

maui

rental agreement

terms and conditions

Australian Motorhomes | Effective 01 April 2023 - 31 March 2024

Issued 11 April 2022

Thank you for choosing maui. We are very proud of our product and our reputation, and we have built our business on providing the best possible experience for our customers. Your safety and security are our greatest concerns, so to assist you in making your holiday a wonderful experience, it is important for you to carefully read these terms and conditions. Should you have any questions or complaints about these terms and conditions please contact us by calling 1800 331 454. These terms and conditions do not exclude, restrict or modify the application of any provision, the exercise of any right, or the imposition of any liability under any statute (including the Competition and Consumer Act 2010 (Cth) or the Australian Consumer Law).

1) RATES AND CONDITIONS

Rates and Conditions quoted in our documentation are subject to change without notice. However (subject to changes in legislation or errors) we will not alter rates or conditions applicable to your rental once your booking has been confirmed by maui. Any booking amendments will result in the rate booked being re-calculated at the rate applicable on the date of amendment. Please note all prices are quoted and payable in Australian dollars.

2) DEFINITIONS

'Agreement' means the Rental Agreement and these Terms and Conditions.

'Customer' means the person or persons nominated as the hirer and any person whose credit or debit card is presented for payment of the Customer's charges. Refer to clauses 23, 25 and 32 for information about the Liability Deposit requirements and credit and debit card payments.

'maui' means Tourism Holdings Australia Pty Ltd.

'Damage' means any and all damage as described in clause 23.8

'Liability Reduction Option' means the liability reduction option described in clause 23.

'Rental Period' means the hire period or any agreed variation thereof and any additional period during which the Vehicle is in the Customer's possession or control.

'Vehicle' means the Vehicle hired by the Customer and includes tyres, tools, accessories, camping utensils, and all other equipment, documents, or additional hire items related to the Vehicle and any replacement or substitute Vehicle that may be provided.

'Liability' means the amount the Customer is liable for under this Agreement in respect of the Vehicle and the Customer's Use of the Vehicle.

'Liability Deposit' means the deposit paid by the Customer to maui on the day the Customer collects the Vehicle from maui which will be used to reimburse maui for the cost of any Damage caused by the Customer to the Vehicle under the terms of this Agreement.

'Restricted Road' means each of the roads and areas described in clause 17.3.

The 'maui Inclusive Pack' means the product offered by maui to its Customers that includes the Liability Reduction Option and cover for the cost of damage resulting from a single Vehicle rollover as described in clause 17.1(a).

3) RENTAL DURATION

3.1 Rental days are calculated on a calendar day basis. When calculating the number of days the Vehicle is rented, the day of pickup is counted as day one of the rental, regardless of pick-up time. The day of the Vehicle's return is counted as the final day of the rental regardless of drop-off time.

3.2 Minimum rental periods are subject to change, and any such change will be notified to you prior to booking confirmation.

3.3 maui may apply a minimum rental charge equivalent to the number of hire days in the minimum rental period multiplied by the applicable daily rental rate/s. If a Customer wishes to hire a Vehicle for less than the rental period, and maui agrees, a fee equivalent to the difference between the rate for the Rental Period and the minimum rental charge will apply.

3.4 Late pick-up or early return of the Vehicle does not entitle the Customer to any refund of the unused portion of the rental.

4) DELIVERY AND RETURN OF THE VEHICLE

4.1 The Customer acknowledges having received the Vehicle in a clean condition, with a full fuel tank and a full bottle of gas (if applicable).

4.2 The Customer will return the Vehicle in a clean condition with a full fuel tank and full bottles of gas (if applicable, and subject to any pre-purchase fuel and/or pre-purchase gas option being taken), on the return date, time and location set out in the Rental Agreement. Failure to adhere to these requirements will result in additional charges. Should the Customer have the pre-purchase fuel and/or the pre-purchase gas option there is no refund for unused fuel and/or gas.

4.3 maui reserves the right to charge the Customer a cleaning fee in the amount of AU\$299 if the Vehicle is not returned in a clean condition (at maui's sole discretion acting reasonably). This includes smoking related cleaning, as smoking is not permitted

at any time in the Vehicle or animal related cleaning as animals are not permitted in the Vehicle (with the exception of registered guide dogs).

4.4 The toilet and wastewater tank (if applicable) must be emptied prior to the return of the Vehicle, or an additional AU\$125 soiling fee will be charged to the Customer.

5) BRANCH HOURS OF OPERATION

5.1 All Vehicles must be collected from, and returned to a maui Campervan branch. maui Branch opening dates and hours can be obtained from a Booking Host (1800 331 454) and are available on the maui website. Customers must allow adequate time to complete the required paperwork when collecting or returning the Vehicle.

