

### CARAVAN RENTAL

Apollo Motorhome Holidays wants all guests to stay safe while travelling, and we need to make sure that your vehicle is appropriate to tow the caravan you are hiring.

Please complete the details below to acknowledge that you have read and understood the information provided to you. This is required because of the risk of an accident which might cause personal injury or property damage.

Please note that different regulations or laws may exist in different States and Territories of Australia in relation to towing requirements, weight restrictions, total load rating and the proper functioning of van brakes, and that it is your responsibility (as the guest hiring the caravan) to investigate these matters.

Guest: \_\_\_\_\_

Guest's Tow Vehicle:    Make: \_\_\_\_\_                      Model: \_\_\_\_\_

Year of Manufacture:                      \_\_\_\_\_

Tow Capacity - Maximum ATM: \_\_\_\_\_

Maximum Ball Weight:                      \_\_\_\_\_

Caravan rented:                      Make: \_\_\_\_\_                      Model: \_\_\_\_\_

Class:                      \_\_\_\_\_    Vin No. \_\_\_\_\_

Registration No. \_\_\_\_\_                      Year: \_\_\_\_\_    Size: \_\_\_\_\_

Please Tick	I acknowledge that I have been supplied with, and read and understood the following information:
<input type="checkbox"/>	Caravan Specifications
<input type="checkbox"/>	Towing Requirements
<input type="checkbox"/>	How to tips – safety, hitching, towing

DATED: \_\_\_\_\_

SIGNED BY: \_\_\_\_\_ [Signature of Guest]  
 \_\_\_\_\_ [Print name of Guest]

\_\_\_\_\_ [Signature of Guest]  
 \_\_\_\_\_ [Print name of Guest]

**WINNEBAGO MOSSMAN C**

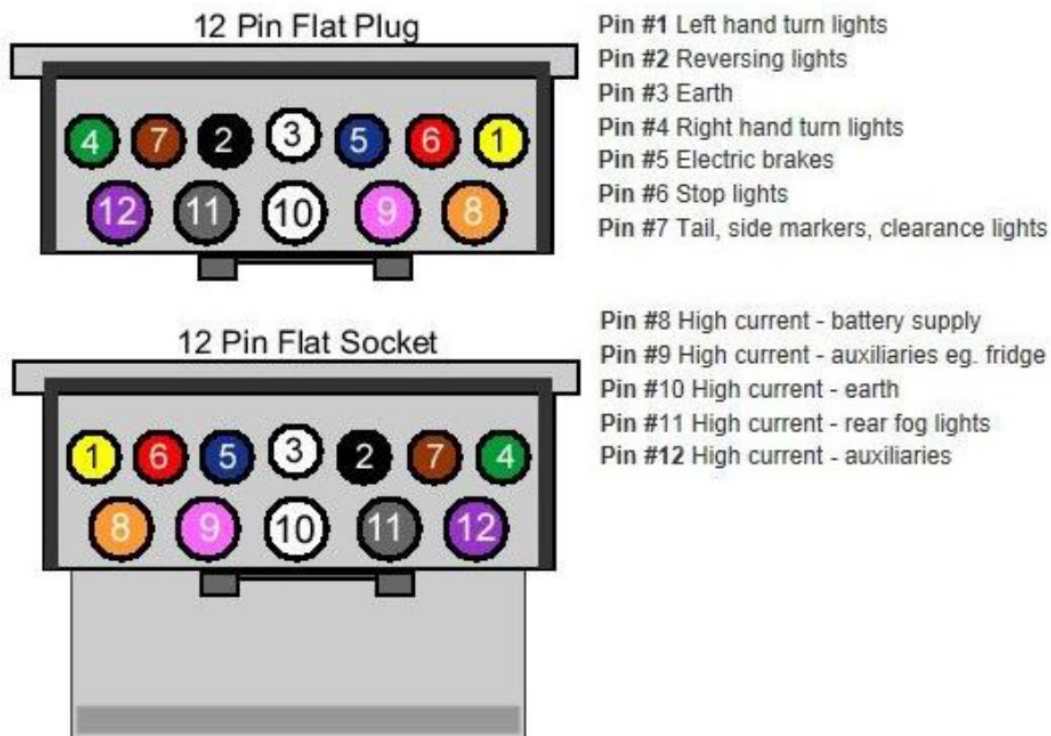
To tow this Caravan you will need any tow vehicle with a 50 mm tow ball, 12-pin flat trailer plug with electric brake controller and tow capacity of 3000kg and above.

