

Rental conditions Maui New Zealand

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 2.5 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	Unlimited Kilometres	Unlimited Kilometres	Unlimited Kilometres	Unlimited Kilometres	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
- Location surcharges
- Liability Reduction options
- All possible extras
- Road User charge Recovery Fee (to be paid locally)

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.

	The Low Road	The High Road	Value Pack
Liability for Damage reduced to Nil [^] <ul style="list-style-type: none"> • Includes front, back and side panel and awning damage • 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 Driver 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	✓
Snow Chains (on request)	x	x	✓
Linen exchange*	x	x	✓

*This service allows guests to exchange their linen and bedding during their rental after seven days of travel at any THL branch. The branch needs to be notified ahead of time to ensure items are available and ready for when guests arrive.

[^]see Other things you need to know below

A credit card authority will be recorded at the time of pick-up regardless of the liability option selected by the guest.

Damage Liability

If the guest chooses to take 'The Low Road', they will be responsible to pay for damage to the RV,

where they are at fault. The liability amount, which varies by RV type, applies per claim. This is applicable regardless of if the guest has purchased private travel insurance.

If the guest chooses to take 'The High Road' their liability for damage will be zero (subject to exclusions). However, the guest will be responsible for the total costs of any damage, and 'The High Road' and the 'Value Pack' (if taken) will be void if:

- the guest breaches any of the Rental Agreement Terms and Conditions terms and that breach is the cause of or contributes to the relevant damage.
- the damage is covered by any of the exclusions in the 'Other Things You Need to Know' section set out below.

Visa, Mastercard, American Express, Diners club and Union Pay are accepted, supplier does charge fees of 3.05% to 5.20% (fees are subject to change and depending on the type of card).

Other Things You Need to Know

Damage means any loss or damage to the Vehicle, which is not noted on the Vehicle Condition Report, including that caused by theft or the Vehicle or by adverse weather events, that requires repair or replacement including the loss of use of the Vehicle, legal expenses, assessment fees, towing and recovery costs, storage, service charges and any appraisal fees of the Vehicle. There are exclusions to reduction option cover where the guest will be held responsible for all costs. Exclusions include:

- 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' or 'WAP' 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 rollover except where the 'Value Pack', 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 slide out of the RV.
- Damage to the undercarriage or overhead of the RV except where the 'Value Pack' has been purchased and applies.

Our RV's 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

An RV holiday allows guests to travel at their own pace. To ensure our guests get the most out of their road trip a minimum five-day rental period applies when pick-up and drop-off is from the same branch location. Higher minimum rental periods apply for all brands as follows and are subject to change.

Additional minimum periods apply as follows:

- 14 Day minimum for 26th December to 7th Jan
- 10 Day minimum for 8th Jan to 15th March
- 10 day minimum for Easter 17th to 22nd April

One-ways

For pick up Auckland returning in Christchurch or Queenstown between 01 April and 30 September - \$189.00.

For pick up Auckland returning in Christchurch or Queenstown between 01 October and 31 March - \$295.00.

For pick up Christchurch or Queenstown returning in Auckland between 01 October and 31 March - \$189.00.

For pick up Christchurch returning in Queenstown between 01 April and 31 March - \$189.00.

For pick up Queenstown returning in Christchurch between 01 October and 31 March - \$89.00.

Changes

If you wish to make any changes to your booking the updated 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 you decide to extend your rental duration (changing the drop-off date) by 2 days the same flex rate is used that applied on the day when you made your original booking. If you extend by 3 days or more, the booking change rule applies as outlined above. 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). There is no refund for late pickup or early return of vehicle. 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.

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. A refund for the unused portion due to an early return may apply if, after pick-up, thl is notified of the early return with 60 or more days of notice.

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

Branches are open seven days a week, 8:00 am to 4:00 pm. Branches will be closed Christmas Day, New Years Day and Good Friday. A NZ\$50 surcharge will apply to all rentals picking up and/or dropping off on National public Holidays. Online Check-In It is mandatory for guests to complete 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
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.

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.

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 the New Zealand Automobile Association and 24hr mechanical emergency roadside assistance is available if needed please contact On-Road Assist on 0800 788 558 or +64 9 801 3857.

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 0800 788 558 or +64 9 801 3857 if they have any concerns regarding road accessibility.

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

- All RVs can only be driven on sealed/bitumen roads. The only exception to this is the loose road surface on any major ski field access roads or any recognised campground access road less than 12 kilometres in length.
- No RV shall be driven on all ski field access roads from 01 June to 31 October, Skippers Road (Queenstown), the Crown Range Road/Cardrona Valley Road, Ninety Mile Beach (Northland), Wanaka – Mt Aspiring Road beyond exit to Treble Cone, Ball Hut Road (Mt. Cook) and North of Colville and Waikawau Township (Coromandel Peninsula).

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 penalty fee of \$300.00 charged on each occasion identified.

Road User Charge Recovery Fee

The cost of using New Zealand's roads is recovered from road users via levies in the price of some fuels or through road user charges (RUC). The Road User Charge Recovery Fee will be calculated and collected on return of the RV based on the kilometres travelled during the hire. The fee per 100km is as follows:

- 4 Berth and 6 berth toilet & shower: \$8.04
- All other vehicles (excluding Hippie): \$7.64
- RUC will not apply to any Hippie rentals.

We reserve the right to amend the Road User Charge Recovery Fee upon Government intervention without notice.

Ferry Reservations

Ferry travel is required for guests moving between NZ's North and South Islands (and vice versa). Ferry reservations can be difficult to manage during high season. We recommend that a reservation is made for a 7.7m RV on the ferry, irrespective as to the size of the motorhome reserved.

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 \$35 per infringement notice to cover **thl's** associated administrative costs.

In New Zealand, guests have the option to pay tolls directly to the New Zealand Transport Agency via their website or in some cases, via a toll kiosk and we strongly encourage guests to do that. In the instance that a guest has not paid a toll and **thl** receives a toll notice, we will pass on any toll charges. An administration fee of \$35 per toll charge will apply to cover **thl's associated** administrative costs.

In all cases, guests will receive email advice that a toll or infringement notice has been received and a subsequent email notification to confirm that a charge has been processed.

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). Our full policy can be viewed on the thl website. 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. The 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](#).