

## APOLLO AU RENTAL RATES & CONDITIONS (1 APRIL 2020 – 31 MARCH 2021)

Welcome to Apollo Motorhome Holidays

In our world we believe road trips make the best holidays.

Apollo is part of the Apollo Tourism & Leisure Ltd (ATL) family which includes RV brands **StarRV**, **Apollo**, **Cheapa Campa** and **Hippie** and **Apollo Cars**.

ATL is a global leader in the vehicle leisure industry with leisure fleet, retail and manufacturing operations. Simply put - we know RVs inside and out.

They are a chance to choose your own journey, travel at your own pace, experience the great open road and all of its adventures. Apollo has a vast range of RVs available including 2WD campervans, family friendly motorhomes and 4WDs ready to take on the Australian terrain. We also have Apollo Cars available in Australia, New Zealand and the USA. If you've got an adventure in mind, we've got the RV to take you on it.

Apollo's exceptional team and quality RVs have helped thousands of guests experience the freedom of a road trip holiday in Australia, New Zealand, Canada, USA, Europe, the United Kingdom and Ireland.

Our service and love for road trip holidays is what sets us apart. We are committed to our guests and partners through ongoing support, including Apollo Assist, the most advanced B2B system, and overseas marketing representation in the UK and central Europe. We even have a 4WD Adventure Camper available for use at consumer and trade events in the UK and Central Europe. Apollo's global network and service continues to make RV travel even easier.

The summary of terms below are for the Apollo Fleet.

### IMPORTANT NOTES

#### VALID 1 APRIL 2020 – 31 MARCH 2021

- We use a Flex System, all Flex Rates are GROSS
- Rental days are calculated per calendar day. The day of pick-up is calculated as the first day of booking and the day of return is calculated as the last day of booking.
- Rates are in Australian dollars and include 10% Goods and Services Tax.
- Flex Rates reset after 7 days. See below for more details.
- Not all rates and terms apply to group bookings. **Group bookings consist of 4 or more RVs travelling together** and should be directed to [info@australia4wdrentals.com](mailto:info@australia4wdrentals.com) for separate quoting.
- For ease at pick-up please specify the correct number of guests (and ages of children if applicable) and include correct guest contact details and name on all bookings. To help this process we have our Pre-Registration link available for guests.

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## WHAT IS THE FLEX SYSTEM AND HOW DOES IT WORK

The Flex System allows us to offer flexible pricing and gives you the opportunity to secure the best possible rate at time of booking. The Flex System is based on a very simple system of supply and demand. For example, if there are a large number of RVs available at a particular branch then the rate will be lower and generally the earlier you book the better the rate. It is made up of the Flex Rates Table and the weekly Flex Level Updates.

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## THE FLEX LEVEL UPDATE

The Flex Level Update contains the Flex Levels applicable to the week per location and vehicle type. The Flex Level Update will be valid from each following Monday through to and including Sunday (We will update change rates on our database onwards from 3:59pm Sundays AEST).

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## HOW DO YOU KNOW WHICH RATE APPLIES TO YOUR BOOKING?

Simply check out the Flex Level and Flex Rates Tables. The Flex Level available at the time of booking on the first day determines the daily rate for the rental period up to the 7th day. The rate resets every 7 days for the period of the booking.

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## OTHER RATES

Flex Rates are for new bookings and don't replace any other rates or specials. They cannot be combined with another rate scheme. Cancellation of any other rate scheme and rebooking with Flex Rates, or vice versa, is not possible

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## 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, Hippie**, Canadream and Bunk Campers can be combined to obtain a long-term discount. If drop-off of one 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.

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## DRIVER 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 an 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.

**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 select the correct country in which the drivers licence was issued to ensure correct rates are calculated.

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## RATE INCLUSIONS

To make things as comfortable as possible for our guests, our rates include:

- 24hr Roadside Assistance,
- 2WD Unlimited Kilometres and 4WD 300 Kilometres per day
- Kitchen Kit
- General Equipment
- Personal kit
- Extra Driver/Renter

### These inclusions comprise:

- 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, clothes line, fire extinguisher, bucket, hose, broom, dustpan and brush. **4WD RVs also include a Personal Locator Beacon.**
- Personal Kit: complimentary bedding (including sheets, blankets, pillows, pillow cases 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 – applicable to 2wd vehicles with toilet and shower).

