



Apollo Tourism & Leisure Ltd Terms and Conditions

Conditions for Campervan & Motorhome Rental (Australia)

Valid 1 April 2021 to 31 March 2023

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

Star RV	Apollo	Cheapa Campa	Hippie
24hr Roadside Assist	24hr Roadside Assist	24hr Roadside Assist	24hr Roadside Assist
Unlimited km's	2WD Unlimited km's 4WD 300 km's per day	2WD Unlimited km's 4WD 300 km's per day	Unlimited km's
Kitchen Kit	Kitchen Kit	Kitchen Kit	Kitchen Kit
General equipment	General equipment	General equipment	General equipment
Personal Kit	Personal Kit	Personal Kit	Personal Kit
Extra driver/renter	Extra driver/renter		
'Drop and Go'			
Linen exchange service			
Valet service			
Gas bottle exchange service			

Kitchen Kit: plates, bowls, knives, forks, spoons, bottle opener, can opener, mixing bowls, colander, saucepans, frying pans, and cooking utensils, chopping board, kettle, teapot, toaster and tea towel. Electrical appliances are supplied in vehicles that have 240V.

General Equipment: pegs, clothesline, fire extinguisher, bucket, hose, broom, dustpan and brush. 4WD RVs also include a Personal Locator Beacon.

Personal Kit: complimentary bedding (including sheets, blankets, pillows, pillowcases and towels).

Drop and Go: simply return the vehicle neat and tidy and we'll take care of the rest including vehicle, cabin and bathroom cleaning (this does not include emptying the toilet cassette and the grey water tank).

Linen Exchange Service: you may exchange your personal kits during your holiday at any **StarRV** Branch with a 48-hour prior notice.

Valet Service: you may visit any **StarRV** branch whilst on holiday to have your RV cleaned, oil and water checked with a 48-hour prior notice.

Gas Bottle Exchange Service: every 14 days of hire, you can visit a **StarRV** branch to exchange your used gas bottle for a full gas bottle.

Online Check-In

It is mandatory for guests to complete Apollo's online check in prior to pick up at <https://preregistration.apollocamper.com/>

By completing the required pick-up information ahead of the pick-up date, guests will experience a smoother and quicker RV collection process. Guests will also be required to watch our Apollo safe driving video prior to pick up, and can access our 'How To Videos' through the Apollo Connect App prior to pick up to learn how to use their RV.

Rate Exclusions

We're cooking with gas! A gas bottle is necessary for cooking in the RV. A full gas bottle(s) may be pre-purchased and can be returned empty to Apollo at the completion of the road trip. Fee applies for each booking of a multiple rental.

Gas bottles for the compact RVs (such as Hi-top, Endeavour and 2BTS) and 4WD RVs cost \$25. Gas bottles for the 4 Berth and 6 Berth RVs cost \$35.

Long Hire Discount

21+ days - 8% 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 (if total exceeds 21 days)
- 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 'value pack' component. The Early Bird discount can be combined with long term discounts.

Multiple Rentals

We love to reward our long-term road trippers so consecutive rentals, within a 3-month period, in United States of America, Canada, Australia, New Zealand, Germany, France, the United Kingdom and Ireland on **StarRV**, **Apollo**, **Cheapa Campa** and **Hippie** can be combined to obtain a long-term discount rate. If drop-off of an RV and pick-up of a new RV occurs on the same day then a day will be charged for each RV. Multiple rentals are considered separate rentals under the one-way fee and minimum rental period conditions.

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 resets after 7 days and are based on supply and demand until a confirmed booking has been made.

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.

Driver's Licence and Minimum Age

For the safety of our guests a current and full motor vehicle driver licence is required to be shown at pick-up and the driver needs to be present. If the driver licence is not in English, then we require accredited English translation or an International Driver Permit. For travel in the Northern Territory an International Driving Permit is required along with the foreign driver licence. We do not accept Digital Driver Licences.

Note: UK driver licences that have had approved extensions by the UK DVLA (Driver and Vehicle Licencing Agency) can still travel for up to 11 months past the licence expiry. This extension only applies to full GB driving licence holders. It does not apply to provisional driving licence entitlement.

StarRV, **Apollo** and **Cheapa Campa** drivers must be over the age of 21, have held a licence for at least two years and the licence must be valid for the entire booking duration.

