

everyday a new holiday with Apollo Motorhome Holidays

Conditions for Campervan & Motorhome Rental (Australia)

Summary of Rental Conditions

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

Rental Charges

Rentals are charged per calendar day. When using Standard Rates and a rental moves from one rate season into the next, the calculation is based on both rates. When using Flex Rates, the rate for the entire rental is determined by the pick up date, and therefore will not change throughout the hire period.

Early Bird Discount

An Early Bird Discount off Standard Rental Rates will apply to rentals that commence 180 days after the date of booking.

This discount cannot be used with any other special/promotion/offer and does not apply to Flex Rates.

Inclusive Rate

A cost of \$45 per day applies for an Inclusive Rate. This cost is to be added to the relevant Standard Daily Hire Rate.

The Inclusive Rate includes: VIP Cover, Unlimited Kilometres, One Way Rental Fee, 10% GST, 2.5% Government Stamp Duty/Taxes, Personal Kits, Kitchen Kit, LP Gas Refill Fee, Apollo Welcome Pack, Pre-Hire Cleaning Fees, Vehicle Consultation Fee, 24hr Roadside Assistance, Extra Driver Fees, Camp Chairs and Table, Maps and Camp Ground Guides and Baby or Booster Seats (on request).

The Inclusive Rate does not include the Broome Surcharge. The maximum amount payable per rental segment for an Inclusive Rate is \$2,250 – i.e. 50 days rental.

Branches

Apollo has motorhome branches in Adelaide, Alice Springs, Brisbane, Broome, Cairns, Darwin, Melbourne, Perth and Sydney. During the period of 1 December 2006 to 31 March 2007 the Alice Springs branch is closed on Sundays and the Broome and Darwin branches are closed on Saturdays and Sundays. All branches will be closed Christmas Day, New Years Day and Good Friday. Otherwise branches are open seven days a week, 8am to 4:30pm.

Transfer

Vehicles must be collected and returned to our branches (not airports). Transfers to and from the Apollo depot are not included in the rental price. It is the renter's responsibility to get to and from the branch.

Taxes

Our rates include 10% GST.

A charge of 2.5% of the total cost will be levied to cover state government taxes, duties and associated costs.

Credit Cards

We only accept Visa, MasterCard, American Express and Diners Club. Visa and MasterCard will incur an additional 1.5% surcharge on any transaction. American Express and Diners Club will incur an additional 4% surcharge on any transaction.

Exchange Rate / Currency Variations

All credit card transactions are conducted in Australian dollars. Due to exchange rate fluctuations there could be some variance in the amount refunded compared to the amount initially charged. We do not accept any liability for variances up or down. Refunds by credit card can take up to 15 working days depending on the renter's Financial Institution.

Rental Duration

The minimum rental for all vehicles is five days, aside from one way rentals which are seven days.

During the period of 15 December 2006 to 5 January 2007 and rentals from Sydney and Melbourne during the period of 3 October to 9 October 2006, a minimum rental period of 7 days applies. Minimum rental periods are subject to change during peak periods.

One Way Rentals

A one way rental has a minimum rental period of at least seven days. One way rentals are available subject to the minimum rental periods in the above table. A one way rental fee of \$200 is charged for rentals 20 days or less per segment.

Driver's Licence and Minimum Age

A valid, non-provisional, state or overseas driver's licence is required. If the driver's licence is not in the English language (e.g. German, French, Chinese, etc) then an international driver's licence is also required. The driver's licence must have been held for at least two years and be valid for the whole length of the rental. The original driver's licence must be shown at time of pick-up when the driver is present.

The minimum age to drive the vehicle is 21 years and the maximum age is 75 years.

Kitchen and Personal Kits

Each vehicle is supplied with complimentary living equipment (such as bedding, cooking equipment, eating utensils, bath and tea towels.)

Maps and Campground Guides

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

Vehicle Consultation

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

Apollo Welcome Pack

Each vehicle is supplied with a complimentary Apollo Pack for the first night. The pack contains, matches, mini shampoo and conditioner, dishwashing liquid, sponge, soap, salt and pepper, coffee, tea and sugar sachets.

