



# New Zealand

## Rate Release

Travel from 01 April 2021 - 31 March 2022

Booking Validity from 17 January 2021

Rate Release Version 1 - 17 December 2020



## Welcome to Apollo RV Holidays

Sharing our passion for adventure is a way of life at Apollo. We have been helping our guests enjoy unforgettable road travel experiences since 1985.

Apollo is part of the Apollo Tourism & Leisure Ltd (ATL) family which includes RV brands **StarRV**, **Apollo**, **Cheapa Campa** and **Hippie**, and **Apollo Car Rental**.

ATL is a global leader in the vehicle leisure industry with leisure fleet, retail and manufacturing operations. Simply put - we know RVs inside and out. They are a chance to choose your own journey, travel at your own pace, experience the great open road and make adventure yours!

Apollo has a vast range of RVs available including 2WD campervans and family friendly motorhomes ready to take guests on their New Zealand adventure. We also have Apollo Cars available in Australia, New Zealand and the USA. No matter what the road trip we've got the RV to suit!

Apollo's exceptional team and quality RVs have helped thousands of guests experience the freedom of a road trip holiday in Australia, New Zealand, Canada, USA, Europe, the United Kingdom and Ireland.

### Why Choose Apollo?

Our service and love for road trip holidays is what sets us apart. We are committed to our guests and partners through ongoing support and services such as:

- ✓ Dedicated B2B portal for partners to manage bookings, make amendments and run reporting
- ✓ Dedicated Account Management for partners
- ✓ Competitive rates and the ability to create special offers to support marketing campaigns
- ✓ Sale and marketing representation in Australia, New Zealand the UK and Central Europe
- ✓ 4WD Adventure Camper available for use at trade and consumer events in the UK and Central Europe
- ✓ Vehicle use offered in Australia and New Zealand for partner training/consumer/trade events
- ✓ We have a large range of self-contained RVs
- ✓ We offer a safe, fun and affordable way to holiday
- ✓ Free access for guests to Apollo Connect, offering discounts on attractions and activities, and bookable campgrounds
- ✓ Apollo Assist team- offering on road support during guest's adventures
- ✓ Covid safe practices- including social distancing in branch, additional cleaning procedures and limited contact pick up/return



StarRV

StarRV is the perfect choice if you want to travel in style! Booking a road trip with StarRV means you receive one of the newest RV's, all of the Apollo inclusions, and other extras including linen exchange service. StarRVs are guaranteed automatic.



Apollo

Our flagship brand Apollo has our largest range of RVs - campervans, motorhomes and 4WD's available across our 10 Australia and 2 New Zealand locations. Whether you're an avid adventurer looking to explore in a 4WD, or a family wanting to stay and play at your favourite holiday park there is an Apollo to suit your needs.



Cheapa Campa

Cheapa Campa offers campervan, motorhome and 4WD holidays for budget conscious families and holiday makers - it's the same holiday just a little Cheapa! Cheapa offers lower liability reduction and bond options.



Hippie Camper

Hippie Camper offers affordable campervans for the young and young at heart. Hippie is popular for those who love the vibe of #vanlife. You only need to be 18 years old to drive a Hippie, and Hippies also offer lower liability reduction and bond options.

Thank you for choosing Apollo RV Holidays for your guests' next holiday. We look forward to getting them on the road for an amazing adventure and providing them with a fun, safe and exciting holiday experience they will treasure.

The following information is what you need to know when planning for the year ahead.

**Valid 1 April 2021 – 31 March 2022**

- For available products and vehicle specifications please visit our website at [www.apollocamper.co.nz](http://www.apollocamper.co.nz)
- We use a Flex System and all Flex Rates reflect the 'Partner Price'.
- 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.
- Flex Rates reset after 7 days. **Please refer to the separate Flex Grid Doc if applicable to you.**
- Not all rates and terms apply to group bookings. Group bookings consist of 4 or more RVs travelling together and should be directed to [partners@apollocamper.com](mailto:partners@apollocamper.com)
- For ease at pick-up please specify the correct number of guests (and ages of children if applicable) and include correct guest contact details and name on all bookings.
- Payment is due 30 days prior to travel.

**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 all drivers need to be present. 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. **We do not accept Digital Driver licences.**

**Note: UK driver licences that have had approved extensions by the UK DVLA (Driver and Vehicle Licencing Agency) can still travel for up to 11 months past the licence expiry. This extension only applies to full GB driving licence holders. It does not apply to provisional driving licence entitlement.**

StarRV, Apollo and Cheapa Campa drivers must be over the age of 21, have held a licence for at least two years and the licence must be valid for the entire booking duration.

