

MAUI AUSTRALIA – CAR RENTAL RATES & CONDITIONS

01 April 2010 - 31 March 2011

PLEASE NOTE:

- This document contains a summary of some of the rental conditions. For full detailed conditions, refer to the rental agreement provided upon vehicle collection.
- Rates and conditions quoted are subject to change without notice.
- Rates are **GROSS**, in Australian dollars, include 10% GST and Stamp Duty.
- Rental basis: 24 hour
- Car rental is available from Cairns, Brisbane, Sydney, Melbourne, selected locations in Tasmania, Perth, Alice Springs, Ayers Rock, and Darwin. Address and contact details are located at the end of this document. Alice Springs, Ayers Rock and Darwin have separate rates from the other locations. Most locations have a city and an airport location. Airport locations have separate rates from city locations. Airport rates include a premium location fee (PLS). All rates are located below.

INCLUDED IN GROSS RATES

- Vehicle insurance (excess of AU\$385 applies)
- A premium location surcharge in "Airport" rates
- Unlimited kilometres
- Extra driver fees
- Vehicle Registration Surcharge
- 24 hrs road service help line (toll free)
- 10% GST and Stamp Duty
- Travel wallet including maps and guides, available at branches

Flight numbers must be supplied for all bookings made at airport locations. Please advise at time of booking.

ADDITIONAL HIRE ITEMS/SERVICES

- Baby/Booster seat
 - **\$6 per day**
(maximum charge of \$55.00 per rental)
- Child seats are available free-sell at all times except for rentals commencing within any Australian school holiday period, and must be booked at time of reservation. Booster seats are on request at all times. For bookings during school holidays, child equipment is on a request basis only. Availability will be confirmed or denied within 24 hours.

SATELLITE NAVIGATION/GPS UNITS

Satellite navigation/GPS units are available from selected locations at the cost of AU\$11.00 per day and are not available on one-way rentals. These units cannot be pre-booked but can be requested upon vehicle collection.

RENTAL DURATION

- Rental days are calculated on a 24-hour basis.
- Minimum rental period is one day for all east coast locations and Perth where pick up and return is the same location or within the same city.
- Minimum rental period for NT locations is three days. The exception is when pick up is from either Alice Springs or Ayers Rock and return is either Alice Springs or Ayers Rock (hire must be one-way). In this instance, a minimum hire requirement of two days applies. A one-way rental fee of AU\$330.00 will apply where the rental is two days. Rentals of three days or more will not be subject to the one-way fee.
- Minimum rental periods apply to one-way rentals. Refer to one-way rentals section.

Early return of vehicle does not entitle the hirer to any refund of the unused portion of the rental. Maui allows a grace period of 59 minutes before the hirer is liable for late return charges. Late return fees are applicable as follows:

- 1 hour late, one third of the daily rate will apply
- 2 hrs late, two thirds of the daily rate will apply
- 3 hrs late, one full day rate will apply

ONE-WAY RENTALS

- One-way rentals are permitted between Cairns, Brisbane, Sydney, Melbourne and Adelaide. The minimum hire requirement for one-way rentals between these locations is three days. Note that listed cities includes both airport and non-airport locations.
- One-way rentals are permitted between Hobart, Launceston and Devonport. The minimum hire requirement for one-way rentals between these locations is three days.
- IVAR is on application for all one-ways.
- Rentals between the city and the airport within the same city have a minimum hire requirement of one day. The exception is for NT locations, which have a 3-day minimum hire requirement at all times.
- One-way hires are not allowed out of or into the states of Tasmania, Western Australia and the Northern Territory.
- One-way hires between locations within the Northern Territory are permitted and have a 3-day minimum hire requirement at all times. The exception is when pick up is from either Alice Springs or Ayers Rock and return is either Alice Springs or Ayers Rock (hire must be one-way). In this instance, a minimum hire requirement of two day applies. A one-way rental fee of AU\$330.00 will apply where the rental is two days. Rentals of three days or more will not be subject to the one-way fee.

MULTI-HIRE RENTALS

Maui will combine multiple rentals to facilitate a competitive rate. To calculate the applicable daily rate add the total number of rental days and apply the corresponding rate. All requests must be made via Reservations at the time of the initial booking request.

For example: 5 days in Sydney, 4 days in Brisbane and 3 days in Cairns would be calculated as totalling 12 days. Therefore, the 7 - 13 day rate would apply.

