Inclusions

Included in Base Rental Rates

- Vehicle rental as booked
- Unlimited kilometres
- Living, vehicle and kitchen equipment
- Camping table and chairs
- First propane gas fill and full fresh water tank
- Fee for max. 2 drivers
- Administration and credit card charges
- Transfers (within 25 km of depot)
- Standard vehicle insurance with an excess of R 50,000 per incident
- Third party insurance with R 20 million maximum cover
- Local taxes: 15% VAT in South Africa
- Cleaning fee*
- Travel information package at the depot
- Campground App for download
- Nationwide 24/7 emergency breakdown service with toll-free number

*The vehicle must be returned with a clean interior and waste water tanks and toilets must be emptied prior to drop-off, otherwise fees of up to R 3,500 will be charged.

All Inclusive Option

This option can only be booked in advance and includes the following provisions in addition to those already included in the rental rates:

- Super Cover insurance supplement with NIL excess (see ‘insurance’ section for excluded damages)

Long-hire Discount

- 5% discount for hires between 50 - 74 days
- 10% discount for hires between 75 - 99 days
- 15% discount for hires of 100 days or more

These discounts are deducted from the price that applies for 28 - 49 day hires.

Price Calculation

Each rental day corresponds to one calendar day, regardless of what time you pick up or drop off the vehicle, i.e. the pick-up and drop-off days are calculated as 2 separate rental days, regardless of what time you collect or return the vehicle during opening hours. If the booking falls into two price seasons, the rates are charged on the first season rate of pick-up.

Cancellations

The cancellation fees apply as stated in Motorhome Bookers’ booking conditions. If the vehicle is collected later than the pick-up day booked or returned earlier than booked no refunds will be provided.

Additional Costs

Not Included in Base Rental Rates

- Petrol/diesel, propane gas, operating costs
- Additional insurance options
- R 250 vehicle preparation fee per hire
- R 550 surcharge for pick-ups and/or drop-offs on Saturdays after 1300hrs, Sundays or public holidays
- R 1,000 Cross Border Fee for travel to bordering countries (see 'Cross Border Fee' below and 'Driving Restrictions' for further information)
- One-way fees/location surcharges
- R 250 for pick-ups and drop-offs in Johannesburg and Durban to cover toll fees in Gauteng Province
- R 2,500 location surcharge for pick-ups in Durban and drop-offs in Durban as well as for pick-ups in Port Elizabeth and drop-offs in Port Elizabeth
- Additional driver fees (from 3rd driver onwards)
- Baby/booster seats or other extra equipment
- Any taxes and fees that are payable on services purchased at pick-up

**Event rates 2021:**
For pick-ups and drop-offs during the periods of Cape Epic (18 Mar 21 to 29 Mar 21) or the Afrika Burn Festival (approx. 25 Apr 21 to 05 May 21) higher event rates apply and an additional surcharge of R 4,200 will be charged.

**Not Included in All Inclusive Price**
- Petrol/diesel, propane gas, operating costs
- R 250 vehicle preparation fee per hire
- R 550 surcharge for pick-ups and/or drop-offs on Saturdays after 1300hrs, Sundays or public holidays
- R 1,000 Cross Border Fee for travel to bordering countries (see 'Cross Border Fee' below and 'Driving Restrictions' for further information)
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- R 250 for pick-ups and drop-offs in Johannesburg and Durban to cover toll fees in Gauteng Province
- R 2,500 location surcharge for pick-ups in Durban and drop-offs in Durban as well as in Port Elizabeth and drop-offs in Port Elizabeth
- Additional driver fees (from 3rd driver onwards)
- Any taxes and fees that are payable on services purchased at pick-up

**Vehicle Preparation Fee**
A one-off vehicle preparation fee is payable locally when you pick-up your vehicle. The cost is R 250 per hire.

**Weekend/Public Holiday Surcharge**
Pick-ups/Drop-offs on a Saturday after 1300hrs or on a Sunday or public holiday are possible for an additional fee and only if a specific time is agreed. This fee is payable locally and costs R 550 per pick-up or drop-off on a Saturday afternoon, Sunday, or public holiday.

**Cross Border Fee**
If you travel to Lesotho or Swaziland a surcharge of R 1,000 will be payable locally and premission is required in advance during the booking process.