5.2 A surcharge of AU\$115 will apply to all rentals picked up and/or dropped off on observed public holiday dates at the pick-up and drop-off location.

5.3 Customers must allow adequate time to complete the required paperwork when collecting or returning the Vehicle. All Vehicles must be collected from and returned to a maui Campervan branch.

6) CHANGE OF DROP-OFF DESTINATION

6.1 If the Customer wishes to change the drop-off destination, they must first obtain authorisation from maui by calling 1800 331 454. Subject to the change being approved, an additional charge of up to AU\$750 may apply, which will be notified to you at time of approval and is required to be paid immediately via credit or debit card. The fee may apply in all change of drop-off destination cases irrespective of the reason for the location change.

6.2 Notwithstanding clause 6.1 above, if the Customer is unable to return the Vehicle to the agreed drop-off destination because of circumstances beyond the Customer's control, they must first contact maui to agree on a new drop-off destination for the Vehicle. The following are examples of circumstances that may be beyond the Customer's control: a weather event, natural disaster (including earthquake, tsunami, volcanic eruption or wild fire), public health event (including epidemic / pandemic) strike, terrorist act, governmental, regional or local authority

restrictions, change in law. **maui** may charge a fee to cover any reasonable costs it incurs as a consequence of the agreed change in drop-off destination. This fee will be notified to you at time of agreement and is required to be paid immediately via credit or debit card.

7) LATE DROP-OFFS

7.1 If the Customer wishes to drop-off the Vehicle to a **maui** branch after business hours, they must first get approval from **maui** by calling 1800 331 454. The Customer will incur an additional fee of AU\$150 per day (in addition to the daily rate being charged) if the Customer fails to obtain such approval from **maui** prior to the late drop-off of the Vehicle. This late drop-off fee and the additional rental charges will be charged to the Customer's credit or debit card.

7.2 If the late drop-off is approved, a fee of AU\$150 is applicable and the Customer will be required to pay an extra day's Liability Reduction Option charge (if applicable) as they will be held responsible for the Vehicle up until the time that it is checked in by a **maui** staff member the following day. This late drop-off fee is required to be paid via the Customer's credit or debit card on approval of the late drop-off.

8) LATE PICK-UPS

If, due to unforeseen circumstances, the Customer wishes to collect their Vehicle after business hours, they must first get approval from **maui** (call 1800 331 454). If the late pick-up is approved, a fee of AU\$150 is applicable.

9) RENTAL EXTENSION

9.1 If the Customer wishes to extend the rental whilst on hire, they must first obtain authorisation from **maui** by calling 1800 331 454. This is subject to availability. The extra cost of an extended rental must be paid by the Customer by credit or debit card on confirmation of the rental extension. The daily rental rate for the extension may not reflect the original rate booked.

9.2 Failure to obtain an authorisation for a rental extension will result in a late fee of AU\$150 per day in addition to the daily rental rate (plus Liability Reduction Option charges) for each day until the Vehicle is returned. The daily rental rate charged will be based on the **maui** standard rental rates per Vehicle for the extended rental period. These charges will be applied to the Customer's credit or debit card on a daily basis until the Vehicle is returned.

10) RENTALS IN BROOME

An additional remote location fee of AU\$835 applies to all Vehicles picking up or dropping off in Broome. Only one remote location fee is charged per vehicle. This is in addition to any One-Way fee if applicable. This fee will be charged to the Customer at the time of booking except in the case of a change in drop-off destination occurs in accordance with clause 6 in which case this fee will be charged at the time that change is made.

11) HOBART PICK UP FEE

A pick up fee of AU\$115 per hire will apply to Vehicles picking up in Hobart.

12) ONE-WAY RENTALS

12.1 Subject to availability, one-way rentals are available between **thl** branches in Broome, Perth, Darwin, Alice Springs, Adelaide, Hobart, Melbourne, Sydney, Brisbane and Cairns.

12.2 A One-Way fee of AU\$185 applies where Vehicle collection originates from Cairns, Brisbane, Sydney, Melbourne, Hobart or Adelaide and returns to one of these locations. Should the hire originate or return to Darwin, Broome, Alice Springs or Perth the One-Way fee is AU\$280. One-Way fees are additional to any other fees that may apply. The One-Way fee will be charged to the Customer's credit or debit card at the time of booking except in the case of a change in drop-off destination in accordance with clause 6 in which case the One-Way fee will be charged at the time that change is made.

13) MULTIPLE RENTALS

Should a Customer have more than one consecutive rental, the bookings can be combined to qualify for longer-term hire discounts off the Vehicle rate. Consecutive motorhome hire in South Africa for **maui** and Britz; and in Australia and New Zealand for **maui**, Britz and Mighty can be combined to qualify if travel is within a 3-month period.

