

Direct Version 3 – 09 April 2019

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 2019 – 31 March 2020

- For available products and vehicle specifications please visit our website at www.apollocamper.co.nz
- Rental days are calculated per calendar day. The day of pick-up is calculated as the first day of booking and the day of return is calculated as the last day of booking.
- Rates are in New Zealand dollars and include 15% Goods and Services Tax.
- Not all rates and terms apply to group bookings. Group bookings consist of 4 or more RVs travelling together and should be directed to info@apollocamper.co.nz
- For ease at pick-up please specify the correct number of guests (and ages of children if applicable) and contact details on your booking.

Multiple Rentals

We love to reward our long-term road trippers so consecutive rentals, within a 3-month period, in Europe, United Kingdom, United States of America, Australia and New Zealand on Star RV, Apollo, Cheapa Campa and Hippie can be combined to obtain a long-term discount rate. If drop-off of an RV and pick-up of a new RV occurs on the same day then a day will be charged for each RV. Multiple rentals are considered separate rentals under the one-way fee and minimum rental period conditions apply.

Driver Licence and Minimum Age

For the safety of our guests a current and full motor vehicle driver licence is required to be shown at pick-up and the driver needs to be present. If the driver licence is not in English then we require an accredited English translation or an International Driver Permit. The StarRV, Apollo and Cheapa Campa drivers must be over the age of 21, have been held for at least two years and the licence must be valid for the entire booking duration. Hippie drivers may be 18 years of age or over with a full driver licence.

Rate Inclusions

To make things as comfortable as possible for our guests, our rates include:

Star RV	Apollo	Cheapa Campa	Hippie
Complimentary airport transfer	Complimentary airport transfer	Complimentary airport transfer	Complimentary airport transfer
24hr Roadside Assistance	24hr Roadside Assistance	24hr Roadside Assistance	24hr Roadside Assistance
Unlimited kilometres	Unlimited kilometres	Unlimited kilometres	Unlimited kilometres
Kitchen kit	Kitchen kit	Kitchen kit	Kitchen kit
General equipment	General equipment	General equipment	General equipment
Personal kit	Personal kit	Personal kit	
Extra Driver Fee	Extra Driver Fee		
Star Pack			
Wifi			
Drop and Go			
Linen Exchange Service			
Valet Service			
Gas Bottle Exchange Service			

- Star Pack: a bundled extra which provides the highest liability cover option and basic items necessary for a great road trip; includes 'The High Road' (Nil liability and only a \$250 bond), unlimited windscreen and tyres, undercarriage/overhead damage (covered for accidental damage), Road User Charge recovery fee, pre-purchased gas bottle, snow chains, initial set of toilet chemicals, camp chairs and table and baby/booster seats (on request).
- Kitchen kit: plates, bowls, knives, forks, spoons, bottle opener, can opener, mixing bowls, colander, saucepans, frying pans, cooking utensils, chopping board, kettle, teapot, toaster and tea towel. Electrical appliances are supplied in vehicles that have 240V.
- General equipment: pegs, clothes line, fire extinguisher, bucket, hose, broom dustpan & brush.
- Personal Linen kit: complimentary bedding (including sheets, blankets, pillows, pillow cases and towels).

- Drop and Go: simply return the vehicle neat and tidy and we'll take care of the rest including vehicle, cabin and bathroom cleaning (this does not include emptying the toilet cassette and the grey water hose).
- Linen Exchange Service: you may exchange your personal kits during your holiday at any Star RV Branch with a 48 hour prior notice.
- Valet Service: you may visit any Star RV branch whilst on holiday to have your RV cleaned, oil and water checked with a 48 hour prior notice.
- Gas Bottle Exchange Service: every 14 days of hire, you can visit a Star RV branch to exchange your used gas bottle for a full gas bottle.

Rate Exclusions

We're cooking with gas! A gas bottle is necessary for cooking in the RV. A full gas bottle(s) may be pre-purchased and can be returned empty to Apollo at the completion of the road trip. Fee applies for each part of a multiple rental.

Gas bottles for the compact 2 Berth RVs (Hippie range, Hitop range, Endeavour range, Vivid, Euro Tourer, Cheapa 2 Berth and Aquila RV) and 4WD RVs cost \$25. Gas bottles for the 4 Berth and 6 Berth RVs cost \$35.

Road User Charge Recovery Fee

The cost of using New Zealand's roads is recovered from road users via levies in the price of some fuels or through road user charges (RUC). The Road User Charge Recovery Fee will be calculated and collected on return of the RV based on the kilometres travelled during the hire. The fee per 100km is as follows:

- Vivid Camper and 2 Berth S/T: \$6.82
- 4 Berth and 6 Berth: \$7.22

Included in the daily rental rate for Star RV. Will not apply to any Hippie rentals.