**One-way Rentals**
One-way rentals (i.e. where the drop-off location differs from the pick-up location) are available upon request with the booking. The following one-way fees are payable locally:

<table>
<thead>
<tr>
<th>From/To</th>
<th>Johannesburg</th>
<th>Durban</th>
<th>Pt. Elizabeth</th>
<th>Cape Town</th>
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<td>Cape Town</td>
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**Location Surcharges for Pt. Elizabeth/Durban**
If pick-up or drop-off is in Durban a location fee of R 2,500 applies as well as if pick-up and drop-off is in Port Elizabeth, as the vehicles have to be delivered to these cities.
Baby/Booster Seats

- Baby / Booster seat: R 500 per seat/hire (payable locally)

If you require a baby/booster seat, please let us know the child's age and weight when you book. Please inform us at the time of booking which extra items you require. Please also see the section 'Equipment & Extras' for further details.

Tax

For all amounts payable in South African Rand at the depot, the following VAT tax rates are charged: South Africa: 15%

Motorhome Bookers has sought to provide this tax information as accurately as possible. However, we can not be held responsible for any changes that come to light such as new additional fees charged by the rental company at pick-up time or local tax increases made by the country in question.

Insurance

The standard insurance with an excess of R 50,000 is included in the standard rental rates. This covers any damage to the rental vehicle or to third-party vehicles or their property. The third party insurance comes with a maximum cover of R 20 million.

The following situations where damage occurs are not covered by the standard insurance, i.e. these are payable in full by the renter:
- Damage to the windscreen
- Damage or theft of the radio
- Any tyre or wheel damage
- Damage to the clutch or gears
- Vehicle recovery or towing costs
- Damage to the overhead or undercarriage (side sills, prop shaft, side shaft, front and rear diff and exhaust system)

Supplementary insurance options

By purchasing supplementary insurances you can reduce / eliminate the R 50,000 excess as follows:
- Supplementary insurance 1:
  This option reduces the excess per incident to R 25,000 (except for damages to the clutch, see below). This insurance covers max. 1 windscreen or 1 glass damage and replacement for 1 tyre plus 1 rim. Please see further insurance exclusions under section 'Insurance Exclusions' below.
- All Inclusive Option (only available if booked in advance):
  This option reduces the amount of the excess to NIL (except for damages to the clutch, see below). However, a security deposit of R 5,000 is still required at pick-up. Damage to the windscreen, glass damage, 1 tyre, radio theft, undercarriage and overhead damage and recovery or towing costs are then fully insured.

Please note that damages to the clutch (if not reported within the first 5 rental days after pick-up) and to the undercarriage or damage due to client negligence are not covered with any of the supplementary insurance options and are fully payable by the renter. Not allowed and not covered at all is driving before sunrise and after sunset for security reasons.

A processing fee of R 750 always applies in the event of damage to the vehicle or other insurance cases involving the vehicle.

Deposit

The deposit (as outlined below) is required at pick-up time and can only be provided with a credit card (VISA or Mastercard only!). Pre-paid credit cards, debit cards or cash payment are not accepted. Please ensure that you have adequate credit on your card.

-R 50,000 deposit

If you book the standard rates with us and do not take out any of the supplementary insurance options a deposit of R 50,000 is payable at pick-up time. The rental company will deduct the amount from your card. The deposit will be returned as long as the rental vehicle is returned to the agreed location, on the agreed date, without any damage and if the waste water tank has been emptied.

-R 5,000 deposit

If you book the All Inclusive Option (only available in advance), a security deposit of R 5,000 is required. The payment of this deposit is compulsory at pick-up. The rental company will deduct the amount from your card. The deposit will be returned as long as the rental vehicle is returned to the agreed location, on the agreed date, without any damage and if the waste water tank has been emptied.
In the event that damage is inflicted on a Maui vehicle or third-party property a further deposit will be taken in order to cover the excess for each individual incident.

A processing fee of R750 always applies in the event of damage.

The deposit will be fully refunded if you return the vehicle to the agreed location, on the agreed date, with no damage incurred by the vehicle or to third party property, if the toilet and waste water tanks have been emptied and no items are lost or damaged.

Please note: If you pick-up or drop-off in Johannesburg or Durban, an additional surcharge of R250 has to be paid upon pick-up to cover the toll for driving in the province of Gauteng.

Any parking fines, speeding tickets or any damage that comes to light after dropping off the vehicle will be charged to the renter's credit card plus a processing fee of R300.