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## RATE EXCLUSIONS

We're cooking with gas! A gas bottle is necessary for cooking in the RV. A full gas bottle(s) needs to 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 (Hitop, Endeavour, Vivid and Euro Tourer) and 4WD RVs cost \$25. Gas bottles for the 4 Berth and 6 Berth RVs cost \$35.

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## DISCOUNTS

Guests who love road trips as much as we do and travel for more than 21 days receive 8% off daily rates. This is also available to guests with multiple bookings that total 21 days or more.

Planning early pays off! When booking 180+ days in advance receive a 5% Early Bird discount on all brands.

The Early Bird Discount and Long-Term Discount can be combined to get an even better road trip deal.

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## 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.

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## CHANGE TO THE DROP-OFF LOCATION AFTER PICK-UP

If your guest changes their drop-off destination after pick-up, they should get in touch with our friendly Reservations team who will be happy to help. Our team will advise guests if the change is possible and the applicable fee.

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## EXTENDING A ROAD TRIP

If your guest is having too much fun and wants to extend their booking whilst on the road, they should first contact our friendly Reservations team who will be happy to advise if the extension is possible, and the associated costs. 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. 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 vehicle availability.

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## 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 for 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.

## APOLLO CONNECT

### Apollo Connect

Apollo Connect is our custom-built app available for our guests travelling in Australia and New Zealand. The free app provides our 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**.

We suggest adding this to confirmation vouchers with our pre-registration link above.

## PRE-REGISTER ONLINE

Guests have the ability to register online in advance this link will be supplied to you after booking. By completing the required pick-up information

## GETTING TO AND FROM THE AIRPORT

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

## BRANCH LOCATION AND 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.

Certain RVs are more popular in certain locations; the matrix below is a guide to available vehicles at each of our branches.

	Adelaide	Alice Springs	Brisbane	Broome	Cairns	Darwin	Hobart	Melbourne	Perth	Sydney
Hitop Camper	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Endeavor Camper	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Vivid Camper			✓		✓			✓		✓

Euro Tourer	✓	✓	✓		✓	✓	✓	✓	✓	✓
Euro Camper	✓	✓	✓		✓	✓	✓	✓	✓	✓
Euro Star			✓					✓		✓
Euro Slider			✓					✓		✓
Euro Deluxe	✓	✓	✓		✓	✓	✓	✓	✓	✓
Trailfinder Camper	✓	✓	✓	✓	✓	✓			✓	
Adventure Camper	✓	✓	✓	✓	✓	✓			✓	
Overlander Camper		✓		✓	✓	✓			✓	
X-Terrain	✓	✓	✓	✓	✓	✓			✓	

*This is a guide only. RV availability may change, depending on the adventures of our guests.*

## BRANCH HOURS AND PUBLIC HOLIDAYS

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	Dates / Hours for Pick-up and Drop-off	
Adelaide Alice Springs Brisbane Cairns Hobart Melbourne Perth Sydney	<b>1 April - 31 March</b> 8am to 4pm 7 days a week	
Broome	<b>1 April - 19 December</b> 8am to 4pm 7 days a week Broome closed Sunday	<b>20 December - 31 March</b> Closed
Darwin	<b>1 April - 19 December</b> 8am to 4pm 7 days a week	

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

Our staff enjoy a holiday as much as you do and all of our branches are closed on public holidays including Good Friday (10 April 2020) Christmas Day (25 December 2020), New Year's Day (1 January 2021), and Observed Australia Day (26 January 2021).

## RV INTRODUCTION AND SHOW THROUGH

On pick-up, our staff provide 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 adventure, they will need to pick up their RV from the branch by 4pm.

## BOOKING DURATION

An RV holiday allows guests to travel at their own pace. To ensure our guests get the most of their road trip a minimum five-day booking applies when pick-up and drop-off is from the same branch location. Higher minimum rental days apply for all brands as follows and are subject to change. Updates with minimum rental periods will be advised through Apollo email Announcements.