It is important to provide us with the correct country that your drivers licence has been issued to, to ensure we include any country specific discounts which are available from time to time.

Rate Calculation

Not all rates and terms apply to group bookings (any rental that consists of four or more vehicles travelling together). Requests for convoy bookings should be directed to campers@gallivantingoz.com.au

Booking Alterations

We understand that sometimes plans change. If this is the case, any changes made to a booking will be calculated by using the higher one of two rates, either the original Flex Rate or the Flex Rate current at the time of booking alteration. The following are considered as a booking alteration:

- Change of name
- Change to pick-up or drop-off dates
- Change pick-up or drop-off branch location
- Change of RV category
- Change of rate scheme including special rates

If the rate scheme or RV category is changed, this is considered a new booking and cancellation fees may apply to the original booking.

If there are any last-minute alternations made within 14 days of pick-up, we will be happy to accommodate these depending on availability. However due to the short notice if the holiday is shortened, the number of days originally booked will be charged.

If the pick-up or drop-off location is altered within 14 days of pick up, a change of location fee may also apply.

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 Reservations team. Subject to the change being approved, you will be also advised if a relocation fee applies.

Rental Extension

If you want to extend your booking whilst on the road, you should first contact the Reservations team who will be happy to advise if the extension is possible, and the costs associated. To secure an extension, the extra costs (calculated on the current rate of the day), will need to be paid by credit card inclusive of all taxes and surcharges, either over the phone or at an Apollo Branch at the time of extension. Of course, any long-term discounts in place, will continue to apply to the booking.

We will always do our best to accommodate any extensions however it is subject to availability of our fleet.

Change of RV

We understand guests' needs are different and therefore our RVs can be requested by category, however not by make or model. We always do our best to accommodate requests, however should the RV booked be unavailable due to unforeseen circumstances, we will substitute the booked RV with an alternative available RV at time of pick-up, at no extra cost. Any changes made to the booked RV and agreed to by the guest do not entitle the guest to a refund.

In the event of no alternative RV being available to the guest, Apollo's liability is limited to a refund of the hire charge or in the case of mechanical failure (unless caused by the guest) the remainder of the hire period.

Pre-register online

Guests have the ability to register online in advance on www.apollocamper.com/registernow. By completing the required pick up information ahead of the pick-up date guests will experience a smoother and quicker RV collection process.

Apollo Connect

Apollo Connect is our custom-built app available for our guests travelling in Australia and New Zealand. The free app provides guests with all the necessary information needed to make their Apollo journey even better.

The App is designed to:

- Enhance guest's holiday experience by providing 'how-to videos' prior to pick up, so that they become familiar with their vehicle before arriving at the branch, and prepare any questions they may have
- Educate our guests on how to use the vehicle and safe driving practices
- Provide Apollo contact details to extend their holiday, contact roadside assistance, email any other enquiries and find answers to FAQ's
- Provide information on campgrounds while on the road and allow for campgrounds to be booked
- Search and book great deals on attractions and activities through ApolloClub
- Find helpful information on branch locations, nearby petrol stations, dumping stations, supermarkets, ATMs etc

Guests can download the app on **Google Play** or the **App Store**.

Getting to and from the airport

Branches are conveniently located near major airports, making pick-up and drop-off even easier for our guests. Guests can arrange transport at their own cost to and from the airport via taxi or uber/rideshare at your own cost.

Branch Locations and Vehicle availability

Apollo branches are located across Australia, allowing you to plan for road trips both long and short. Our Broome branch is a little more remote than others and therefore a single \$750 location fee applies to guests who pick-up or drop-off at our Broome branch.

