



Motorhome Flex Rates

AUSTRALIA

Campervans and Motorhomes

Valid 1 April 2014 to 31 March 2015

Daily Rates (AU\$)

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

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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 Australian dollars.

Rates Include

- Unlimited kilometres
- 10% GST
- 3% Administration Fee/Taxes
- Personal Kits
- Kitchen Kit
- Apollo Welcome Pack
- Pre-hire Cleaning Fees
- Vehicle Consultation Fee
- 24hr Roadside Assistance
- Extra Driver Fees
- Camp Ground Guides

Long Term Discounts

21-34 days – 9% off above rates

35+ days – 16% off above rates

- This discount does not apply 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 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 Value Pack component. The Early Bird discount can be combined with long term discounts.

Value Pack

Add \$65 per day.

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

The Value Pack includes: VIP Cover, Unlimited Kilometres, One Way Rental Fee, Hassle Free Check-in*, Pre-purchased Gas Bottle, initial set of Toilet Chemicals, Camp Chairs and Table, and Baby or Booster Seats (on request).

*Hassle Free Check-in: The Value Pack provides Apollo guests a Hassle Free and Fast Check-in. This service reduces your time at the branch, by simply returning your keys to the counter without any need to go through the check in procedure with an Apollo Employee. This service only applies where no vehicle damage has occurred whilst on hire.

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 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.

Whilst on hire if you decide to extend your rental duration (changing the drop-off date) by 2 days the same flex rate is used that applied on the day when you made your original booking. If you extend by 3 days or more, the booking change rule applies as outlined above.

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

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 within branch hours.

Branch Locations

Apollo has motorhome branches in Adelaide, Alice Springs, Brisbane, Broome, Cairns, Darwin, Hobart, Melbourne, Perth and Sydney. Euro Slider is only available to/from Brisbane, Sydney and Cairns.

Euro Star is only available to/from Brisbane, Sydney and Cairns.

4WD Outback Camper is not available to/from Adelaide, Melbourne and Sydney. All 4WD Campers are not available to/from Hobart

Vehicle availability in certain locations is subject to change.

Branch Hours

All branches are closed Christmas Day, New Years Day, Good Friday and Australia Day Public Holiday (26 January). All rentals picking up or dropping off on the following days will incur an additional \$100 surcharge:

- Anzac Day (25 April 2014)
- Boxing Day (26 December 2014)

Adelaide, Brisbane, Melbourne, Perth, Sydney branch hours:

- 1 April 2014 – 30 April 2014 8am to 4.30pm seven days a week
- 1 May 2014 – 31 August 2014 8am to 4.30pm CLOSED Sundays
- 1 September 2014 – 31 March 2015 8am to 4.30pm seven days a week

Alice Springs, Cairns branch hours:

- 1 April 2014 – 30 April 2014 8am to 4.30pm CLOSED Sundays
- 1 May 2014 – 31 October 2014 8am to 4.30pm seven days a week
- 1 November 2014 – 31 March 2015 8am to 4.30pm CLOSED Sundays

Darwin branch hours:

- 1 April 2014 – 30 April 2014 8am to 4.30pm CLOSED Sundays
- 1 May 2014 – 31 October 2014 8am to 4.30pm seven days a week

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- 1 November 2014 – 19 December 2014 8am to 4.30pm CLOSED Sundays
- 20 December 2014 – 28 February 2015 Branch CLOSED
- 1 March 2015 – 31 March 2015 8am to 4.30pm CLOSED Sundays

Broome branch hours:

- 1 April 2014 – 30 April 2014 8am to 4.30pm CLOSED Sundays
- 1 May 2014 – 31 October 2014 8am to 4.30pm seven days a week
- 1 November 2014 – 19 December 2014 8am to 4.30pm CLOSED Sundays
- 20 December 2014 – 28 February 2015 Branch CLOSED
- 1 March 2015 – 31 March 2015 8am to 4.30pm CLOSED Sundays

Broome Public Holidays:

- Easter Monday (21 April 2014), ANZAC Day (25 April 2014), Western Australia Day (02 June 2014) and Queen's Birthday (29 September 2014) opened 8am to 12pm.
- Closed Labour Day (02 March 2015)

Hobart branch hours:

- 1 April 2014 – 30 April 2014 8am to 4.30pm CLOSED Sundays
- 1 May 2014 – 30 June 2014 8am to 4.30pm CLOSED Sundays
- 1 July 2014 – 31 August 2014 Branch CLOSED
- 1 September 2014 – 31 March 2015 8am to 4.30pm seven days a week

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Kilometres

Rates include unlimited kilometres.