**Excess**

If an accident or other damage of some kind occurs you are always required to pay the excess in the first instance even if the damage was not caused by you. If a second accident occurs after the first excess has been paid, another excess will be charged (i.e. one excess per incident). If you purchase any of the excess reduction options the amount of the excess reduces accordingly. The excess is refunded as soon as the rental company receives a payment and admission of fault from a third party. This can of course take some time.

In Southern Africa it is not compulsory for local people to insure themselves against damage caused to third parties or their property. Therefore, it can be impossible to claim against the locals for damage they cause to your rental vehicle or property, not even via legal channels in South Africa, Namibia or their neighbouring countries. If an accident occurs with another driver or someone damages the vehicle and flees the scene the renter will be liable up to the limit of the excess for any costs incurred, regardless of who caused the accident. The deposit is then kept. This excess applies on a per-incident basis. If a second separate accident occurs a new deposit will need to be taken for the appropriate excess amount.

**NOTE:** If an accident occurs with a third party never admit fault to a third party, nor should you offer to pay any damage caused!

**Insurance Exclusions**

All insurance cover is null and void where the terms of the Maui Africa rental agreement are breached. Any damage that is caused when the renter acts outside of the rental company conditions is not covered by the insurance.

Any water and/or saltwater related damage where the renter is at fault is not covered by the insurance. Damage to the undercarriage and loss or damage or property is also excluded from insurance coverage.

The insurance does not cover damage to the rental vehicle nor damage inflicted upon any third-party in the case of:
- any vehicle submersion
- the vehicle being stranded in a water area
- damages to the alkove, awning, roof structures with vehicle type 6-Berth
- damages to the air condition with all vehicle types
- damage resulting from creek or river crossings, driving through causeways or beach driving
- activities that are in breach of the rental agreement conditions, e.g. driving under the influence of drugs or alcohol or dangerous driving (especially with regard to trailers and Camping appendages)
- damage caused by the use of the wrong fuel or when water or oil, etc are not topped up to minimum required levels (causing overheating, frost damage, etc) or where warning signals in the vehicle are ignored
- costs that arise for towing and recovery of vehicles that have been stranded or submerged as a result of the driver's negligence
- incorrect use of differential locks and/or transfer cases, i.e. driving on tar roads with electronic differentials engaged
- repairs, retrieval and towing costs that are incurred because of driving on waterways, unpermitted roads or in forbidden areas.
- costs for vehicle keys that have either been lost or locked in the vehicle
- if people drive the car who have not been registered in the rental agreement
- personal property that is damaged in an accident or is either stolen or damaged during theft is not insured
- damage to/abuse of gear box or clutch
- single vehicle accident with roll over where negligence (e.g. speeding) is proven
- any retrieval or towing costs incurred
- if damage is caused as a result of other people using the vehicle without the permission of the rental company (not registered in agreement)
- if any member of the rental party deliberately damages any part of the vehicle
- damages caused by driving before sunrise and after sunset
The equipment that is supplied with the vehicles or interior is not covered by any of the insurance options. Any loss or damage to the equipment including items such as fridges, etc. will be charged to the renter.

Damage that is not insured unless you book the supplementary insurance 1:
- damage to 1 tyre plus 1 rim
- 1 glass damage (windscreen, light, glass)

Damage that is not insured unless you book the All Inclusive Option:
- damage to tyres plus wheels
- glass damage (windscreen, light, glass)
- towing or recovery costs
- radio theft

Damages to windscreen and tyres are not insured if driving to Namibia!

Maui does not provide a replacement vehicle unless payment of all damages/recovery costs to the first vehicle is made.

Further Insurance & Local Payment Information

The renter is liable for any fees, costs, fines or penalties that occur during his/her use of the rental vehicle unless any such costs that have taken place are the fault of the rental company.

Where speeding tickets and parking fines and/or accidents, etc (e.g. that have not been mentioned to the rental company) come to light the rental company reserves the right to invoice the customer for these costs in arrears as well as a processing fee of R 300 for traffic fines and R 750 for accidents or charge their credit card in arrears.

The insurance options offered by the rental company do not include luggage insurance, nor do they include cover for any damage to the driver or passengers. It is therefore recommended to obtain travel insurance that covers accidents, sickness and loss of luggage prior to departure.

