



The newest member of  
the Apollo family.

**Apollo Motorhome  
Holidays Pty Ltd**  
ABN 81 051 584 153

**Head Office**  
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# Star RV

## Motorhome Standard Rates

### NEW ZEALAND

#### Campervans and Motorhomes

#### Seasonal Daily Rates (NZ\$)

#### Valid 1 April 2014 to 31 March 2015

#### Rates Include

- Unlimited Kilometers
- Vehicles less than 12 months
- 15% GST
- Extra Driver Fees
- Easy check out and check in
- Personalised Vehicle Consultation\*
- IPOD Dock
- Valet Service\*
- Linen and bedding including Linen Exchange Service\*
- Kitchen Equipment\*
- Full Water Tank
- Gas Bottle Exchange Service\* for hires of 14 days or more in length
- Transfer on day of pick-up and drop off from the Airport
- Tourism Radio

#### \*Valet Service

Customers on hire may visit any Star RV branch while on hire to have their vehicle cleaned, oil and water checked. Customers must call 48 hours prior to arrange this service.

#### \*Freshly laundered linen bedding

Includes pillow, pillowcase, sheet and towel per person and one doona (duvet) per bed. Star RV guests may also exchange their linen and bedding during their rental at any Star RV Branch. Guests must call 48 hours prior to arrange this service.

#### \*Gas Bottle Exchange Service

Every 14 days of hire clients can visit a Star RV branch to exchange their used gas bottle for a full gas bottle.

#### \*Welcome Pack

Each vehicle is supplied with a complimentary Star RV Pack for the first night that includes some essential condiments.

#### \*General Equipment

Each vehicle is supplied with complimentary general equipment (such as pegs and clothes line, dustpan/brush, fire extinguisher, bucket/hose and broom.

#### \*Kitchen and Personal Kits

Each vehicle is supplied with complimentary living equipment (such as bedding, cooking equipment, eating utensils, bath and tea towels.)

#### \*Campground Guides

Each vehicle is supplied with complimentary campground guides.

#### \*Personalized 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

#### Early Bird Discount

An Early Bird discount of 5% off the daily rental rate will apply to rentals that commence 120 days after the date of booking. This discount does not apply to the Star Pack component. The Early Bird discount can be combined with long term discounts.

#### Rental Extension

If the customer wishes to extend the rental whilst on hire, they must first obtain authorisation from Star RV Reservations who will advise of the additional costs. Rental extension is subject to fleet



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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.

Failure to obtain authorisation will result in the renter being charged double the daily gross rental rate.

### **Rental Charges**

Rental days are charged per calendar day. The day of pick-up is calculated as the first day of rental and the day of return is calculated as the last day of rental. Vehicles must be returned with branch hours.

### **Branch Locations**

Star RV has motorhome branches in Auckland and Christchurch.

### **Branch Hours**

Branches are open seven days a week, 8am to 4:30pm. Branches will be closed Christmas Day, New Years Day and Good Friday.

### **Public Holiday Surcharge**

A NZ\$50 surcharge will apply to all rentals picking up and/or dropping off on National public Holidays:

- Day after New Year's Day (2nd January)
- Waitangi Day (6th February)
- Easter Monday (21st April)
- ANZAC Day (25th April)
- Queen's Birthday (2nd June)
- Labour Day (27th October)
- Boxing Day (26th December)

### **Transfer**

Vehicles must be collected and returned to our branches (not airports). A transfer to the Star RV branch from the Airport and vice versa is provided free of charge.

### **Kilometres**

Rates include unlimited kilometres.

### **Payment at Branches**

For security reasons, Star RV 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 or Debit Credit Card. The Bond cannot be paid with a pre-paid Credit Card.

### **Taxes**

Our rates include GST of 15%.

### **Road User Charge Recovery Fee (Included in the Star Pack)**

The Road User Charge Recovery Fee will be calculated and collected on return of the vehicle based on the kilometres travelled during the hire.

The fee per 100km is as follows:

Aquila RV:	NZ\$5.50
Phoenix RV:	NZ\$5.70
Hercules RV:	NZ\$5.90

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



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### Credit Cards

We only accept Visa, MasterCard, American Express and Diners Club. Visa and MasterCard will incur an additional 2% surcharge on any transaction. American Express and Diners Club will incur an additional 4.5% surcharge on any transaction.