We reserve the right to amend the Road User Charge Recovery Fee upon Government intervention.

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.

Booking Alterations

At Apollo we understand that sometimes things change. If this is the case, any changes made to a booking will be calculated by using the higher one of two rates, either the original Flex Rate or the Flex 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
- Change pick-up or drop-off branch location
- Change of RV category
- Change of rate scheme including special rates

If the rate scheme or RV category is changed, this is considered a new booking and cancellation fees may apply to the original booking.

If there are any last-minute alternations made within 14 days of pick-up we will be happy to accommodate these, however due to the short notice if the holiday is shortened the number of days originally booked will be charged.

If the pick-up or drop-off location is altered within 14 days of pick up, a relocation fee may also apply.

Change to the Drop-Off Location after Pick-Up

If you wish to change your drop-off destination after pick-up, please get in touch with our friendly Reservations team who will be happy to help. Our team will advise if the change is possible, a minimum fee of \$750 may apply.

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, please first contact our friendly Reservations team who will be happy to advise if the extension is possible, and the costs associated. 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. Of course, 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 availability of our fleet.

Change of RV

We understand guests' needs are different and therefore our RVs can be requested by category, not by make or model. We always do our best to accommodate requests, however should the RV booked be unavailable due to unforeseen circumstances, we will substitute the booked RV with an alternative available RV at time of pick-up, at no extra cost. Any changes made to the booked RV and agreed to by you do not entitle you to a refund.

In the event of no alternative RV being available to you, Apollo's liability is limited to a refund of the hire charge or in the case of mechanical failure (unless caused by you) the remainder of the hire period.

Pre-register Online

Guests have the ability to register online in advance on apollocamper.com/registernow. By completing the required pick up information ahead of the pick-up date you will experience a smoother and quicker RV collection process.

Getting to and from the Airport

Branches are conveniently located near major airports and we offer complimentary airport transfers to make it even easier for you.

Branch Hours and Public Holidays

Our branches are conveniently open 7 days a week;

Location	Dates/Hours for Pick-up and Drop-off
Auckland Christchurch	1 April - 31 March 8am to 4:00pm 7 days a week

Our staff enjoys a holiday as much as you do and all of our branches are closed on public holidays for Christmas Day, New Year's Day and Good Friday.

RV Introduction and Show Through

On pick-up, our staff provides you with a thorough RV show through with all the necessary information you need to know about the interior and exterior features of your RV. This ensures you are comfortable and confident with your RV before you start your road trip.

To ensure you have a thorough RV show through before starting your road trip, you will need to pick up the RV from the branch by 4pm.

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, when pick-up and drop-off is from the same branch location. Minimum booking periods may also apply during peak periods such as Christmas, Easter, etc.

One-way Booking Duration

Road-trips don't always finish where they started, some of the best adventures don't. If you drop-off at a different branch location from which you picked-up, a \$150 one-way fee and minimum five-day booking applies.

Travel Restrictions

Not all RVs are suitable for all driving situations, so it's important the right RV is chosen for the travel planned. For your safety, certain travel restrictions are in place. Apollo, at its discretion may restrict RV 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.

Our RVs aren't equipped for the rougher terrain and cannot be driven on unsealed roads. Well maintained access roads which lead to recognised campgrounds and are less than 12 kilometres long are allowed.

For your safety, RVs cannot be driven on Skippers Road (Queenstown), The Crown Range Road/Cardrona Valley Road (between Arrow Junction to Cardrona), Ninety Mile Beach (Northland), Ball Hut Road (Mt. Cook), Wanaka - Mt Aspiring Rd beyond exit to Treble Cone, The Forgotten Highway (State Highway 43 from Taumaranui to Stratford) and North of Colville Township Waikawau Townships (Coromandel Peninsula).

Kilometres

For your safety please don't underestimate the time it will take to get from one point to another. While our RVs include unlimited kilometres we recommend travelling a maximum of 300 kilometres per day or the equivalent of 4-5 hours driving.

Returning the RV

The RV is a home away from home and for comfort, we recommend it's kept tidy throughout the road trip. The RVs need to be returned to the branch as they were taken, with the interior cleaned and holding tanks emptied. The RV 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.

Repairs

We understand that while on holiday the RV may require small repairs. So not to disrupt the road trip any further, if the damage was not caused by you, repairs up to \$100 can be completed without authorisation and will be reimbursed. If repairs over \$100 are needed, the Apollo Assist team should be informed prior to repair being completed.

All RVs are enrolled in the New Zealand Automobile Association and 24hr mechanical emergency roadside assistance is available if needed simply contact Apollo Assist at 0800 234 567.

