

**Summary of Rental Conditions**

This document contains brief summary of our rental conditions. The full details of our rental contract do apply. Rates are quoted in US dollars.

**Rates Include:**

- Vehicle Consultation
- 24-hour roadside assistance
- Extra Driver/Renter Fees
- Standard Liability of US\$1,500
- Public Liability Insurance

**Long Term Discounts**

21-41 nights - 5% off above rates

42 or more nights – 10% off above rates

- This discount applies to the Value Pack
- Multiple rentals are eligible for the long-term discount
- There are no further long-term discounts available on Flex Rates

**Early Bird Discounts**

- Reservations made on or before 15 December 2017 - 5% off flex rate.

Early payment is not required in order to apply the early bird discount. Early bird discounts can be combined with the long-term discounts. The Early Bird discount applies to the Value Pack.

**Value Pack**

Add US\$105 per night.

- The minimum amount payable per rental segment for the Value Pack is US\$1,050 – i.e. 10 nights' rental.
- The maximum amount payable per rental segment for the Value Pack is US\$4,200 – i.e. 40 nights' rental.

The Value Pack includes: Collision Damage Waiver (zero responsibility), Unlimited Miles, Administration Fees/Taxes on items included in the Value Pack, Personal Kits, Bond Admin Fee, Vehicle Preparation Fee, Initial set of Toilet Chemicals, Camp Chairs and Table, and Child Restraints (on request).

**Booking Amendments**

If you wish to make any changes to your booking the booking will be calculated by using either the original flex rate or the flex rate that is valid at the time of the booking change, depending on whichever rate is higher. There are no exceptions to this rule. The following situations are classified as booking alterations:

- Change of date for vehicle pick-up or drop-off
- Change of location (depot) for vehicle pick-up or drop-off
- Change of vehicle category
- Name change

If an amendment is made to the rental dates within 14 nights of collection, no refund will be made if the length of hire is shortened (the rental will be charged at the number of nights originally booked) or if a lesser vehicle is selected. There is no refund for late pick up or early return of vehicles. A relocation fee may apply if the collection or return location is amended within 14 nights of vehicle pick up or if notification occurs during the hire.

**Booking Amendment Fee**

The first change only is at no charge. The first change may involve several aspects of the reservation. The second and subsequent changes are at \$50 USD per aspect, per change

**Rental Extension**

If the guest wishes to extend the rental whilst on hire, they must first obtain authorisation from Apollo Reservations who will advise of the additional costs.

Rental extension is subject to fleet availability. The extra cost (Gross Rate) of an extended rental must be paid by credit card over the telephone or at an Apollo Branch immediately on confirmation of the rental extension.

If the guest decides to extend their rental duration (changing the drop-off date) by 2 nights, the same flex rate is used that applied on the day when you made your original booking. If the guest extends by 3 nights or more, the booking change rule applies as outlined above. Failure to obtain authorisation will result in the guest being charged

double the nightly gross rental rate.

### **Other Apollo Rates**

Flex Rates are completely separate to any other rate or special you may have. Flex Rates do not replace these other rates or specials; rather Flex Rates offer you another choice. Flex Rates only apply to new bookings. Apollo will not accept cancellations of any other rate scheme that are then re-booked using Flex Rates or vice versa. Flex Rates cannot be combined with any other rate scheme.

### **Group Bookings Policy**

All booking requests of 4 or more vehicles for the same travel period is considered a group booking and must be approved by our Reservations team. Please email your request to [info@apollocamper.com](mailto:info@apollocamper.com). Group bookings are subject to different rates, payment terms and cancellation policy. Even if the vehicles are booked on different dates but travelling together Cheapa Campa reserves the right to apply group booking conditions afterwards. Group Conditions are subject to change without notice.

### **Rental Charges**

Rental Charges are calculated on a 'per night' basis.

### **Branch Hours**

Apollo branches are open Monday to Friday from 9am to 4.30pm, and Saturday from 8am to 1pm excluding 15 June 2018 to 15 September 2018. From 15 June 2018 to 15 September 2018 branch hours are Monday to Saturday from 9am to 4.30pm. Denver and Seattle are closed from the 01 December 2018 to 28 February 2019. Branches will be closed Sundays and the following public holidays:

Memorial Day 28 May 2018

Thanksgiving Day 22 November 2018

Independence Day 04 July 2018

Christmas Day 25 December 2018

Labor Day 03 September 2018

New Year's Day 01 January 2019

*\*Dates are correct at time of release. Dates are subject to change.*

**Vehicle Collection and Return**

Excluding **15 June 2018 to 15 September 2018**

Pick-up time is between:

- 12.00noon and 4.00pm Monday to Friday
- 11.00am and 1.00pm Saturday

Drop off Time is between:

- 9.00am and 11.00am Monday to Friday
- 8.00am to 10.00am Saturday

**15 June 2018 to 15 September 2018**

Pick-up time is between:

- 12.00noon and 4.00pm Monday to Saturday

Drop off Time is between:

- 9.00am and 11.00am Monday to Saturday

Additional fees apply outside these hours.