Each rental must be for a minimum of 3 days to be used in conjunction with a Multi-hire rental. All individual rentals eligible for multi-hire rates are to be booked at the same time and completed 6 months after first rental.

Car hires combined with campervan hires do not qualify.

EARLY RETURN OF VEHICLE

There are no refunds available for unused rental days if the vehicle is returned earlier than booked to return.

FREQUENT FLYER POINTS

Frequent flyer points are not redeemable with this offer.

FOR YOUR PROTECTION

Personal injury is covered in most cases through registration Third Party insurance. Maui strongly recommends that all people traveling in Australia take out personal travel insurance.

All vehicles are insured for any damage to the vehicle or to the property of a Third Party.

The hirer is responsible for the "excess" being the first **AU\$385.00** of the cost of damage to Third Party property or to the rented vehicle, including windscreen and tyre damage, towing and recovery costs, theft, fire, break-in or vandalism. This also includes the cost of the daily rental for the period the vehicle is off fleet for accident repairs.

Single vehicle accident liability within NT and Broome is the first AU\$1,650.00

The excess applies in respect of each claim, not rental.

The excess is applicable regardless of who is at fault and must be paid at the time the accident report is completed, or at the completion of the rental, whichever occurs first. The excess will be refunded to the hirer if the costs are successfully recovered.

Note: For those in the USA, "excess" refers to the "deductible".

TYRE AND WINDSCREEN COVER

The excess includes cover for accidental damage to the tyres and front windscreen. The customer does not have to pay for damage to tyres such as punctures, cuts, abrasions or damage to the front windscreen such as chips, cracks and stars.

Snow Cover – (June to October)

Only all-wheel drive (AWD) vehicles are permitted above the snow line. The IWAR category is an AWD. Snow cover must be purchased and is AU\$22 per day inclusive of GST. This cannot be pre-booked but can be added to the rental upon vehicle collection.

Please see the 'exclusions' section below, whereby all insurance cover will be made void.

EXCLUSIONS

All insurance cover will be made void if any of the following 'Exclusions' are breached:

- Vehicles used by you or by any authorised driver (unless authorised by us in writing) on any unsealed road (being a road not sealed with a hard material such as tar, bitumen or concrete). No vehicle may be used in off-road conditions. Off-road conditions include, but are not limited to: fire trails, beaches, sand, tracks, fields or paddocks.
- Any water related damage, which includes but is not limited to:
 - any vehicle submersion
 - creek or river crossing
 - driving through low plain flooded areas
 - beach driving
- Personal belongings. Maui recommends the hirer does not leave valuables in the vehicle and that they have insurance to cover for the loss/damage of personal belongings.
- Any breach of the terms of the rental agreement. The hirer will be responsible for the total cost of any damage. This will also include 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.
- The cost to retrieve or recover a vehicle, which may include, but is not limited to a vehicle that has become bogged, submerged or has been abandoned.
- The incorrect use of fuel (fuel being diesel or petrol) or contaminated fuel. The hirer will be responsible for any associated cost.
- The cost to replace keys, which have become lost or retrieval of keys, which have been locked in a vehicle.
- External modifications: if any external modifications are made to the vehicle and the vehicle is damaged as a result of this modification the hirer is responsible for the total cost of the damage.
- Overhead and underbody damage to the vehicle.
- Any damage sustained to the rented vehicle as a result of a collision with an animal between the hours of dusk to dawn in **Northern Territory Locations and Broome, Western Australia**. All damage and recovery costs will be the responsibility of the hirer.
- All towing charges are in addition to the damage liability where exclusions are breached.
- The vehicle rented may only be used to carry the maximum number of passengers as dictated by the vehicle type. If more passengers are carried than what is allowed Maui does not accept any liability.
- Drivers not identified on the rental agreement and/or drivers that have a licence that has been cancelled or suspended and/or drivers who have a licence that is classified as a learners or probationary licence.
- Vehicles are not permitted to travel on ferries. The exception to this is a ferry crossing to and/or from Adelaide to Kangaroo Is. In this case the vehicle must be collected from a corporate location. Locations listed at the end of this document are



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corporate with the exception of those locations located within the Northern Territory.

VEHICLE SECURITY DEPOSIT

Upon vehicle collection a vehicle security deposit is payable. The security deposit is **AU\$385** and is payable by credit card only. The credit card holder must also hold a full and current drivers licence and must be present when the vehicle is collected and be able to supply both their drivers' licence and their credit card.

The **AU\$385.00** deposit is recorded against the credit card as a credit card authorisation.