- Winnebago caravans are installed with AL-KO 10 inch electric drum brakes.
- Caravans are fitted with a standard 12 pin flat trailer plug. Adaptors are available and will enable connection if the tow vehicle has a 7 pin round or 7 pin flat trailer plug. Please note if the tow vehicle is not fitted with a 12 pin trailer connection, the fridge and battery charger will not work whilst the vehicle is being towed.

**ADRIA 472PK**

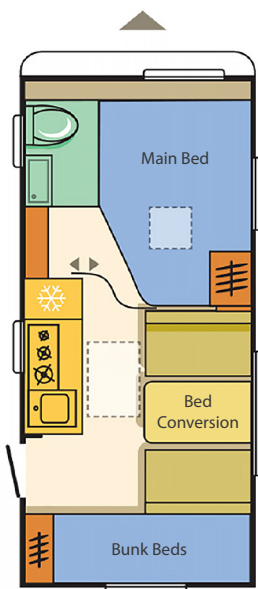
To tow this Caravan you will need any tow vehicle with a 50 mm tow ball, 12-pin flat trailer plug and tow capacity of 1600kg and above. When you arrive to collect the caravan, our staff will remove your tow ball and replace it with a custom tow ball that works with the AL-KO hitch used on Adria caravans. It is important not to put any grease on this tow ball.

- Adria caravans are installed with AL-KO override Brake Coupling.
- The vehicle towing the caravan will NOT require an electric brake controller to be installed.
- Caravans are fitted with a standard 12 pin flat trailer plug. Adaptors are available and will enable connection if the tow vehicle has a 7 pin round or 7 pin flat trailer plug. Please note if the tow vehicle is not fitted with a 12 pin trailer connection, the fridge and battery charger will not work whilst the vehicle is being towed.

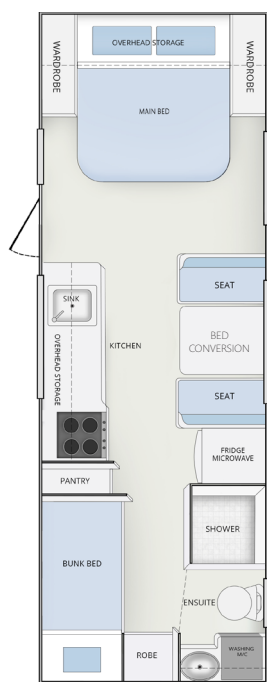


Please ensure the height of your tow ball sits within recommended limits for safe towing. From ground to the centre of the tow ball should be between 580-600 mm high. The caravan tow level will always be slightly 'nose-down', not perfectly levelled.