**Vehicle Condition**

Vehicles must be returned with the interior cleaned and holding tanks emptied. The vehicles exterior does not require cleaning unless it is difficult to ascertain the condition of the vehicle on return. Fees will apply if the vehicle is not returned in the required condition.

**Mileage (Included in the Value Pack)**

500-mile packages are available at a cost of US\$188. Mileage packages must be prepaid before departure. There is no refund for any unused miles. Excess miles are charged at US\$0.45 per mile.

**Transfers**

Vehicles must be collected and returned to our branches (no airport returns).

Transfers to and from the Apollo depot are not included in the rental price. It is the guest's responsibility to get to and from the branch.

**Payment at Branches**

For security reasons, Apollo will only accept credit card or debit card for rental charges paid on vehicle pick up or drop off. Cash payments will not be accepted at rental

branches. The Bond on the vehicle is only payable at pick-up by credit card.

#### **Administration Fees / Taxes (Included in the Value Pack)**

A charge of 10.5% of the total cost will be levied to cover administration fees, government taxes, duties and other associated costs. Administration fees can be either prepaid or paid at the rental counter on collection of the vehicle. This fee will always apply to the vehicle charge.

#### **Calculation on Administration Fees / Taxes when Value Pack has been selected:**

Value Pack includes Administration Fees / Taxes on items included in the Value Pack. This does not include the daily rental charge of the vehicle.

For example: Vehicle = \$1092, Value Pack = \$1092, TravelTab Navigator+ = \$169.90 therefore the 10.5% Administration Fees / Taxes will be \$132.50 (10.5% of vehicle and TravelTab Navigator+).

#### **Credit Cards**

We only accept Visa, MasterCard, American Express and Diners Club.

#### **Exchange Rate / Currency Variations**

All credit card transactions are conducted in US Dollars. Due to exchange rate fluctuations, there could be some variance in the amount refunded compared to the amount initially charged. We do not accept any liability for variances up or down. Refunds by credit card can take up to 15 working days depending on the guest's Financial Institution.

#### **Rental Duration**

- Minimum rental is three nights for rentals commencing during the periods 1 April 2018 to 15 July 2018 and 1 October 2018 to 31 March 2019.
- Minimum rental is seven nights for rentals commencing during the period 16 July 2018 to 2 September 2018.
- The minimum rental is ten nights for rentals that commence from San Francisco from 15 August 2018 to 02 September 2018.
- Minimum rental period is seven nights for rentals commencing during 3 September 2018 to 30 September 2018.

Minimum rental periods are subject to change during other peak periods.

### One-Way Rentals

One-way rentals are available between all Apollo branches subject to a 7-night

		FROM						
		LAX	SFO	LAS	DEN	SEA	NYC	MCO
TO	LAX	0	250	250	500	500	2000	2000
	SFO	250	0	250	500	500	2000	2000
	LAS	250	250	0	500	500	2000	2000
	DEN	500	500	500	0	500	2000	2000
	SEA	250	250	250	500	0	2000	2000
	NYC	2000	2000	2000	2000	2000	0	500
	MCO	2000	2000	2000	2000	2000	500	0

minimum rental period. 5-night minimum rental period applies for rentals that commence from 01 April 2018 to 15 July 2018 and 01 October 2018 to 31 March 2019 when travel is one way between Los Angeles, Las Vegas or San Francisco branches only. One-way rentals are always on request. The following one-way fees will apply:

### Driver's Licence and Minimum Age - Drivers must be 21 years of age or over

A current and full motor vehicle driver's licence is required to be shown by all drivers at time of pick-up. If the driver's licence is not in the English language, then an international driver's licence is recommended. An accredited English translation will be accepted in lieu of an international driving permit. The driver's licence must have been held for at least two years and be valid for the whole length of the rental. The original driver's licence must be shown at time of pick-up when the driver is present.