14) EXTRA DRIVER FEES

An extra driver fee applies for each additional driver's licence added to the rental agreement except where the **maui** Inclusive Pack has been purchased.

15) LICENCE

A full (non probationary) resident country driver's licence must be presented at the time of rental for each nominated driver. If the licence is not in English format, an international driver's licence is also required.

16) AGE RESTRICTIONS

Drivers must be 21 years of age or over.

17) USE OF THE VEHICLE

17.1 The Customer agrees that, during the Rental Period, the Customer will not allow the Vehicle to be:

- (a) driven otherwise than in a prudent and cautious manner. A single Vehicle rollover is considered a breach of this condition. A single Vehicle rollover may include but is not limited to a Vehicle that has rolled, tipped or fallen over and this has caused damage to the side and/or roof area of the Vehicle in circumstances within the control of the Customer. Customers who have purchased the **maui** Inclusive Pack will have the cost of damage resulting from an accidental single Vehicle rollover covered, providing that the Customer has not otherwise breached this Agreement in relation to the rollover;
- (b) driven at a speed in excess of a speed limit displayed in relation to the road that the Customer is driving on and as posted by the relevant state or territory authority;
- (c) driven at a speed in excess of 110 kilometres per hour at any time, including where the posted legal speed limit is in excess of 110 kilometres per hour;
- (d) driven by a person under the influence of alcohol or drugs or with a blood alcohol level in excess of that permitted by law;
- (e) left with the ignition key in the Vehicle while it is unoccupied;

- (f) submerged in water, brought into contact with salt water, used in a creek or river crossing, driven on a beach or through flooded areas;
- (g) used for any illegal purpose or in any race, rally or contest;
- (h) used to tow any vehicle or trailer;
- (i) used to carry passengers or property for hire or reward;
- (j) used to carry more persons than is permitted by any relevant authority or detailed in the Vehicle manual or on the Vehicle or specified in this Agreement;
- (k) used to carry volatile liquids, gases, explosives or other corrosive or inflammable material; and
- (l) used for the purpose of transporting and haulage of goods other than what might be reasonably expected of a leisure rental.

17.2 Use of **maui** products and services

The Customer is responsible for the activity and use of all goods and services purchased from **maui**.

The Customer and any user that the Customer permits to use a **maui** product or service, is solely responsible for observing safe driving, operating, and other practices so as to avoid accidents or injury to persons or property. It is the Customer's responsibility to use all **maui** products and services (including the use and reliance of any data provided through an associated device ("Data")) in a careful, sensible, responsible and safety-conscious manner. You must not use or knowingly permit others to use the products or services for any fraudulent, malicious, inappropriate or illegal purposes, or in a manner that may threaten or cause harm to any other person, **maui**, or otherwise disrupt the proper operation of the product, service, or network. Use of Data or any feature provided through a **maui** product or service is at the Customer's own risk and is intended as a reference tool only. The use and interpretation of the Data is your responsibility and you acknowledge and agree that the Data may not be suitable or verified by anyone, and may contain inaccurate or incomplete information due to the passage of time, changing circumstances, sources used, and the nature of collecting geographic data, any of which may lead to incorrect or unreliable results.

17.3 Driving campervans on certain roads in Australia is both difficult and dangerous. Accordingly, to protect customers' safety, **maui** limits the roads our customers can travel on. Road restrictions apply as follows:

- (a) Vehicles must not be used on any unsealed road (being a road not sealed with a hard material such as tar, bitumen, or concrete). Off road conditions include, but are not limited to: fire trails, beaches, sand, tracks, fields or paddocks. The only exception to this is reasonable use of access roads limited to a maximum of twelve kilometres in length to recognized commercial campgrounds and major tourist attractions.
- (b) The Customer is responsible for all damage if travelling on unsealed roads as defined in clause 23.8.

17.3A Breach of Road Restriction Rules

- (a) The Customer acknowledges and agrees to pay to **maui** a fee of AU\$300 on each occasion that it is identified by **maui** that the Customer has taken a 2WD Vehicle on an unsealed road or a Restricted Road,

