

MAUI AUSTRALIA RENTAL RATES & CONDITIONS 01.04.2021-31.03.2022 – SEASON 2021/2022

IMPORTANT NOTES

- All daily vehicle rates and the maui Inclusive Pack rates quoted are **gross**, inclusive of Goods and Services Tax (GST) and 3% administration fee, and are in Australian dollars.
- Rental days are charged per calendar day. When calculating the number of days a vehicle is rented, 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 with business hours.
- All rates and conditions are subject to change without prior notification.
- The flex matrix consists of eighty different flex levels. The flex level is two characters. The first character corresponds with the letter on the left hand column, the second character corresponds with the number on the top row of the matrix. The applicable flex rate is the rate where the two characters meet, i.e. flex level C3 is \$142.
- 'Flex rates' determine the daily vehicle rate. Flex rates are updated a minimum of once a week. Quotes expire 96 hours after issue.
- The flex rate is determined by the date of pick-up, location and date of booking for the rental up to 7 days. After every 7 days the flex rate resets to the rate applicable on that day (i.e. 8th, 15th, 22nd day of hire etc).
- Amendments prior to the vehicle collection date will be re-calculated at the flex rate applicable on the date of amendment. This applies to changing the hirer name, vehicle type, reducing the number of rental days, changing pick-up dates and/or changing the pick-up or drop-off location. Where the number of rental days is being extended prior to the vehicle collection date (days are being added on at the end of the rental with no change to the original pick up date), the original flex rate which applied at the time of the original booking, will apply.
- These rates and terms do not apply to convoy bookings (any rental that consists of five or more vehicles travelling together). Requests for convoy bookings should be directed to info@australia4wdrentals.com before booking.

FLEX MATRIX

	1	2	3	4	5	6	7	8
A	49	54	59	64	69	74	79	84
B	89	94	99	104	109	114	119	124
C	130	136	142	148	154	160	166	172
D	178	184	190	196	204	212	220	228
E	236	244	252	260	270	280	290	300
F	310	320	330	340	352	364	376	388
G	400	412	424	436	450	464	478	492
H	508	524	540	556	573	590	607	624
I	642	660	678	696	706	716	726	736
J	746	756	766	776	786	796	806	816

VEHICLES

VEHICLE NAME	VEHICLE CODE	VEHICLE NAME	VEHICLE CODE
Ultima	2BTSM	Ultima Plus	3BTSM
Cascade	4BMA	Beach	4BMP
River	6BMPC		

- Daily vehicle hire rates include unlimited kilometres.
- All motorhomes are fully equipped with linen and bedding, and kitchen and general equipment, in camper tablet with GPS, CamperHelp and more.

DISCOUNTS

DISCOUNT TYPE	DETAILS	DISCOUNT
Long term hire discount	Long Term Hire Discounts may apply on the daily basic rental price only if not coinciding with specials.	8%
Early Bird Discount	Early Bird Discounts may apply. They will be activated subject to seasonal booking opportunities.	-

Discounts apply to the daily vehicle rate only.

FEES

FEE TYPE	DETAILS	FEE
Maui Elite	Secure a maui motorhome guaranteed to be under 1 year old	\$39 per day
One-way Rental Fees	Where pick up originates from Cairns, Brisbane, Sydney, Melbourne, Hobart or Adelaide, and returns to these locations	\$165
	Where pick up originates from Darwin, Broome, Alice Springs or Perth and returns to any location	\$250
	Where pick up originates from any location and returns to Darwin, Broome, Alice Springs or Perth	