### Exchange Rate / Currency Variations

All credit card 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. 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 renter's Financial Institution.

### Rental Duration

The minimum rental period for all vehicles is seven days.  
Between 15 December 2014 and 10 January 2015, a minimum rental period of 14 days applies.  
Minimum rental periods are subject to change during peak periods.

### One Way Rentals (*Included in the Star Pack*)

A one way rental fee of \$250 is charged for rentals between the North and South Islands and vice versa, where pick up is between 1 October 2014 and 31 March 2015.

### Driver's Licence and Minimum Age

A current and full motor vehicle driver's licence is required. If the driver's licence is not in the English language then an international driver's licence is also required. 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.

Drivers must be 21 years of age or over.

### Pre-purchased Gas Bottle (*Included in the Star Pack*)

The gas bottle(s) is supplied full. A service fee is payable on pick up of the vehicle:  
\$25 – Aquila RV  
\$35 – Phoenix RV, Hercules RV

The gas bottle can be returned empty to Star RV at the completion of the rental. The fee applies for each part of a multiple rental.

### Additional Products

- **Camp Chairs** (*Included in the Star Pack*) - \$17 each per rental
- **Camp Table** (*Included in the Star Pack*) - \$24 per rental
- **GPS** (*Included in the Star Pack*) - \$10 per day up to a maximum of \$100 per hire
- **Snow Chains** (*Included in the Star Pack*) - \$50 per rental (must be pre-booked)
- **Heater/Fan** (*Included in the Star Pack*) - \$15 per rental
- **Toilet Chemicals** - \$2.50 each
- **Baby Seats** (*Included in the Star Pack*) - Baby seats (must be pre-booked) suitable for children 6 months to 3 years of age can be fitted to the Motorhome Range. Cost is \$30 per rental. Baby seats can only be fitted in selected models. Baby Seats are always on request. Children under 6 months of age cannot be accommodated in any of the Motorhomes.
- **Booster Seats** (*Included in the Star Pack*) - A booster seat (must be pre-booked) suitable for a child between 3 and 8 years of age can be supplied for the Motorhome Range. Booster seats can only be fitted in selected models. Booster Seats are always on request.
- **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 renter and a \$50 fee is charged when the vehicle is returned.

Additional packages may be offered on pick up.



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### **Multiple Rentals**

Consecutive Star RV Motorhome/Campervan rentals on standard rates can be combined to qualify for a long-term discount rate. Rentals in the United States of America, Australia and New Zealand on Star RV, 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 day each will be charged per respective vehicle. Multiple rentals are treated as separate rentals under the one way fee and minimum rental period conditions.

### **Ferry Reservations**

Ferry reservations can be difficult to manage during high season. We recommend that a reservation is made for a 7.7m vehicle on the ferry, irrespective as to the size of the motorhome reserved, to avoid complications due to possible upgrades.

### **Travel Restrictions**

Two Wheel Drive Vehicles 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 12 Kilometres in length.

No vehicle shall be driven on Skippers Road (Queenstown), Ninety Mile Beach (Northland), Ball Hut Road (Mt. Cook), Bluff Road that runs between Kuatunu and Mataurangi and North of Colville Township (Coromandel Peninsula).

Star RV 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.

### **Change of Drop off Destination**

If the renter wishes to change the drop off destination after the rental has commenced, they first must obtain authorisation from Star RV. Subject to the change being approved, a minimum additional charge of \$750 will apply.

### **Repairs**

Although we run late model vehicles, it may happen that small repairs are required. Repairs up to \$100 may be affected without authorisation and will be reimbursed unless the damage is caused by the renter. For amounts over \$100, Star RV will need to be informed in advance. All vehicles are enrolled in the New Zealand Automobile Association and 24hr emergency roadside assistance is available.

### **Infringements and Administration Fees**

Apollo reserves the right to charge the renter for any speeding, toll way or parking fines not reported on return of the vehicle. In addition to these costs, Apollo reserves the right to charge for associated administration costs for processing the fines (irrespective of liability). An administration fee of \$75 per fine will be applicable.