- (b) The fee described in 17.3A (a) will be due and payable by immediate deduction from the Customer's credit or debit card.
- 17.4** We value your well-being, and for safety purposes, **maui** reserves the right, at its sole discretion, to restrict Vehicle movements in certain areas due to:
- (a) adverse road or weather conditions
- (b) the distance to nominated destinations in relation to the length of the hire period; and
- (c) any concerns **maui**, its employees or agents may have regarding driver experience or ability.
- maui** will advise you on pick-up of any travel restrictions known at that time.
- 17.5** Where **maui** mandates a change in drop off location, fees as per clause 6 will not apply.
- 17.6** The Customer shall not make any alterations or additions to the Vehicle without the prior written consent of **maui**.
- 17.7** The Customer will not allow any animals to be carried in the Vehicle, excluding registered guide dogs. **maui** reserves the right to charge the Customer's credit or debit card a cleaning fee in the amount of AU\$299 for any animal related cleaning.
- 17.8** The Customer shall take all reasonable steps to properly maintain the Vehicle and will contact **maui** immediately should any and all Vehicle warning lights indicate any malfunction, or potential malfunction.
- 17.9** All Spirit of Tasmania ferry bookings must be made for 7.7m long vehicle to allow for a change in vehicle type.
- 18) MAINTENANCE AND REPAIRS**
- 18.1** **maui** will reimburse the Customer for expenditure up to AU\$100 reasonably incurred in rectifying any mechanical failure to the Vehicle. For repairs costing over AU\$100, **maui** will need to be informed and confirm the repair in advance. Repairs will be approved and reimbursement for expenditure will be made (where applicable), provided the Customer was not responsible for the damage. In all cases, receipts must be submitted for any repair or the claim will not be paid.
- 18.2** Unless the Customer has taken the Liability Reduction Option, the Customer will pay for the cost of repairing or replacing tyres damaged during the Rental Period except if the tyre is defective and is returned by the Customer to **maui** for inspection and is subject to a warranty claim on the manufacturer.
- 19) ON-ROAD ASSISTANCE**
- 19.1** **maui** provides 24 hour on-road assistance support. Please contact **maui** on by calling 1300 850 805 if you require assistance.
- 19.2** Any problems associated with the Vehicle including equipment failure, must be reported to **maui** within 24 hours of the Customer becoming aware of the problem in order to give **maui** the opportunity to rectify the problem during the rental. A failure to do so may impact any claims for compensation. Nothing in this clause is intended to affect the Customer's rights, or limit or exclude **maui's** liability, under the Competition and Consumer Act 2010 (Cth) or the Australia Consumer Law.
- 19.3** The on-road assistance will cover, free of charge, any technical malfunction of the Vehicle arising from a manufacturing or material fault that directly renders the part concerned unfit for operation during the Rental Period and for which a claim is not excluded in accordance with clause 19.4 below.
- 19.4** Claims will be excluded, and the Customer will be charged for any on-road assistance, where the malfunction was caused by the Customer's actions or omissions, or where the fault is not covered by the Vehicle manufacturer's guarantee. This will include any on-road assistance for the following:
- (a) The Vehicle running out of fuel
- (b) The keys being locked inside the Vehicle or lost
- (c) Flat batteries caused by incorrect usage of the batteries and or incorrect usage of any equipment that requires the batteries to operate
- (d) A breakdown caused by wilful neglect
- The charges will comprise, but are not limited to, a call-out fee and the cost of repair (including any replacement parts, if applicable) and must be paid by the customer to the applicable service provider.
- 20) VEHICLE AVAILABILITY**
- 20.1** Vehicles cannot be requested by make or model, only by vehicle category.
- 20.2** **maui** will endeavour to supply the vehicle category selected, however should the vehicle booked be unavailable through unforeseen circumstances, **maui** reserve the right to substitute an alternative vehicle without prior notification. The alternative vehicle shall be as close a substitute for the booked vehicle as possible.
- 20.3** Should the Customer decide to voluntarily downgrade their vehicle category from that booked, they will not be entitled to a refund.
- 21) TITLE TO VEHICLE**
- The Customer acknowledges that **maui** retains title to the Vehicle at all times. The Customer shall not agree, attempt, offer or purport to sell, assign, sub-let, lend, pledge, mortgage, let on hire or otherwise part with or attempt to part with the personal possession of or otherwise deal with the Vehicle.
- 22) FOR YOUR PROTECTION**
- 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. Except where such loss or damage is caused by **maui's** (or that of its employees or agents) own negligence or breach of this Agreement, **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 recommends that the Customer takes out personal travel insurance to cover any injury or loss.
- 23) VEHICLE DAMAGE – LIABILITY AND LIABILITY REDUCTION OPTIONS**
- 23.1** The Customer understands that:
- (a) the Vehicle is insured for third party vehicle and property damage;
- (b) subject to clause 23.2, the Customer will have to pay the first AU\$7,500 of the cost of any Damage incurred whilst the Vehicle is in the Customer's possession (or the total cost of Damage, if clause 23.2 applies);
- (c) subject to clause 23.2, the Customer's liability for Damage may be reduced by taking out the Liability Reduction Option.
- 23.2** The Customer will be responsible for the total cost of any Damage, and the Liability Reduction Option (if taken) will be void, if:
- (a) the Customer breaches any of the terms of this Agreement, and that breach is the cause of or contributes to the relevant Damage; or
- (b) the Damage is covered by any of the exclusions set out in clause 24.
- 23.3** If the Liability Reduction Option is not taken, the Customer must pay the Liability Deposit to cover the first AU\$7,500 of the cost of any Damage (subject to clause 23.2). The Customer must provide a valid credit or debit card to pay the Liability Deposit and the amount will be **debited** to the Customer's credit or debit card on the day of Vehicle collection. The Liability Deposit is fully refundable, including the 1.6% credit card administration fee, if the card used to provide the Liability Deposit is a Visa credit or debit card or MasterCard credit or debit card, provided the Vehicle is returned without Damage. **maui** recommends that customers use a Visa credit or debit card or MasterCard credit or debit card for the Liability Deposit, as the credit card administration fee that applies when using American Express credit card is not refundable. **Refund of the Liability Deposit is not a waiver by maui of the Customer's liability under this Agreement, and maui retains the right to recover monies for Damage notwithstanding the return or refund of the Liability Deposit.**
- 23.4** At the commencement of the Rental Period, the Customer has the option to take out the "Liability Reduction Option", which incurs an additional charge per day. Subject always to clause 23.2, if the Liability Reduction Option is taken the Customer will not have to pay a Liability Deposit and will not be responsible for the cost of any Damage. This cover includes unlimited tyre and windscreen cover for accidental Damage. However, the Liability Reduction Option does not provide cover for the costs of any Damage attributable to a single Vehicle rollover (as described in clause 17.1 (a)). Customers who have purchased the **maui** Inclusive Pack will have the cost of Damage attributable to a single Vehicle rollover (as described in clause 17.1 (a)) covered, provided that the Customer has not otherwise breached this Agreement in relation to the rollover.
- 23.5** If the Customer does not take out the Liability Reduction Option then subject to clause 23.2, where the Customer is at fault but otherwise is not in breach of this Agreement, the Customer is responsible for the cost of the Damage (up to AU\$7,500) at the time the accident report is completed, not at the completion of the Rental Period. An amount equal to the cost of the Damage will be deducted from the Liability Deposit (which but for the Damage would otherwise be refundable). Upon written request, **maui** will provide the Customer with an itemised bill of any amounts deducted from the Liability Deposit.
- 23.6** The Liability Deposit will:
- (a) be refunded to the Customer upon a determination by the relevant insurance company that the Customer was not at fault in relation to the damage;