SUMMARY OF TERMS & CONDITIONS

FEE TYPE	DETAILS		FEE
Location Fee	Broome (for same city collection and return only one fee applies)		\$750
	Hobart pick up fee		\$100
Extra Driver Fee	A fee per extra driver, per hire applies. \$2 per day (maximum charge per hire, per driver is \$30)		
Public Holiday Surcharge – National Holidays	5 April 2020	Easter Monday	\$100
	25 April 2020	ANZAC Day	\$100
	26 December 2020	Boxing Day	\$100
Public Holiday Surcharge – State Holidays	03 May 2020	May Day (applies to Alice Springs & Darwin branches only)	\$100
		Labour Day (applies to Brisbane and Cairns branches only)	\$100
	07 June 2020	Western Australia Day (applies to Perth branch only)	\$100
	14 June 2020	Queen's Birthday (applies to Adelaide, Alice Springs, Darwin, Melbourne, Sydney & Hobart branches only)	\$100
	02 July 2020	Alice Springs Show Day (applies to Alice Springs branch only)	\$100
	23 July 2020	Darwin Show Day (applies to Darwin branch only)	\$100
	02 August 2020	Picnic Day (applies to Alice Springs & Darwin branches only)	\$100
		Bank Holiday (applies to Sydney branch only)	\$100
	11 August 2020	Royal Queensland Show (applies to Brisbane branch only)	\$100
	27 September 2020	Queen's Birthday (applies to Perth branch only)	\$100
	04 October 2020	Labour Day (applies to Adelaide & Sydney branches only)	\$100
		Queen's Birthday (applies to Brisbane & Cairns branches only)	\$100
	02 November 2020	Melbourne Cup (applies to Melbourne branch only)	\$100
	14 February 2020	Royal Hobart Regatta (applies to Hobart branch only)	\$100
07 March 2020	Labour Day (applies to Perth branch only)	\$100	
14 March 2020	Adelaide Cup (applies to Adelaide branch only)	\$100	

FEE TYPE	DETAILS	FEE
	only) Labour Day applies to (Melbourne branch only) 8 Hours Day (applies to Hobart branch only)	\$100

NOTE

- The one-way fee if applicable is charged per hire. Minimum one-way rental duration may apply.
- A Public Holiday Surcharge will apply to all rentals picking up and/or dropping off on the national public holidays listed above.
- A Public Holiday Surcharge will apply to all rentals picking up and/or dropping off on the State public holidays listed above.

ADDITIONAL BOOKING OPTIONS

	Estimated retail value per hire	CAMPERVAN & 4WD \$7,500 (2WD)	INCLUSIVE PACK 2WD's - \$58 per day (Max charge \$2,950)	THE BUNDLE \$12 per day (Max charge \$600)	EXPRESS RETURN PACK ⁹ \$165 \$265 When returning to: Cairns, Sydney, Melbourne, Perth
Vehicle Liability \$7,500 (debited to credit or debit card)		✓			
Liability Reduction Option (Liability reduced to NIL)	\$46 – 2WD per day		✓		
Single Vehicle Rollover Cover ²	\$100		✓		
WiFi Including 1GB of data Removed not available	\$35				
Extra Driver Fees	\$20		✓	✓	
Linen Exchange	\$50		✓	✓	
Picnic Table	\$25		✓	✓	
Picnic Chairs (Chairs per person travelling)	\$18		✓	✓	
Baby / Booster Seat (Cannot be fitted in some vehicle)	\$36		✓	✓	

	Estimated retail value per hire	CAMPERVAN & 4WD \$7,500 (2WD)	INCLUSIVE PACK 2WD's - \$58 per day (Max charge \$2,950)	THE BUNDLE \$12 per day (Max charge \$600)	EXPRESS RETURN PACK ⁹ \$165 \$265 When returning to: Cairns, Sydney, Melbourne, Perth
categories)					
Portable Fan Heater If required.	\$16		✓	✓	
Return gas bottle empty	\$30-\$50				✓
Return fuel tank empty	\$100				✓
Toilet & Waste Water Emptying service ³	\$50				✓
Express key return ⁴					✓

NOTES

1 **Liability Reduction Option:** Reduces Vehicle Liability to Nil.

2 **Single vehicle rollover cover:** The customer will not have to pay for the cost of any damage attributed to an accidental single vehicle rollover.

3 **Toilet Emptying services:** Only available at our Cairns, Melbourne, Sydney and Perth branches

4 **Express key return:** in conjunction with Liability Reduction Option or the maui Inclusive Pack.

5 **Express Return Pack:** Pricing and inclusions are subject to change.

VEHICLE LIABILITY & REDUCTION OPTIONS

Personal injury is covered in most cases through Registration Third Party insurance. maui does not accept any liability for personal injuries sustained during the rental. Except where such loss or damage is caused by maui's (or that of its employees) own negligence or breach of the maui Rental Agreement Terms and Conditions, maui does not accept liability for any loss or damage to any personal belongings or property of the Customer (or any person or entity related to the customer). maui strongly recommends that the customer takes out personal travel insurance to cover any injury or loss.

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 \$7,500 ("the liability") of the cost of any damage to third party property or to the rented vehicle, including single vehicle accident (does not include single vehicle roll over), windscreen and tyre damage, towing and recovery costs, theft, fire, break-in or vandalism with the exception of the 'Exclusions'. Where the damage is the customer's fault, this also includes the cost of the daily rental for the period the vehicle is being repaired. In addition to these costs, an administration fee of \$60 may apply, per claim. The liability applies in respect of each claim, not rental. The \$7,500 liability can be reduced by purchasing the Liability Reduction Option or the maui Inclusive Pack.