### **Change of Vehicle**

Should the vehicle booked be unavailable through unforeseen circumstances, we reserve 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 renter to a refund.

### **Vehicle Category**

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



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### **Vehicle Age Guarantee**

All vehicles in the Star RV fleet are less than 12 months. This age is determined from the date the vehicle is first on fleet.

### **Voluntary Downgrade**

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

### **Limit of Liability**

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

### **Important**

We reserve the right to refuse any rental at our discretion.

### **Animals**

Service dogs are permitted to travel in our vehicles with prior permission from Star RV. No other animals are permitted in our vehicles.

### **Smoking**

Smoking is not allowed in our vehicles.

### **Deposit to Confirm Booking (excluding Hot Deal Specials and Prepay Option)**

Star RV requires a deposit of \$250 (plus credit card fee) at time of booking regardless of your rental value.

### **Hot Deal Specials**

Full payment required at the time of booking.

If cancelled - 100% of Total Rental

There is no refund for late pick up or early return of vehicle.

### **Prepay Option (Visa and MasterCard Only)**

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

If cancelled - 100% of Total Rental

There is no refund for late pick up or early return of vehicle.

### **Cancellation Fees**

If cancelled 22+ days prior to pick up. No Fee

If cancelled 7 to 21 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 vehicle.

### **Travel Insurance**

We strongly recommend that the renter/s take out the highest level of Travel Insurance.

### **PROTECTION PACKAGE**

#### **Personal Injury**

New Zealand legislation provides limited coverage for personal injury. Star RV strongly recommends that all people travelling in New Zealand take out their own personal travel insurance.

#### **Property Damage**

The Vehicle is insured for damage to it or damage to the property of a third party. However the renter is responsible up to the amount of the applicable Liability for the cost of such damage to



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third party property, or to the rented Vehicle. The Liability applies in respect of each claim, not per rental. In addition to the Liability an administration fee of \$75 will be charged per claim.

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. Star RV reserves the right to charge the renter for any vehicle damage including Third Party property damage not reported on return of the vehicle.

### **Standard Liability**

Star RV rental charge includes a Standard Liability of \$5,000.

A Bond of \$5,000 will be collected at the time of entering into the Rental Contract. Payment of this Bond is only accepted by credit card. The \$5,000 will be debited to the credit card account immediately. An administration fee applies.

*The Standard Liability can be reduced by purchasing the Star Pack:*

### **Star Pack**

Add NZ\$65 per day.

- The maximum amount payable per rental segment for the Star Pack is \$3,250– i.e. 50 days rental.
- The minimum amount payable per rental segment for the Star Pack will be based on the minimum rental period applicable for your rental.

The Star Pack includes: Nil Liability, Unlimited Windscreen and tyres will be covered for accidental damage, One Way Rental Fee, Road User Charge Recovery Fee, GPS, One Way Rental Fee, Pre-purchased Gas Bottle, Snow Chains (on request), Camp Chairs and Table and Baby or Booster Seats (on request).

A Bond of \$250 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 \$250.

### **Bond**

For security purposes, only a credit card can be used to provide a Bond. When the bond is debited a non-refundable credit card administration fee will apply of 4.5% for American Express and Diners Club and 2% for Visa, MasterCard, Visa Debit and MasterCard Debit. 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 then any extra cost will be charged. Refunds by credit card including bond refunds can take up to 15 working days depending on the renter's Financial Institution.

Bond Roll Overs are permitted for multi hires only within the same brand and same country when the bond is banked.

### **Full Responsibility**

At all times the renter 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.



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Version 2 as at 24 July 2014

- Damage caused to the Vehicle by the renter's willful conduct.
- Damage caused to the Vehicle by the use of snow chains.
- Damage caused due to a single vehicle roll over.
- Damage caused to the Vehicle when using the Vehicle in contravention of any legislation or regulation controlling vehicular traffic.
- Damage or loss caused to any personal belongings.
- Damage caused to tyres and windscreen except where the Star Pack has been purchased.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage to the awning.
- Damage to the overhead or underbody of the Vehicle except where the Star Pack has been purchased.

**Rates/Terms/Conditions**

Are subject to change without notice.