



Voorwaarden Maui Australië
Geldig van 1 april 2018 t/m 31 maart 2019

Let op; teksten in dit document zijn in het Engels weergegeven vanwege het mogelijk verkeerd interpreteren van de algemene informatie en verzekeringsvoorwaarden. Mocht u vragen hebben over deze informatie, kunt u contact opnemen met Travelhome.

VEHICLE LIABILITY AND LIABILITY REDUCTION OPTION

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 nor 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 recommend that all people travelling in Australia 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 \$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’. 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
\$45 (maximum charge \$2,250)	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 to pay the Liability Deposit and the amount will be debited to the customer's credit card on the day of vehicle collection. The credit card holder must be present and able to sign for the Liability 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 Liability Deposit.

The Liability Deposit is subject to a 2% credit card administration fee in addition to the Liability Deposit amount when the credit card used is either a Visa or MasterCard or 5% when the credit card used is American Express. The credit card administration fees are subject to change.

The Liability Deposit is fully refundable, including the 2% credit card administration fee, if the card used to provide the Liability Deposit is a Visa or MasterCard credit card, provided the Vehicle is returned undamaged. maui recommend that customers use a Visa or MasterCard credit card for the Liability Deposit, as the credit card administration fee that applies when using American Express is not refundable.

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). 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 use of snow chains.

11. Any damage associated with the incorrect use of fuel (fuel being diesel or petrol), which includes Bio-Diesel 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.

- 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 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.

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.

Operating Hours

PEAK: Maui branches are open 7 days a week with the exception of Christmas Day (25 December) 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 AND HOURS OF OPERATION			
SYDNEY, MELBOURNE, ADELAIDE AND PERTH	1 April – 30 April 7:30AM - 4PM	1 May – 31 August 10AM - 4PM Closed Sundays	1 September - 31 March 7:30AM - 4PM	
BRISBANE	1 April – 30 September 7:30AM - 4PM	1 October – 28 February 10AM - 4PM Closed Sundays	1 March - 31 March 7:30AM - 4PM	
HOBART	1 April – 30 June 7:30AM - 4PM	1 July - 31 August CLOSED	1 September - 31 March 7:30AM - 4PM	
ALICE SPRINGS, DARWIN AND BROOME	1 April – 30 April 10AM - 4PM Closed Sundays	1 May – 31 October 7:30AM - 4PM	1 November - 30 November 10AM - 4PM Closed Sundays	1 December – 31 March CLOSED
CAIRNS	1 April – 30 April 10AM - 4PM Closed Sundays	1 May – 31 October 7:30AM - 4PM	1 November – 31 March 10AM - 4PM Closed Sundays	

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 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.

Licence and 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 (call 1300 363 800).

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.

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 credit and debit cards are Visa Card, MasterCard and American Express. A non-refundable 2% administration fee will apply to all Visa and MasterCard transactions or 5% for American Express. Credit card administration fees also apply to the Liability Deposit and **only the customer's credit card is acceptable to use for the purpose of the Liability Deposit and the Credit Card Authority**. The credit card administration fee is subject to change.

Credit Card Authority

The customer authorises maui to retain the details of their credit card and to take any action to recover from the credit 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 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. 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 liability for any such variation or any interest incurred on such amounts.

Branches

ADELAIDE

376-388 Sir Donald Bradman Drive
BROOKLYN PARK SA 5032
Ph: (08) 8234 4108

ALICE SPRINGS

Cnr. Stuart Highway & Power Street
ALICE SPRINGS NT 0870
Ph: (08) 8952 8814

BRISBANE

21 Industry Court
EAGLE FARM QLD 4009
Ph: (07) 3868 1248

BROOME

10 Livingston Street
BROOME WA 6725
Ph: (08) 9192 2647

CAIRNS

419 Sheridan Street
CAIRNS QLD 4870
Ph: (07) 4032 2611

DARWIN

17 Bombing Road, Winnellie
DARWIN NT 0820
Ph: (08) 8981 2081

HOBART

14 Long Street
Hobart International Airport
CAMBRIDGE TAS 7170
Ph: (03) 6248 4168

MELBOURNE

Building 2/9 Ashley St
BRAYBROOK VIC 3019
Ph: (03) 8398 8855

PERTH

471 Great Eastern Highway
REDCLIFFE W.A 6104
PH: (08) 9479 5208

SYDNEY

1/1801 Botany Road

BANKSMEADOW NSW 2019

Ph: (02) 9316 9071

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 1300 850 805.

Disclaimer

Travelhome is niet verantwoordelijk voor onjuistheden en/of fouten in bijgevoegde gegevens.

Informatie is onder voorbehoud van tussentijdse wijzigingen. Gegevens verstrekt op het voucher en de voorwaarden zoals vermeld op het huurcontract tussen U en de leverancier zijn bindend.

Travelhome heeft slechts een bemiddelende rol tussen u en de leverancier. Travelhome Reizen vallen onder de ANVR voorwaarden.