Requirements

Driving Licence

A valid UK, European, Australian or New Zealand Licence, etc is valid for use in Southern Africa and must be presented in addition to an international driving licence or official translation. Photocopies are not accepted.

Minimum Age Requirement

The minimum age for registered drivers is 25 years. Drivers between 23 and 25 years have to pay a surcharge of R 500 and they have had a driving licence for 3 years. Younger drivers are not allowed to drive the vehicles.

Additional Drivers

A maximum of 2 registered drivers can be registered at pick-up at no extra cost. The fee for each extra additional driver is R 200. Anyone wanting to drive the motorhome must have their details entered in the rental agreement and the renter must have constant access to their contact details. The renter is liable for the actions of each and every driver.

Documents Required at Pick-up

Before you can collect your vehicle you are required to present a valid driving licence, credit card, your passport as well as the Motorhome Bookers voucher at the depot.

Maximum Number of Passengers

Please note carefully the maximum number of passengers allowed per vehicle as per the details provided when you click on the picture of your vehicle and view the vehicle specifications on our website.

Minimum Hire

A minimum hire period of 7 days applies for all rentals from/to Cape Town or Johannesburg and 8 days for all rentals from/to Pt. Elizabeth or Durban.
Equipment/Extras

Vehicle Equipment

All vehicles are equipped according to the number of passengers booked. This includes:
pots/pans, crockery, sleeping bags/blankets, pillows, pillow cases, bath towels, tea towels, dustpan, brush, bucket, fresh water hose, electrical cable as well as safety components such as a jack, spare tyre and instruction manual, camping table and chairs.

Optional Extras

The following extras are not included in the standard rental rates but can be hired during the online booking process and paid for at the depot at pick-up (pending availability):

- GPS navigation system: R 1,000. A security deposit of R 4,000 is required and in case of loss the excess is R 4,000.

We can also arrange satellite phone hires upon request. Bikes and bike racks are not available for rent.

Baby/Booster Seats

Baby/Booster seats are not compulsory in Southern Africa.

These are available for rent upon request and cost R 500 (payable locally) per seat and hire.

Please provide us with the age(s) and weight(s) of your children when you make your booking so that we can reserve the appropriate seat for your vehicle.

The above extras and baby/booster seats can still be rented at pick-up time and paid for on the spot. However, there can be no guarantee that they are available at such a late stage. All such items remain the property of Maui and must be returned with the vehicle at drop-off time.

Driving Restrictions

Driving Restrictions

All Maui vehicles are licensed (and the insurance applies) for use in South Africa, Swaziland and Lesotho only. Driving to/in other countries is strictly prohibited. If driving to Namibia a surcharge of R 5,000 will be charged. You have to drive on public sealed bitumen roads only.

Damages to tyres, wheels, windscreen or further glass damage is not covered if driving to Namibia, not even if a supplementary insurance or the All Inclusive Option were chosen (pre-booked).

Maui vehicles are designed to be driven on public sealed bitumen roads only. Exception South Africa: Here you can drive with motorhomes on public gravel roads up to 10 kilometres to reach campgrounds. The rental company reserves the right to impose restrictions on certain roads or areas if road, weather or political issues make this necessary. It is not permitted to drive to any country/region that is in a state of war or other crisis.

If the renter drives on unsealed roads or in restricted areas or countries, this is done at his/her own risk. The renter is liable for any damage that is incurred on such terrain or routes, including costs for breakdowns or accidents and the resulting need for towing or vehicle recovery services and there is no insurance cover.

The vehicle is also not allowed to be driven through water areas or to come in contact with salt water, otherwise the insurance is also null and void.

Important information:
- Damage to the vehicle which occurs as a result of the vehicle overheating is not covered by the insurance
- Always park in secured areas only
- In the event of an accident, breakdown or a technical problem in an African country it can take longer to obtain assistance than it would in the UK or a European country for example.
- Please contact the local tourism board office representing the respective country you wish to visit or the local Automobile Association to obtain useful and important information/requirements pertaining to visiting/driving in that country.

For security reasons, all Maui vehicles are equipped with a tracking device. Tracking can be monitored in all Southern African destinations allowed by the rental company.