- (b) be deducted by **maui** in the amount equal to the damage caused by the Customer upon a determination by **maui's** insurance company that the Customer was at fault in relation to the damage.

23.7 The Customer's liability (the first AU\$7,500) of the cost of any Damage applies in respect of each claim, not each rental.

23.8 Damage includes any and all damage to Third Party property, 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 costs of repairing the damage, and, where the damage is the Customer's fault, the costs of the daily rental rate for the period the Vehicle is being repaired. In addition to the costs associated with the claim, a processing fee of AU\$60 and associated damage assessment fees will be applicable per claim.

Important Note: **maui** reserves the right to repair all damage incurred during an accident using a preferred **maui** repairer.

MAUI STRONGLY RECOMMENDS OUR CUSTOMERS TAKE THE MAUI INCLUSIVE PACK FOR TRAVEL WITH COMPLETE PEACE OF MIND.

24) EXCLUSIONS

The Customer acknowledges that the Liability Reduction Option will not apply, and that they are responsible for all costs arising out of, or incurred in connection with:

- (a) for Damage due to vehicle use in contravention of clause 17 'Use of Vehicle';
- (b) 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 or negligence resulting in Damage to the hired Vehicle or third party vehicle/property;
- (c) 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, resulting in Damage to the hired Vehicle or third party vehicle/property;
- (d) 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 any way and/or has been abandoned;
- (e) replacing keys which have become lost, stolen, or retrieval of keys which have been locked in the Vehicle;
- (f) any overhead and underbody Damage to the Vehicle however caused - except where Liability Reduction Option has been purchased.
- (g) any single Vehicle rollover (as described in clause 17.1 (a)), except where the **maui** Inclusive Pack has been purchased;
- (h) Damage caused to the Vehicle because total load (kg) has exceeded recommended load as stated in vehicle manual;
- (i) Damaged caused by 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 learner or probationary licence;
- (j) any Damage caused to the Vehicle due to the incorrect use of snow chains;
- (k) any Damage for associated with the incorrect use of fuel (fuel being diesel or petrol), this includes Biofuel which should not be used, or water or other contamination of fuel.

- (l) any Damage caused to the Vehicle due to part or total submersion in water;
- (m) the Customer fitting 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; and
- (n) using the Vehicle in contravention of any legislation or regulation controlling vehicular traffic.

