



Apollo Terms and Conditions

Conditions for Campervan & Motorhome Rental (Australia)
Valid 1 April 2016 to 31 March 2017

Summary of Rental Conditions

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

Standard Inclusions

- Unlimited Kilometres
- 10% GST
- 3% Administration Fee/Taxes
- Kitchen Kit
- Personal Kit (Linen and Bedding supplies)
- Pre-hire cleaning fees
- Personal Check Out and Check In Service
- Apollo Welcome Pack
- Maps and Camp ground guides
- 24 hour Roadside Assistance
- Extra Driver Fees

Long Hire Discount

21-34 days - 9% off daily rates

35+ days – 12% off daily rates

- These discounts do not apply to the 'value pack' Component of the rental.
- Multiple rentals are eligible for the long-term discount.
- There are no further long-term discounts available on 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.

Apollo Value Pack

As an alternative to choosing an Excess Reduction option, we do offer the Upgrade Package for an extra \$58.75 per day for 2WD vehicles and AU\$65.00 per day for 4WD vehicles which includes great extras such as:

- VIP Liability Reduction Cover
- Pre-purchase Gas Bottle
- Initial set of Toilet Chemicals
- Camp Chairs and Table
- 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.

The Apollo Value Pack does not include the Broome Surcharge or 4WD Additional Cover.

The maximum amount payable per rental segment for a Value Pack is AU\$2,937.50/AU\$3,250 – i.e. 50 days rental.

- The minimum amount payable per rental segment for a Value Pack will be based on the minimum rental period applicable for your rental.

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.

Please note that amendments may result in the daily rental rate to be recalculated at the rate applicable on the date of the amendment for the entire rental period.

Booking Amendment Fee

The first change only is at no charge. The first change may involve several aspects of the reservation. The second and subsequent changes at AU\$25 per aspect, per change.

Rental Extension

If the guest wishes to extend the rental whilst on hire, they must first obtain authorisation from Apollo Reservations. Rental extensions are subject to fleet availability. The extra cost 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. The additional days will be at the Gross Rate available at the time of the extension.

Whilst on hire if you decide to extend your rental duration (changing 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

Rentals are charged per calendar day. The day of the 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.

Standard Rates - When a rental moves from one rate season into the next, the calculation is based on both rates.

Flex Rates - The flex rate that is available at the time of booking for the first rental day determines the daily rental rate for the entire rental period up to the 28th day. All rental days from the 29th day on are counted as a new booking and the flex rate that applies for the 29th day will be used from then on, the flex rate that applies for the 57th rental day will be used from then, etc.

Flex Rates can change on a weekly basis, based on supply and demand until a confirmed booking has been made.

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.

All 4WD Campers are not available to/from Hobart

Vehicle availability in certain locations is subject to change.

Branch Opening Hours: (allow 1 hour for collection)

All rentals picking up or dropping off on the following days will incur an additional \$100 surcharge:

- ANZAC Day (25 April 2016)
- Labour Day Brisbane, Cairns, Darwin and Alice Springs only (02 May 2016)
- Queens Birthday all locations except Perth and Broome (13 June 2016)

- Queens Birthday Perth and Broome only (26 September 2016)
- Labour Day Adelaide and Sydney only (03 October 2016)
- Boxing Day (26 December 2016)
- Observed Christmas Day (27th December 2016)
- Day After New Year's Day (2nd January 2017)
- Labour Day Perth and Broome only (06 March 2017)
- Labour Day Melbourne only (13 March 2017)

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

- 1 April 2016 – 30 April 2016 8am to 4.30pm seven days a week
- 1 May 2016 – 31 August 2016 8am to 4.30pm CLOSED Sundays
- 1 September 2016 – 31 March 2017 8am to 4.30pm seven days a week

Alice Springs, Cairns branch hours:

- 1 April 2016 – 30 April 2016 8am to 4.30pm CLOSED Sundays
- 1 May 2016 – 31 October 2016 8am to 4.30pm seven days a week
- 1 November 2016 – 31 March 2017 8am to 4.30pm CLOSED Sundays

Darwin branch hours:

- 1 April 2016 – 30 April 2016 8am to 4.30pm CLOSED Sundays
- 1 May 2016 – 31 October 2016 8am to 4.30pm seven days a week
- 1 November 2016 – 19 December 2016 8am to 4.30pm CLOSED Sundays
- 20 December 2016 – 31 March 2017 Branch CLOSED

Broome branch hours:

- 1 April 2016 – 30 April 2016 8am to 4.30pm CLOSED Sundays
- 1 May 2016 – 31 October 2016 8am to 4.30pm seven days a week
- 1 November 2016 – 19 December 2016 8am to 4.30pm CLOSED Sundays
- 20 December 2016 – 31 March 2017 Branch CLOSED

Broome Public Holidays:

- ANZAC Day (25 April 2016), Western Australia Day (06 June 2016) and Queen's Birthday (26 September 2016) open 8am to

Hobart branch hours:

- 1 April 2016 – 30 May 2016 8am to 4.30pm CLOSED Sundays
- 1 June 2016 – 31 August 2016 Branch CLOSED
- 1 September 2016 – 31 March 2017 8am to 4.30pm seven days a week

Kilometres 2WD Vehicles

Rates include unlimited kilometres.