		Adelaide	Alice Springs	Brisbane	Broome	Cairns	Darwin	Hobart	Melbourne	Perth	Sydney
StarRV	Aquila	✓		✓		✓			✓	✓	✓
	Hercules	✓		✓		✓			✓	✓	✓
Apollo	HiTop	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Endeavour	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Euro Tourer	✓	✓	✓		✓	✓	✓	✓	✓	✓
	Euro Camper	✓	✓	✓		✓	✓	✓	✓	✓	✓
	Euro Deluxe	✓	✓	✓		✓	✓	✓	✓	✓	✓
	Trailfinder	✓	✓	✓	✓	✓	✓			✓	
	Adventure	✓	✓	✓	✓	✓	✓			✓	
Cheapa Campa	HiTop	✓	✓	✓		✓	✓		✓	✓	✓
	Endeavour	✓	✓	✓		✓	✓		✓	✓	✓
	2 berth	✓	✓	✓		✓	✓		✓	✓	✓
	4 berth	✓	✓	✓		✓	✓		✓	✓	✓
	6 berth	✓	✓	✓		✓	✓		✓	✓	✓
	4WD	✓	✓	✓	✓	✓	✓			✓	
	Trailfinder	✓	✓	✓	✓	✓	✓			✓	
Hippie	Drift	✓				✓			✓	✓	✓
	HiTop	✓				✓			✓	✓	✓
	Endeavour	✓				✓			✓	✓	✓

This is a guide only. RV availability may change.

Branch Opening Hours: (allow 1 hour for collection)

The opening hours of our branches vary, depending on location and seasonality. The below table details the specific hours for pick-up and drop-off:

Location	Date/Hours for Pick-up and Drop-off	
Adelaide Alice Springs Brisbane Cairns Hobart Melbourne Perth Sydney	1 April – 31 March 08:00 to 16:00 7 days a week	
Broome	1 April – 19 December 08:00 to 16:00 Closed Sunday	20 December – 31 March Closed
Darwin	1 April – 19 December 08:00 to 16:00 7 days a week	

The Broome and Darwin depots are closed during the wet season (20 December to 31 March). During this time roads are muddy and hard to navigate, for safety reasons we recommend that guests avoid travelling to the top end of Australia during this time.

All branches are closed Good Friday (02 April 2021) Christmas Day (25 December 2021), New Year's Day (01 January 2022), and Observed Australia Day (26 January 2022).

RV introduction and show through

On pick-up, our staff provide guests with a thorough RV show through with all the necessary information guests need to know about the interior and exterior features of their RV. This ensures guests are comfortable and confident with their RV before they start their road trip. To ensure guests have a thorough RV show through before starting their road trip, they will need to arrive at the depot by 15:30 latest as the depot closes at 16:00.

Rental Duration

A road trip allows guests to travel at their own pace. To ensure our guests get the most of their holiday a minimum five-day booking applies, when pick-up and drop-off is from the same branch location. Minimum booking periods, usually 10 days, may also apply during peak periods such as Christmas and Lunar New Year, and 7 days for Bathurst Races and Phillip Island Races.

Peak	Pick-up From:	Pick-up To:	Min. days:	Locations:
Easter	29 March 2021	3 April 2021	10	All
Bathurst Races	DATES TO BE RELEASED	DATES TO BE RELEASED	7	Melbourne, Sydney
Phillip Island Races	DATES TO BE RELEASED	DATES TO BE RELEASED	7	Melbourne, Sydney
Christmas	18 December 2021	2 January 2022	10	All
Lunar New Year	28 January 2022	10 February 2022	10	Melbourne, Perth, Sydney

Additional minimum rental periods for other peak periods may apply.

One Way Rentals

Road-trips don't always finish where they started, some of the best adventures don't. If a guest drops-off at a different branch location from which they picked-up, a minimum booking period and \$165 one-way fee applies. The minimum booking periods for one-way bookings are detailed below.

There are no one way rentals permitted from Hobart to any other location between 1 November and 31 March, unless specific permission is granted by Apollo scheduling.

ADL									
7	ASP								
7	14	BNE							
21	21	21	BME						
14	14	7	21	CNS					
14	7	14	14	14	DRW				
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

Travel Restrictions

Not all RVs are suitable for all driving situations, so it's important the right RV is chosen for the travel planned. Apollo, at its discretion may restrict RV travel 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. If applicable, any further restrictions will be mentioned at pickup.

Once on the road, guests are encouraged to contact the roadside team, Apollo Assist on 1300 798 212 if they have any concerns regarding road accessibility. For the safety of guests, the following travel restrictions are in place:

- **Hippie** RVs must not be driven to Tasmania.
- **Hippie** Hitop and **Hippie** Endeavour can be driven to the Northern Territory at an additional cost of \$30.00 (Gross) per day as long as written permission is obtained from Apollo Assist prior to travel. The Hippie Drift is not allowed in the Northern Territory.