25) CREDIT CARD AUTHORITY

25.1 **maui** shall be entitled to retain and the Customer hereby authorises **maui** to retain, the details of the credit or debit card provided by the Customer in connection with a rental booking ("**Credit Card**") in accordance with the **maui** Privacy Policy and to take any action to recover from the Credit Card the amounts due by the Customer pursuant to this Agreement.

25.2 The Customer expressly and irrevocably authorises **maui** to charge to the Credit Card all amounts payable under this Agreement. By way of summary, these charges include, but are not limited to any costs or fines arising under clause 4 (Delivery and return of the Vehicle), clause 7 (Late drop-offs), clause 8 (Late pick-ups), clause 9 (Rental extension), clause 17 (Use of the Vehicle), clause 19 (On-road assistance), clause 23 (Vehicle Damage), clause 28 (Toll and Traffic Charges), and clause 34 (Terminating the agreement and repossessing the Vehicle). **maui** will provide the Customer with an itemised bill of the monies to be deducted by **maui** from the Credit Card prior to making such deductions.

25.3 The Customer is invited to contact **maui** directly if the Customer believes that a fee has been charged to their Credit Card in error. **maui** will endeavor to resolve any such issue with the Customer as soon as possible.

25.4 If the Customer has a complaint in relation to any monies deducted by **maui** to their Credit Card under clause 25, the Customer is invited to contact **maui** by calling 1800 331 454 or by sending an email to customercare@thlonline.com. **maui** takes customer complaints seriously and is committed to dealing with all complaints in a fair, objective, unbiased and timely manner.

25.5 **maui** will provide the Customer with an itemized bill of the monies to be deducted by **maui** from the Liability Deposit under clause 23.3 prior to making such deductions.

25.6 **maui** will not charge the Customer's Credit Card without giving the Customer written notice or an opportunity to dispute the charges.

26) PROCEDURES IN CASE OF ACCIDENT

If the Customer is involved in a motor vehicle accident whilst on hire, the following procedures should be followed:

A) AT THE ACCIDENT SCENE THE CUSTOMER MUST:

1. Obtain the names and addresses of any third parties and any witnesses.
2. Report the accident to police, regardless of estimated damage costs.
3. Not accept blame or insist the other party is at fault.
4. If possible, photograph damage to all vehicle(s) and registration number(s).
5. Phone **maui** (call 1300 850 805) with the accident's details within 24 hours.

B) AT THE BRANCH

1. The Customer must produce their Driver's Licence and hand over the police report (if applicable) and any supporting photographs.
2. The Customer is required to pay the cost of any Damage to the Vehicle (if applicable, in accordance with clause 23) and any other amount due by them in respect of any Damage arising from an accident, loss, or damage. This amount is payable at the time of reporting 'the event' and not at completion of the Rental Period.
3. If the Customer is at fault, the Customer will pay **maui** the daily rental rate for the period the Vehicle is off fleet for accident repairs.
4. The **maui** Local Host will ensure the Motor Vehicle Accident Report is completed clearly and accurately, and signed by the Customer.

C) EXCHANGE VEHICLE

1. The availability of an Exchange vehicle is not guaranteed; provision is subject to availability, Customer location, accident liability and remaining hire duration. Additional charges may be incurred (see below).
2. If an Exchange vehicle is required as a result of an accident, the Customer is responsible for making their own way to the nearest **maui** branch or pick-up location at their own cost.
3. **maui** may offer the Customer the option of paying an "Exchange Vehicle Relocation Fee" to send a driver to deliver the exchange vehicle to the Customer's location.
4. The Customer will pay for any costs relating to delivery of an exchange vehicle because of any single Vehicle accident. This charge applies irrespective of the Liability Reduction Option being taken.
5. If an exchange vehicle is provided, any Liability Reduction Option purchased at the commencement of the Rental Period may, at **maui's** discretion (including where it considers the exchange vehicle is at risk of damage) be terminated with effect from the date of provision of the exchange vehicle (and the Customer will not be charged the additional per day charge in respect of the Liability Reduction Option from that date). If **maui** exercises its right to terminate the Liability Reduction Option, a Liability Deposit will be required to be paid by the Customer at the time of provision of the exchange Vehicle. If the Customer did not purchase the Liability Reduction Option at the commencement of the Rental Period and paid a Liability Deposit, the Customer acknowledges that a new Liability Deposit will be required to be paid for the exchange Vehicle.