Hippie drivers must be 18 years of age or over with a full driver licence or hold a New Zealand Green P licence or equivalent.

It is important to select the correct country in which the driver licence was issued to ensure correct rates are calculated.

**Rate Inclusions**

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

Star RV	Apollo	Cheapa Campa	Hippie
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	Personal Kit
Extra Driver/Renter	Extra Driver/Renter		
Drop and Go			
Linen Exchange Service			
Valet Service			
Gas Bottle Exchange Service			

- Kitchen Kit: plates, bowls, knives, forks, spoons, bottle opener, can opener, mixing bowls, colander, saucepans, frying pans, and 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 and brush.
- Personal Kit: complimentary bedding (including sheets, blankets, pillows, pillowcases 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 tank).
- Linen Exchange Service: you may exchange your personal kits during your holiday at any StarRV Branch with 48 hours prior notice.
- Valet Service: you may visit any StarRV branch whilst on holiday to have your RV cleaned, and oil and water checked with 48 hours prior notice.

- Gas Bottle Exchange Service: every 14 days of hire, you may visit a StarRV branch to exchange your used gas bottle for a full gas bottle.

### Multiple Rentals

We love to reward our long-term road trippers so consecutive rentals, within a 3-month period, in United States of America, Canada, Australia, New Zealand, Germany, France, the United Kingdom and Ireland on **StarRV**, **Apollo**, **Cheapa Campa**, **Hippie**, **Canadream** and **Bunk Campers** can be combined to obtain a long-term discount. If drop-off of one 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.

### Discounts

Guests who love road trips as much as we do and travel for more than 21 days receive 8% off daily rates. This is also available to guests with multiple bookings that total 21+ days.

Planning early pays off! When booking 180+ days in advance guests receive a 5% Early Bird discount on all brands.

The Early Bird Discount and Long-Term Discount can be combined to get an even better road trip deal.

### 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:

- 2 Berth S/T: \$7.60
- 4 Berth and 6 Berth: \$8.02

RUC will not apply to any Hippie rentals. We reserve the right to amend the Road User Charge Recovery Fee upon Government intervention without notice.

### Booking Alterations

We understand that sometimes plans 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 depending on availability. 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 change of location fee may also apply.

### Change to the Drop-Off Location after Pick-Up

If your guest changes their drop-off destination after pick-up, they should get in touch with our friendly Reservations team who will be happy to help. Our team will advise guests if the change is possible and the applicable fee.

### Extending a Road Trip

If your guest is having so much fun that they want to extend their booking whilst on the road, they should first contact our friendly Reservations team who will be happy to advise if the extension is possible, and the 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, dependent on vehicle availability.

### Change of RV

Our RVs can be requested by category, however 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 the guest do not entitle the guest to a refund.

In the event of an alternative RV being unavailable, 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.

### Online Check-In

It is mandatory for guests to complete Apollo's online check-in prior to pick up at: <https://preregistration.apollocamper.com/>

By completing the required pick-up information ahead of the pick-up date, guests will experience a smoother and quicker RV collection process. Guests will also be required to watch our Apollo safe driving video prior to pick up, and can access our 'How To Videos' through the Apollo Connect App prior to pick up to learn how to use their RV.

### ApolloConnect

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

The App is designed to:

- Enhance guests holiday experience by providing 'how-to videos' prior to pick up, so that they become familiar with their vehicle before arriving at the branch, and prepare any questions they may have.
- Educate our guests on how to use the vehicle and safe driving practices.
- Provide Apollo contact details to extend their holiday, contact roadside assistance, email any other enquiries and find answers to FAQ's.
- Provide information on campgrounds while on the road and allow for campgrounds to be booked.
- Search and book great deals on attractions and activities.
- Find helpful information on branch locations, nearby petrol stations, dumping stations, supermarkets, ATMs etc.

Guests can download the app on **Google Play** or the **App Store**. We request you provide a link to our online check in and ask guests to download the ApolloConnect App on your confirmation documentation.

### Getting To and From the Airport

Branches are conveniently located near major airports, making pick-up and drop-off easy for our guests.

Apollo offers transfers free of charge with the Yellow Bus transfer service between Auckland Airport to our Auckland Branch. Guests will need to show their printed confirmation of their reservation to the driver. Bookings are not needed. More information on Auckland transfers can be found on: <https://www.apollocamper.co.nz/locations/campervan-locations/auckland>

Free Christchurch transfers are with our own bus service which guests need to call the branch on arrival to arrange pick up once they have cleared customs. More information on Christchurch transfers can be found on: <https://www.apollocamper.co.nz/locations/campervan-locations/christchurch>

**Note: COVID19 has impacted our transfer options. Please contact Apollo Reservations directly for updated information regarding NZ transfers.**

### Branch Hours and Public Holidays

The below table details the specific hours for pick-up and drop-off:

Location	Dates/Hours for Pick-up and Drop-off
Auckland Christchurch	<b>1 April 2021- 31 March 2022</b> 8am to 4pm 7 days a week

Our staff enjoy a holiday as much as you do and all of our branches are closed on public holidays including Good Friday (**02 April 2021**), Christmas Day (**25 December 2020**) and New Year's Day (**1 January 2021**).