Peak	Pick-up From:	Pick-up To:	Minimum days:	Locations:
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 2020	2 January 2021	10	All
Lunar New Year	8 February 2021	15 February 2021	10	Melbourne, Perth, Sydney

## ONE-WAY BOOKINGS

Road trips don't always finish where they start, and some of the best adventures take you far and wide. If a guest drops off at a different branch location from which they picked up, a minimum booking period and \$165.00 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 Reservations.

<b>Adelaide</b>										
7	<b>Alice Springs</b>									
7	14	<b>Brisbane</b>								
21	21	21	<b>Broome</b>							
14	14	7	21	<b>Cairns</b>						
14	7	14	14	14	<b>Darwin</b>					
14	14	14	21	21	21	<b>Hobart</b>				
7	7	7	21	14	14	7	<b>Melbourne</b>			
14	21	21	14	21	21	21	14	<b>Perth</b>		
7	14	7	21	14	21	14	7	21	<b>Sydney</b>	

## 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 pick-up. Guests are encouraged *to contact Apollo Assist telephone number on their 'keytag' and/or given at pickup whilst travelling* if they have any concerns regarding road accessibility. For the safety of guests, the following travel restrictions are in place:

- **Apollo and Cheapa Vivid Campers** must not be driven in the Northern Territory or Western Australia.

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 rough terrain and cannot be driven on unsealed roads.

Well-maintained access roads which lead to recognised campgrounds and are less than 12 kilometres long are allowed.

Apollo 2WD RVs can be driven to any island on sealed roads as long as written permission is obtained from Apollo Assist prior to travel.

### 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 and/or require written permission from Apollo prior to travel.

### 4WD Travel Restriction Table

State/Territory	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	-
New South Wales	-	-	-
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, Frenchman's Track,  All other listed roads refer to the Apollo Road Restricted maps Qld. <a href="https://www.apollocamper.com/terms/au-restricted4wd-access-map-pg1v2_5042016%20(2).pdf">https://www.apollocamper.com/terms/au-restricted4wd-access-map-pg1v2_5042016%20(2).pdf</a>	



South Australia	Oodnadatta Track, Simpson Desert, Strzelecki Track, Gunbarrel Highway	Old Gunbarrel Highway	-
Tasmania	Tasmania	-	-
Victoria		-	-
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 .  All other listed roads refer to the Apollo Road Restricted maps WA. <a href="https://www.apollocamper.com/terms/au-restricted4wd-access-map-pg1v2_5042016%20(2).pdf">https://www.apollocamper.com/terms/au-restricted4wd-access-map-pg1v2_5042016%20(2).pdf</a>	-
Australian Capital Territory	-	-	-
Northern Territory	Arnhem Land, Mereenie Loop (from Glen Helen to Kings Canyon), Plenty Highway, Savannah Way, Normanton to Borrooloola, Finke Road (between Alice Springs and Oodnadatta Track), Tanami Track, Sandover Highway and Jim Jim Falls and Twin Falls (except the X-Terrain).	Boggy Hole (Finke Gorge National Park), Central Arnhem Road (Including to Barunga), Gunbarrel Highway, Old Gunbarrel Highway, The Lost City in Litchfield Park, the Old South Road from Maryvale to Finke, Borrooloola to Bing Bong, Sandy Creek to Daly River Road on the 4x4 Southern Access Track in Litchfield National Park. Twin Falls (X-Terrain vehicle – is not allowed to Twin Falls).  All other listed roads refer to the Apollo Road Restricted maps NT. <a href="https://www.apollocamper.com/terms/au-restricted4wd-access-map-pg2v2_5042016%20(2).pdf">https://www.apollocamper.com/terms/au-restricted4wd-access-map-pg2v2_5042016%20(2).pdf</a>	-

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 on 1300 798 212 for any concerns regarding road accessibility.

Our 4WD Restricted areas maps are available to download on the Apollo Resource Gallery or the Apollo website.

*\*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. From any depot in any state.*

## 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 \$188. If the road travelled is a little longer, any excess kilometres

will be charged at \$0.40 per kilometre payable on return.

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## 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, toilet cassette (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..

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## REPAIRS

We understand that while on holiday the RV may require small repairs. To avoid further disruptions to the road trip, if the damage was not caused by the guest, repairs up to \$100 can be completed without authorisation and will be reimbursed. If repairs over \$100 are needed, the Apollo Assist team should be informed prior to any 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 on 1300 798 212.