Guests who travel to restricted areas without permission will void all liability cover in the event of damage or accident and may be subject to a penalty fee of \$300 charged on each occasion identified.

2WD RVs

Our 2WD RVs aren't equipped for the rougher terrain and cannot be driven on unsealed roads. Well maintained access roads which lead to recognised campgrounds and are less than 10 kilometres long are allowed.

Apollo 2WD RVs can be driven to any island as long as permission is obtained from Apollo Assist prior to travel. 2WD travel restriction table over page.

2WD Travel Restriction Table

State/ Territory	Restricted (Permission Required)	Not Permitted at all times
All		Unsealed roads longer than 10KM
Queensland	North of the Daintree, North Stradbroke Island and Magnetic Island	Donohue Highway
South Australia	Kangaroo Island	
Tasmania	Tasmania for Star RV, Cheapa Campa; Bruny Island	All Hippy vehicles
Western Australia		Great Central Road
Northern Territory	Hippy Endeavour and Hitop vehicles	Hippy Drift, Plenty Highway, Great Central Road

4WD RVs

Our 4WD RVs are ready to take adventurous travellers off the beaten track, however for the safety of our guests, there are areas from which our vehicles are restricted. For restricted destinations listed below, guests are required to nominate expected travel plans with the branch at pick-up and confirm with relevant local authorities that roads are passable prior to travel.

4WD Travel Restriction Table

State	Restricted (written Permission Required)	Not Permitted at all times
ALL	Any islands; Any remote unsealed roads (not listed below).	Fraser Island, Moreton Island and Rottneest Island, any beaches
Queensland	Birdsville Track, Burke Development Road from Chillagoe to Normanton, Cape York (North of Daintree River), Savannah Way (Normanton to Borroloola), Bloomfield track, Sandover Highway	Fraser Island, Moreton Island, the Old South Road from Maryvale to Finke, Old Telegraph Road section of the road to Cape York, CREB Track, Cape York (between 1 December and 31 May)
South Australia	Oodnadatta Track, Simpson Desert, Strzelecki Track, Gunbarrel Highway	Old Gunbarrel Highway
Tasmania	Tasmania	-
Western Australia	Bungle Bungles, Cape Leveque, Gibb River Road, Kalumburu Road, Mitchell Falls/ Plateau, Tanami Track, Blackstone-Warburton Road, Warburton, Fairfield-Leopold's Downs Road, Gunbarrel Highway	Rottneest Island, Old Gunbarrel Highway, Canning Stock Route, last 2 kilometres of the Lennard River Gorge Road
Northern Territory	Arnhem Land, Mereenie Loop, Plenty Highway, Savannah Way, Normanton to Borroloola, Finke Road (between Alice Springs and Oodnadatta Track), Tanami Track, Sandover Highway and Jim Jim Falls and Twin Falls	Boggy Hole (Finke Gorge National Park), Central Arnhem Road, The Lost City in Litchfield Park, the Old South Road from Maryvale to Finke

*Travel to Cape York is not permitted between the period of 1 December to 31 May and at all other times, written permission is required

Apollo at its discretion may restrict RV travel 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. If applicable, any further restrictions will be

mentioned at pick-up. Guests are encouraged to contact Apollo Assist at 1300 798 212 if any concerns regarding road accessibility.

4WD restricted maps have also been provided – please request another copy if you do not have.

Kilometres

For the safety of guests please don't underestimate the time it will take to get from one point to another. While our 2WD RVs include unlimited kilometres we recommend travelling a maximum of 300 kilometres per day or the equivalent of 4-5 hours driving. We encourage our guests to take a break from driving at least every 2 hours.

Our 4WD rates include 300 kilometres per day however should a little more adventure be needed, 500-kilometre packages are available before or at time of pick-up for AU\$188. If the road travelled is a little longer, any excess kilometres will be charged at \$0.40 per kilometre payable on return. The 4WD additional cover package includes unlimited kilometres.