Kilometres 4WD Vehicles

Rates include 300 kilometres per day. 500 kilometre packages are available at a cost of AU\$150. Kilometre packs must be prepaid before departure. There is no refund for unused kilometres. Excess kilometres are charged at AU\$0.40 per kilometre.

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 client's responsibility to get to and from the branch.

Payments 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 of the vehicle is only payable at pick-up by Credit Card or a Visa Debit or Mastercard Debit 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 non-refundable 2% surcharge on any transaction. American Express and Diners Club will incur an additional non-refundable 4.5% surcharge fee on any transaction (including the Bond).

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 21 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 between 15 December 2016 and 5 January 2017. During Bathurst and Phillip Island Races (05 October 2016 to 18 October 2016) a 10 day minimum rental period applies from Brisbane, Sydney, Melbourne and Adelaide branches.

Minimum rental periods are subject to change during peak periods.

One Way Rentals (included in the Value Pack)

One way rentals are available to the minimum rental periods in the table below. A one way rental fee of AU\$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 AU\$260. The one way fee is waived for each rental segment of 21+ days..

Adelaide										
7	Alice Springs									
7	14	Brisbane								
21	21	21	Broome							
14	14	7	21	Cairns						
14	7	14	14	14	Darwin					
14	14	14	21	21	21	Hobart				
7	7	7	21	14	14	7	Melbourne			
14	21	21	14	21	21	21	14	Perth		
7	14	7	21	14	21	14	7	21	Sydney	

Driver's Licence and Minimum Age

A valid, non-provisional, state or overseas 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.

Drivers must be 21 years of age or over.

Maps and Campground Guides

Each vehicle is supplied with a complimentary Road Atlas as well as campground guides.

Vehicle Consultation

On pick up of the vehicle the Apollo staff will provide a complimentary vehicle consultation. This includes explaining all the interior and exterior features of the vehicle as well as driving tips.

Apollo Welcome Pack

Each vehicle is supplied with a complimentary Apollo Welcome 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 pickup of the vehicle:

- \$25 - Hitop Campervan/Endeavour Campervan/Euro Tourer/Adventure Camper/Trail Finder Camper/Overlander
- \$35 - 4 and 6 Berth Campervans

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 Trail Finder Camper vehicles.
 - Children under 6 months of age cannot be accommodated in any of the Motorhomes
- Booster Seats (included in the Value Pack) - Booster seats (must be pre-booked) suitable for children between 3 and 8 years of age can be supplied for the Campervan Range. Cost is \$30 each per rental.
 - Booster seats cannot be fitted in the Hitop Campervan, Euro Tourer, Euro Slider, Adventure Camper and Trail Finder Camper vehicles.
- Satellite Phone (must be pre-booked)- \$20 per day plus call charges.
- 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 Campa can be combined for 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.

Broome Rentals

An additional charge of \$1,000 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, Trailfinder Camper and Overlander are available to be rented to and from the Broome branch.

Hobart Rentals

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

Ferry Reservations

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

Travel Restrictions

Two Wheel Drive Vehicles

- Cannot be driven on unsealed roads. The only exception is well maintained access roads less than 12 kilometres long to recognised campgrounds.
- Can be driven to any island including Tasmania and/or North of the Daintree River as long as written permission is obtained from Apollo prior to travel. Permission will be granted based on road and weather conditions at the time.

Four Wheel Drive Vehicles

Can also be driven on recognized unsealed tracks but may only travel to the following remote areas with the express written permission of Apollo:

- Any Island (including Tasmania, excluding Fraser Island or Morton Island)
- Arnhem Land in general
- Birdsville Track
- Bungle Bungles
- Burke Development Road from Chillagoe to Normanton
- Cape Leveque
- Cape York (North of Daintree River)
- Finke Road
- Gibb River Road
- Kalumburu Road
- Mitchell Falls/Plateau
- Mereenie Loop
- Oodnadatta Track
- Savannah Way from Normanton to Borroloola
- Simpson Desert
- Strzelecki Track
- Tanami Track
- the Plenty Highway
- Warburton Road,
- and any other remote area

Vehicles are NOT permitted to travel

- Boggy Hole (Finke Gorge National Park)
- Central Arnhem Road, Fraser Island
- Gunbarrel Highway
- Moreton Island
- Old Gunbarrel Highway
- the Canning Stock Route,
- the last 2 kilometres of the Lennard River Gorge Road
- The Lost City in Litchfield Park

- The Old South Road from Maryvale to Finke
- the Old Telegraph Road section of the road to Cape York at any time.