## FLOOR PLANS



ADRIA 472 PK



Mossman C

VEHICLE	ADRIA 472 PK	MOSSMAN C	
EXTERNAL SPECS	Dimensions Approx. (max)	Overall length: 6718mm Overall width: 2300mm Overall height: 2580mm	Overall length: 8400mm Overall width: 2490mm Overall height: 3035mm
	Body Length	5284mm	6815mm
	Body Width	2300mm	2320mm
	Body Height	2580mm	2660mm
	ATM Weight	1600kg	2950kg
	Tare Weight	1230kg	2060kg
	Payload	370kg	890kg
	Ball Weight (unladen)	100kg	145kg
INTERNAL SPECS	Ceiling Height	1950mm	2025mm
	Floor Plan Length	4920mm	6700mm
	Floor Plan Width	2170mm	2257mm
	Main Bed	200 x 140cm	201 x 153cm
	Dinette/Single Bed	203 x 97cm	170 x 66cm
	Berth	5	5
	Bunk Beds	196 x 76cm	190 x 80cm
INTERNAL FEATURES	Air Conditioning (240V)	Yes	Yes
	Fridge/Freezer	100L 3-way / Yes	190L 3-way / Yes
	Radio/Bluetooth	Yes	Yes
	TV/DVD Player**	19inch / Yes	22inch / Yes
	Sound System	No	2 x 5inch speakers
	Rear Vision Camera	No	No
	Shower	Yes	1 x enclosed
	Hot Water System	Gas / electric	Gas / electric
	Cooktop, Grill & Oven	Yes	Electric / Gas
	Rangehood	No	Yes
	Awning	Yes	Yes
	Fire Extinguisher /Smoke Alarm	Yes	Yes
	Fly Screens	Yes	Yes
EXTERNAL FEATURES	Power Supply	240V power inlet & 12V system	240V power inlet & 12V system
	Battery	1 x 100Ah deep cycle, fully sealed	1 x 100Ah deep cycle, fully sealed
	Hot   Cold Water Supply	Yes	Yes
	Water Tank/s	130L	2 x 82L (164L)
	Waste Water Tank	No	No
	Barbecue	Bayonet fitting only	Bayonet fitting only
	Gas bottle/s	2 x 4.5kg	2 x 9kg
	Sound System	No	2 x 6inch marine speakers
	Microwave (240V)	No	Yes
	Cooking Utensils	Yes	Yes
	Crockery and Cutlery	Yes	Yes

**Please note:**

Vehicle specifications, floor plans, interior layouts, number of bunk beds and specific measurements are subject to change without notice and may vary due to modifications and/or upgrades. Apollo Motorhome Holidays cannot be held liable for any such variance. Make/model may vary and cannot be guaranteed.

## General Information

Thank you for choosing Apollo for your next holiday, we look forward to providing you with a fun, simple, safe & adventurous holiday experience you will remember.

Here are the details you need to know when planning for the year ahead.

Valid 1 April 2020 – 31 March 2021

- For available products and vehicle specifications please visit our website at [www.apollocamper.com](http://www.apollocamper.com)
- Rates are in Australian dollars and include 10% Goods and Services Tax.
- For ease at pick-up please specify the correct number of guests and include correct guest contact details on all bookings.

## Driver Licence and Minimum Age

For the safety of our guests a current and full motor vehicle driver licence is required to be presented at pick-up and the driver needs to be present. A copy of this driver licence will be taken and retained. If the driver licence is not in English then we require an accredited English translation or an International Driver Permit. For travel in the Northern Territory an International Driving Permit is required along with the foreign driver licence. Drivers must be over the age of 25, have held an unrestricted driver licence for at least two full years and the licence must be valid for the entire booking duration. Drivers must comply with all applicable state and federal laws and regulations.

## Rate Inclusions

To make things as comfortable as possible for our guests, our rates include: 24hr Roadside Assistance, kitchen kit, general equipment, personal linen kit. These kits are to be returned with the Caravan and include:

- Kitchen kit: plates, bowls, knives, forks, spoons, bottle opener, can opener, mixing bowls, colander, saucepans, frying pans, cooking utensils, chopping board, kettle, toaster and tea towel.
- General equipment: pegs and clothes line, dustpan & brush, fire extinguisher, bucket, hose and broom.
- Personal linen kit: complimentary bedding (including sheets, blankets, pillows, pillow cases and towels).

## Booking Payments, Changes and Cancellations

### Confirmation and Payment

- Apollo requires a deposit of \$250 (plus the applicable credit card fee) at time of booking regardless of your rental value. The remainder will be processed using the credit card on file 28 days prior to pick-up.
- Bookings made less than 28 days prior to pick up require full payment at the time of booking and the full prepayment is non-refundable if the booking is cancelled.

