

new zealand frequently asked questions

01 April 2017 - 31 March 2018

maui



what is supplied in a maui motorhome?

Motorhomes are supplied with freshly laundered linen and bedding, kitchen essentials including crockery, cutlery and cooking utensils, plus a few extra little luxuries like wine glasses and a coffee plunger so you don't go without on your holiday. You will also have all the general living equipment you will need. **maui** recommends soft bags instead of suitcases for easy storage.

what extras do you offer?

- 24/7 call centre and customer care freephone line
- Unlimited kilometres
- Free wireless at all branches in New Zealand
- In-Vehicle Tablet featuring GPS, things to see and do, places to stay, booking capability of activities and experiences, operational vehicle 'how to' videos and safe driving information
- Free entry for the **maui** driver to Waitomo Glowworm Caves, Ruakuri Caves and Aranui Caves in New Zealand

where and when can I pick-up and drop-off my motorhome?

maui operates branches in Auckland, Christchurch and Queenstown, open daily between 8:00am and 4:30pm, seven days a week (closed 25th December). A \$50 surcharge applies to hires collecting or returning on some national public holidays.

Vehicles must be collected/returned by 3:30pm.

what are allocated time slots?

An allocated time slot is the time a customer must select when making a booking to indicate when they will arrive in the Auckland or Christchurch branch to begin their motorhome hire checkout process. Six allocated time slots are available each day. A customer may change their time slot at a later date, if required, and if another time slot is available.

how long does it take to pick up and drop off the motorhome?

We suggest you allow one hour for the check-in/check-out process. To save time you can fill out our online pre-registration form. By providing us with your details in advance our branch staff can process your motorhome faster, allowing you to get on the road with a minimal wait time. We request that clients collecting or returning their motorhome to be in the office by 3:30pm.

can I pick up in one city and drop off at another?

Yes, one way rentals are available between all **maui** branch locations. A one-way fee may be charged during certain times of the year.

do location fees apply to any of your branches?

An additional location fee of \$95 applies to Queenstown (for same city collection and return only one fee applies). A location fee also applies for pick-ups in Christchurch. This fee is subject to change.

what is the minimum rental period?

Minimum and maximum rental periods are subject to change so we suggest you refer to www.maui.co.nz or your local travel consultant for further details.

what liability options do you offer?

Standard liability is included, whereby the hirer leaves a liability deposit of \$7,500 (debited to the hirer's credit card). This liability can be reduced to NIL (credit card authority is taken) by purchasing the Liability Reduction Option for an extra \$45 per day or the **maui** Inclusive Pack for an extra \$55 per day.

The **maui** Inclusive Pack includes:

- Liability Reduction Option (NIL Liability, credit card authority taken and no deposit required)
- WiFi, including 1GB of data
- Linen exchange
- Picnic chairs per person travelling
- Extra Driver Fees required
- Snow chains if required
- Single vehicle rollover cover
- Picnic table
- Child/Booster seat if required
- Portable fan heater if required

do I need a special licence to drive?

A current full driver's licence is required. Drivers must be 21 years of age or older. An International Driving Permit or official translation is required if the licence is not in English.

do the motorhomes have awnings?

The cascade, beach, sunset and river motorhomes all have a fixed awning.

do you have any motorhomes with automatic transmission?

All our motorhomes are automatic.

do all the motorhomes have heaters?

All of our motorhomes have heating in the driver's cabin that operates when driving. There is diesel heating in the rear living area in all motorhomes.

is there air-conditioning in the back while we are driving?

No, there is no air-conditioning in the living area but you will have air-conditioning in the driver's cabin while driving.

do the motorhomes have TV's?

No just flat screens for DVD playing.

can we watch a DVD while driving?

Due to safety reasons, **maui** does not recommend watching a DVD whilst driving. The DVD units will run off the 12V battery in the motorhome whilst parked up.

what zone/s do the DVD players recognise?

maui provide DVD players that are either zero or multi zoned.

