

Rental Conditions Maui Australia

All rates and conditions are subject to change as required and without prior notification.

Let op: onze voorwaarden zijn in het Engels geschreven. Dit voorkomt vertalingsfouten en misverstanden

*For travellers seeking to rest easy and travel in style, maui will be the best choice. A new home away from home **maui's** premium, fully self- contained motorhomes, have everything guests need for unscripted holiday experiences. Enjoy newer vehicles, up to just 2 years on fleet, or 1 year on fleet with the **maui Elite** option*

Standard inclusions

maui	Britz	Apollo	Mighty Campers	Cheapa Campa	Hippie
24hr Roadside Assistance	24hr Roadside Assistance	24hr Roadside Assistance	24hr Roadside Assistance	24hr Roadside Assistance	24hr Roadside Assistance
Unlimited Kilometres	2WD Unlimited Kilometres 4WD 300 Kilometres per day	2WD Unlimited Kilometres 4WD 300 Kilometres per day	Unlimited Kilometres	2WD Unlimited Kilometres 4WD 300 Kilometres per day	Unlimited Kilometres
Kitchen Kit	Kitchen Kit	Kitchen Kit	Kitchen Kit	Kitchen Kit	Kitchen Kit
General Equipment	General Equipment	General Equipment	General Equipment	General Equipment	General Equipment
Personal kit	Personal kit	Personal kit	Personal Kit	Personal Kit	Personal Kit
Extra Driver/Renter	Extra Driver/Renter	Extra Driver/Renter			

Camper is exclusive of

- One way fees
- transfers
- Location surcharges
- Liability Reduction options
- All possible extras

Driver requirements

A current and full motor vehicle driver licence is required to be shown at pick-up and all drivers need to be present. If the driver licence is not in English then we require an accredited English translation or an International Driver Permit. We do not accept Digital Driver licences.

Mighty Campers (Highball and Double Down), Cheapa Campa (Hitop and Endeavour) and Hippie (Hitop and Endeavour) drivers must be 18 years of age or over with a full driver licence or hold a restricted licence or equivalent.

For all other RV types drivers must be 21 years of age or over, have held an unrestricted licence for at least two years and the licence must be valid for the entire booking duration.

It is important to select the correct country in which the driver licence was issued to ensure correct rates are calculated. If the hirer presents a driver licence that is from a different country to which the booking was created the guest may incur additional charges.

Deposit/credit card

The bond/deposit is fully refundable when the vehicle is returned to the correct location on time, is full of fuel and all other terms of the Rental Contract have been complied with. If there is damage to the vehicle on its return, the deposit will be used to cover the cost of such damage up to the amount of the relevant Liability. However, if the terms of the Rental Contract are breached and the deposit is insufficient to cover the damage than any extra cost will be charged. Refunds by credit card including bond refunds can take up to 14 working days depending on renter's Financial Institution.

Liability Options

Guests can choose between the following liability options:

- 'The Low Road' - our most basic level of liability cover.
- 'The High Road' - our highest liability cover giving the most peace of mind.

The amount payable for each Liability Option is based on the number of days of hire for the minimum rental period applicable for each RV or total days of the RV booking. The maximum charge for Liability Options is 50 days per rental segment.

2WD	The Low Road	The High Road	Value Pack
Liability Deposit Reduced to Nil [^]	x	✓	✓
Reduced Liability for Damage [^] <ul style="list-style-type: none"> Includes front, back, side panel and awning damage, and Towing and recovery costs Excludes Overhead/underbody, Windscreen and Tyre or single vehicle rollover damage 	x	✓	✓
Overhead/Underbody Damage Cover [^]	x	x	✓
Single Vehicle Rollover Damage Cover [^]	x	x	✓
Windscreen and Tyre Damage Cover [^]	x	x	✓
Camp Chairs	x	x	✓
Picnic Table	x	x	✓
Extra Drivers Fees	x	x	✓
Child/Booster Seat/s (with prior request)	x	x	✓
Fan/Heater (if required)	x	x	✓
3x Toilet Chemicals (for vehicles with toilet)	x	x	✓
Linen exchange*	x	x	✓