### Ferry Reservations

Ferry travel is required for guests moving between NZ's North and South Islands (and vice versa). Ferry reservations can be difficult to manage during high season. We recommend that a reservation is made for a 7.7m RV on the ferry, irrespective as to the size of the motorhome reserved, to avoid complications due to possible upgrades. Guests can book their Ferry reservation on our link: <https://www.apollocamper.co.nz/travel-info/ferry-booking>

## Booking Duration

An RV holiday allows guests to travel at their own pace. To ensure our guests get the most of their road trip a minimum five-day booking period applies when pick-up and drop-off is from the same branch location. Higher minimum rental days apply for all brands as follows and are subject to change. Updates with minimum rental periods will be advised through Apollo email Announcements.

Peak	Pick-up From:	Pick-up To:	Minimum days:	Locations:
Easter	29 March 2021	3 April 2021	10	All – selected vehicles excluding Hippie
Christmas	18 December 2021	2 January 2022	10	All
Lunar New Year	28 January 2022	10 February 2022	10	All

Additional minimum rental periods for other peak periods may apply and will be communicated through Apollo Announcements.

## One-way Bookings

Road trips don't always finish where they start, and some of the best adventures take you far and wide. We have a minimum 5 days for back to base rentals. If a guest drops off at a different branch location from which they picked up, a minimum booking period of 7 days and a \$150.00 one-way fee 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. 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. If applicable, any further restrictions will be mentioned at pick-up. Guests are encouraged to contact Apollo Assist on 0800 234 567 if they have any concerns regarding road accessibility.

For the safety of guests, the following travel restrictions are in place:

- All RVs can only be driven on sealed/bitumen roads. The only exception to this is the loose road surface on any major ski field access roads or any recognised campground access road less than 10 kilometres in length.
- No RV shall 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 Road beyond exit to Treble Cone, The Forgotten Highway (State Highway 43 from Taumaranui to Stratford), and North of Colville and Waikawau Township (Coromandel Peninsula).

Guests who travel to restricted areas without permission will void all Liability cover in the event of damage or accident, and may be subject to a penalty fee of \$300 charged on each occasion identified.

## Kilometres

For the safety of guests 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. We encourage our guests to take a break from driving at least every 2 hours.

## 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 toilet cassette (where applicable) 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. Drop and Go (included with StarRV) is available to be pre-purchased or added on pick-up to offer quick and easy return.

## Repairs

We understand that while on holiday the RV may require small repairs. To avoid further disruptions to the road trip, if the damage was not caused by the guest, repairs up to \$100 can be completed without authorisation and will be reimbursed upon presentation of receipts. If repairs over \$100 are needed, the Apollo Assist team should be informed prior to any repair being completed. Unauthorised repairs are not permitted.

All RVs are covered by the New Zealand Automobile Association and 24hr mechanical emergency roadside assistance is available if needed please contact Apollo Assist on 0800 234 567.

## Infringements, Tolls and Fines

Apollo will pass on any charges the guest receives for traffic infringements, toll or parking fines during their road trip. For toll way fee received, Apollo reserves the right to charge to the guest's credit or debit card upon receiving the toll way fee, and an administration fee of \$75 to cover associated administrative costs per toll way fee received.

Apollo offers guests the option of purchasing our Toll Package for \$19 which gives guests a \$30 'toll credit'. When travelling through toll ways the credit will be used up to the value of \$30. Once \$30 is exceeded, another toll package will be automatically charged to the guest's credit card. (a \$0.75 registration matching fee applies within the \$30 credit).

**Animals**

We believe fur friends can only make a road trip better. Pet dogs are allowed to travel in **Apollo**, **Cheapa Campa** and **Hippie** vehicles with written permission from Apollo and the time of booking. There is a \$200.00 pet fee (excluding service animals). Our full policy can be viewed on the Apollo website. Pet dogs are not permitted in **StarRV** RVs. Service dogs are permitted in all vehicles.

**Smoking**

Our RVs are a smoke free and drug free zone; hence smoking or drugs are not permitted in any of our RVs.