For a hassle free check out, guests can pre-register all drivers prior to pick-up via the following link:

<https://bookings.apollorv.com/PreReg/WWAPRVCO>

### Vehicle Preparation Fee (Included in the Value Pack)

A fee of US\$185 applies on collection of the vehicle to cover the vehicle preparation and equipment. This includes all pre-cleaning and mechanical servicing, 1st tank of propane gas, and vehicle kit.

### Campground Guides

Each vehicle is supplied with complimentary campground guides.

### Vehicle Consultation

On pick-up of the vehicle our staff will provide a complimentary vehicle consultation.

This includes an explanation of all the interior and exterior features of the vehicle as well as driving tips.

**Additional Products** - Additional products may be offered on pick-up

- Personal Kits (Included in the Value Pack) - US\$60 per person, per rental (including sheets, blanket, pillow, bath towel and tea towel)
- Camp Chairs (Included in the Value Pack) - US\$10 each per rental
- Camp Table (Included in the Value Pack) - US\$20 per rental
- Generator Use - US\$3 per hour as determined by an installed running time meter
- Generator Package - US\$5 per night for unlimited use
- Baby Seats (Included in the Value Pack) - US\$40 each per rental. Please refer to the Apollo child restraints policy for full details.
- Booster Seats (Included in the Value Pack) - US\$40 each per rental. Please refer to the Apollo child restraints policy for full details.
- First Aid Kits - A First Aid kit is supplied in every vehicle. If the seal is broken or the kit is not returned the kit becomes the property of the guest and a US\$50 fee is charged when the vehicle is returned.
- Toilet Chemicals - US\$2.50 each
- Extended Roadside Assistance - \$4 per day capped at 25 days. This includes opening vehicle on lock out, lost key replacement up to \$120, emergency towing up to 15 miles, jump start, flat tyre change using spare located in the vehicle, fuel delivery up to 5 gallons.
- Windscreen and Tyre Protection Plus Extended Roadside Assistance - \$7 per day capped at 25 days. This includes 1 windscreen, 2 tyres, opening vehicle on lock out, lost key replacement up to \$120, emergency towing up to 15 miles, jump start, flat tyre change using spare located in the vehicle, fuel delivery up to 5 gallons.

**TravelTab Navigator+ - US\$16.99 per night**

The Navigator+ includes:

- Navigation
- Apps (built in games, news, social media, language translation, currency conversion and other convenient travel tools)

- MyTravelTab Store (exclusive deals on local attractions, events, dining, and shopping)

The Navigator+ customizable features\*:

- Wifi Hotspot
- TravelTab Phone (call and text)

*\*Guest can unlock these features while on hire for an additional cost.*

### **Multiple Rentals**

Consecutive Motorhome/Campervan rentals can be combined to qualify for a long-term discount rate. Rentals in the United States of America, Australia and New Zealand on StarRV, Apollo, Cheapa Campa and Hippie Camper can be combined to obtain a long-term discount rate, providing travel is within a 3-month period. If drop off of a vehicle and pick up of a new vehicle occurs on the same day, then a night each will be charged per respective vehicle. Multiple rentals are treated as separate rentals under the one-way fee and minimum rental period conditions. This discount does not apply to completed bookings.

### **Travel Restrictions**

Apollo reserves the right at its sole discretion to restrict vehicle movements 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.

The US Tourer and Elite Traveller are not available in Denver, Seattle, New York and Orlando.

### **Death Valley**

Vehicles are not allowed to operate in Death Valley during 15 May to 15 September due to extremely high temperatures which can cause system failures. At other times guests visit these areas at their own risk and are thus responsible for all recovery and other charges. During certain periods, these areas are not habitable and could pose a danger to the driver and passengers.

### **Mexico, Alaska, Yukon and Northwest Territories & Newfoundland**

Travel to Mexico, Alaska, Yukon and Northwest Territories & Newfoundland is strictly prohibited.



**Manhattan**

Due to restrictions on vehicle heights, propane gas and parking, vehicles with propane are not permitted in Manhattan and are not permitted to travel through any underground or underwater tunnels.

**Burning Man Festival (27th August 2018 to 3rd September 2018)**

An additional surcharge of US\$1000 will apply for any pick-ups from San Francisco and US\$700 will apply for any pick-ups from any other location for travel to the Burning Man Festival. Intention to travel to Burning Man must be advised at the time of booking.

*\* Dates are correct at the time of release. Dates are subject to change.*

**Colorado Road Safety Fee**

A surcharge of US\$2 per night (maximum US\$90 per booking) applies to all rentals picking up from the Denver branch.