Vehicles are NOT permitted to travel to Cape York between the months of December to May (at all other times 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 be charged.

Repairs

Although Apollo has 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 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 specifications provided in the attached specifications are subject to change without notice & may vary due to modifications & or upgrades. Apollo Motorhome Holidays cannot be held liable for any such variance.

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 within 14 days of pick up or during the rental 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

No smoking is permitted in our vehicles.

Cancellation Fees

Please note there is a \$100AUD administration fee charged by Gallivanting Oz should there be any cancellations to a confirmed booking, in addition to any Apollo cancellation fees:

- If cancelled 22+ days prior to pick up = no Apollo Fee, AU\$100 Gallivanting OZ Administration Fee
- If cancelled 7 - 21 days prior to pick up = 20% of Total Rental, (minimum \$350, incl Gallivanting Oz Administration Fee)
- If cancelled less than 7 days prior to pick up = 50% of Total Rental (minimum \$350, incl Gallivanting Oz Administration Fee)
- If cancelled on the day of pick up or no show = 100% of Total Rental (minimum \$350, incl Gallivanting Oz Administration Fee)

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

Travel Insurance

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

PROTECTION PACKAGE

Personal Injury - 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 vehicles' third party insurance should cover the renter for the liability except where the renter has committed a breach of the vehicles 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 renter is also responsible for the cost of demurrage for the period the Vehicle is unavailable due to repairs. 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 applicable regardless of who is at fault and must be paid at the time of 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

HiTop, Endeavour, Euro Tourer

Vehicle	Cost per day	Bond	Liability
Standard Liability	Included	\$5,000	\$5,000
Liability Option One	\$30 (max \$1,500; ie 50 days)	\$2,500	\$2,500
Liability Option Two (VIP cover)	\$45 (max \$2,250; ie 50 days)	\$250	\$0

*The minimum amount payable for this option per rental will be based on the minimum rental period applicable for your rental.

Remainder of 2WD vehicles

Vehicle	Cost per day	Bond	Liability
Standard Liability	Included	\$7,500	\$7,500
Liability Option One	\$30 (max \$1,500; ie 50 days)	\$2,500	\$2,500
Liability Option Two (VIP cover)	\$45 (max \$2,250; ie 50 days)	\$250	\$0

*The minimum amount payable for this option per rental will be based on the minimum rental period applicable for your rental.

All 4WD vehicles

Vehicle	Cost per day	Bond	Liability
Standard Liability	Included	\$8,000	\$8,000
Liability Option One	\$34 (max \$1,700; ie 50 days)	\$2,500	\$2,500
Liability Option Two (VIP cover)	\$49 (max \$2,450; ie 50 days)	\$500	\$500

*The minimum amount payable for this option per rental will be based on the minimum rental period applicable for your rental.

Under Liability Option Two 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.

4WD Additional Cover:

This additional cover for AU\$199 is available when either Liability Reduction Option 2 (VIP Cover) or the Apollo Value Pack have been purchased.

Coverage with this offer will protect the renter for:

- Accidental damage to the overhead and under body sections of the 4WD campervan*
- Unlimited tyre and windscreen cover
- Damage to the awning
- Unlimited Kilometres
- Nil Liability (AU\$500 bond)
- Towing and vehicle recovery costs from 4WD roads where permission from Apollo to travel on these roads had been granted

**overhead and underbody damage is not covered in the event of a single vehicle roll over. This protection does not include single vehicle rollover*

Bond

For security purposes, only a credit card can be used to provide a Bond. With Standard Liability and Liability Reduction Option 1 the bond will be debited to the credit card immediately. 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. With Liability Reduction Option 2 (VIP Cover) the Bond is payable to Apollo by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) for \$250/\$500. The credit card holder must pre 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.

PLEASE NOTE: Electronic Credit cards are not accepted for Bond Payments. An electronic credit card is one where the numbers are not raised.

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 21 working days depending on the renter's Financial Institution.

Bond roll overs are permitted for Apollo multi hires only within the same country where 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 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, slide out, overhead or underbody of the vehicle

Rates/Terms/Conditions

Are subject to change without notice.

*Please Note: Floor Plans and Vehicle specifications provided are subject to change without notice & may vary due to modifications &/or upgrades. Apollo cannot be held liable for any such variance. Vehicles cannot be requested by make or model, only by vehicle type. **
Maximum weight for the top bunk in the Endeavour Camper and Trailfinder Camper is 200kg.*