Returning the RV

The RV is a home away from home and for comfort, we recommend it's kept tidy throughout the road trip. The RVs need to be returned to the branch as they were taken, with the interior cleaned, the toilet cassette emptied (where applicable) and holding tanks emptied. The RV exterior does not require cleaning unless it's covered with excessive dirt or mud, making it difficult for our team to see its return condition. Drop and Go (included in **StarRV**) is available to be pre-purchased or added on pick-up to offer quick and easy return.

Repairs

We understand that while on holiday the RV may require small repairs. So not to disrupt the road trip any further, if the damage was not caused by the guest, repairs up to \$100 can be completed without authorisation and will be reimbursed upon presentation of receipts. If repairs over \$100 are needed, the Apollo Assist team should be informed prior to repair being completed. Unauthorised repairs are not permitted.

All RVs are enrolled in the Australian Automobile Association and 24hr mechanical emergency roadside assistance is available if needed. Please contact Apollo Assist at 1300 798 212 for on road care.

Infringements, Tolls and Fines

Apollo will pass on any charges the guest receives for traffic infringements, toll way or parking fines during their road trip. There will be a \$75 admin fee on top of the fee to process any tolls received.

However, there is a toll package available for guests to purchase to avoid this fee.

The Toll Package is available for \$39.00 in Australia which gives guests a \$50.00 'toll credit'. When travelling through toll ways the credit will be used up to the value of \$50.00. Once \$50.00 is exceeded, another toll package of \$39.00 will be automatically charged to the guest's credit card (a \$0.75 registration matching fee applies within the \$50 credit).

This package can be added to your hire at any time. If you choose to add this during your hire the credit only starts from the date and time it was added, so any toll fee received prior to that are not covered.

Animals

We believe fur friends can only make a road trip better and both service animals and pet dogs are allowed to travel in **Apollo**, **Cheapa Campa** and **Hippie** vehicles with written permission from Apollo at time of booking. There is a \$200 pet

service fee (excludes service animals). Please ask to find out more regarding the policy regarding this. Pet dogs are not permitted in **StarRV** RVs. Service dogs are permitted in all vehicles.

Smoking

Our RVs are a smoke free and drug free zone; hence smoking or drugs are not permitted in any of our RVs.

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.

Payments at Branches

For security reasons, the depots do not accept cash at the branches. They accept credit card and debit card for charges paid on RV pick-up and drop-off. The Bond is payable at pick-up by credit card or debit card and cannot be paid with a pre-paid credit card or cash.

Credit Cards

We only accept Visa and Master card for payment of the deposit. At the depots, you can choose to use Visa, MasterCard, American Express, Diners Club and Union Pay to pay any amounts due at pickup. The following fees apply (irrespective of the account chosen e.g. savings, credit, etc):

	Rental/Extras
Visa Debit card /MasterCard Debit card	0.71%
Visa Credit card/MasterCard Credit Card	1.52%
Amex/Diners/Union Pay	2.8%

Fees are subject to change

Travel Insurance

For peace of mind, we strongly recommend that clients ensure they take out the highest level of private Travel Insurance.

PROTECTION PACKAGE

Personal Injury

The RV has third party insurance cover and it is likely that any other vehicle involved in an accident also has third-party insurance. Depending on the circumstances of an accident, the guest 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.

Property Damage

The RV is insured for damage to it and damage to the property of a third party. However, the guest is responsible up to the amount of the applicable liability for damage to third party property, or to the RV. The guest is also responsible for the cost of the daily rate for the period the vehicle is being repaired. There is no refund for unused portion of the rental period. The Liability applies to each claim, not RV.

The liability is applicable regardless of who is at fault and must be paid at the time the accident is reported to Apollo by telephone on a credit card, not on return of the RV. Apollo reserves the right to charge the guest for any RV damage including Third Party property damage not reported but identified on return of the RV.

Liability Options

For peace of mind on the road we offer a range of Liability Options for guests. Guests can choose between the following options:

- ‘Low Road’ – our most basic level of liability cover.
- ‘The Middle Road’ to bring that level down.
- ‘High Road’ our highest cover option – which allows you to add on the Value Pack inclusions (Star Pack for **StarRV**).

The amount payable for each Liability Option is based on the number of days of hire minimum rental period applicable for each RV or total days of the RV booking. The maximum charge for Liability Options is 50 days per rental segment.