D) TIME FRAME FOR SETTLEMENT OF CUSTOMER LIABILITY CLAIMS

1. **maui** shall use best endeavours to ensure that any money due back to the Customer is forwarded as quickly as possible, however third party claims can take months or even years to resolve. **maui** cannot force the destiny of these claims, and the Customer acknowledges that handling of these claims is up to **maui's** Insurer and the third party, whether they be insured or not.
2. **maui** agrees to refund any Liability Deposit as soon as reasonably practicable after receiving final resolution and payment relating to third party claims.
3. For information regarding outstanding claims or Liability Deposit refunds please contact the Claims Department on 0061 3 8398 8800 during office hours.
4. The Customer agrees to provide all reasonable assistance to **maui** in handling any claim

including providing all relevant information and attending Court to give evidence.

Important Note: Under no circumstances should the Customer attempt to start or drive a vehicle that has been involved in an accident, damaged by rollover, water submersion or any other means without permission from **maui**.

27) RELEASE AND INDEMNITY OF MAUI

27.1 The Customer releases **maui**, its employees and agents, from any liability to the Customer, for any loss or damage incurred by the Customer by reason of rental, possession or use of the Vehicle where such a loss or damage is caused by the Customer.

27.2 The Customer hereby indemnifies and shall keep indemnified **maui**, its employees and agents, against any claims, demands and expenses (including legal costs) incurred or sustained by them or any of them by reason of the Customers use and/or possession of the Vehicle.

27.3 Any indemnity required of the Customer shall not operate to indemnify **maui** in respect of any negligence or wilful act or omission of **maui**, its employees or agents.

27.4 Nothing in this Agreement affects the Customer's rights under the Competition and Consumer Act 2010 (Cth) or the Australian Consumer Law, and any other consumer law under which we cannot exclude or limit our liability (Consumer Laws) and the Customer shall have the benefit of any and all rights and guarantees under that legislation.

27.5 The Customer acknowledges that Data or other features may be provided by third parties and neither **maui** nor any third party provider makes any warranties with regard to the Data or other features and expressly disclaims any implied warranties of merchantability, completeness, accuracy and fitness for a particular purpose. Neither **maui** nor any third party provider will have any liability to you, whether in contract, tort (including negligence) or otherwise, in connection with the Data and the use of the Data (including any loss, damage or misadventure arising from any act or omission of any person in reliance on the Data).

The Customer acknowledges that it is an essential condition of these terms that you accept and use the products, services and Data subject to all limitations of liability contained in these terms.

The Customer acknowledges that **maui** does not investigate or endorse any third party websites or operators that may be accessible through use of our devices, or other products or services. We make no representation or warranty that any information you receive through a third party website is true, accurate, reliable, or authentic. We are not responsible to you for any use, access or reliance on any such third party websites.

28) TOLL AND TRAFFIC OFFENCES

28.1 **maui** reserves the right to submit a statutory declaration to the issuing authority and/or charge the Customer for any speeding, toll way, parking or other traffic offence. In addition, **maui** reserves the right to charge an administration fee of up to AU\$60 for associated administration costs to the Customer's credit or debit card upon receipt of a charge for any speeding, toll way, parking or other traffic offence incurred by the

Customer. This fee will be applicable per offence.

28.2 If the 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 AU\$300.

29) RENTAL CHARGES

Total charges as set out in your rental agreement are not final. The Customer will pay any shortfall in charges to **maui** and the Customer will receive a refund for any overcharges made by **maui**. Wherever possible, any amendment to charges will be notified to the Customer at conclusion of rental, and the Customer agrees to payment of any such charges at that time.

30) ADMINISTRATION FEES

A surcharge of 3% of the total cost will be levied to cover state government taxes, duties, vehicle registration recovery and administration costs. This fee is included in the daily vehicle rental rate.

31) PAYMENT OF CHARGES

31.1 All charges and expenses payable by the Customer under this Agreement are due on demand by **maui** including any collection costs and reasonable legal fees incurred by **maui**. When the Customer comprises more than one person, each person is liable, jointly and severally for all obligations of the Customer pursuant to this Agreement.

31.2 When the Customer has not made a booking directly through **maui**, **maui** reserves the right to refuse any rental in the event **maui** has not received payment for rental charges and expenses that are due and payable by the Customer under this Agreement at the time of pick up.

32) CREDIT AND DEBIT CARD PAYMENT

32.1 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.

32.2 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 1.6% administration fee will apply to all Visa and MasterCard transactions. A non-refundable 2.8% administration fee will apply to American Express transactions. Credit card administration fees also apply to **debited** Liability Deposits. Only the Customer's credit or debit card is acceptable to use for supplying the Liability Deposit. The credit card administration fees are subject to change.

32.3 **maui** may process credit or debit card charges pertaining to the rental after the Rental Period in accordance with this Agreement. Credit or debit cards must be valid for 90 days following the end date of the rental.

32.4 The Customer acknowledges that all transactions under this Agreement are conducted in Australian 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.