4WD	The Low Road	The High Road	Value Pack	4WD Additional cover
Liability deposit reduced to \$500 [^]	x	✓	✓	x
Liability Deposit reduced to Nil [^]	x	x	x	✓
Reduced Liability for Damage [^] <ul style="list-style-type: none"> Includes front, back and side panel Damage Excludes Overhead/underbody Damage, Windscreen and Tyre, awning, Single vehicle rollover Damage or Towing and recovery costs 	x	✓	✓	✓
Overhead/Underbody Damage cover [^]	x	x	x	✓
Single Vehicle Rollover Damage cover [^]	x	x	x	✓
Awning Damage cover [^]	x	x	x	✓
Windscreen and Tyre Damage cover [^]	x	x	x	✓
Towing and Recovery costs	x	x	x	✓
Unlimited kilometres	x	x	x	✓
Camp Chairs (standard inclusion for Safari 4WD and Warrior 4WD)	x	x	✓	✓
Picnic Table (standard inclusion for Safari 4WD and Warrior 4WD)	x	x	✓	✓
Extra Drivers Fees	x	x	✓	✓
Child/Booster Seat/s (with prior request)	x	x	x Maverick, Adventure Camper, Cheapa 4WD	x Maverick, Adventure Camper, Cheapa 4WD
Fan/Heater (if required)	x	x	x Safari and Warrior	x Safari and Warrior
Linen exchange*	x	x	✓	✓

Visa, Mastercard, American Express, Diners club and Union Pay are accepted, THL does charge fees of 1.21% to 2.80% (fees are subject to change and depending on the type of card).

Other Things You Need to Know

thl reserves the right to refuse any rental at our discretion. While on their road trip guests are responsible for:

- Damage caused where the terms of Rental Contract have not been met by the guest.
- Damage caused by negligence and/or wilful conduct.
- Damage caused to the RV in any way by part or total water submersion or salt water.
- Damage caused to tyres and the windscreen except where 'Value Pack', 'WAP', or '4WD Additional Cover' has been purchased and applies.
- Damage caused to the RV when using the RV in contravention of any legislation or regulation controlling vehicular traffic.
- Damage caused due to a single vehicle roll over except where the 'Value Pack', '4WD Additional Cover' or 'Single Vehicle Rollover' has been purchased and applies.
- Damage and associated costs with recovery of a bogged vehicle.
- Damage or loss caused to any personal belongings.
- Damage or loss caused by a guest's pet.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage to the undercarriage or overhead of the RV except where the 'Value Pack' has been purchased and applies.
- Damage to the awning of the RV except if the RV booked is a 4WD and where '4WD Additional Cover' has been purchased and applies.
- Our RVs are equipped with a location monitoring device. thl reserves the right to send warnings to guests that are driving in contradiction to our terms and conditions, or exceeding speed limits. Guests that continuously ignore the warnings may be subject to a fee of \$300.00 charged on each occasion identified.

Minimum rental period

- 7 day minimum hire period for Easter 17 April to 22 April
- 7 Day minimum hire period for Splendour In the Grass Music Festival (dates to be confirmed) in BNE
- 7 Day minimum hire period for Moto GP (dates to be confirmed) in MEL
- 7 Day minimum hire period for Bathurst (dates to be confirmed) in SYD
- 7 Day minimum hire period Christmas 28th Dec to 5th Jan
- 15 day minimum hire period on all one-way rentals

One-ways

For pick up In Cairns, Brisbane, Sydney, Melbourne, Adelaide, and Hobart – returning to these locations a \$195.00 one-way fee applies.

For pick up Cairns, Brisbane, Sydney, Melbourne, Adelaide, and Hobart - returning to Darwin, Perth, Broome or Alice Springs a \$295.00 one-way fee applies.

For pick-ups from Darwin, Perth, Broome and Alice Springs - returning to any location a \$295.00 one-way fee applies.

Changes

If you wish to make any changes to your booking, the booking will be calculated by using either the original flex rate or the flex rate that is valid at the time of the booking change, depending on whichever rate is higher. There are no exceptions to this rule. The following situations are classified as booking alterations:

- Change of date for vehicle pick-up or drop-off
- Change of location (depot) for vehicle pick-up or drop-off
- Change of vehicle category
- Name change

If an amendment is made to the rental dates within 14 days of collection, no refund will be made if the length of hire is shortened (that is; the rental will be charged at the number of days originally booked). A relocation fee may apply if the collection or return location is amended within 14 days of vehicle pick-up or if notification occurs during the hire.

If your guest is having so much fun that they want to extend their booking whilst on the road, they should first contact our friendly Reservations crew who will be happy to advise if the extension is possible, and the associated costs. To secure an extension, the extra costs (calculated on the current rate of the day), will need to be paid by credit card inclusive of all taxes and surcharges, either over the phone or at a thl Branch at the time of extension. Any long-term discounts in place will continue to apply to the booking. We will always do our best to accommodate any extensions, subject to vehicle availability.