The security deposit is fully refundable provided the vehicle is returned on time, to the nominated location, undamaged, with a clean interior and with full fuel tank.

We reserve the right to retain an **AU\$220 soiling fee** if the vehicle is not returned in a clean condition.

ROAD RESTRICTIONS

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.

Travel to Kangaroo Island must be advised at time of booking and/or upon vehicle collection.

GOODS AND SERVICES TAX (GST)

Rates include 10% GST. Maui reserves the right to amend GST upon Government intervention.

ADMINISTRATION RECOVERY FEE and VEHICLE REGISTRATION FEES

Rates include administration recovery fees and vehicle registration recovery fee. Maui reserves the right to amend these fees.

PREMIUM LOCATION SURCHARGE (PLS)

An airport concession fee will be charged for hires that pick-up from airport locations. Vehicles picked up from non-airport locations can be returned to airport locations and no fee will be payable. Optional extras may attract premium location surcharges.

The premium location surcharge is included in "airport" rates.

Fees are set by airport operators and vary by airport and are subject to change at any time.

INFRINGEMENTS

Maui reserves the right to charge the hirer for any speeding or parking fines, associated administration costs and/or accidents including Third Party property damage not reported on return of the vehicle. The administration fee per fine, in addition to the fine, will be **AU\$60**.

EXCHANGE RATE / CURRENCY VARIATIONS

All credit 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 any liability for variances up or down.

CREDIT CARDS

When a credit card is presented as payment, the credit card holder will be jointly and severally liable as a customer. All internationally recognised credit cards are accepted. The credit card holder must also possess a valid and full driver's licence and present this at the time of vehicle collection.

DRIVERS LICENCE REQUIREMENTS

A current non-provisional and non-probationary resident country driver's licence is to be presented at the time of rental. If the licence is not in English format and or displaying the driver's photograph, an international driver's licence is also required. When an international driver's licence is being presented the domestic licence must also be presented. The primary hirer must hold both a valid drivers licence and a credit card for identification purposes.

AGE RESTRICTIONS AND SURCHARGES

Drivers must be between 21 and 75 years of age for car rentals. Drivers need to be between 25 and 75 for UWAR category hires.

Drivers between the ages of 21-24 years will incur a surcharge of **AU\$22** per day in addition to the daily rate. This fee is paid upon vehicle collection.

CALCULATION ERRORS

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

ON-ROAD ASSISTANCE

Any problems associated with the vehicle, including equipment failure, must be reported as soon as possible, and within 24 hours in order to give the supplier the opportunity to rectify the problem during the rental. Failure to do so may compromise any claims for compensation. Maui does not accept liability for any claims submitted after this period.

Please contact us toll free on: **1800 811 506**

CHANGE OF VEHICLE

Should the vehicle booked be unavailable through unforeseen circumstances, 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.

RENTAL EXTENSIONS

If the hirer wishes to extend the rental whilst on hire, they must first obtain authority from the destination branch. This is subject to availability and the daily rate for extensions may differ from the original booked rate

VEHICLE CATEGORY

Vehicles cannot be requested by make or model, only by vehicle category.

VOLUNTARY DOWNGRADE

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

CANCELLATION POLICY

No cancellation fees will apply to vehicles cancelled using this package.

IMPORTANT

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

ANIMALS

No animals are permitted in our vehicles, excluding guide dogs.

PERSONAL AND COMPANY CHEQUES

Personal and company cheques will not be accepted as payment for rentals at the time of pick-up. These must be paid to Maui 14 working days prior to commencement of rentals.

Personal or company cheques are not accepted for the security deposit.

AUSTRALIA RESERVATIONS OFFICE HOURS AND CONTACT DETAILS

Open 24 hours, 7 days per week, closed Christmas Day (25 December) and New Years Day (1 January)

Phone: +61 3 8398 8892
Fax: +61 3 9687 4844
Toll free within Australia: 1300 363 800
Free call outside Australia: +800 200 80 801
E-mail: ausinfo@maui-rentals.com
Website: www.maui.com.au

NEW ZEALAND RESERVATIONS OFFICE HOURS AND CONTACT DETAILS

Open 24 hours, 7 days per week, closed Christmas Day (25 December) and New Years Day (1 January)

Phone: +64 9 255 3983
Fax: +64 9 255 0629
Free call within New Zealand: 0800 651 080
Free call outside New Zealand: +800 200 80 801
E-mail: direct@maui-rentals.com
Website: www.maui.co.nz

Branch operating hours vary by location and day of the week. Most locations are open standard business hours. A complete listing of locations, addresses, opening hours and contact details is provided at the end of this document

DISCLAIMER

Illustrations and text in any of our documentation, brochures or website 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 Maui or modifications and/or upgrades to the vehicle design made by the manufacturer.