### Cancellation Terms

We understand that sometimes road trips may need to be cancelled. In case of cancellation, the below terms apply:

- If cancelled 91+ days prior to pick up. No Fee
- If cancelled 90 to 29 days prior to pick up - 10% of Total Rental (minimum \$250)
- If cancelled 28 days or less prior to pick up or no show- 100% of Rental including any applicable fees e.g. One Way Fee
- There is no refund for late pick up or early return of vehicle.

### Prepay Option (Visa and MasterCard Only)

#### Payment to Confirm Booking

- At the time of booking the total rental can be prepaid on Visa or MasterCard and the credit card fee will be waived.

#### Cancellation Fees

- If cancelled - 100% of Total Rental (minimum \$250)
- There is no refund for late pick up or early return of vehicle.

## Booking Alterations

At Apollo we understand that sometimes things change. If this is the case, any applicable changes made to a booking that affects the rate will be calculated by using the higher one of two rates, either the original Rate or the Rate current at the time of booking alteration.

The following are considered as a booking alteration:

- Change of name
- Change to pick-up or drop-off dates

The following are considered a new booking and cancellation fees may apply to the initial booking/s

- Change of Caravan category
- Change of rate scheme including special rates

If there are any last-minute alterations made 14 days or less before the scheduled pick-up, we will do our very best to accommodate these, however due to the short notice if the booking is shortened the number of days originally booked will be charged.

## Credit Cards

We accept Visa, MasterCard, American Express, Diners Club and Union Pay. The following fees apply for the rental and any additional products (irrespective of chosen account e.g. savings, credit, etc.):

	Rental/Extras
Visa debit card /MasterCard debit card	1.10%
Visa credit card/MasterCard credit card	1.69%
Amex/Diners/Union Pay	2.8%

*Fees are subject to change.*

## Payment at Branches

For security reasons, we do not accept cash at our branches. We accept credit card and debit card for charges paid on caravan pick-up and drop-off. The Bond is payable at pick-up by credit card or debit card and cannot be paid with a pre-paid credit card.

## Extending a Road Trip

If you get swept up in the adventure of a road trip and want to extend your booking whilst on the road, first contact our friendly Reservations team who will happily advise if the extension is possible and any associated costs. To secure an extension, the extra costs (calculated on the current rate of the day), will need to be paid by credit card inclusive of all taxes and surcharges, either over the phone or at an Apollo Branch at the time of extension. Any long-term discounts in place will continue to apply to the booking.

We will always do our best to accommodate any extensions however it is subject to CARAVAN availability.

## Additional Fees and Discounts

### Gas Bottle

All vehicles are supplied with a full gas bottle for heating water and cooking. The gas bottle will need to be re-filled prior to returning your caravan, or alternatively you can pre-pay for a re-filled bottle at the branch for \$25.00.

### Animals

We believe fur friends make a road trip better. Pet dogs are allowed to travel in our caravans with written permission from Apollo at the time of booking. There is a \$200.00 pet cleaning fee, (excluding service animals). Our full policy can be viewed on the Apollo website. Service dogs are permitted in all caravans.

### Infringements, Tolls and Fines

Apollo will pass on any charges the guest receives for traffic infringements, toll or parking fines during their road trip. No one likes unexpected surprises or additional administration fees, so we'll only pass on the exact amount of the fine or charge received.

### Discounts

Guests who love road trips as much as we do and travel for more than 21 days receive 5% off daily rates. This is also available to guests with multiple bookings that total 21 days or more.

## Exchange Rate / Currency Variations

All transactions are conducted in Australian dollars. Due to exchange rate fluctuations, there could be some variance in the amount refunded compared to the amount initially charged.