Infringements, Tolls and Fines

Apollo will pass on any charges you receive for traffic infringements, toll way or parking fines during your 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.

Animals

We believe fur friends can only make a road trip better and both service animals and pet dogs are allowed to travel in our RVs with written permission from Apollo at time of booking. There is a \$200 pet service fee, this excludes service animals. Pet dogs are not allowed in StarRV vehicles. Our full policy can be viewed on the Apollo website.

Smoking

Our RVs are a smoke free zone, smoking is not allowed in any of our RVs.

Payment at Branches

Apollo accepts Credit card and Debit card for charges paid on RV pick-up and drop-off. For security reasons we do not accept cash at Apollo branches. The Bond is payable at pick-up by Credit card or Debit card and cannot be paid with a pre-paid Credit card.

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/MasterCard Debit/Credit card	2.0%
Amex/Diners	4.5%
Union Pay	2.8%

Fees are subject to change without notice

Travel Insurance

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

Protection Package

Personal Injury

The RV 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 the accident. The extent of such third-party insurance varies in different States and Territories and Apollo strongly recommends that all passengers take out their own Personal Injury Travel Insurance.

Property Damage

The RV 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 RV. 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 RV.

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 RV. Apollo reserves the right to charge you for any RV damage including Third Party property damage not reported but identified on return of the RV.

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 applicable for each RV or total days of RV booking. The maximum charge for Liability Options is 50 days per rental segment.

		Take the Low Road			Take the Middle Road			Take the High Road		
		\$ per day	Bond	Liability	\$ per day	Bond	Liability	\$ per day	Bond	Liability
Star RV	All RVs	-	-	-	-	-	-	Included	\$250	\$0
Apollo	Hitop, Endeavour, Vivid	Included	\$5,000	\$5,000	\$38	\$2,500	\$2,500	\$45	\$250	\$0
	All other 2WD RVs	Included	\$7,500	\$7,500	\$38	\$2,500	\$2,500	\$45	\$250	\$0
Cheapa	Hitop, Endeavour	Included	\$3,500	\$3,500	\$22	\$1,500	\$1,500	\$29	\$250	\$0
	All other RVs	Included	\$5,000	\$5,000	\$32	\$2,500	\$2,500	\$39	\$250	\$0
Hippie	All RVs	Included	\$3,000	\$3,000	-	-	-	\$29	\$100	\$0

Bond

To keep this simple - the bond payment will depend on the liability option chosen. If you choose to take ‘The Low Road’ or ‘The Middle Road’ the total bond will be debited to the Credit or Debit card immediately. When a Visa or MasterCard is used a 2% fee will apply; when an Amex or Diners is used a 4.5% fee applies or when Union Pay is used a 2.8% fee will apply.

If you choose to take ‘The High Road’ the Bond is payable to Apollo by an open signed credit card imprint with an authorisation for \$250. The credit card holder must be present to sign for the Bond when they pick-up the RV and is liable for any damage to the RV.

The Bond and associated credit card fee applicable to the bond transaction for both Visa and Mastercard is fully refundable provided terms are met. The RV simply needs to be returned on time, full of fuel to the Apollo branch location booked and no damage to the RV. . Credit card refunds including bond refunds can take up to 14 working days depending on the your financial institution.

If there is damage to the RV on its return or any other terms of the Rental Contract have not been met, the Bond will be used to cover the cost up to the amount of the relevant Liability. If the terms of the Rental Contract are not met and the Bond is not sufficient enough to cover the damage, extra costs will be charged.

If you are continuing on with another Apollo RV booking, the Bond can be transferred to the next booking within New Zealand.

Exchange Rate / Currency Variations

All transactions are conducted in New Zealand dollars. Due to exchange rate fluctuations, there could be some variance in the amount refunded compared to the amount initially charged. Refunds by credit card can take up to 14 working days depending on your financial institution.

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 is 50 days per rental segment.

	\$ per day	\$ Max per rental	Inclusions
Star RV	\$0	\$0	Our premium brand includes: ‘The High Road’ (Nil liability and only a \$250 bond), Unlimited Windscreen and Tyres, Undercarriage/Overhead damage (covered for accidental damage), Road User Charge Recovery Fee, pre-purchased gas bottle, Snow Chains, camp chairs and table and baby or booster seats (with prior request)
Apollo	\$58.75	\$2,937.50	‘The High Road’, Unlimited Windscreen and Tyres, Undercarriage/Overhead damage (covered for accidental damage), pre-purchased gas bottle, initial set of toilet chemicals, camp chairs and table, and baby/booster seats (with prior request). The Apollo Vivid Camper is limited to 1 windscreen.
Cheapa Campa 4 Berth and 6 Berth	\$50	\$2,500	‘The High Road’, Pre-purchased Gas Bottle, Extra Driver/Renter Fees, , initial set of toilet chemicals, Camp Chairs and Table, and Baby or Booster Seats (with prior request).
Cheapa Campa Hitop, Endeavour and 2 Berth	\$37.50	\$1,875	
Hippie	\$30	\$1,500	‘The High Road’, pre-purchased gas bottle, extra driver/renter fees, camp chairs and table, and baby or booster seats (with prior request).