Camp Chairs

\$15 each per rental

Camp Table

\$20 per rental

Baby Seats

One baby seat (must be pre-booked) suitable for children under 3 years of age can be fitted to the Motorhome Range. Cost is \$20 per rental. Baby seats cannot be fitted in the Cheapa Campa, Hitop Campervan, Euro Tourer and Adventure Camper vehicles.

Booster Seats

Booster seats (must be pre-booked) suitable for children between 3 and 8 years of age can be supplied for the Motorhome Range. Cost is \$20 each per rental. Booster seats cannot be fitted in the Cheapa Campa, Hitop Campervan, Euro Tourer and Adventure Camper vehicles.

First Aid Kits

A First Aid kit is supplied in every vehicle. If the seal is broken or the Kit is not returned the Kit becomes the property of the renter and a \$35 fee is charged when the vehicle is returned.

L.P. Gas Refill Service Fee

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

\$15 – Cheapa Campa/Hitop Campervan/Euro Tourer/Adventure Camper
\$30 – 3, 4 and 6 Berth Motorhomes

The gas bottle can be returned empty to Apollo at the completion of the rental. The fee applies for each part of a multiple rental.

Multiple Rentals

Consecutive rentals can be combined to qualify for a long-term discount rate. Australian and New Zealand car/campervan rentals can be combined to obtain a long-term discount rate, providing travel is within a 3 month period. If drop off of a vehicle and pick up of a new vehicle occurs on the same day then a day each will be charged per respective vehicle. Multiple rentals are treated as separate rentals under the one way fee and minimum rental period conditions.

Broome Rentals

An additional charge of \$500 applies to all rentals picking up or dropping off in Broome. This is in addition to the one way fee if applicable. Only the Hitop Campervan and 4wd Adventure Camper are available to be rented to and from the Broome branch.

Travel Restrictions

Two Wheel Drive Vehicles can only be driven on sealed/bitumen roads or well maintained access roads less than 500 metres long to recognised campgrounds.

Four Wheel Drive Vehicles can also be driven on recognised unsealed tracks but may only travel to the following remote areas with the express written permission of Apollo: Any Islands, Tasmania, Simpson Desert, Gunbarrel Highway, Cape York (North of Daintree River), Oodnadatta Track, Birdsville Track, Tanami Track, Gibb River Road, Kalumburu Road, Warburton Road, Strzelecki Track, Cape Leveque, Bungle Bungles and any other remote area. No Vehicle is permitted on the last 2 kilometres of the Lennard River Gorge Road, the Canning Stock-route, The Lost City in Litchfield Park and the Telegraph Road section of the road to Cape York. Apollo reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions.

Change of Drop Off Destination

If the renter wishes to change the drop off destination after the rental has commenced, they first must obtain authorisation from the Apollo Head Office. Subject to the change being approved, an additional charge of \$700 will apply.

Rental Extension

If the customer wishes to extend the rental whilst on hire, they must first obtain authorisation from Reservations. This is subject to availability. The extra cost of an extended rental must be paid by credit card over the telephone or at an Apollo Branch immediately on confirmation of the rental extension. The additional days will be at the Gross Rate available at the time of the extension. Failure to obtain authorisation will result in the renter being charged double the daily gross rental rate.

Repairs

Although we run late model vehicles, it may happen that small repairs are required. Repairs up to \$50 may be affected without authorisation and will be reimbursed unless the damage is caused by the renter. For amounts over \$50, Apollo will need to be informed in advance. All vehicles are enrolled in the Australian Automobile Association and 24hr emergency roadside assistance is available.

Traffic Infringements

We reserve the right to charge the renter for any speeding or parking fines, traffic infringements or road toll fines. An additional administration fee of \$60 will apply to cover the costs of processing.

Change Of Vehicle

Should the vehicle booked be unavailable through unforeseen circumstances, we reserve the right to substitute an alternative vehicle without prior notification and at no extra cost. This shall not constitute a breach of contract and does not entitle the renter to a refund.

Vehicle Category

Vehicles cannot be requested by make or model, only by vehicle category.

Voluntary Downgrade

Should the renter decide to take a lesser vehicle than booked they will not be entitled to any refund.

Limit of Liability

In the event of no alternative vehicle being available to the renter our liability is limited to a refund of the hire charge or in the case of mechanical failure (unless caused by the renter) the remainder of the hire period.