1 LIABILITY REDUCTION OPTION

Cost per day	Liability reduced to
2WD campervans	
\$46 (maximum charge \$2,300)	NIL

When the Liability Reduction Option has been purchased, the hirer will have no liability at all with the exception of the 'exclusions'.

The maximum public liability is \$20,000,000, sub limits may apply. Please note that the maximum public liability may change during the course of the year for which these terms apply.

MAUI STRONGLY RECOMMENDS OUR CUSTOMERS TAKE THE MAUI INCLUSIVE PACK FOR TRAVEL WITH PEACE OF MIND.

LIABILITY DEPOSIT

If the Liability Reduction Option or the maui Inclusive Pack is not taken, the customer must pay the Liability Deposit. The Liability Deposit is \$7,500 and is applicable regardless if the hirer has purchased private travel insurance.

The customer must provide a valid credit card or debit card to pay the Liability Deposit and the amount will be **debited** to the customer's credit card or debit card on the day of vehicle collection. The credit or debit card holder must be present and able to sign for the Liability Deposit upon vehicle collection. The credit or debit 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 Liability Deposit.

The Liability Deposit is subject to a 1.7% credit card administration fee (non-refundable) in addition to the Liability Deposit amount when the card used is either a Visa credit or debit card or MasterCard credit or debit card, or 2.8% when the credit card used is American Express (non-refundable). The credit card administration fees are subject to change.

The Liability Deposit is fully refundable, the 1.7% credit card administration fee is (non-refundable), if the card used to provide the Liability Deposit is a Visa credit or debit card or MasterCard credit or debit card, provided the Vehicle is returned undamaged. maui recommend that customers use a Visa credit or debit card or MasterCard credit or debit card for the Liability Deposit, as the credit card administration fee that applies when using American Express credit card is not refundable.

Only Visa credit or Visa debit card, MasterCard credit or MasterCard debit card, or American Express credit card are acceptable to use for the purpose of the Liability Deposit.

A non-refundable 1.7% administration fee will apply to all Visa and MasterCard transactions or 2.8% for American Express.

EXCLUSIONS

The Liability Reduction Option will not apply and the customer is responsible for all costs arising out of, or incurred in connection with:

1. Any damage caused by wilful misconduct (e.g. sitting or standing on the bonnet or roof of the vehicle) and driving under the influence of alcohol or drugs and negligence resulting in damage to the hired vehicle or third party vehicle/property.
2. Any loss or damage to personal belongings or property of the customer (or any person or entity related to the customer), except where such loss or damage is caused by maui's (or that of its employees) own negligence or breach of the maui Rental Agreement Terms and Conditions. Maui recommends the customer does not leave valuables in the vehicle and that they take out personal travel insurance.
3. Any damage where the customer is charge by local authorities for being careless, showing gross negligence or wilfulness in failing to abide by the local road rules, resulting in damage to the hired vehicle or third party vehicle/property.
4. Retrieving or recovering 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.
5. Replacing keys, which have been lost or stolen, or retrieval of keys which have been locked in a vehicle.
6. Overhead and underbody damage to the vehicle however caused, except where Liability Reduction Option or the maui Inclusive Pack has been purchased.
7. Any single vehicle rollover except where the maui Inclusive Pack has been purchased.
8. Damage caused to the vehicle because total load (kg) has exceeded recommended load as stated in vehicle manual. Vehicles are not to be used for the purpose of transporting and haulage of goods other than what might be reasonably expected of a leisure rental.
9. Damage caused by drivers not identified on the rental agreement and/or drivers whose licence has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence.
10. Any damage caused to the vehicle due to the incorrect use of snow chains.
11. Any damage associated with the incorrect use of fuel (fuel being diesel or petrol), which includes Biofuel which should not be used, or water or other contamination of fuel.
12. Any water related damage which includes, but is not limited to, vehicle submersion, contact with salt water, creek or river crossings, driving through flooded areas and beach driving.
13. The customer has fitted accessories (as provided by maui or otherwise) to the vehicle incorrectly or otherwise in a manner which causes damage to the vehicle, the accessories or any other vehicle or property.
14. Using the vehicle in contravention of any legislation or regulation controlling vehicular traffic.

CONDITIONS

RENTAL DURATION

- Minimum and maximum rental periods apply and are subject to change.