Route Suggestion

Maui Africa offers a special service:
There is a special department that will prepare a route and book the campgrounds for you in advance for a small processing fee. The payment has to be made directly to Maui Africa and you will receive the itinerary and vouchers at pick-up. If you are interested, please contact Mike Pheiffer, email: mike@maui.co.za

In addition you can download in advance Caravan Parks App for free, to reserve campgrounds before starting your trip:
Link to Google Play Store
Link to Apple Store

One-way Rentals

One-way rentals (i.e. vehicle pick-up at depot 'A' and drop-off at depot 'B') are available upon request and for a fee which is payable locally. For further details on this subject please see the section 'Additional Costs' - 'One-way Rentals' above.

Pick-up/Drop-off

Rental Depots

Cape Town, Johannesburg

Please find the exact depot addresses plus map under section 'Rental Depots' on our website by clicking on the city.

Pick-up and/or drop off is also possible in Durban and Port Elizabeth, however, there are no rental depots and the vehicles will be delivered there and fees of R 2,500 apply. For location surcharges/one-way fees please refer to 'One-way Rentals/Location surcharges' in the section 'Additional Costs'.

Opening Hours

Monday - Friday from 0730 - 1730hrs
Saturdays from 0800 - 1400hrs

For pick-ups and/or drop-offs on Saturdays from 1300 to 1600hrs and on Sundays or public holidays from 0800 - 1600hrs, an additional fee of R 550 is payable locally.

All depots are closed on 25 December.

Please note the varying public holidays in South Africa. Whenever a public holiday falls on a Sunday the following Monday becomes the public holiday instead.

2020: 16 Dec, 25 Dec, 26 Dec
2021: 01 Jan, 21 Mar, 02 Apr, 05 Apr, 04 Apr, 05 Apr, 27 Apr, 01 May, 16 Jun, 09 Aug, 24 Sep, 16 Dec, 25 Dec, 26 Dec

Pick-up

Pick-ups are only possible at the booked depot and during the opening hours. If you collect the vehicle later than planned, no costs can be reimbursed.

Pick-ups on Saturday afternoons, Sundays or public holidays are only possible on request:
- for an additional fee of R 550 and at certain times only (please see 'Opening Hours')

You are required to allow the experts at the pick-up depot to provide you with a detailed vehicle briefing. This will take approximately 2-3 hours, depending on the questions asked. Maui reserves the right to withhold the handover of a rental vehicle until this has taken place and does not take responsibility for any delays that may be incurred on the pick-up day.

The vehicle is provided full of fuel and the gas bottles and fresh water tanks are full.

Please note: If you pick-up or drop-off in Johannesburg or Durban, an additional surcharge of R 250 has to be paid upon pick-up to cover the toll for driving in the province of Gauteng.

Event rates in Cape Town/Port Elizabeth:
For pick-ups and drop-offs during the periods of Cape Epic or the AfrikaBurn Festival higher event rates apply and an additional surcharge of R 4,200 will be charged. The event surcharge does also apply for one-way rentals to Johannesburg or Durban.

Drop-off

You can drop off your motorhome during opening hours at the booked depot. Please allow up to 1 hour in order for vehicles/equipment to be checked.

Drop-offs on Saturday afternoons, Sundays or public holidays are only possible on request:
-for an additional fee of R 550 and at certain times only (please see ‘Opening Hours’)

If the vehicle is returned earlier than agreed no refunds are possible.
If the vehicle is not returned to the correct depot, at the agreed time, in a damaged or excessively dirty state or if the toilet or waste water tanks are not emptied, the rental company will charge appropriate additional fees as recorded in the rental agreement. A processing fee of R 250 also applies in each case.
The drop-off location can only be changed with the express permission of the rental company and fees can apply. Extensions of the rental period must be paid for locally and the rates for the extra days are higher than what you would pay to Motorhome Bookers.

The rental company reserves the right to charge the renter for any loss of revenue incurred as a result of such delays in the return of the motorhome, e.g. if another customer is made to wait or miss out on their vehicle due to this delay. The renter will be charged for all costs and fees as recorded in the rental agreement if the vehicle is returned damaged in line with the upper limit of the excess.
If an accident occurs a new excess (deposit) will be required to cover any possible future damage.
A processing fee of R 750 also applies if the vehicle is damaged.
Maui also reserves the right to charge a cleaning fee of R 1,500 if the vehicle is returned with the interior in an unclean state and if the exterior is covered in heavy dirt (or similar) such that it is not possible for Maui to check the vehicle for damage. Waste water tanks and toilets must be emptied prior to drop-off, otherwise fees of up to R 3,500 will be charged.
The fuel tank must be returned full at drop-off time. If not, a handling surcharge of R 2.00 per litre on top of the market fuel price will be charged. The propane gas bottles do not have to be returned full.

