee – only applicable for New Zealand hires

Pre-Purchase Gas – allows the customer to return the vehicle without the need for the Gas bottle to be refilled

Picnic table and chairs – chairs per person travelling

Taxi fare from closest airport to Maui branch upon vehicle collection only. Receipt must be

Baby and Booster Seats if required

Snow Chains if required – only applicable for New Zealand hires

Portable Heater if required – only applicable for New Zealand hires

GPS included with all vehicle categories.

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