		The Low Road			The Middle Road			The High Road		
		\$ per day	Liability	Bond to CC	\$ per day	Liability	Bond to CC	\$ per day	Liability	Bond to CC
Star RV	All RVs	Included	\$7,500	\$7,500 charged	-	-	-	\$49	\$0	\$250 imprint
Apollo	HiTop, Endeavour,	Included	\$5,000	\$5,000 charged	\$38	\$2,500	\$2,500 charged	\$45	\$0	\$250 imprint
	All other 2WD RVs	Included	\$7,500	\$7,500 charged	\$38	\$2,500	\$2,500 charged	\$45	\$0	\$250 imprint
	All 4WD RVs	Included	\$8,000	\$8,000 charged	\$41	\$2,500	\$2,500 charged	\$47	\$500	\$500 imprint
Cheapa	HiTop, Endeavour,	Included	\$3,500	\$3,500 charged	\$22	\$1,500	\$1,500 charged	\$29	\$0	\$250 imprint
	All other 2WD RVs	Included	\$5,000	\$5,000 charged	\$32	\$2,500	\$2,500 charged	\$39	\$0	\$250 imprint
	All 4WD RVs	Included	\$8,000	\$8,000 charged	\$41	\$2,500	\$2,500 charged	\$47	\$500	\$500 imprint
Hippie	All RVs	Included	\$3,000	\$3,000 charged	-	-	-	\$22	\$0	\$100 imprint

- Please see terms and conditions for exclusions. The ‘Value Package’ provides excellent peace of mind and value for money.
- Overhead/underbody damage are excluded from cover under the high road, but are included in the **StarRV/ Apollo** and **Cheapa Campa** Value Pack
- Tyre and Windscreen damage are excluded from the high road cover but are included in the **StarRV/ Apollo** Value Pack (or renter can purchase WAP)
- Single Vehicle Rollover damage excluded from the High Road Cover but included in the Value Pack for **StarRV** and **Apollo**, or renter can has purchased Single Vehicle Rollover cover with **Cheapa Campa**

Bond

The bond payment will depend on the liability option chosen. If the guest chooses to take ‘The Low Road’ or ‘The Middle Road’, where the bond is a ‘charge’ the total bond will be debited to the Credit or Visa/Mastercard Debit card immediately (pre-paid credit cards and cash not accepted).

If the guest chooses to take 'The High Road' (imprint) the Bond is payable to Apollo by an open signed credit card imprint with an authorisation for \$250/\$500. The credit card holder must be present to sign for the Bond when they pick-up the RV and is liable for any damage to the RV.

The Bond is fully refundable provided terms are met. The RV simply needs to be returned to the booked Apollo branch location, on time, full of fuel and with the toilet cassette and grey water tank emptied. Credit card refunds (including bond refunds) can take up to 14 business days depending on the guest's financial institution.

If there is damage to the RV on its return or any other terms of the rental contract have not been met, the Bond will be used to cover the cost up to the amount of the relevant Liability. If the terms of the Rental Contract are not met and the Bond is not sufficient to cover the damage, extra costs will be charged.

If a guest is continuing on with another Apollo RV booking, the Bond can be transferred to the next booking within Australia.

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 14 business days depending on the renter's Financial Institution.

Apollo Value Pack

The Value Pack (Star Pack for **StarRV**) is a bundled extra which provides the highest Liability Option and selected value-added products/services for a great road trip. The minimum amount payable per rental for Value Pack will be based on the minimum rental period applicable for the booking. The maximum amount payable per rental segment is 50 days.

