



The newest member of
the Apollo family.

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

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Motorhome Flex Rates and Conditions

America

Daily Rates (US\$)

Valid 1 May 2015 to 31 April 2016

Summary of Rental Conditions

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

Rates Include

- Vehicles less than 12 months old
- Extra Driver Fees
- Standard liability of US\$1,500
- Public Liability Insurance
- Easy check out and check in
- Personalised Vehicle Consultation
- Linen and bedding including Linen Exchange Service*
- Kitchen Equipment*
- Full Water Tank
- Welcome Pack*
- 24 hour Roadside Assistance
- Campground Guides*
- Gas Bottle Exchange Service* for hires of 14 days or more in length
- Taxi Fare from the nearest Airport reimbursed up to US\$35 for LAX/LAS/DEN and US\$70 for SFO on the day of pick-up (receipt must be presented for reimbursement)

*Valet Service

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

*Freshly laundered linen bedding

Includes pillow, pillowcase, sheet and towel per person and one blanket 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.

*Welcome Pack

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

*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

Long Term Discounts

21+ nights - 5% off above rates

35+ 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 by 15 November 2014 – 15% 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 does apply to the Star Pack

Star Pack

Add US\$125.00 per night.



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- The minimum amount payable per rental segment for the Star Pack is \$1,250– i.e. 10 nights rental.
- The maximum amount payable per rental segment for the Star Pack is \$5,000– i.e. 40 nights rental.

The Star Pack includes: Collision Damage Waiver (Zero Responsibility), Unlimited Miles, One Way Rental Fee, Administration Fees/Taxes on items included in the Star Pack, Personal Kits, Bond Admin Fee, Vehicle Preparation Fee, GPS, Colorado Road Safety Fee, Initial set of Toilet Chemicals, Generator Fee, SLI, Cover, Camp Chairs and Table, and Child Restraints (on request).

Booking Amendments

If you wish to make any changes to your booking (including voluntary downgrade) 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 days of collection, no refund will be made if the length of hire is shortened (that is; the rental will be charged at the number of days originally booked). A relocation fee may apply if the collection or return location is amended within 14 days of vehicle pick up or if notification occurs during the hire.

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 availability. The extra cost (Gross Rate) of an extended rental must be paid by credit card over the telephone or at an Star RV Branch immediately on confirmation of the rental extension.

Whilst on hire if you decide to extend your 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 you extend by 3 nights or more, the booking change rule applies as outlined above.

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

Other Star RV 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. Star RV 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.

Rental Charges

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

Branch Hours

Star RV branches are open Monday to Friday from 9am to 4.30pm, and Saturday from 9am to 12pm. Branches will be closed Sundays and the following public holidays:

Memorial Day	25 May 2015
Independence Day	4 July 2015
Labor Day	7 September 2015
Thanksgiving Day	26 November 2015
Christmas Day	25 December 2015
New Years Day	1 January 2016

Vehicle Collection and Return

Pick-up time is between 12:00 noon and 4:00 PM Monday to Friday and 9am and 11am Saturday. Drop off Time is between 9:00 AM and 11:00 AM Monday to Saturday.



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Vehicle Return Late Fee

A fee of US\$50 per hour for the first 3 hours, after 3 hours a flat fee of \$300 will be charged when a vehicle is overdue without permission. This fee applies after 11:00AM Monday to Friday.

Mileage (*Included in the Star Pack*)

500 mile packages are available at a cost of \$213. Mileage packages must be prepaid before departure. There is no refund for any unused miles. Excess miles are charged at \$0.40 per mile.

Transfers

Vehicles must be collected and returned to our branches (no airport returns). Taxi fare from the nearest Airport will be reimbursed on the day of pick-up, for up to US\$35 for transfers to the Denver, Las Vegas and Los Angeles branches, and up to US\$70 to the San Francisco branch (receipt must be presented for reimbursement).

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.

Administration Fees / Taxes (*Included in the Star Pack*)

A charge of 10% 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.

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 renter's Financial Institution.

Rental Duration

The minimum rental is three nights for rentals commencing during the periods 1 May 2015 to 30 June 2015 and 1 October 2015 to 30 April 2016.

The minimum rental is seven nights for rentals commencing during the period 1 July 2015 to 30 September 2015 (High Season).

A ten night minimum rental period applies for rentals commencing during the periods 25 August 2015 to 05 September 2015 from the San Francisco Branch.

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

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

One way rentals are available between all Star RV branches subject to a 7 night minimum rental period. The following one way fees will apply:

		FROM			
		LAX	SFO	LAS	Den
TO	LAX	0	250	250	500
	SFO	250	0	250	500
	LAS	250	250	0	500
	DEN	500	500	500	0



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The one way fee is waived for the following:

- From Denver or Las Vegas to Las Vegas, Los Angeles or San Francisco pick-up from 30 March 2015 to 15 May 2015.
- From Las Vegas, Los Angeles or San Francisco to Denver pick-up from 15 July 2015 to 31 October 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 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.