SUMMARY OF TERMS & CONDITIONS

- Late pick-up or early return of vehicle does not entitle the customer to any refund of the unused portion of the rental.
- If a customer wishes to extend the rental whilst on hire, they must first obtain authorisation from maui (call 1300 363 800). The rental extension is subject to vehicle availability. The cost of an extended rental must be paid by credit or debit card over the telephone on confirmation of the rental extension. The rate charged may not reflect the original rate booked. Failure to obtain authorisation will result in a daily fee of \$150 in addition to the daily rate.

Suggested minimum oneway rentals. Subject to change by the supplier.

	ADL	ASP	BME	BNE	CNS	DRW	HBT	MEL	PER	SYD
ADL		7	21	7	14	14	10	7	14	7
ASP	7		14	14	14	7	21	14	14	14
BME	21	14		28	21	10	28	21	10	21
BNE	7	14	28		7	14	14	7	21	7
CNS	14	14	21	7		14	14	14	28	14
DRW	14	7	10	14	14		28	14	14	14
HBT	10	21	28	14	14	28		7	28	10
MEL	7	14	21	7	14	14	7		14	7
PER	14	14	10	21	28	14	28	14		14
SYD	7	14	21	7	14	14	10	7	14	

OPERATING HOURS

PEAK: Maui branches are open 7 days a week with the exception of Good Friday (10 April), Christmas Day (25 December), New Year's Day (1 January) and Australia Day (26 January) when they are closed.

OFF PEAK: Maui branches are closed on Sundays during off peak months. The maui Alice Springs, Broome, Darwin and Hobart branches are closed during off peak months. See below for more information

Maui requests that clients collecting or returning their vehicle to be in the office by 1530 hours.

LOCATIONS	DATES & HOURS OF OPERATION			
SYDNEY, MELBOURNE, ADELAIDE AND PERTH	1 April – 30 April 8AM - 4PM	1 May – 31 August 8AM - 4PM Closed Sundays	1 September - 31 March 8AM - 4PM	
BRISBANE	1 April – 30 September 8AM - 4PM	1 October – 28 February 8AM - 4PM Closed Sundays	1 March – 31 March 8AM - 4PM	
HOBART	1 April – 30 June 8AM - 4PM	1 July – 31 August CLOSED	1 September - 31 March 8AM - 4PM	
ALICE SPRINGS, DARWIN AND BROOME	1 April – 30 April 8AM - 4PM Closed Sundays	1 May – 31 October 8AM - 4PM	1 Nov - 30 Nov 8AM - 4PM Closed Sundays	1 Dec – 31 March CLOSED
CAIRNS	1 April – 30 April 8AM - 4PM Closed Sundays	1 May – 31 October 8AM - 4PM	1 November – 31 March 8AM - 4PM Closed Sundays	

MULTIPLE RENTALS

Should a customer have more than one consecutive rental, they can be combined to qualify for longer-term hire discounts off the daily vehicle rates. Details are on application.

ROAD RESTRICTIONS

Motorhomes can only be driven on sealed/bitumen or well-maintained roads. The only exceptions to this are well-maintained access roads of less than twelve kilometres to recognised campgrounds, major tourist attractions and well-maintained, recognised roads on Kangaroo Island (South Australia). Should a customer wish to travel on an unsealed road that is greater than twelve kilometres in length to access a recognised campground special permission can be arranged pending road condition, weather and distance. Please contact your local representative to discuss.

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

Should a customer breach the road restriction rules by taking a vehicle on an unsealed road or restricted road maui may impose a fee on the customer of \$300 on each occasion that is identified by maui.

LICENSE & AGE RESTRICTIONS

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. Drivers must be 21 years of age or over.

CHANGE OF DROP-OFF LOCATION

If the customer wishes to change the drop-off destination, they must first obtain authorisation from maui. Subject to the change being approved, an additional charge of up to \$750 may apply.

CHANGE OF VEHICLE

Should the vehicle booked be unavailable, 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.

VOLUNTARY DOWNGRADE

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

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

VEHICLE AGE

All maui vehicles are up to a maximum of 2 years of age from their on fleet date.

TRANSFERS

Maui clients will need to make their own way to and from the maui branch, at their own expense.

TOLL AND TRAFFIC NOTICES AND ADMINISTRATION FEES

Maui reserves the right to charge the customer for any speeding, toll way, parking or freedom camping fines. In addition to the costs associated per fine, an administration fee of \$60 may be applicable..