**New Jersey State Rental Security Fee**

A surcharge of US\$5 per night (maximum US\$140 per booking) applies to all rentals picking up from the New York branch.

**Change of Drop Off Destination**

If the guest wishes to change the drop off destination after the rental has commenced, they first must obtain authorisation from the Apollo Head Office. Subject to the change being approved, a minimum additional charge of US\$700 will apply.

**Winterization**

All motorhomes must be winterized when travelling in freezing conditions. This includes the water pipes, toilet, fresh water tanks, sinks, shower, water filter, water heater and all holding tanks. Winterization requires that the water be drained from the fresh water tank, water pipes, water filter, water heater and all waste tanks.

Once the vehicle is winterized, no water can be put into the fresh water tank and it cannot be hooked up to the city water supply. Therefore, no water is available in the motorhome. The toilet can be used only if non-toxic RV antifreeze is used to manually rinse and flush. Vehicles picking up from a branch where the temperature is 35 degrees Fahrenheit or below will be winterized.

It is the renters' responsibility to have the vehicle winterized while on a trip at his/her own expense should the weather conditions require. The renter is also financially responsible for having the vehicle re-winterized on the return trip if the vehicle was winterized at the time of pick-up. A US\$150 re-winterization fee will be charged by Apollo Motorhome Holidays if the vehicle is returned non-winterized when the temperature is 35 degrees Fahrenheit or below.

The renter will be fully responsible for any damages to the plumbing and water systems caused by freezing during their trips.

### **Repairs**

Although Apollo vehicles are late model vehicles, small repairs may be required. Repairs up to US\$100 may be affected without authorisation and will be reimbursed unless the damage is caused by the guest. For amounts over US\$100, Apollo will need to be informed in advance. All vehicles are covered for 24hr emergency roadside assistance.

### **Holiday Disruption Coverage**

Should the hirer's motorhome holiday be disrupted by a mechanical breakdown as defined below (which does not extend to accident or damages caused by the renter), for more than 12 working hours after reporting to Apollo, the renter will be reimbursed up to a maximum of the gross nightly rental rate for each night affected until the problem is rectified. Failure of mechanical and accessories which includes living cabin air conditioner, water pump, shower/toilet, refrigerator, stove/grill must be assessed by a branch or authorised repairer. Reimbursement is only possible when Apollo has been contacted to rectify the problem and the hirer cooperates to do so. Failure to notify Apollo acknowledges that the issues is of such a minor nature that the hirer makes no claim for loss of time in respect of their rental. Defects and repairs of Wi-Fi, travel devices, radio, TV, CD or DVD player, awning, cruise control, etc. are not considered mechanical breakdowns and are excluded from Holiday Disruption Coverage.

The following conditions results in the compromised performance of accessories and as such Apollo will not be held liable for financial compensation:

- Air conditioners in temperatures over 36 degrees Celsius
- Electric and Propox Gas heaters in temperatures under 4 degrees Celsius
- Freezing of water pumps in temperatures below 2 degrees Celsius

### **Infringements and Administration Fees**

Apollo reserves the right to charge the guest for any speeding, toll way or parking fines incurred by the guest whilst on hire. In addition to these costs, Apollo reserves the right to charge for associated administration costs for processing the fines (irrespective of excess). An administration fee of US\$75 per fine will be applicable.

**PlatePass – US\$5.99 per night (max. 10 nights) plus toll costs**

Apollo has partnered with PlatePass to provide electronic tolling for our guests. Save the hassle of stopping for tolls or figuring out how to pay for tollways that have converted to All Electronic Tolling that are covered by PlatePass. Simply add the PlatePass option for \$5.99 per day (max 10 nights) plus toll costs to avoid the hassle.

**Change of Vehicle**

Should the vehicle booked be unavailable through unforeseen circumstances, Apollo reserves the right to substitute an alternative vehicle without prior notification and at no extra cost. This shall not constitute a breach of contract and does not entitle the guest to a refund.

**Vehicle Category**

Vehicles cannot be requested by make or model, only by vehicle category.

**Powered Site Bookings**

Powered sites can be difficult to manage during high season. We recommend guests make a reservation for at least a 31ft vehicle, irrespective as to the size of the motorhome reserved, to avoid problems due to possible upgrades.

**Voluntary Downgrade**

Should the guest decide to take a lesser vehicle than they will not be entitled to any refund.

**Limit of Liability**

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

**Important**

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

**Animals**

Service dogs are permitted to travel in our vehicles with prior permission from Apollo.

No other animals are permitted in our vehicles.