Drivers must be 21 years of age or over.

Vehicle Preparation Fee (*Included in the Star Pack*)

A fee of \$250 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, toilet chemicals and vehicle kit (pots, pans, crockery, cutlery, cooking utensils, broom, dust bin).

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.

Star RV Welcome Pack

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

Additional Products

- **Camp Chairs (*Included in the Star Pack*)** - \$10 each per rental
- **Camp Table (*Included in the Star Pack*)** - \$20 per rental
- **GPS (*Included in the Star Pack*)** - \$10.00 per night (max \$100 per rental)
- **Generator Use (*Included in the Star Pack*)** - \$3 per hour as determined by an installed running time meter
- **Generator Package** - \$5.00 per night for unlimited use
- **Baby Seats (*Included in the Star Pack*)** - \$40 each per rental. Please refer to the Star RV child restraints policy for full details.
- **Booster Seats (*Included in the Star Pack*)** - \$40 each per rental. Please refer to the Star RV 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 renter and a \$50 fee is charged when the vehicle is returned.
- **Toilet Chemicals** - \$2.50 each

Additional products may be offered on pick up.

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 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. This discount does not apply to completed bookings.



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Travel Restrictions

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.

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 (29 August 2015 to 05 September 2015)

An additional surcharge of US\$1250 will apply for any pick-ups from San Francisco and US\$950 will apply for any pick-ups from any other location for travel to the Burning Man Festival. Please advise intention to travel to burning man at the time of booking.

Colorado Road Safety Fee (Included in the Star Pack)

A surcharge of \$2.00 per night (maximum \$90.00 per booking) applies to all rentals picking up from the Denver branch.

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 the Star RV Head Office. Subject to the change being approved, a minimum additional charge of \$700 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 covered for 24hr emergency roadside assistance.

Infringements and Administration Fees

Star RV 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, Star RV 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.

Powered Site Bookings

Powered Sites can be difficult to manage during high season. We recommend your clients 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.



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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 and 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 60+ nights prior to pick up and 7 nights or more after the booking date - \$100 cancellation fee.

If cancelled 59 to 30 nights prior to pick up - 20% of Rental plus one way fees (minimum \$250)

If cancelled 29 to 15 nights prior to pick up - 50% of Rental plus one way fees (minimum \$250)

If cancelled 14 nights or less prior to pick up or no show - 100% of Rental plus applicable one way fees.

Travel Insurance

We strongly recommend that renters ensure they take out the highest level of Travel Insurance.

PROTECTION PACKAGE

Public Liability Insurance

The public liability insurance is included in the nightly rental rate. Star RV 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) (Included in the Star Pack) - \$9.00 per night

Optional SLI provides the Clients with an increased limit of liability protection for 3rd party damage claims up to US\$1 million.



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Property Damage

The renter is responsible up to the amount of \$1,500 for the cost of damage to the rented Vehicle. The renter 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 Star RV, not at the completion of the rental Period. In addition to the Liability an administration fee of \$75 will be charged per claim.

Standard Liability

Star RV's rental charge includes a Standard Liability of \$1,500.

A Bond of \$1,500 will be collected at the time of entering into the Rental Contract. The \$1,500 will be debited to the credit card account immediately. An administration fee of \$30 applies.

Collision Damage Waiver (CDW) – (Included in the Star Pack)

A \$0 (zero) responsibility applies. This Option can be purchased by paying to Star RV \$20.00 per night.

- The maximum amount payable for this Option per rental is \$800 – i.e. 40 nights rental.
- The minimum amount payable for this Option per rental will be based on the minimum rental period applicable for your rental (i.e. 7 nights for rentals during the High Season).

CDW protects against:

- Accidental damages
- Windscreen (1 windscreen covered per rental)
- Protection against theft and vandalism
- Protection against uninsured motorists
- Tyre damage (2 tyres covered per rental)

A Bond of \$500 will be collected at the time of entering into the Rental Contract. The Bond is payable to Star RV by an open signed credit card imprint with an authorization obtained (sufficient funds must be available) for \$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 then any extra cost will be charged.

Bond Roll Over's are permitted for Star RV multi hires only within the 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.
- Damage caused due to a single vehicle roll over.
- Damage caused to the Vehicle by the guest's wilful conduct.
- 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 due to use of incorrect or contaminated fuel.



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- Damage to the awning, slide out, overhead or underbody of the Vehicle where CDW is not purchased.
- Damage to tyres and windscreens where CDW is not purchased.

Rates/Terms/Conditions

Are subject to change without notice.