32.5 If the Customer has a complaint on relation to any monies deducted by **maui** from the Customer's credit or debit card under clause 32.3, the Customer is invited to contact **maui** by calling 1800 331 454 or by sending an email to customercare@thlonline.com. **maui** takes customer complaints seriously and is committed to dealing with all complaints in a fair, objective, unbiased and timely manner.

33) PERSONAL CHEQUES, COMPANY CHEQUES AND BANK TRANSFERS

Personal cheques, company cheques and bank transfers will not be accepted as payment for rental charges at the time of pick up. These must be received by **maui** 28 days prior to commencement of rental. Personal cheques, company cheques or bank transfers are not acceptable as the Liability Deposit and a valid credit or debit card will need to be provided for the purposes of clauses 23.3 and 25.

34) TERMINATING THE AGREEMENT AND REPOSSESSING THE VEHICLE

34.1 The Customer acknowledges that **maui** may refuse any rental, terminate this Agreement and/or repossess the Vehicle (and for that purpose enter upon any premises and remove the Vehicle) at any time, without notification to the Customer, and that the Customer will pay the reasonable costs of repossessing the Vehicle, including towing charges if:

- (a) the Customer is in breach of any material term of this Agreement, particularly clauses 16 and 37;
- (b) the Customer has obtained the Vehicle through fraud or misrepresentation;
- (c) the Vehicle appears to be abandoned;
- (d) the Vehicle is not returned on the agreed return date or **maui** reasonably believe that the Vehicle will not be returned on the agreed return date; or
- (e) **maui** considers, on reasonable grounds, that the safety of the passengers or the condition of the Vehicle is endangered.

34.2 Subject to clause 34.3, the Customer understands that in the event of such termination or repossession, the Customer has no right to a refund of any part of the rental charges.

34.3 If the Customer has a complaint in relation to the termination of this Agreement and or the repossession of the Vehicle by **maui** under clause 34, the Customer is invited to contact **maui** by calling 1800 331 454 or send an email to customercare@thlonline.com. **maui** takes customer complaints seriously and is committed to dealing with all complaints in a fair, objective, unbiased and timely manner.

35) CANCELLATIONS

- If cancelled up to 61 days prior to pick up: No Fee
- If cancelled from 60 to 22 days prior to pick up: 10% of Gross Rental
- If cancelled from 21 to 7 days prior to pick up: 20% of Gross Rental
- If cancelled 6 to 1 days prior to pick up: 50% of Gross Rental
- If cancelled on day of pick up or No Show: 100% of Gross Rental
- If Vehicle is returned early: No refund available.

- The Cancellation fee period is based on Australian Eastern Standard time.
- 35.1** In the case of postponing the travel dates of your booking and then subsequently cancelling, the original travel dates will be used to calculate the cancellation fees; and
- 35.2** In the case of bringing forward the travel dates of your booking and then subsequently cancelling, the new travel dates will be used to calculate the cancellation fees.
- 35.3** If **maui** is unable to provide services because of the circumstances beyond its control for a rental where cancellation fees would apply or for a rental which has already commenced, then **maui** will provide the Customer with a credit for the value of the non-refundable part of any unused hire charges and fees. **maui** may deduct a reasonable service fee from the credit amount to cover administration costs or vehicle recovery costs. Credits will be valid for

- 12 months from the date on which **maui** advises that it cannot fulfil the rental as originally booked (or in certain circumstances as extension may be separately agreed with **maui**).
- 35.4** The Customer and **maui** acknowledge and agree that, if **maui** is unable to provide services because of circumstances beyond its control, this will not constitute impossibility of performance or frustration of this Agreement and that in such circumstances, this clause 35.4 will apply instead of Part 3.2 of the Australian Consumer Law and Fair Trading Act 2012 (Vic).
- 35.5** The following examples of circumstances that may be beyond **maui's** control for the purpose of this clause: a weather event, natural disaster (including earthquake, tsunami, volcanic eruption or wild fire), public health event (including epidemic / pandemic), strike,

terrorist act, governmental, regional or local authority restrictions, change in law.

36) PROPER LAW

This Agreement is governed by the laws of the state of Victoria.

37) CUSTOMER WARRANTIES

The Customer warrants that all information supplied by them to **maui** in connection with this Agreement is true.

38) PRIVACY

maui will collect personal information as part of its rental process. Any information collected by **maui** will be handled in accordance with the **maui** Privacy Policy which you can view at www.thlonline.com/privacy.

Contact Details:

**FREE PHONE
1800 331 454**

Branches in:

**Adelaide • Alice Springs • Cairns • Brisbane • Broome
Darwin • Melbourne • Perth • Sydney • Hobart**

maui