	\$ per day	\$ Max per rental	Inclusions
StarRV	\$65.00	\$3,250	'The High Road', Unlimited Windscreen and Tyres, Undercarriage/Overhead damage (covered for accidental damage), Single Vehicle Roll over, Extended Roadside Assistance, Pre-Purchased Gas Bottle, 3x Toilet Chemicals, Camp Chairs and Table and Baby/Booster Seats (with prior request).
Apollo 2WD	\$58.75	\$2,937.50	'The High Road', Unlimited Windscreen and Tyres, Undercarriage/Overhead damage (covered for accidental damage), Single Vehicle Roll Over, Pre-purchased Gas Bottle, 3x Toilet Chemicals, Camp Chairs and Table, and Baby/Booster Seats (with prior request).
Apollo 4WD	\$65.00	\$3,250	'The High Road', Pre-purchased Gas Bottle, Camp Chairs and Table,
Cheapa Campa HiTop, Endeavour,	\$37.50	\$1,875	'The High Road', Undercarriage/Overhead damage (covered for accidental damage), Pre-purchased Gas Bottle, Extra Driver/Renter Fees, 3x Toilet Chemicals, Camp Chairs and Table, and Baby/Booster Seats (with prior request).
Cheapa Campa 2WD	\$50.00	\$2,500	
Cheapa 4WD	\$65.00	\$3,250	'The High Road', Pre-purchased Gas Bottle, Extra Driver/Renter Fees, Camp Chairs and Table
Hippie	\$30.00	\$1,500	'The High Road', Pre-purchased Gas Bottle, Extra Driver/Renter Fees, Camp Chairs and Table, and Baby/Booster Seats (with prior request).

4WD Additional Cover

For 4WD guests who like to venture further afield we offer additional cover. This cover is available when 'The High Road' or Value Pack is purchased. The rate for the **Apollo** Trailfinder and Adventure Campers is \$299.00; **Cheapa Campa** 4WDs is \$249.00.

The additional cover protects guests for:

- Accidental damage to the overhead and underbody sections of the 4WD Campervan*
- Unlimited windscreen and tyre cover*
- Damage to the awning
- Unlimited kilometres
- \$0 Liability (\$500 bond)- Included with the High Road/ Value Pack
- Towing and RV recovery costs from roads and areas where permission to travel had been granted by Apollo
- Single Vehicle Rollover

Please note this protection does not cover bogged RVs.

Value Added Services

To make road trips that little easier, Apollo have a range of optional extras available. These items below can be prepaid.

Item	\$ cost	Conditions
Drop and Go	\$75	Simply return the vehicle neat and tidy and we'll take care of the rest including vehicle, cabin and bathroom cleaning (this does not include emptying the toilette cassette and the grey water tank)
500-kilomtere package	\$188	-
Camp chairs	\$17.00 each per rental	-
Camp table	\$24.00 per rental	-
Camp chair and table bundle 6 chairs x 1 table	\$66 per rental	
2 chairs x 1 table	\$44 per rental	
Heater/fan	\$15.00 per rental	-
Baby booster seats	\$35.00 each per rental	Please refer to the Child Restraints policy for full details: https://www.apollocamper.com/terms/1920%20AU-NZ-USA%20Child%20Restraints.pdf Maximum 2 seats
Extended roadside assistance	\$4.00 per day capped at 25 days	This includes opening RV on lock out, lost key replacement up to \$120, emergency towing up to 25km, jump start, flat tyre change using spare located in the RV, fuel delivery up to 20 litres and call out fee up to \$150. Non-mechanical issues are not covered, and guests may be required to take the RV to a repairer
Windscreen and tyre protection plus extended roadside assistance (WAP)	\$7.00 per day capped at 25 days	This includes 1 windscreen, 2 tyres and the Extended Roadside Assistance.

Single vehicle rollover	\$5.50 per day	Minimum \$50 per rental Available to be booked only when Value Pack is purchased on Cheapa Campa and Hippie . Included with Value Pack for Apollo and Star RV.
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Optional Extras:

Item	\$ Cost	Conditions
Pre-Purchased Gas Bottle – 2WD campervans, 2 Berth motorhomes, 4WD	\$25.00 per rental	A gas bottle is necessary for cooking in the RV. A full gas bottle(s) may be pre-purchased and can be returned empty to Apollo at the completion of the road trip. Fee applies for each booking of a multiple rental.
Pre-Purchased Gas Bottle – 2WD 4 Berth and 6 Berth motorhomes	\$35.00 per rental	
Extra Driver/Renter	\$3 per person, per day	Capped at 15 days (Cheapa Campa and Hippie)
Toilet Chemicals	\$2.50 each	
Satellite Phone	\$20.00 per day plus call charges	Must be pre-booked at least 7 days prior to pick up.
Toll Package	\$39.00	Credit of \$50 when travelling through tollways

