

## APOLLO AU RENTAL RATES & CONDITIONS (1 APRIL 2019 – 31 MARCH 2020)

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### IMPORTANT NOTES

- We use a Flex System, all Flex Rates are GROSS and 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.
- For ease at pick-up please specify the correct number of guests (and ages of children if applicable) and include correct guest contact details on all bookings.

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### FLEX RATES

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, therefore 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.

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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 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. Drivers must be over the age of 21, have a full motor vehicle driver licence that has been held for at least two years and the licence must be valid for the entire booking duration.

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### RATE INCLUSIONS

To make things as comfortable as possible for our guests, our rates include: 24hr Roadside Assistance, Unlimited kilometres for 2WD RVs or 300 kilometres per day for 4WD RVs, kitchen kit, personal linen kit, general equipment and Extra Driver Fee. These inclusions comprise:

- Kitchen kit: plates, bowls, knives, forks, spoons, bottle opener, can opener, mixing bowls, colander, saucepans, frying pans, cooking utensils, chopping board, kettle, teapot, toaster and tea towel. Electrical appliances are supplied in vehicles that have 240V.
- Personal linen kit: sheets, blankets, pillows, pillow cases and towels.
- General equipment: pegs and clothes line, dustpan & brush, fire extinguisher, bucket, hose and broom.

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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 5% off daily rates. This is also available to guests with multiple bookings that total 21 days or more.

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## BOOKING ALTERATIONS

At Apollo we understand that sometimes things 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, 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 relocation 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 if a relocation fee applies.

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## EXTENDING A ROAD TRIP

If your guest gets swept up in the adventure of a road trip 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 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.

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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 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.

## 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 to and from the airport via taxi or uber.

## BRANCH LOCATION AND AVAILABILITY

Apollo branches are located across Australia, allowing our guests 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	1 April - 31 March 8am to 4:00pm 7 days a week	
Broome	1 April - 19 December 8am to 4:00pm Closed Sunday	20 December - 31 March Closed
Darwin	1 April - 19 December 8am to 4:00pm 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, 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 for Christmas Day, New Year's Day, Good Friday and Observed Australia Day.

## 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 pick up their RV from the branch by 4pm.

## BOOKING 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 may also apply during peak periods such as Christmas, Easter, Bathurst motor racing, etc.

## CREDIT CARDS

We only accept Visa, MasterCard, American Express and Diners Club. The following fees apply (irrespective of the account chosen e.g. savings, credit, etc.):

	Bond Admin Fee	Bond Credit Card Charge	Rental/Extras
Australian issued Visa Debit card/MasterCard Debit card	2.00%	-	0.60%
International Visa Credit /debit card or MasterCard credit/debit card or Australian	2.00%	-	1.40%

Issued Visa Credit card/MasterCard Credit Card			
Amex/Diners	2.00%	4.50%	4.50%

## ONE-WAY BOOKINGS

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.

<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. For the safety of guests, the following travel restrictions are in place:

### 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 12 kilometres long are allowed.

Apollo 2WD RVs can be driven to any island as long as written permission is obtained prior to travel. The Vivid Camper is not allowed to travel in the Northern Territory or Western Australia.

### 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. These include;

State/Territory	Restricted (Written Permission Required)	Not Permitted at all times	Not Permitted between the period of December to May
All	Any islands, excluding Fraser Island and Moreton Island; Any remote areas.	-	-
New South Wales	-	-	-
Queensland	Birdsville Track, Burke Development Road from Chillagoe to Normanton, Cape York (North of Daintree River), Finke Road	Fraser Island, Moreton Island, the Old South Road from Maryvale to Finke, Old Telegraph Road section of the road to Cape York	Cape York (RVs are not permitted to travel to Cape York between December and May, permission is required at all other times to travel to Cape York)
South Australia	Oodnadatta Track, Simpson Desert, Strzelecki Track	Gunbarrel Highway, Old Gunbarrel Highway	-
Tasmania	Tasmania	-	-
Victoria	Warburton Road	-	-
Western Australia	Bungle Bungles, Cape Leveque, Gibb River Road, Kalumburu Road, Mitchell Falls/ Plateau, Savannah Way from Normanton to Borroloola, Tanami Track	Gunbarrel Highway, Old Gunbarrel Highway, Canning Stock Route, last 2 kilometres of the Lennard River Gorge Road	-
Australian Capital Territory	-	-	-
Northern Territory	Arnhem Land, Mereenie Loop, Plenty Highway	Boggy Hole (Finke Gorge National Park), Central Arnhem Road, Gunbarrel Highway, Old Gunbarrel Highway, The Lost City in Litchfield Park, the Old South Road from Maryvale to Finke	-

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.