Cancellations

The charge when cancelling is:

Between booking and 31+ days before pick up	100 euro
Between 30 and 7 days before pick up	20% of Total Rental (minimum \$250)
Between 7 days and 1 day before pick up	50% of Total Rental (minimum \$250)
On the day of pick up or no show	100% of Total Rental (minimum \$250)

There is no refund for late pick-up of an RV. The original pick-up date or the earliest confirmed pick-up date is used to calculate the cancellation fee.

Transfers

Branches are located near major airports, making pick-up and drop-off easy for our guests. Guests can arrange transport to and from the airport via taxi or rideshare at their own cost.

Picking up the vehicle

Pick up should be Monday-Saturdays between openings hours 9am – 3:30pm. Our Broome and Darwin branches are closed during the wet season (20 December to 31 March). During this time roads are muddy and hard to navigate and for safety reasons, we strongly recommend that guests avoid travelling to the top end of Australia during this time. Online Check-In It is mandatory for guests to complete Apollo's online check-in no less than 14 days prior to pick up at: <https://sci.thlonline.com/>

Dropping off the vehicle

Drop off should be between openings hours 8am – 4pm Our Broome and Darwin branches are closed during the wet season (20 December to 31 March). During this time roads are muddy and hard to navigate and for safety reasons, we strongly recommend that guests avoid travelling to the top end of Australia during this time.

If the renter wishes to change the drop-off destination after the rental has commenced, they first must obtain authorization from the Apollo Head Office. Subject to the change being approved, a minimum additional charge of \$750 will apply.

There is no refund for early drop off.

The RV is a home away from home and for comfort, we recommend it's kept tidy throughout the road trip. The RV needs to be returned to the branch as was taken, with the interior cleaned and toilet cassette (where applicable) and holding tanks emptied. The RV exterior does not require cleaning unless it's covered with excessive dirt or mud, making it difficult for our team to see its return condition. The Cleaning Pack is available to be pre-purchased or added on pick-up to offer quick and easy return.

Vehicle size

Our RVs can be requested by category, not by make or model. We always do our best to accommodate requests, however thl reserves the right to substitute the booked RV with an alternative available RV without prior notification and at no extra cost. Any changes made to the booked RV and agreed to by the guest shall not constitute a breach of contract and does not entitle the guest to a refund.

Breakdown assistance and repair reimbursement

We understand that while on holiday the RV may require small repairs. To avoid further disruptions to the road trip, if the damage was not caused by the guest, repairs up to \$100.00 can be completed without authorisation and will be reimbursed upon presentation of receipts. If repairs over \$100.00 are needed, the On-Road Assist team should be informed prior to any repair being completed. Unauthorised repairs are not permitted.



All RVs are covered by Australian Automobile Association and 24hr mechanical emergency roadside assistance is available if needed. Please contact On-Road Assist on 1300 850 805 or +61 3 8398 8880 or by email onroadau@thlonline.com.

Travel restrictions

Not all RVs are suitable for all driving situations, so it's important the right RV is chosen for the travel planned. thl, at its discretion, may restrict RV travel in certain areas due to adverse road or weather conditions, and the distance to nominated destinations in relation to the length of the rental period. If applicable, any further restrictions will be mentioned at pick-up. Guests are encouraged to contact On-Road Assist on 1300 850 805 or +61 3 8398 8880 if they have any concerns regarding road accessibility.

For the safety of guests, the following travel restrictions are in place:

-Hippie Hitop and Hippie Endeavour Campers can be driven to the Northern Territory at an additional cost of \$30.00 per day provided written permission is obtained from On-Road Assist prior to travel.

-Guests who travel to restricted areas without permission will void all Liability Cover in the event of damage or accident and may be subject to a fee of \$300.00 charged on each occasion identified.

2WD RVs

Our 2WD RVs aren't equipped for rough terrain and cannot be driven on unsealed roads with exception of well-maintained access roads less than 12 kilometres long which lead to recognised commercial campgrounds and major tourist attraction. thl 2WD RVs can be driven to any island on sealed roads provided permission is obtained from On-Road Assist prior to travel.