Important

We reserve the right to refuse any rental at our discretion.

Animals

No animals are permitted in our vehicles, excluding guide dogs.

Cancellation Fees

If cancelled 25 days prior to pick up No Fee

If cancelled 7 to 24 days prior to pick up 20% of Gross Rental (minimum \$250)

If cancelled less than 7 days prior to pick up 50% of Gross Rental

If cancelled on the day of pick up or no show 100% of Gross Rental

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

Booking Amendments

If an amendment is made to the rental dates within 14 days of collection, no refund will be made if the length of hire is shortened (that is; the rental will be charged at the number of days originally booked). A relocation fee may apply if the collection or return location is amended within 14 days of vehicle pick up or if notification occurs during the hire.

Travel Insurance

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

PROTECTION PACKAGE

Personal Injury

The Vehicle has third party insurance cover. It is likely that any other vehicle involved in an accident also has third party insurance cover. Depending on the circumstances of the accident, the renter may be entitled to claim for their personal injury against the third party insurance of the party responsible for the accident. The extent of such third party insurance varies in different States and Territories and Apollo strongly recommends that all passengers take out their own Personal Injury Travel Insurance.

If the renter is responsible for the accident the Vehicle's third party insurance should cover the renter for the liability except where the renter has committed a breach of the Vehicle's third party insurance, e.g. drink driving.

Property Damage

The Vehicle is insured for damage to it or damage to the property of a third party. However the renter is responsible up to the amount of the applicable Liability for the cost of such damage to third party property, or to the rented Vehicle. The renter is also responsible for the cost of demurrage for the period the Vehicle is unavailable due to repairs. The Liability applies in respect of each claim, not per rental. In addition to the Liability an administration fee of \$60 will be charged per claim.

The Liability is applicable regardless of who is at fault and must be paid at the time the accident is reported to Apollo, not at the completion of the rental Period. The Liability will be refunded if Apollo is successful in recovering the cost of the damage from the third party.

Standard Liability

Apollo's rental charge includes a Standard Liability of \$5,000.

A Bond of \$5,000 will be collected at the time of entering into the Rental Contract. Payment of this Bond is only accepted by credit card. The \$5,000 will be debited to the credit card account immediately.

The Standard Liability can be reduced by purchasing one of the following

Reduction Options:

Reduction Option 1

A Liability of \$2,500 applies. This Option can be purchased by paying to Apollo \$20 per day. The maximum amount payable for this Option per rental is \$1,000 – i.e. 50 days rental.

With this Option a Bond of \$2,500 will be collected.

Reduction Option 2 (VIP Cover)

A Liability of \$250 applies. This Option can be purchased by paying to Apollo \$35 per day. The maximum amount payable for this Option per rental is \$1,750 – i.e. 50 days rental.

With this Option a Bond of \$250 will be collected.

Bond

With Reduction Option 1 and Reduction Option 2 a Bond is payable to Apollo by cash, AU\$ traveller's cheques or by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) for the amount of the Bond. Personal or company cheques are not accepted.

If the Bond for Reduction Option 1 or Reduction Option 2 is given in cash or AU\$ traveller's cheques then the renter's passport must be presented on pick up. Due to security reasons the refund will be by Apollo's company cheque, which is sent to the renter's home address from the Apollo Head Office.

The Bond is fully refundable when the vehicle is returned to the correct location on time, is full of fuel and all other terms of the Rental Contract have been complied with. If there is damage to the vehicle on its return, the Bond will be used to cover the cost of such damage up to the amount of the relevant Liability. However, if the terms of the Rental Contract are breached and the Bond is insufficient to cover the damage then any extra cost will be charged.

Full Responsibility

At all times the renter is responsible for:

- Damage caused where the terms of Rental Contract have been breached.
- Damage caused by negligence.
- Damage caused to the Vehicle in any way by part or total water submersion or salt water.
- Damage caused to the Vehicle by the renter's willful conduct.
- Damage caused to the Vehicle when using the Vehicle in contravention of any legislation or regulation controlling vehicular traffic.
- Damage or loss caused to any personal belongings.
- Damage to the awning, overhead or underbody of the Vehicle.

Rates/Terms/Conditions

Are subject to change without notice.