If a customer continues to exceed a speed of 110km or continues to exceed the posted speed limit, as determined by the customer repeatedly ignoring the warnings of the telematics system fitted into the vehicle, maui may impose a fee on the customer in the amount of \$300.

CREDIT AND DEBIT CARD PAYMENTS

The credit or debit card holder will be jointly and severally liable as a customer. Accepted cards are Visa credit or Visa debit card, MasterCard credit or MasterCard debit card and American Express credit card. A non-refundable 1.7% administration fee will apply to all Visa and MasterCard transactions or 2.8% for American Express (non-refundable). Credit card administration fees also apply to the Liability Deposit and **only the customer's credit or debit card is acceptable to use for the purpose of the Liability Deposit and the Credit Card Authority**. The credit card administration fees are subject to change.

CREDIT CARD AUTHORITY

The customer authorises maui to retain the details of their credit or debit card and to take any action to recover from the credit or debit card the amounts due by the customer pursuant to the maui Rental Agreement Terms and Conditions. These charges including, but not limited to, vehicle cleaning (this includes toilet and waste water tank emptying), speeding, toll way, parking or freedom camping fines, on road assistance, delivery and return of vehicle, late drop off fees, failure to return the vehicle with full diesel or petrol tanks or full LPG bottle (pre-paid fuel and pre-paid gas is included in the Express Return Pack), rental extensions or Exclusions. For security purposes, only the customer's Visa credit or Visa debit card, MasterCard credit or debit card, or American Express credit card can be used for the Credit Card Authority.

EXCHANGE RATE / CURRENCY VARIATIONS

All credit and debit card transactions are conducted in Australian dollars. If a refund is due, maui will credit the amount due in full to the Customer's credit or debit card. maui does not accept any liability for credit or debit card fees or bank-imposed fees relating to currency conversion or foreign transactions, which may appear as a variation between the total debited and the total refunded.

BOOKING AMENDMENTS

All amendments to bookings are subject to availability of the vehicle and/or package. Different rates may apply based on the amendment made.

Amendments prior to the vehicle collection date will be re-calculated at the flex rate applicable on the date of amendment. This applies to changing the hirer name, vehicle type, reducing the number of rental days, changing pick-up dates and/or changing the pick-up or drop-off location. Where the number of rental days is being extended prior to the vehicle collection date (days are being added on at the end of the rental with no change to the original pick up date), which applied at the time of the original booking, will apply.

CANCELLATION POLICY

The cancellation fees are:

- If cancelled up to 91 days prior to pick-up – Agent Deposit
- If cancelled from 90 to 22 days prior to pick-up – Agent Deposit + 10% of Rental
- If cancelled from 21 to 7 days prior to pick-up – Agent Deposit + 20% of Rental
- If cancelled 6 to 1 days prior to pick-up – Agent Deposit + 50% of Rental
- If cancelled on day of pick up or No-Show – Agent Deposit + 100% of Rental
- If vehicle is returned early there is no refund available for the unused days.
- The cancellation fee period is based on Australian Eastern Standard time.

CALCULATION ERRORS

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

BRANCHES

BRANCH	ADDRESS
ADELAIDE	376-388 Sir Donald Bradman Drive, BROOKLYN PARK SA 5032
ALICE SPRINGS	Cnr. Stuart Highway & Power Street, ALICE SPRINGS NT 0870
BRISBANE	21 Industry Court, EAGLE FARM QLD 400
BROOME	10 Livingston Street, BROOME WA 6725
CAIRNS	419 Sheridan Street, CAIRNS QLD 4870
DARWIN	17 Bombing Road, Winnellie, DARWIN NT 0820
HOBART	14 Long Street, Hobart International Airport, CAMBRIDGE TAS 7170
MELBOURNE	Building 2/9 Ashley St, BRAYBROOK VIC 3019
PERTH	471 Great Eastern Highway, REDCLIFFE W.A 6104
SYDNEY	1/1801 Botany Road, BANKSMEADOW NSW 2019

ON-ROAD ASSISTANCE

Any problems associated with the vehicle, including equipment failure, must be reported to Britz as soon as possible and within 24 hours in order to give Britz the opportunity to rectify the problem during the rental. Failure to do so may impact any claims for compensation.

Please contact us on 1300 850 805 or +61 3 8398 8883.

PLEASE NOTE

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

DISCLAIMER

Illustrations and text in any of our documentation, brochures or website (and agents Australia 4 Wheel Drive Rentals group websites) 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 Britz or modifications and/or upgrades to the vehicle design made by the manufacturer.