## 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.

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.

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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 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.

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## 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. If repairs over \$100 are needed, the Apollo Assist team should be informed prior to repair being completed.

All RVs are enrolled in the Australian Automobile Association and 24hr mechanical emergency roadside assistance is available if needed simply contact Apollo Assist.

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## 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. 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 and both service animals and pet dogs are allowed to travel in our RVs with written permission from Apollo at time of booking. There is a \$200 pet service fee for each pet, this excludes service animals. Our full policy can be viewed on the Apollo website.

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## SMOKING

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

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## PAYMENT AT BRANCHES

For security reasons, Apollo accepts Credit card and Debit card for charges paid on RV pick-up and drop-off. We do not accept cash at Apollo 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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## 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

We understand that everyone has different needs and therefore offer a range of liability options to provide peace of mind. The amount payable for each reduction option is based on the minimum rental period applicable for each RV or total days of RV booking. The maximum charge for liability reduction options is 50 days.

### 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

To keep this simple - 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. When a Visa or MasterCard Debit card is used a 1% fee will apply, when a Visa or MasterCard Credit card is used a 2% fee will apply or when an Amex, Diners or Union Pay is used a 2.8% fee will apply.

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, and associated fees when a Visa or MasterCard is used, is fully refundable provided terms are met. The RV simply needs to be returned on time and full of fuel to the Apollo branch location booked. Credit card refunds including bond refunds can take up to 14 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 14 working days depending on the guest's financial institution.

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### 4WD ADDITIONAL COVER

Some of our 4WD guests like to venture further afield and we offer additional cover for \$299 to keep them covered. This cover is available when 'The High Road' or Value Pack is purchased. The additional cover protects the guest for:

- Accidental damage to the overhead and underbody sections of the 4WD Campervan\*
- Unlimited tyre and windscreen cover
- Damage to the awning/roof top tent
- Unlimited kilometres
- \$0 Liability (\$500 bond)
- Towing and RV recovery costs from roads and areas where permission to travel had been granted by Apollo

\*This protection does not cover single vehicle rollover (including accidental damage to overhead and underbody) or bogged RVs.

**VALUE PACK**

The Value Pack is a bundled extra which provides the highest liability cover option and basic items necessary for a great road trip. The minimum amount payable per rental for Value Pack is the five-day minimum booking period. The maximum amount payable per rental segment is 50 days.

	<b>\$ Gross per day</b>	<b>\$ Max per rental</b>	<b>Inclusions</b>
<b>Apollo 2WD</b>	\$58.75	\$2,937.50	'The High Road', unlimited windscreen and tyres, undercarriage/overhead damage (covered for accidental damage), pre-purchased gas bottle, initial set of toilet chemicals, camp chairs and table, and baby/booster seats (with prior request)
<b>Apollo 4WD</b>	\$65	\$3,200	'The High Road', pre-purchased gas bottle, initial set of toilet chemicals, camp chairs and cable, and baby/booster seats (with prior request).

**VALUE ADDED SERVICES**

To make road trips that little bit easier, Apollo have a range of extras available from camp chairs, to first aid kits and Extended Roadside Assistance, we have our guests covered as they choose.

<b>Item</b>	<b>Price</b>	<b>Conditions</b>
<b>Camp Chairs</b>	\$17 each per rental	-
<b>Camp Table</b>	\$24 per rental	-
<b>GPS</b>	\$10 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 each per rental	Please refer to the Child Restraints policy on our website for full details.
<b>Satellite Phone</b>	\$20 per day + call charges	Must be pre-booked at least 7 days prior to pick up.

<b>Drop and Go</b>	\$75	Simply return the vehicle neat and tidy and we'll take care of the rest including vehicle, cabin and bathroom cleaning.
<b>First Aid Kits</b>	\$50	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 fee is charged
<b>Extended Roadside Assistance</b>	\$4 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 per day capped at 25 days	This includes 1 windscreen, 2 tyres and the Extended Roadside Assistance. This value add is not available for the Vivid Camper.

Additional packages may be offered on pick-up.

## CANCELLATION TERMS

We hate for road trips to be cancelled however understand that sometimes it may be necessary. 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 7 to 21 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 14 working days depending on the guest's financial institution.

## 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 of 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' 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.
- 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 underbody or overhead of the RV except where the 'Value Pack' has been purchased and applies.
- Damage to the awning or roof top tent of the RV except where '4wd Additional Cover' has been purchased and applies.

Rates/Terms/Conditions are subject to change without notice.