

# **Travelhome**

## **CAMPERVAKANTIES VAN ANWB**

### **Voorwaarden maui** **Geldig van 1 april 2019 t/m 31 maart 2020**

*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**

New Zealand's statutory, no-fault Accident Compensation scheme covers everyone in New Zealand injured in an accident. Accordingly, 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 recommend that all people travelling in New Zealand take out personal travel insurance to cover injury or loss.

In the USA a liability is referred to as the "deductible".

#### **Liability**

Unless the customer has purchased the Liability Reduction Option, The Bundle (in conjunction with the Liability Reduction Option) or the maui Inclusive Pack, they must pay for the first \$7,500 worth of damage per claim where they are at fault (Exclusions apply). This is applicable regardless if the hirer has purchased private travel insurance.

Where the customer has purchased the Liability Reduction Option, The Bundle (in conjunction with the Liability Reduction Option) or the maui Inclusive Pack, their liability for damage will be zero.

However, the customer will be responsible for the total costs of any damage, and the Liability Reduction Option, The Bundle and the maui Inclusive Pack (if taken) will be void if:

- a) the customer breaches any of the maui Rental Agreement Terms and Conditions terms and that breach is the cause of or contributes to the relevant damage.
- b) the damage is covered by any of the exclusions in the Exclusions section set out below.

Damage includes any and all damage to third party property, and any and all damage to the rented Vehicle including windscreens, tyres, towing and recovery costs, theft, fire, break in or vandalism. The costs of any damage will include the cost of repairing the damage, and, where the damage is the customer's fault, the cost of the daily rental rate for the period the Vehicle is being repaired. A processing fee of \$60 and associated damage assessment fees is applicable per claim.

Any amounts payable must be paid at the time the vehicle is returned to a maui branch, or by the due date set out in an invoice issued by maui.

**MAUI STRONGLY RECOMMENDS OUR CUSTOMERS TAKE THE BUNDLE (IN CONJUNCTION WITH THE LIABILITY REDUCTION OPTION) OR MAUI INCLUSIVE PACK.**

**Exclusions**

The Liability Reduction Option, The Bundle (in conjunction with the Liability Reduction Option) or the maui Inclusive Pack 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) or driving under the influence of alcohol or drugs, or negligence.
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 charged by local authorities for being careless, showing gross negligence or wilfulness in failing to abide by the local road rules.
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, in each case in circumstances within the control of the customer.
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 Bundle (in conjunction with the Liability Reduction Option) or 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 Bio-Diesel which should not be used, or water or other contamination of fuel.

**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 0800 651 080). 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.

**Operating Hours**

Maui branches are open daily from 0800 to 1630 hours, 7 days a week with the exception of Christmas Day (25 December) when all branches are closed.

Maui requests that clients collecting or returning their vehicle to be in the office by 1600 hours.

**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. Vehicles shall not be driven on:

Skippers Road (Queenstown)

Crown Range Road (Queenstown)

Ball Hut Road (Mt. Cook)

Ninety Mile Beach (Northland)

North of Colville Township (Coromandel Peninsula)

All ski field access roads (from 01 June to 31 October).

Maui reserves the right, acting reasonably, to restrict vehicle movements in certain areas due to adverse road or weather conditions.

**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 0800 651 080).

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 2.5 years of age from their on fleet date.

**Transfers**

Maui provides free airport to branch and branch to airport transfers on the day of arrival and departure for our Auckland, Christchurch and Queenstown Branches.

**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.

**Credit and Debit Card Payments**

Where a credit or debit card is presented as payment, the credit or debit card holder will be jointly and severally liable as a customer.

The following credit or debit cards will be accepted: Visa credit or Visa debit card, MasterCard credit or MasterCard debit card and American Express credit card. A non-refundable 3.1% administration fee will apply to all Visa and MasterCard transactions. A non-refundable 4.6% for American Express transactions. Credit card administration fees are subject to change.

#### **Exchange Rate / Currency Variations**

All credit and debit card transactions are conducted in New Zealand 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.

#### **Branches**

AUCKLAND	36 Richard Pearse Drive	MANGERE	Ph: (09) 255 3910
CHRISTCHURCH	159 Orchard Road	CHRISTCHURCH	Ph: (03) 357 5624
QUEENSTOWN	50 Lucas Place	FRANKTON	Ph: (03) 450 9510

#### **On-Road Assistance**

Any problems associated with the vehicle, including equipment failure, must be reported to maui within 24 hours or the customer becoming aware of the problem (or as soon as the customer has access to cellular, telephone or internet coverage to report the problem 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 may impact any claims for compensation. Please contact us on free phone 0800 788 558 or landline 0064 9 255 4471.

#### *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.*