



Star RV
Motorhome Standard Rates
AUSTRALIA

Terms and Conditions

Valid 1 April 2017 to 31 March 2018

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.

Rates Include

- Unlimited Kilometres
- Vehicles less than 12 months in fleet
- 10% GST
- 3% Administration Fee
- Extra Driver Fees
- Easy check out and check in
- Personalised Vehicle Consultation
- Valet Service*
- Linen and bedding including Linen Exchange Service*
- Kitchen Equipment*
- General Equipment*
- Full Water Tank
- Welcome Pack*
- Campground Guides*
- Gas Bottle Exchange Service* for hires of 14 days or more in length

***Valet Service**

Guests 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 doona (duvet) per bed. Star RV clients may also exchange their linen and bedding during their rental at any Star RV Branch. Clients must call 48 hours prior to arrange this service.

***Gas Bottle Exchange Service**

Every 14 days of hire Guests 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 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.)

***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 Hire Discount

21+ days - 9% 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 180 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 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 7th day. All rental days from the 8th day on are counted as a new booking and the flex rate that applies for the 8th day will be used from then on, the flex rate that applies for the 15th 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.

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.

Rental Extension

The first change only is at no charge. The first change may involve several aspects of the reservation. The subsequent change are 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 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 a 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 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 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 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

Star RV has motorhome branches in Brisbane, Cairns, Sydney and Melbourne. Pegasus RV and Pandora RV are not available to/from Melbourne

Branch Opening Hours: (allow 1 hour for collection)

All branches are closed Christmas Day, New Years Day, Good Friday, and Australia Day Public Holiday (26 January 2018).

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

- Easter Monday (17 April 2017)
- ANZAC Day (25 April 2017)
- Labour Day Brisbane, Cairns only (01 May 2017)
- Queens Birthday Melbourne and Sydney only (12 June 2017)
- Labour Day Sydney only (02 October 2017)
- Queens Birthday Brisbane and Cairns only (02 October 2017)
- Boxing Day (26 December 2017)
- Day After New Year's Day (2nd January 2018)
- Labour Day Melbourne only (12 March 2018)

Brisbane, Melbourne and Sydney branch hours:

- 1 April 2017 – 30 April 2017 8am to 4.30pm seven days a week
- 1 May 2017 – 31 August 2017 8am to 4.30pm CLOSED Sundays
- 1 September 2017 – 31 March 2018 8am to 4.30pm seven days a week

Cairns branch hours:

- 1 April 2017 – 30 April 2017 8am to 4.30pm CLOSED Sundays
- 1 May 2017 – 31 October 2017 8am to 4.30pm seven days a week
- 1 November 2017 – 31 March 2018 8am to 4.30pm CLOSED Sundays

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.

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.

Administration Fees / Taxes (included in the Value Pack)

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

Rental Duration

The minimum rental for all vehicles is seven days.

A 10-day minimum rental period applies during the period of 15 December 2017 to 5 January 2018.

During the Bathurst and Phillip Island Races (01 October 2017 to 20 October 2017) a 10-day minimum rental period applies from Brisbane, Sydney and Melbourne branches only applies to the Pandora, Pegasus and Hercules motorhomes.

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 \$150 is charged for one way rentals. The one way fee is waived for each rental segment of 21+ days.

BNE			
7	CNS		
7	14	MEL	
7	14	7	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.

Pre-purchase LP Gas Bottle (included in the inclusive Star Package)

The gas bottle(s) is supplied full. A service fee is payable on pick up of the vehicle:

\$25 – Aquila RV

\$35 – Pandora RV, Pegasus 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 Value Pack)** - \$17 each per rental
- **Camp Table (included in the Value Pack)** - \$24 per rental
- **GPS (included in the Value Pack)** - \$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 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. Baby seats can't be fitted to the Aquila RV and Pegasus RV. 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. Cost is \$30 each per rental. Booster seats can only be fitted in selected models. Booster Seats are always on request. Booster seats can't be fitted to the Aquila RV and Pegasus RV. Children under 6 months of age cannot be accommodated in any of the Motorhomes.
- **Satellite Phone** - \$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 Star RV Motorhome/Campervan rentals on standard rates can be combined to qualify for a long-term discount rate. Rentals in 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.

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. Star RV vehicles can be driven north of the Daintree River as long as written permission is obtained from Start RV prior to travel.

Vehicles are NOT permitted to travel to Tasmania, on Fraser Island or Moreton Island.

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 the Star RV 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, Star RV 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

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.

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 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 Star RV. No other animals are permitted in our vehicles.

Smoking

Smoking is not allowed 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 Star RV cancellation fees:

- If cancelled 91+ days prior to pick up. No Fee (\$100 Gallivanting Oz Administration fee)
- If cancelled 90 to 22 days prior to pick up – 10% of Total Rental (minimum \$350, incl of Gallivanting Oz Administration Fee)
- If cancelled 7 – 21 days prior to pick up – 20% of Total rental (minimum \$350, incl of 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 of Gallivanting Oz administration fee)

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

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 Star RV 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 \$100 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

Star RV rental charge includes a Standard Liability of \$7,500.

A Bond of \$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 \$7,500 will be debited to the credit card account immediately. An administration fee equal to the merchant surcharge applies. The Standard Liability can be reduced by purchasing the following reduction option:

Reduction Option (Included in the Star Pack)

Liability of NIL applies. This Option can be purchased by paying Star RV \$47 per day.

- The maximum amount payable per rental segment for the Star Pack is \$2,350 – i.e. 50 days rental.
- The minimum amount payable per rental segment for Star Pack 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 exceed 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 Star RV by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) for \$250.

Star Pack

Add \$65 per day - need to decide at time of booking if you'd like to add this to your hire.

- 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 Star Pack will be based on the minimum rental period applicable for your rental.

The Star Pack includes: Liability Reduction Option, Unlimited Windscreen and Tyres will be covered for accidental damage, Unlimited Kilometres, One Way Rental Fee, 10% GST, 3% Administration Fee/Taxes, Easy Check Out and Check In, Personal Kits, Kitchen Kit, LP Gas Pre-purchase fee, Star RV Welcome Pack, Pre-Hire Cleaning Fees, Vehicle Consultation Fee, 24hr Roadside Assistance, Extra Driver Fees, Camp Chairs and Table, Camp Ground Guides, GPS 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 Star RV 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. 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. 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 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 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.
- 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 the Star Pack or Liability Reduction 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.

Disclaimer

Illustrations and text in any of our brochures or website are a representation only of the vehicle depicted. Variances in the vehicles offered for any rental may occur due to a substitutions made by Star RV or modifications and/or upgrades to the vehicle design made by the manufacturer.