2WD Travel Restriction Table

State/Territory	Restricted (Permission Required)	Not Permitted at All Times
All/various	Any Islands	Unsealed roads longer than 12km, all ski access roads from 01 June to 30 September, any Beaches, Old Gunbarrel Hwy, Great Central Road
Queensland	North of Laura/Cooktown, North Stradbroke Island and Magnetic Island	Fraser Island, Moreton Island, Cape York between the months of December to May, Old Telegraph Track section of the road to Cape York
South Australia	Kangaroo Island	
Tasmania	Bruny Island	All Hippie vehicles
Western Australia		Canning Stock Route, Nanutarra Road (unsealed short cut to Tom Price), Karijini National Park (unsealed road sections)
Northern Territory	All Hippie vehicles	Lost City in Litchfield Park, Boggy Hole (Finke Gorge National Park), Chan Heritage Road (from Titjikala to Finke), Gunlom Area, Gubara, Shady Camp, Old Jim Jim Road, Jim Jim Falls, Twin Falls, Mereenie Loop Road (unsealed section), Ernst Giles Road, Old South Road

4WD RVs

Our 4WD RVs are ready to take adventurous travellers off the beaten track, however for their safety, there are restricted travel areas. For restricted destinations listed below, guests are required to nominate expected travel plans with the branch at pick-up and confirm with relevant local authorities that roads are passable prior to travel.

4WD Travel Restriction Table

State/Territory	Restricted (Permission Required)	Not Permitted at All Times
All/various	Any islands, any remote unsealed roads (not already listed), Simpson Desert*, Gunbarrel Highway*, Tanami Track, Savannah Way from Normanton to Borroloola, Sandover Highway*	Any beaches
Queensland	Burke Development Road from Chillagoe to Normanton, Cape York (North of Laura/Cooktown*), Bloomfield track	Fraser Island, Moreton Island, Old Telegraph Track section of the road to Cape York, CREB Track, Cape York between 1 December- 31 May, Ghan Heritage Road (from Titjikala to Finke), Starcke Track, Fenchman Track
South Australia	Oodnadatta Track*, Strzelecki Track*, Birdsville Track*	-
Tasmania	Tasmania	-
Western Australia	Bungle Bungle, Gibb River Road, Kalumburu Road, Mitchell Falls/ Plateau	Old Gunbarrel Highway, Canning Stock Route
Northern Territory	Arnhem Land*, Larapinta Road between Hermannsburg and Petermann, Plenty Highway*, Finke Road (between Alice Springs and Oodnadatta), Chambers Pillar	Boggy Hole (Finke Gorge National Park), Central Arnhem Road (past Beswick), Southern Lost City (Limmen National Park), Old South Road from Maryvale to Finke

*Guests travelling to these locations are strongly advised to hire a satellite phone for safety purposes

Child policy

There is a maximum of two child seats in any type of camper.

Parking/Traffic Violations

In the case that a guest incurs a fine or infringement during their road trip, **thl** will provide the guests details to the issuing authority. The issuing authority will then re-issue the infringement notice directly to the guest. **thl** will apply an administration fee of \$50 per infringement notice to cover **thl**'s associated administrative costs.

Our RVs are tag-less and the license plate is captured to identify when a toll road is used. **thl** will pass on any charges the guest receives for tolls during their road trip. An administration fee of \$1.70 per toll charge will apply to cover **thl**'s associated administrative costs.

Pets and animals

We believe fur friends can only make a road trip better. Pet dogs and cats are allowed to travel in all vehicles. There is a \$315.00 pet fee (excluding service animals). Service dogs are permitted in all



vehicles. If a vehicle is returned soiled by a pet, thl reserves the right to charge an extra cleaning fee. Our full policy can be viewed on the thl website.

Smoking

Our RVs are a smoke free and drug free zone; hence smoking or drugs are not permitted in any of our RVs.

**** Extra information specific for THL ****

THL Roadtrip App

The thl Roadtrip App is custom built for guests travelling in Australia and New Zealand. The free app provides our guests with all the necessary information needed to make their thl journey an amazing experience.

The app is designed to:

Enhance guests' holiday experience by providing 'how-to videos' prior to pick up, so that they become familiar with their vehicle before arriving at the branch and prepare any questions they may have

- Educate our guests on how to use the vehicle and safe driving practices.
- Provide thl contact details to extend their holiday, contact roadside assistance, email any other enquiries, and find answers to FAQ's.
- Provide information on campgrounds while on the road and allow for campgrounds to be booked.
- Search and book great deals on attractions and activities.
- Find helpful travel information such as branch locations, nearby petrol stations, dumping stations, supermarkets, and ATMs.

Guests can download the app on [Google Play](#) or the [App Store](#).