Fees

Item	\$ Cost	Conditions
First aid kit	\$50.00	A First Aid kit is supplied in every RV. If the seal is broken or the kit is not returned the kit becomes the property of the guest and the fee is charged
One-way fee	\$165.00	Minimum days apply. See table for more details (see page 6/7)
Pet cleaning fee	\$200.00	Applies on all bookings where a pet dog is travelling in the RV. Not allowed with StarRV
Broome location fee	\$750.00	Per rental
Change drop-off location after pick-up	\$750.00 minimum	Subject to availability
Cleaning fee	\$200.00	Applies only when the RV is returned without the interior cleaned and without an empty toilet cassette and grey water tank

Cancellation Terms

Please note there is an AU\$100 administration fee should there be any cancellations to a confirmed booking, in addition to any Apollo cancellation fees:

for travel until 30 September 2021

- If cancelled 31+ days prior to pick-up - \$100 Administration fee
- If cancelled 30 to 14 days prior to pick-up - \$350 including administration fee
- If cancelled 13 to 1 day prior to pick-up – 50% of Total Rental (minimum AU\$350, incl Administration Fee)
- If cancelled on day of pick-up or no show – 100% of Rental including any applicable fees e.g. One Way
- There is no refund for late pick-up or early return

All Travel from 1 October 2021 to March 31 2023 (2021-2022 Rate Release terms apply)

- If cancelled 61+ days prior to pick-up - \$100 Administration fee
- If cancelled 60 to 22 days prior to pick-up – 10% of Total Rental (minimum AU\$350, incl Administration Fee)
- If cancelled 21 to 7 days prior to pick-up – 20% of Total Rental (minimum AU\$350, incl Administration Fee)
- If cancelled less than 7 days prior to pick-up – 50% of Total Rental (minimum AU\$350, incl Administration Fee)
- If cancelled on day of pick-up or no show – 100% of Rental including any applicable fees e.g. One Way
- There is no refund for late pick-up or early return

There is no refund for late pick up or early return of a vehicle. The original pick-up date or the earliest confirmed pick up date is used to calculate the cancellation fee. Refunds by credit card can take up to 14 working days depending on the guest's financial institution.

Cancellation Terms for Group bookings *(any rental that consists of 4 or more vehicles travelling together)*

Payment to confirm booking

- 20% deposit payable at time of confirming each vehicle
- 91 or more days prior to pick-up 20% combined deposit per rental (minimum of \$350 per rental) paid up front at the time of booking. Balance due 90 days prior to pick-up.
- 90 or less days prior to pick-up 100% combined payment per rental at time of booking.

The original pick-up date or the earliest confirmed pick-up date is used to calculate the cancellation fee.

Other things you need to know

Apollo reserves the right to refuse any rental at our discretion.

While on their road trip guests are responsible for:

- Damage caused where the terms of Rental Contract have not been met by the guest (other than when a third-party damage admits fault and provides full contact and licence details)
- Damage caused by negligence and/or wilful conduct
- Damage caused to the RV in any way by part or total water submersion or saltwater. It's true, our vehicles can't swim
- Damage caused to tyres and windscreen except where 'Value Pack' (**StarRV** and **Apollo**) or 'WAP' has been purchased and applies
- Damage caused to the RV when using the RV in contravention of any legislation or regulation controlling vehicular traffic
- Damage caused due to a single vehicle roll over except where the 'Value Pack' (**StarRV** and **Apollo**), '4WD Additional Cover' (**Apollo** and **Cheapa Campa**) or 'Single Vehicle Rollover' has been purchased and applies
- Damage and associated costs with recovery of a bogged vehicle

- Damage or loss caused to any personal belongings
- Damage caused due to use of incorrect or contaminated fuel
- Damage to the slide out of the RV
- Damage to the undercarriage or overhead of the RV except where the 'Value Pack' (**StarRV**, **Apollo** and **Cheapa Campa**) has been purchased and applies
- Damage to the awning of the RV except where '4WD Additional Cover' (**Apollo** and **Cheapa Campa**) has been purchased and applies
- Our RVs are equipped with a tracking device. Apollo reserves the right to send warnings to guests that are driving in contradiction to the terms and conditions or exceeding the speed limits. Guests that continuously ignore the warnings may be subject to a penalty fee of \$300 charged on each occasion identified

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.*