Transfer

Vehicles must be collected and returned to our branches (not airports). Transfers to and from the Apollo depot are not included in the rental price. It is the renter'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 or Debit Credit Card. The Bond cannot be paid with a pre-paid Credit Card.

Administration Fees / Taxes

Our rates include 10% GST. A charge of 3% of the total cost will be levied to cover administration fees, state government taxes, vehicle registration recovery, duties and associated costs. This fee is included in the daily hire rate.

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 Australian 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 for all vehicles is five days. A 10 day minimum rental period applies during the period of 15 December 2014 to 5 January 2015. During the Bathurst and Phillip island races a 10 day minimum rental period applies from Cairns, Brisbane, Sydney, Melbourne and Adelaide branches. Minimum rental periods are subject to change during other peak periods.

One Way Rentals (Included in the Value Pack)

One way rentals are available subject to the minimum rental periods in the table below. A one way rental fee of \$350 is charged for one way rentals collecting or dropping off in Broome, Darwin or Alice Springs. All other one way rentals will be charged a fee of \$260. The one way fee is waived for each rental segment of 21+ days.

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| 7 | ASP | | | | | | | | | |
| 7 | 14 | BNE | | | | | | | | |
| 21 | 21 | 21 | BME | | | | | | | |
| 14 | 14 | 7 | 21 | CNS | | | | | | |
| 14 | 7 | 14 | 14 | 14 | DR | | | | | |
| 14 | 14 | 14 | 21 | 21 | 21 | HBA | | | | |
| 7 | 7 | 7 | 21 | 14 | 14 | 7 | MEL | | | |
| 14 | 21 | 21 | 14 | 21 | 21 | 21 | 14 | PER | | |
| 7 | 14 | 7 | 21 | 14 | 21 | 14 | 7 | 21 | SYD | |

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.

Campground Guides

Each vehicle is supplied with a 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.

Apollo Welcome Pack

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

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.)

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

The gas bottle(s) is supplied full. A service fee is payable on pick up of the vehicle:
 \$25 – Hitop Campervan/Endeavour Campervan/Euro Tourer/Adventure Camper/Outback Camper/Trailfinder

\$35 – 4 and 6 Berth Motorhomes

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

Additional Products:

- **Camp Chairs** (*included in the Value Pack*) - \$17 each per rental
- **Camp Table** (*included in the Value Pack*) - \$24 per rental
- **GPS** - \$10 per day up to a maximum of \$100 per hire
- **Heater/Fan** - \$15 per rental
- **Toilet Chemicals** - \$2.50 each
- **Baby Seats** (*included in the Value 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 cannot be fitted in the Hitop Campervan, Euro Tourer, Euro Slider, Adventure Camper and Trailfinder Camper vehicles. Children under 6 months of age cannot be accommodated in any of the Motorhomes.
- **Booster Seats** (*included in the Value Pack*) - Booster seat (must be pre-booked) suitable for a child between 3 and 8 years of age can be supplied for the Motorhome Range. Cost is \$30 each per rental. Booster seats cannot be fitted in the Hitop Campervan, Euro Tourer, Euro Slider, Adventure Camper and Trailfinder Camper vehicles.
- **Satellite Phone** (must be pre-booked – 100% cancellation fee applies if cancelled after booked, minimum cancellation fee of \$160 will apply) - \$20 per day plus call charges

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- **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.

Multiple Rentals

Consecutive Apollo 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.

Broome Rentals

An additional charge of \$750 applies to all rentals picking up or dropping off in Broome. This is in addition to the one way fee if applicable. Only the Hitop Campervan, 4wd Adventure Camper, Outback Camper and Trailfinder Camper are available to be rented to and from the Broome branch.

Hobart Rentals

The 4wd Adventure Camper, Outback Camper and Trailfinder Camper cannot be rented to or from the Hobart branch.

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 or well-maintained access roads less than 12 Kilometres long to recognised campgrounds.