## Liability and Bond

### Liability Options

We understand that everyone has different needs and therefore offer a range of liability options to provide peace of mind. The amount payable for each liability option is based on the minimum rental period or total days of Caravan booking. The maximum charge for liability options is 50 days per rental segment.

The Low Road			The Middle Road		
\$ per day	Bond	Liability	\$ per day	Bond	Liability
Included	\$2500	\$2500	\$25	\$250	\$250

### Value Pack

The Value Pack is a bundled extra which provides the highest liability option and basic items necessary for a great road trip. The minimum amount payable per rental for Value Pack will be based on the minimum rental period applicable for your booking. The maximum amount payable per rental segment is 50 days.

\$ per day	\$ Max per rental	Inclusions
\$36.25	\$1,812.50	'The Middle Road', undercarriage/overhead damage (covered for accidental damage), pre-purchased gas bottle, initial set of toilet chemicals, camp chairs and table.

### Travel Insurance

For peace of mind, we strongly recommend that all guests take out the highest level of private travel insurance.

### Personal Injury

The Caravan has third party insurance cover and it is likely that any other vehicle involved in an accident also has third-party insurance. Depending on the circumstances of an accident, you may be entitled to claim for your personal injury against the third-party insurance of the party responsible for an accident. The extent of such third-party insurance varies in different States and Territories and Apollo strongly recommends that all passengers also take out their own personal injury travel insurance.

### Property Damage

The Caravan is insured for damage to it and damage to the property of a third party. However, you are responsible up to the amount of the applicable liability for damage to third party property, or to the Caravan. You are also responsible for the cost of the daily rate for the period the vehicle is being repaired. There is no refund for unused portion of the rental period. The liability applies to each claim, not Caravan.

The liability is applicable regardless of who is at fault and must be paid at the time the accident is reported to Apollo by telephone on a credit card, not on return of the Caravan. Apollo reserves the right to charge you for any Caravan damage including Third Party property damage not reported but identified on return of the Caravan.

### Repairs

We understand that while on holiday the Caravan may require small repairs. So as not to disrupt the road trip any further, if the damage was not caused by you (and you have evidence of that), repairs up to \$100 including GST can be completed without prior authorisation from Apollo and you will be reimbursed. If repairs over \$100 including GST are needed regardless of whom was at fault, the Apollo Assist team should be informed prior to repair being completed. All Caravans are supported by RACQ roadside assistance and 24hr wheel changing and towing is available if needed, simply contact Apollo Assist on 1300 798 212 (24h).

## Extra Value Added Services

To make road trips that little bit easier, Apollo have a range of extras available from camp chairs, to first aid kits and extended roadside assistance, we have you covered as you choose. Please let us know at the time of booking if you require any of these value added extras.

Item	Price (including GST)	Description
Camp Chairs	\$17 each per rental	
Camp Table	\$24 per rental	
GPS	\$10 per day	Up to a maximum of \$100 per hire.
Heater/ Fan	\$15 per rental	
Toilet Chemicals	\$2.50 each	
Drop and Go	\$75	Simply return the caravan neat and tidy and we'll take care of the rest including cleaning the Caravan and bathroom.
First Aid Kits	\$50	A First Aid kit is supplied in every Caravan. If the seal is broken or the kit is not returned the kit becomes the property of the guest and fee is charged.
Extended Roadside Assistance	\$4 per day capped at 25 days	This includes opening Caravan on lock out, lost key replacement up to \$120, emergency towing up to 25km, flat tyre change using spare located in the Caravan.
Glass and Tyre Protection Plus Extended Roadside Assistance (GAP)	\$7 per day capped at 25 days	This includes 1 glass, 2 tyres and the Extended Roadside Assistance.
Towing mirrors	\$10 per rental	Pair of towing mirrors.

*Additional packages may be offered on pick-up.*

## Picking Up and Dropping Off your Caravan

### Branch Hours and Public Holidays

Apollo Caravans are available exclusively from our Brisbane branch, the below table details the branch hours:

Location	Dates/Hours for Pick-up and Drop-off
Brisbane	8am to 3:30pm 7 days a week

Our staff enjoy a holiday as much as you do and our Brisbane branch is closed on public holidays for Christmas Day, New Year's Day, Good Friday and Australia Day.