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## INFRINGEMENTS, TOLLS AND FINES

Apollo will pass on any charges the guest receives for traffic infringements, toll or parking fines during their road trip. No one likes unexpected surprises or additional administration fees, so we'll only pass on to guests the exact amount of the fine or charge received.

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## ANIMALS

We believe fur friends can only make a road trip better. Service animals and pet dogs are allowed to travel in **Apollo**, **Cheapa Campa** and **Hippie** vehicles with written permission from Apollo at the time of booking. There is a \$200.00 pet cleaning fee, (excluding service animals).

If you intend to travel with a Service animals and pet dog please advise us at time of quoting and again before booking.

Pet dogs are not permitted in our brand called **StarRV** RVs.

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## SMOKING

Our RVs are a smoke free zone; hence smoking is not allowed in any of our RVs.

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## PAYMENT AT BRANCHES

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

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## CREDIT CARDS

We accept Visa, MasterCard, American Express, Diners Club and Union Pay. The following fees apply for the rental and any additional products (irrespective of chosen account e.g. savings, credit, etc.):

	Rental / Extras
Visa Debit card /MasterCard Debit card	1.0%
Visa Credit card/MasterCard Credit Card	2.0%
Ames/Diners/Union Pay	2.8%

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## TRAVEL INSURANCE

For peace of mind, we strongly recommend that all guests take out the highest level of private travel insurance.

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## PERSONAL INJURY

### 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.

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## PROPERTY DAMAGE

### 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.

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## 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.

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

	\$ per day	Bond	Liability
Hitop, Endeavour, Vivid	Included	\$5,000	\$5,000
All other 2WD RVs	Included	\$7,500	\$7,500
All 4WD RVs	Included	\$8,000	\$8,000

### The Middle Road

	\$ per day	Bond	Liability
Hitop, Endeavour, Vivid	\$38	\$2,500	\$2,500
All other 2WD RVs			
All 4WD RVs	\$41	\$2,500	\$2,500

### The High Road

	\$ per day	Bond	Liability
Hitop, Endeavour, Vivid	\$45	\$250	\$0
All other 2WD RVs			
All 4WD RVs	\$47	\$500	\$500

### BOND

The Bond payment will depend on the Liability Option chosen. If the guest chooses to take 'The Low Road' or 'The Middle Road' the total Bond will be debited to the credit or debit card immediately.

If the guest chooses to take 'The High Road' 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 on time and full of fuel and with the toilet cassette and grey water tank emptied to the Apollo branch location booked. Credit card refunds (including Bond refunds) can take up to 21 working 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 enough 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.

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### EXCHANGE RATE / CURRENCY VARIATIONS

All 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. Refunds by credit card can take up to 21 working days depending on the guest's financial institution.

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### VALUE PACK

The Value Pack, 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 is 50 days per rental segment.

	\$ Gross per day	\$ Max per rental	Inclusions
<b>Apollo 2WD</b>	\$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).  The Apollo Vivid Camper is limited to 1 windscreen.
<b>Apollo 4WD</b>	\$65	\$3,250	'The High Road', Pre-purchased Gas Bottle, Camp Chairs and Table, and Baby/Booster Seats (with prior request).

\*Additional data packages may be purchased via the portal directly on the Wifi device. Refer to optional extras table.

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### 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, Adventure and Overlander Campers is \$299.00; **Apollo** X-Terrain is \$199.00 and **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/roof top tent
- 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

\*Unlimited windscreen and tyre cover does not apply to the **Apollo X-Terrain**.

Please note this protection does not cover bogged RVs.

### VALUE ADDED SERVICES

To make road trips that little bit easier, Apollo have a range of optional extras available.

**These items below are to be prepaid.**

Additional packages may be offered on pick-up.