Four Wheel Drive Vehicles can also be driven on recognized unsealed tracks but may only travel to the following remote areas with the permission of Apollo: Any Islands, (including Tasmania, excluding Fraser Island and Moreton Island) Tasmania, Simpson Desert, Cape York (North of Daintree River), Mitchell Falls/Plateau, Oodnadatta Track, Mereenie Loop, Birdsville Track, Tanami Track, Gibb River Road, Kalumburu Road as far as Drysdale Station, Warburton Road, Strzelecki Track, Cape Leveque, Bungle Bungles, the Plenty Highway, Burke Development Road from Chillagoe to Normanton and Savannah Way from Normanton to Borroloola, Finke Road, Arnhem Land in general and any other remote area.

Written permission will be granted to travel to the above areas at pick-up.

Vehicles are **NOT** permitted to travel on Fraser Island, Moreton Island the Canning Stock Route, The Lost City in Litchfield Park, Gunbarrel Highway, Old Gunbarrel Highway. the Old Telegraph Road section of the road to Cape York, Boggy Hole (Finke Gorge National Park), Central Arnhem Road, the Old South Road from Maryvale to Finke and the last 2 kilometres of the Lennard River Gorge Road, at any time.

Vehicles are **NOT** permitted to travel to Cape York between the months of December to May. At all other times travel to permission is required to travel to Cape York.

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.

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 Apollo Reservations. 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, Apollo will need to be informed in advance. All vehicles are

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enrolled in the Australian 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.

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 Apollo. 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)

Apollo 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 (minimum \$250)

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 renters ensure they take out the highest level of Travel Insurance.

PROTECTION PACKAGE

Personal Injury



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The Vehicle has third party insurance cover. It is likely that any other vehicle involved in an accident also has third party insurance cover. Depending on the circumstances of the accident, the renter 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.

If the renter is responsible for the accident the Vehicle's third party insurance should cover the renter for the liability except where the renter has committed a breach of the Vehicle's third party insurance, e.g. drink driving.

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 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. Apollo 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

Apollo's rental charge includes a Standard Liability of \$5,000 for the Hitop Campervan, Endeavour Campervan and Euro Tourer, all other vehicles \$7,500. A Bond of \$5,000/\$7,500 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/\$7,500 will be debited to the credit card account immediately. An administration fee applies.

The Standard Liability can be reduced by purchasing one of the following Reduction Options:

Reduction Option 1

A Liability of \$2,500 applies. This Option can be purchased by paying to Apollo \$27 per day.

- The maximum amount payable for this Option per rental is \$1,350 – i.e. 50 days rental.
- The minimum amount payable for this Option per rental segment will be based on the minimum rental period applicable for your rental.

A Bond of \$2,500 will be collected at the time of entering into the Rental Contract. Payment of this Bond is only accepted by credit card. The \$2,500 will be debited to the credit card account immediately. An administration fee equal to the merchant surcharge applies.

Reduction Option 2 (VIP Cover) - (Included in the Value Pack)

A \$0 (zero) Liability applies. This Option can be purchased by paying to Apollo \$44 per day.

- The maximum amount payable for this Option per rental is \$2,200 – i.e. 50 days rental.
- The minimum amount payable for this Option per rental segment will be based on the minimum rental period applicable for your rental.

Under this option one windscreen, two tyres and demurrage will be covered for accidental damage. Should these amounts be exceeded the cost to repair or replace the items will not be covered and will be the responsibility of the renter. 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.

4WD Additional Cover

This additional cover for \$AU199 is available with Liability Reduction Option 2 (VIP Cover) or the Value Pack has been purchased. Coverage with this offer will protect the renter for:

- Accidental damage to the over-head and under-body sections of the 4WD Campervan
- Unlimited tyre and windscreen cover
- Damage to the Awning
- Towing and vehicle recovery costs from 4WD roads where permission from Apollo to travel on these roads has been granted

*This protection does not cover single vehicle rollover.



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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 Apollo 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 renter's wilful conduct.
- Damage caused to the Vehicle when using the Vehicle in contravention of any legislation or regulation controlling vehicular traffic.
- Damage caused to tyres and windscreen except where Liability Reduction Option 2 (VIP cover) has been purchased.
- Damage or loss caused to any personal belongings.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage to the awning.
- Damage to the slide out.
- Damage to the overhead or underbody of the Vehicle except where Liability Reduction Option 2 (VIP cover) has been purchased.

Rates/Terms/Conditions

Are subject to change without notice.