Transfers
Maui provides a free transfer service between the airport or city hotels and the rental depot within a radius of 25 km (except for Durban and Port Elizabeth, where the pick-up is only from the airport).

Guaranteed Vehicle Model or Category
Maui will make every effort to ensure that the booked vehicle model is provided. However, they reserve the right, if due to unforeseen circumstances it has to provide either a vehicle of the same or a higher value without upgrade costs if the model booked is not available for any reason. Any additional costs such as higher petrol costs or ferry crossings costs, etc will not be reimbursed. This does not enable the renter to cancel his/her booking and there is no grounds for compensation.
Even though all vehicles have similar equipment and designs small differences in vehicle design may exist. All measurements and size indications are approximate values and are based on the information provided to us by the rental company.
We can not accept any responsibility for any mistakes or human error in the provision of these details. This information on our website can be changed at any time without prior notice.

Miscellaneous
Breakdowns & Repairs
Despite regular quality control checks problems can still arise with the vehicles from time to time.
In the event of an accident, breakdown or technical difficulties (including problems with tyres) you are required to inform the rental company immediately.
Maui provides a toll-free emergency service line which is available 24/7. You will receive further details about this at pick-up time. In the event of an accident, fire, theft or damage involving a wild animal the renter is required to inform both the rental company and the police immediately. Third party demands should not be agreed to. Under no circumstances should you ever admit liability in an accident nor should you offer to pay for the damage to third party property.
The renter is required to provide a detailed accident report which outlines the names and addresses of all people involved as well as any witnesses and the registration details of all vehicles involved. The renter also needs to provided a detailed written report as well as a sketch of the situation.
If the rental vehicle is involved in an accident and is no longer driveable a replacement vehicle - as long as one is available - will be provided at the nearest (city) rental depot. However, if the renter would prefer that this vehicle is delivered to his/her present location he/she will have to pay both the delivery charges and towing costs (for the damaged vehicle) back to the depot. Any lost days cannot be reimbursed. Should the renter not be able to or not wish to accept the replacement vehicle no costs can be reimbursed if the rental agreement is then terminated early.
Following an accident a new deposit is required to cover the excess for any future incident, as long as the renter continues the hire. If a replacement vehicle is taken following an accident a new contract is required as well as a new insurance payment including a deposit.
Please be aware that in the event of a breakdown or accident in an African country it can take longer to obtain assistance than what we are used to in the UK, Europe or other countries.

Note: If you do not inform Maui immediately about the need for a repair and if the company is not given the opportunity to help you find you a solution no compensation or reimbursement can be provided.

Small repairs or necessary expenses for the upkeep of the vehicle up to R 1,500 can be carried out without prior communication with the rental company and will be reimbursed to you at drop-off time. For repairs that will cost more than R 1,500 you are required to inform the rental company and obtain their permission before repairs take place in order to obtain their approval to proceed (otherwise no refund can be given). All repairs can only be reimbursed upon presentation of a receipt and any replaced parts (where these repairs are not the fault of the renter).

If the ongoing journey needs to be interrupted due to a necessary repair, and Maui Africa agrees, accommodation costs of up to max. R 950 per vehicle per night may be refunded - but only with prior approval!

**Post-hire Cleaning**

The vehicle must be returned with a clean interior, otherwise a fee of up to R 1,500 will apply. The toilet and waste water tanks must be totally empty before drop-off. Otherwise, a further fee of R 3,500 will be charged by Maui to empty these. The petrol tanks have to be returned full. However, the propane gas bottles do not.

**Pets & Smoking**

Pets or other animals are not allowed in Maui's vehicles. Smoking is strictly prohibited, and in case of infringement, cleaning fees of at least R 3,500 will be charged.

**Disclaimer**

All information provided has been put together by us (Motorhome Bookers Ltd) in as much detail as possible and on the basis of the information made available to us by the rental company. This information has been taken from the rental company's conditions which they have provided to us. Any additional conditions are included in the rental agreement which is entered into by yourself and the rental company. You will receive the complete list of rental conditions with your rental agreement, which you sign when you collect your vehicle. We cannot accept any responsibility for differences that come to light between our list of conditions and those of the rental company.