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MAUI LOCATIONS AND OPERATING HOURS (C/O THRIFTY CAR RENTAL)

LOCATION	ADDRESS	PHONE	FAX	OPEN (MON - FRI)	CLOSE	OPEN (SAT - SUN)	CLOSE	EXCEPTIONS
VIC								
Melbourne City	390 Elizabeth Street	1300 367 227	(03) 8661 6022	0730	1800	0800	1700	<i>All Public Holidays subject to change</i>
Melbourne Airport (Domestic Terminal)	Domestic Terminal	1300 367 227	(03) 9241 6144	0600	0200	0600	0200	
Melbourne Airport (International Terminal)	International Terminal	1300 367 227	(03) 9241 6144	0600	0200	0600	0200	
NSW								
Sydney City	75 William Street	1300 367 227	(02) 8374 6188	0730	1800	0730	1800	<i>All Public Holidays subject to change</i>
Sydney Airport (Domestic Terminal)	Domestic Terminal	1300 367 227	(02) 9582 1777	0600	2300	0600	2300	
Sydney Airport (International Terminal)	International Terminal	1300 367 227	(02) 9582 1777	0600	2300	0600	2300	
QLD								
Brisbane City	49 Barry Parade, Fortitude Valley	1300 367 227	(07) 3006 3299	0730	1800	0730	1600	All Public Holidays from 8am to 12 noon
Brisbane Airport (Domestic Terminal)	Domestic Terminal	1300 367 227	(07) 3216 3135	0600	2330	0600	2330	
Brisbane Airport (International Terminal)	International Terminal	1300 367 227	(07) 3216 3135	0600	2330	0600	2330	
Cairns City	Cnr Sheridan & Aplin Streets	1300 367 227	(07) 4051 8949	0730	1730	0730	1730	<i>All Public Holidays subject to change.</i> Closed 25 & 26 December & 1 January
Cairns Airport	Terminal Building	1300 367 227	(07) 4035 9097	0500	2359	0500	2359	
NT								
Darwin City	64 Stuart Hwy	(08) 8924 0000	(08) 8981 5247	0730	1800	0800	1700	All Public Holidays from 8am to 5pm. Closed 25 December
Darwin Airport	Terminal Building	(08) 8924 2480	(08) 8945 1112	0700	0100	0700	0100	
Alice Springs City	Cnr Stott & Hartley Streets	(08) 8952 9999	(08) 8952 9797	0800	1730	0800	1730	All Public Holidays from 8am to 5pm. Closed 25 December
Alice Springs Airport	Terminal Building	(08) 8955 5233	(08) 8952 9797	0800	1730	0800	1730	
Ayers Rock Airport	Terminal Building	(08) 8956 2030	(08) 8956 2323	0845	1700	0845	1700	All Public Holidays from 8am to 5pm. Closed 25 December
WA								
Perth City	198 Adelaide Terrace	(08) 9464 7444	(08) 9464 7499	0730	1730	0730	1430	All Public Holidays from 8am to 11:30am. Closed 25 December
Perth Airport (Domestic Terminal)	Domestic Terminal	(08) 9277 1854	(08) 9464 7399	0500	0230	0500	0230	
Perth Airport (International Terminal)	International Terminal	(08) 9277 1854	(08) 9464 7399	0500	0230	0500	0230	
SA								
Adelaide Airport	Domestic Terminal	1300 367 227	(08) 8234 3752	0600	2200	0600	2200	<i>All Public Holidays subject to change</i>
Adelaide City	23 Hindley St	1300 367 227	(08) 8234 3752	0800	1800	0800	1600	All Public Holidays from 8am to 1pm
TAS								
Hobart City	11-17 Argyle Street	1300 367 227	(03) 6231 2475	0800	1800	0800	1700	<i>All Public Holidays subject to change</i>
Hobart Airport	Terminal Building	1300 367 227	(03) 6248 5452	0730	2330	0730	2330	
Devonport	10 Esplanade, 7310	1300 367 227						<i>All Public Holidays subject to change</i>
Devonport Airport	Terminal Building	1300 367 227						
Launceston	151 St John St, 7250	1300 367 227						<i>All Public Holidays subject to change</i>
Launceston Airport	Terminal Building	1300 367 227						