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does the CD player/radio in the motorhome connect to MP3 players or iPods?

Yes. The CD player in the rear of the ultima, ultima plus, beach, sunset and river motorhomes features an MP3 audio / iPod / USB input facility.

do the motorhomes have WiFi?

Mobile WiFi is included in the **maui** Inclusive Pack. The mobile WiFi unit can connect up to 5 mobile devices at any one time. It comes preloaded with 1GB of data. Additional data bundles can be purchased by the customer through the mobile WiFi unit provider.

The Mobile WiFi can be used in most mobile phone coverage areas.

what works when the motorhome is not connected to a 240V power supply?

Everything provided in **maui's** motorhome will operate off the 12V battery supply, except for the microwave, 240V outlets (power points) and the battery charger. Rear cabin heating operates on diesel.

how long does the battery system last?

On average, the 12V battery will last approximately 12 to 14 hours.

do I need to bring a plug adaptor?

New Zealand uses different power outlets to the rest of the world. If you are travelling from overseas, most likely you will need to bring a plug adaptor. New Zealand power outlets accept power plugs with 3 flat pins. Find out more about New Zealand's power outlets here: www.quackit.com

Please note you cannot plug the motorhome power cord into normal household power outlets.

can I recharge my laptop in the motorhome?

Whilst plugged into the 240V power supply, you can use the power points provided to charge a laptop. If you are not plugged in you may use your own converter.

can we hire a GPS system from you?

All **maui** motorhomes are supplied with our In-Vehicle Tablet that features GPS capability.

where can the customers refill the gas?

Customers can refill their LPG bottles at any service station, especially in the larger cities. Some service stations have a 'swap and go' service whereby you exchange your empty bottle for a full one rather than refill your bottle, which is fine to do. There are also small LPG refilling shops around New Zealand. If you purchase the Express Return Pack you can return the gas bottle empty on drop-off.

what is the storage capacity in the motorhome? can we bring our suitcases?

maui's fleet offer storage compartments. However we suggest using soft luggage instead of suitcases.

where can I stay in the motorhome?

New Zealand has an extensive network of holiday parks in all major tourist centres and in most towns. We recommend all holiday parks and campgrounds which have a Qualmark Rating in New Zealand. They offer excellent recreational facilities, as well as resources to dispose of your waste water. They also have provision for you to plug your motorhome into 240V main power.

Freedom Camping:

Most parts of New Zealand have areas where free camping is available, provided the motorhome you have rented has toilet facilities on board. The best rule is to obey local signage, and ask at the local information centre for suitable sites. All motorhomes that have toilets on board are certified self-contained, which qualifies the hirer to stay over at Department of Conservation land (approx 300 sites around New Zealand), Please visit www.camping.org.nz to find out more about free camping in New Zealand. Due to the severe impact that freedom camping can have on our environment and for the safety of our customers, **maui** suggests staying in recognised campgrounds.

are there any restrictions on where I can drive?

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) and all ski field access roads (from 01 June to 31 October). **maui** reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions.

do we have to book the ferry crossing between north island and south island in advance?

maui strongly recommends pre-booking your ferry crossing, especially during peak travel periods and events.

do you have any extra tips on safe driving in new zealand?

Yes we do. Our website www.maui.co.nz has a great video detailing our top general motorhome tips, hints and recommendations. We highly suggest you watch this video before you leave to help you get the most out of your motorhome holiday and stay safe on our roads. The In-Vehicle Tablet also provides great information on driving in New Zealand.

do you have a Chinese on road service number?

Unfortunately we don't, however we do have Mandarin speaking reservations staff so if they are available when you call they may be able to assist with translation for you. Please phone the on-road care freephone number in New Zealand on 0800 788 558.

we'd love to hear from you

We value your custom and thank you for choosing **maui**. We hope that you'll take a minute to complete our customer service survey form at the end of your hire. We stand by our products and stand by our **maui** Guarantee.

If you would like to give us additional feedback, please contact us:

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www.maui.co.nz