**Smoking**

Smoking is not allowed in our vehicles.

**Payment to Confirm Booking and Cancellation Fees****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.

**Cancellation Fees**

- If cancelled 60+ nights prior to pick up and 7 nights or more after the booking date - US\$100 cancellation fee. If cancelled 59 to 30 nights prior to pick up - 20% of Rental plus one-way fees (minimum US\$250).
- If cancelled 29 to 15 nights prior to pick up - 50% of Rental plus one-way fees (minimum US\$250).
- If cancelled 14 nights or less prior to pick up or no show - 100% of Rental plus applicable one-way fees and Burning Man Surcharge.

Original pick-up date is used to calculate the cancellation fee.

**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.

**Group Bookings (any rental that consists of 4 or more vehicles travelling together)****Payment to Confirm Booking**

- 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).

**Travel Insurance**

Apollo strongly recommend that guests ensure they take out the highest level of Travel Insurance.

**PROTECTION PACKAGE****Public Liability Insurance:**

Public Liability Insurance is included in the nightly rental rate. Apollo is insured for damages to third parties and/or their property. The public liability insurance that covers the registered drivers is only up to the statutory limit as stipulated by law of the State you are in at the time. This insurance amount is normally very low.

**Supplemental Liability Insurance (SLI)**

Optional SLI provides the guests with an increased limit of liability protection for 3rd party damage claims up to US\$1 million. Pricing available at pick-up.

**Property Damage**

The guest is responsible up to the amount of US\$1,500 for the cost of damage to the rented Vehicle. The guest is also responsible for the cost of demurrage for the period the Vehicle is unavailable due to repairs. The Liability is applicable regardless of who is at fault and must be paid at the time the accident is reported to Apollo, not at the completion of the rental period. In addition to the Liability an administration fee of US\$75 will be charged per claim.

**Standard Liability**

Apollo's rental charge includes a Standard Liability of US\$1,500.

A Bond of US\$1,500 will be collected at the time of entering into the Rental Contract.

The US\$1,500 will be debited to the credit card account immediately. An administration fee of US\$30 applies.

**Collision Damage Waiver (CDW) - (Included in the Value Pack)**

A US\$0 (zero) responsibility applies. This option can be purchased by paying to Apollo US\$15 per night.

- The maximum amount payable for this option per rental is US\$600 (40 nights rental).
- The minimum amount payable for this option per rental will be based on the minimum rental period applicable for the particular rental (e.g. 7 nights for rentals during the high season).

CDW protects against:

- Accidental damages
- Windscreen (1 windscreen covered per rental) excludes Elite Traveller
- Protection against theft and graffiti
- Protection against uninsured motorists
- Tire damage (2 tires covered per rental)

A Bond of US\$500 will be collected at the time of entering into the Rental Contract. This Bond is payable to Apollo by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) for US\$500.

**Bond**

For security purposes, only a credit card can be used to provide a Bond. The credit card holder must be present and able to sign for the Bond upon vehicle collection. The credit card holder is jointly and severally liable for any damage to the rental vehicle.

The Bond is fully refundable when the vehicle is returned to the correct location on time, is full of fuel and all other terms of the Rental Contract have been complied with. If there is damage to the vehicle on its return, the Bond will be used to cover the cost of such damage up to the amount of the relevant Liability. However, if the terms of the Rental Contract are breached and the Bond is insufficient to cover the damage, extra costs will be charged.

Bond rollovers are permitted for Apollo multi hires only within the same country when the bond is banked.

**Full Responsibility**

At all times the guest is responsible for:

- Damage caused where the terms of Rental Contract have been breached.
- Damage caused by negligence.
- Damage caused to the Vehicle in any way by part or total water submersion or salt water.
- Damage caused due to a single vehicle roll over.
- Damage caused to the Vehicle by the guest's willful conduct.
- Damage caused to the Vehicle when using the Vehicle in contravention of any legislation or regulation controlling vehicular traffic.
- Damage caused to tires and windscreen where CDW isn't purchased (excludes Elite Traveller).
- Damage or loss caused to any personal belongings.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage to the awning, slide out, overhead or underbody of the Vehicle.
- Damage caused to the plumbing and water systems of the vehicle caused by freezing.
- Damages caused by neglecting proper operating procedures, e.g. incorrect fuel type and quality, ignoring oil or coolant levels, air pressure, etc.
- Damages caused by freezing / overheating e.g. unit not winterized, or overheating of vehicle or systems.

**Rates/Terms/Conditions**

Are subject to change without notice.