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.

Item	Price	Description
Camp Chairs	\$17 each per rental	
Camp Table	\$24 per rental	
Snow Chains	\$50 per rental	Must be pre-booked
Heater/ Fan	\$15 per rental	-
Toilet Chemicals	\$2.50 each	
Baby/Booster Seats	\$35 each per rental	Please refer to the Child Restraints policy on our website for full details: https://www.apollocamper.com/terms/1718-Child-Restraints-01-01-18.pdf Maximum 2 seats
Drop and Go	\$75	Simply return the vehicle neat and tidy and we'll take care of the rest including vehicle, cabin and bathroom cleaning.
First Aid Kits	\$50	A First Aid kit is supplied in every RV. If the seal is broken or the kit is not returned the kit becomes the property of the guest and \$50 fee is charged.
Extended Roadside Assistance	\$4 per day capped at 25 days	This includes opening RV on lock out, lost key replacement up to \$120, emergency towing up to 25km, jump start, flat tyre change using spare located in the RV, fuel delivery up to 20 litres. Non-mechanical issues are not covered and guests may be required to take the RV to a repairer.
Windscreen and Tyre Protection Plus Extended Roadside Assistance (WAP)	\$7 per day capped at 25 days	This includes 1 windscreen, 2 tyres and Extended Roadside Assistance. This value added service is not available for the Apollo Vivid Camper.

Additional packages may be offered on pick-up.

Payment to Confirm Booking and Cancellation Terms

Excluding Hot Deal Specials and Prepay Option

Payment to Confirm Booking

Apollo requires a deposit of \$250 (plus 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 Fees

- 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.

Hot Deal Specials

Payment to Confirm Booking

Apollo requires full payment at time of booking.

Cancellation Fees

- If cancelled - 100% of Total Rental (minimum \$250)
- 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.

Group Bookings (any rental that consists of 4 or more vehicles travelling together)

Payment to Confirm Booking

20% deposit payable at time of confirming each vehicle

91 or more days prior to pick-up 20% combined deposit per rental (minimum of \$250 per rental) paid up front at the time of booking. Balance due 90 days prior to pick-up.

90 or less days prior to pick-up 100% combined payment per rental at time of booking.

Cancellation Fees

- If cancelled 91+ days prior to pick-up – 20% of the combined rental (minimum of \$250 per vehicle if 20% is less than \$250).
- If cancelled 90 days or less prior to pick-up – 100% of combined rental (minimum of \$250 per vehicle if 100% is less than \$250).
- There is no refund for late pick up or early return of RV.

Original pick-up date or the earliest confirmed pick-up date is used to calculate the cancellation fee. Refunds by credit card can take up to 14 working days depending on the guest's financial institution.

Privacy Notice

Apollo values Your privacy of personal information. When Apollo collects, uses, discloses or handles personal information, it is managed within the bounds by the Office of the Australian Information Commissioners (OAIC) and Australian Privacy Principles (APPs.) For a full copy of Apollos Privacy Policy, please download a copy at www.apollocamper.com.au. Your information will not be released to anyone other than to which Apollo has already identified unless directed by law.

Other Things You Need to Know

Apollo reserves the right to refuse any rental at our discretion.

While on the road trip you are responsible for:

- Damage caused where the terms of Rental Contract have not been met of the guest (other than when a third party damage admits fault and provides full contact and licence details).
- Damage caused by negligence and/or wilful conduct
- Damage caused to the RV in any way by part or total water submersion or salt water. It's true, our vehicles can't swim.
- Damage caused to tyres and windscreen except where 'Value Pack' or 'WAP' has been purchased and applies.
- Damage caused to the RV when using the RV in contravention of any legislation or regulation controlling vehicular traffic.
- Damage caused due to a single vehicle roll over.
- Damage or loss caused to any personal belongings.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage caused due to the incorrect use of snow chains.
- Damage to the awning of the RV.
- Damage to the underbody or overhead of the RV except where the 'Value Pack' or 'Star Pack' has been purchased and applies.

Rates/Terms/Conditions are subject to change without notice.

Enjoy the adventure, wherever it takes you.