Item	Price	Conditions
<b>Personal Kit</b>	\$20.00	Included with all brands as standard- additional kit cost
<b>Drop and Go</b>	\$75.00	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).
<b>500-kilometre package</b>	\$188.00	
<b>Extra Driver/Renter</b>	\$3.00 per person per day	Capped at 15 days
<b>Camp Chairs</b>	\$17 each per rental	-
<b>Camp Table</b>	\$24 per rental	-
<b>GPS</b>	\$10.00 per day	Up to a maximum of \$100 per hire
<b>Heater/Fan</b>	\$15 per rental	-
<b>Toilet Chemicals</b>	\$2.50 each	-
<b>Baby/Booster Seats</b>	\$35.00 each per rental	Please refer to the Child Restraints policy on our website for full details: <a href="https://www.apollocamper.com/terms/1920%20AU-NZ-USA%20Child%20Restraints.pdf">https://www.apollocamper.com/terms/1920%20AU-NZ-USA%20Child%20Restraints.pdf</a> .
<b>Extended Roadside Assistance</b>	\$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. Non-mechanical issues are not covered and guests may be required to take the RV to a repairer.
<b>Windscreen and Tyre Protection Plus Extended Roadside Assistance (WAP)</b>	\$7.00 per day capped at 25 days	This includes 1 windscreen, 2 tyres and the Extended Roadside Assistance.

SUMMARY OF TERMS & CONDITIONS

		This value add <b>is not available</b> for the <b>Apollo / Cheapa Vivid Camper or the Apollo X-Terrain.</b>
<b>Single Vehicle Rollover</b>	\$5.50 per day	Minimum \$50 per rental  Available to be booked <b>only</b> when Value Pack is purchased on the other brand being <b>Cheapa Campa</b> The Apollo alternative brand. Not available for the Apollo brand.
<b>Pre-Purchased Gas Bottle – 2WD campervans, 2 Berth motorhomes, 4WD</b>	\$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.
<b>Pre-Purchased Gas Bottle – 2WD 4 Berth and 6 Berth motorhomes</b>	\$35.00 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.
<b>Satellite Phone</b>	\$20.00 per day plus call charges	Must be pre-booked at least 7 days prior to pick up.
<b>Toilet Chemicals</b>	\$2.50 each	
<b>Wifi</b>	\$15.00 per rental	Includes 500MB. Additional data packages may be purchased via the portal directly on the Wifi device. 500MB \$8.70/ 1GB \$16.52/ 3GB \$42.61/ 10GB \$120.87
<b>Single Vehicle Rollover</b>	\$5.50 per day	Minimum \$50 per rental Available to be booked only when Value Pack is purchased on <b>Cheapa Campa (Not Apollo)</b>

Additional packages may be offered on pick-up.

**FEES**

**To be paid to the supplier at the day of pickup to the depot staff.**

Item	Gross Price	Conditions – Apollo
<b>First Aid Kit</b>	\$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.
<b>One-Way Fee</b>	\$165.00	Minimum days apply. See table for more details (refer to page 7)
<b>Pet Cleaning Fee</b>	\$200.00	Applies on all bookings where a pet dog is travelling in the RV.
<b>Broome Location Fee</b>	\$750.00	Per rental
<b>Change of Drop-off location after Pick up</b>	\$750.00 minimum	Subject to availability
<b>Cleaning Fee</b>	\$200.00	Applies only when the RV is returned without the interior cleaned and without an empty toilette cassette and grey water tank.

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## CANCELLATION TERMS

We understand that sometimes road trips may need to be cancelled. In case of cancellation, the below terms apply:

- If cancelled 91+ days prior to pick-up – Agent Deposit
- If cancelled 90 to 22 days prior to pick-up – Agent Deposit + 10% of Total Rental (minimum \$250)
- If cancelled 21 to 7 days prior to pick-up – Agent Deposit + 20% of Total Rental (minimum \$250)
- If cancelled less than 7 days prior to pick-up – Agent Deposit + 50% of Total Rental (minimum \$250)
- If cancelled on day of pick up or No-Show – Agent Deposit + 100% of Total Rental (minimum \$250)
- There is no refund for late pick up or early return of vehicle.

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 21 working days depending on the guest's financial institution.

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## 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 salt water. It's true, our vehicles can't swim.
  - Damage caused to tyres and windscreen except where 'Value Pack' (**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' (**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' (**Apollo** and **Cheapa Campa**) has been purchased and applies.
  - Damage to the awning or roof top tent 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.

Enjoy the adventure, wherever it takes you.

Apollo Team