**Payment at Branches**

For security reasons, we accept credit card and debit card for charges paid on RV pick-up and drop-off. We do not accept cash at our 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	3.1%
Amex/Diners	5.4%
Union Pay	2.8%

*Fees are subject to change*

**Travel Insurance**

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

**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, the guest may be entitled to claim for their 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, the guest is responsible up to the amount of the applicable Liability for damage to third party property, or to the RV. The guest is also responsible for the cost of the daily rate for the period the vehicle is being repaired. There is no refund for any 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 the guest for any RV damage including Third Party property damage not reported but identified on return of the RV.

**Liability Options**

For peace of mind on the road we offer a range of Liability Options for guests. Guests can choose between the following options:

- ‘Low Road’ – our most basic level of liability cover.
- ‘The Middle Road’ – an option to lower the liability/bond amount
- ‘High Road’- our highest cover option.

The amount payable for each Liability Option is based on the number of days of hire for the minimum rental period applicable for each RV or total days of the RV booking. The maximum charge for Liability Options is 50 days per rental segment.

		The Low Road			The Middle Road			The High Road		
		Apollo Price per day	Liability	Bond	Apollo Price per day	Liability	Bond	Apollo Price per day	Liability	Bond
Star RV	All RVs	Included	\$7,500	\$7,500	-	-	-	\$49.00	\$0	\$250
Apollo	Hitop, Endeavour	Included	\$5,000	\$5,000	\$38.00	\$2,500	\$2,500	\$45.00	\$0	\$250
	All other 2WD RVs	Included	\$7,500	\$7,500	\$38.00	\$2,500	\$2,500	\$45.00	\$0	\$250
Cheapa	Hitop, Endeavour	Included	\$3,500	\$3,500	\$22.00	\$1,500	\$1,500	\$29.00	\$0	\$250
	All other 2WD RVs	Included	\$5,000	\$5,000	\$32.00	\$2,500	\$2,500	\$39.00	\$0	\$250
Hippie	All RVs	Included	\$3,000	\$3,000	-	-	-	\$22.00	\$0	\$100

## Bond

The Bond payment will depend on the Liability Option chosen. If the guest chooses to take 'The Low Road' or 'The Middle Road' the total Bond will be debited to the credit or debit card immediately.

If the guest chooses to take 'The High Road' the Bond is payable to Apollo by an open signed credit card imprint with an authorisation for \$100/\$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 is fully refundable provided our rental contract terms are met. The RV simply needs to be returned on time and full of fuel and with the toilet cassette and grey water tank emptied to the Apollo branch location booked. Credit card refunds (including Bond refunds) can take up to **14 business days** depending on the guest's 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 a guest is continuing on with another Apollo RV booking, the Bond can be transferred to the next booking within Australia.

## 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 business days** depending on the guest's financial institution.

## Value Pack

The Value Pack (Star Pack for StarRV), is a bundled extra which provides the highest Liability Option and selected value-added products/services for a great road trip. The minimum amount payable per rental for Value Pack will be based on the minimum rental period applicable for the booking. The maximum amount payable is 50 days per rental segment.

	Partner Price per day	RRP per day	\$ Max per rental	Inclusions
StarRV	\$52.00	\$65.00	\$2,600	'The High Road', Unlimited Windscreen and Tyres, Undercarriage/Overhead damage (covered for accidental damage), Single Vehicle Rollover, Extended Roadside Assistance, Pre-purchased Gas Bottle, 3x Toilet Chemicals, Snow Chains (on request), Camp Chairs and Table and Baby/Booster seats (with prior request).
Apollo 2WD	\$47.00	\$58.75	\$2,350	'The High Road', Unlimited Windscreen and Tyres, Undercarriage/Overhead damage (covered for accidental damage), Single Vehicle Rollover, Pre-purchased Gas Bottle, 3x Toilet Chemicals, Snow Chains (on request), Camp Chairs and Table, and Baby/Booster Seats (with prior request).
Cheapa Campa Hitop, Endeavour	\$30.00	\$37.50	\$1,500	'The High Road', Undercarriage/Overhead damage (covered for accidental damage), Pre-purchased Gas Bottle, Extra Driver/Renter Fees, 3x Toilet Chemicals, Snow Chains (on request), Camp Chairs and Table, and Baby/Booster Seats (with prior request).
Cheapa Campa 2WD	\$40.00	\$50.00	\$2,000	
Hippie	\$24.00	\$30.00	\$1,200	'The High Road', Pre-purchased Gas Bottle, Extra Driver/Renter Fees, Snow Chains (on request), Camp Chairs and Table, and Baby/Booster Seats (with prior request).