### Getting To and From the Airport

Our Branch is conveniently located near the Brisbane airport, making pick-up and drop-off even easier for you. You can arrange transport to and from the airport via taxi or uber.

### Caravan Introduction and Show Through

On pick-up, our staff will provide you with a thorough Caravan show through which includes all the information you need to know about the interior and exterior features of your Caravan. At this time an Apollo staff member will also assist you with the initial connection of the Caravan to your tow vehicle and any further enquiries you may have.

The Caravan will need to be picked up from the Brisbane branch no later than 3:30pm, this ensures you will have a thorough Caravan show through, time to complete the pre-hire check list and are comfortable and confident with your Caravan before you start your road trip.

### Returning the Caravan

The Caravan is a home away from home and for comfort, we recommend it's kept tidy throughout the road trip. The Caravan needs to be returned to the branch in the same condition it was received, with the interior cleaned and holding tanks emptied. The Caravan exterior does not require cleaning unless it's covered with excessive dirt or mud, making it difficult for our team to see its return condition.



## **Pre-register Online**

Guests have the ability to register online in advance at [apollocamper.com/registernow](https://apollocamper.com/registernow). By completing the required pick-up information ahead of the pick-up date, guests will experience a smoother and quicker caravan collection process.

## **Apollo Connect**

Apollo Connect is our custom-built app available for our guests travelling in Australia, New Zealand and USA. The free app provides our guests with all the necessary information needed to make their Apollo journey even better.

- Watch 'RV how-to' and safety videos while on the road.
- Find Apollo branches and contact our team
- Search and book campgrounds while on the road.
- Save on attractions and experiences
- Find local points of interest

## **Other Important Information**

### **Booking Duration**

A road trip allows you to travel at your own pace. To ensure you get the most out of your holiday a minimum five-day booking applies. Longer minimum booking periods may also apply during peak periods such as Christmas, Easter, Bathurst motor racing, etc. Any applicable longer minimum booking period will be advised at time of booking.

### **Travel Restrictions**

Caravans are not suitable for all driving situations. For the safety of guests, Caravans can only travel on sealed roads or well-maintained access roads which lead to recognized campgrounds and are less than 12 kilometres long. Apollo, at its discretion may restrict travel in certain areas due to adverse road or weather conditions, and the distance to nominated destinations in relation to the length of the rental period. If applicable, any further restrictions will be noted at pick-up. Guests can contact Apollo Assist on 1300 798 212 (24h) for any concerns regarding road accessibility.

### **Smoking**

Our caravans are a smoke free zone; hence smoking is not allowed in any of our caravans.

### **Guest Responsibility**

Apollo reserves the right to refuse any rental at our absolute discretion and no correspondence will be entered into. While on the road trip you are responsible for any damage caused to the Caravan (and associated equipment) including but not limited to:

- Damage caused where the terms of Rental Contract have not been met by the guest (other than when a third party admits fault and provides full contact and licence details).
- Damage to third party's property regardless of cause whilst the Caravan is attached to the tow vehicle.
- Damage caused by negligence and/or wilful misconduct.
- Damage caused to the Caravan by partial or total water submersion or salt water. It's true, our Caravans can't swim.
- Damage caused to tyres except where 'Value Pack' or 'GAP' has been purchased and applies.
- Damage caused to the Caravan when using the Caravan in contravention of any legislation or regulation.
- Damage caused due to a single vehicle roll over.
- Damage to the underbody or overhead of the Caravan except where the 'Value Pack' has been purchased and applies.
- Damage to the awning of the Caravan.
- Damage to the towbar and drawbar.
- You are also responsible for damage or loss caused to any personal belongings.
- Rates/Terms/Conditions are subject to change without notice.