## Value-Added Services

To make road trips that little bit easier, Apollo have a range of optional extras available. These items below are to be prepaid. Additional packages may be offered on pick-up.

Item	Partner Price	RRP	Conditions
Drop and Go	\$67.50	\$75.00	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 toilette cassette and the grey water tank).
Extra-Driver/Renter	\$2.70 per person per day	\$3.00 per person per day	Capped at 15 days
Camp Chairs	\$15.30 each per rental	\$17.00 each per rental	-
Camp Table	\$21.60 per rental	\$24.00 per rental	-
Camp Chair & Table Bundle 6 chairs x 1 table 2 chairs x 1 table	\$60.00 \$40.00	\$66.00 \$44.00	
Heater/Fan	\$13.50 per rental	\$15.00 per rental	-
Baby/Booster Seats	\$31.50 each per rental	\$35.00 each per rental	Please refer to the Child Restraints policy on our website for full details: <a href="https://www.apollocamper.co.nz/campervan-hire-conditions.aspx">https://www.apollocamper.co.nz/campervan-hire-conditions.aspx</a> Maximum 2 seats.
Extended Roadside Assistance	\$3.60 per day capped at 25 days	\$4.00 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 and call out costs up to \$220. 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)	\$6.30 per day capped at 25 days	\$7.00 per day capped at 25 days	This includes 1 windscreen, 2 tyres and the Extended Roadside Assistance.
Single Vehicle Rollover	\$5.00 per day	\$5.50 per day	Minimum \$50 per rental; available to be booked when Value Pack is purchased on <b>Cheapa Campa</b> and <b>Hippie</b> .

## Optional Extras

Item	Apollo Price	Conditions
Pre-Purchased Gas Bottle – 2WD Campervans, 2 Berth motorhomes	\$25.00 per rental	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 booking of a multiple rental.
Pre-Purchased Gas Bottle – 2WD 4 Berth and 6 Berth motorhomes	\$35.00 per rental	
Snow Chains	\$50.00 per rental	Must be pre-booked
Extra Driver/Renter	\$3.00 per person per day	Capped at 15 days
Toilet Chemicals	\$2.50 each	-
Toll Package	\$19.00	Credit of \$30 when travelling through toll ways.

## Fees

Item	Apollo Price	Conditions
First Aid Kit	\$50.00	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 fee is charged.
One-Way Fee	\$150.00	Minimum rental periods apply.
Pet Cleaning Fee	\$200.00	Applies on all bookings where a pet dog is travelling in the RV. Not allowed on <b>StarRV</b> .
Change of Drop-off location after Pick up	\$750.00 minimum	Subject to availability
Cleaning Fee	\$200.00	Applies only when the RV is returned without the interior cleaned and without an empty toilette cassette and grey water tank.

## Cancellation Terms

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

- If cancelled 61+ days prior to pick-up – No fee (booking deposit refundable)
- If cancelled 60 to 22 days prior to pick-up - 10% of Total Rental (minimum \$250)
- If cancelled 21 to 7 days prior to pick-up - 20% of Total Rental (minimum \$250)
- If cancelled less than 7 days prior to pick-up - 50% of Total Rental (minimum \$250)
- If cancelled on the day of pick-up or no show - 100% of Total Rental (minimum \$250)
- There is no refund for late pick-up or early return of an RV

The 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 business days depending on the guest's financial institution.

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

### Payment required to Confirm Booking

- 20% deposit payable at time of confirming each vehicle
- 91 days or more 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 days or less prior to pick-up 100% combined payment per rental at time of booking.

### Group 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 an RV.

**The original pick-up date or the earliest confirmed pick-up date is used to calculate the cancellation fee.**

## Other Things You Need to Know

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

While on their road trip guests are responsible for:

- Damage caused where the terms of Rental Contract have not been met by 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 the windscreen except where 'Value Pack' (StarRV and Apollo) 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 rollover except where the 'Value Pack' (StarRV and Apollo), or 'Single Vehicle Rollover' has been purchased and applies.
- Damage and associated costs with recovery of a bogged vehicle.
- Damage or loss caused to any personal belongings.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage to the slide out of the RV.
- Damage to the undercarriage or overhead of the RV except where the 'Value Pack' (StarRV, Apollo and Cheapa Campa) has been purchased and applies.
- ~~Damage to the awning or roof top tent of the RV.~~
- Our RV's are equipped with a tracking device. Apollo reserves the right to send warnings to guests that are driving in contradiction to our terms and conditions, or exceeding speed limits. Guests that continuously ignore the warnings may incur in a penalty fee of \$300 charged on each occasion identified.

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

Enjoy the adventure, wherever it takes you.

**The Apollo Team**