

Review rental campervan Apollo - Australie.

We have had a very disappointing experience with de campervan with Apollo last March.

The electric system of our first campervan was unserviceable (no fridge, aircoc etc). Besides this, the campervan had not been cleaned properly, we found used toiletpaper in the bathroom, old shoes in the closet, no tools to clean (i.e. brush) and the curtains didn't close well enough. We had to spend a night at a holidaypark while waiting for a solution for this unfortunate situation. The first campervan was replaced by another one in Sydney, which was from an older year than we had booked and paid for. We were told we would receive a refund for this for the rest of our stay (another 3 weeks), but we haven't received it, as Apollo now denies their promises to compensate.

When we drove off with the second campervan, we encountered several technical deficiencies along the way again. A broken battery (no electricity for three days), a leak in the boiler (no water for 3 days), followed by a leak in the watertank (another 2 days without water). The service provided by Apollo lacked understanding, for example, they tried to make us return to Sydney to get another battery, while we were days of driving away from Sydney and we were already delayed by the replacement of the first campervan. The repairs cost a lot of our holiday time, we had to call Apollo almost daily (57 times in total, which cost us another 530 euros), we had to look for the appropriate garages ourselves and we have waited many hours for repairs to be done. When one issue was fixed, the next one came up and we had to go through the same process again. This was certainly not what we had in mind by driving around Australia for a 4 week holiday. Utterly frustrated and tired of it all, we returned home one week earlier.

The reaction to our misfortune by the Supervisor Guest Relations, mister A. Smart, was also very disappointing. We had to put a lot of effort to be compensated for the loss of time and holiday pleasure. Many times our emails to the office were not even replied to, which left us feeling very frustrated and misunderstood for the difficulties we encountered.

We advice anyone against renting a campervan with Apollo!

Reply from Apollo Motorhomes management:

Dear Mr. Lantinga

I have met this week with Ester Maas / Totally Campers and discussed your rental experience in detail.
I am very sorry for all the problems that affected your recent Campervan rental with Apollo Motorhome Holidays.

We are very proud of our vehicles and the way we operate so it is very disappointing to receive your comments. However we do always welcome any constructive feedback, which may help us improve both our products and the customer service we offer to our guests. On behalf of Apollo Motorhome Holidays I would like to apologise for the inconvenience and disappointment that you experienced during your recent rental with us.

We do have a very thorough pre-rental inspection procedure in place which is designed to ensure our vehicles are clean, well prepared, correctly equipped and ready to be used; your report highlights this was not the case with your vehicle which is extremely disappointing to hear.

I completely understand your frustrations and your disappointments and please rest assured that each of the issues you reported is being thoroughly investigated and corrective action has been implemented to ensure this is never allowed to happen again. I have discussed your rental with the operation manager and the branch managers in question. I have also spoken to the call centre team leader and highlighted the issues experienced by you. The operations and call centre manager will provide extra training to staff members involved and will look at the relevant process maps to ensure future rentals are handled correctly and guests are called back and issues are followed up in a timely manner.

Thank you for your feedback as it is only through feedback such as yours that we can improve our product and our service please let me know if you do need any further information or assistance and if you do consider renting with Apollo Motorhome Holidays again then I will personally make sure that the vehicle and service delivery is up to the standard you can expect from a major tourism company in Australia, New Zealand or the USA.

Best regards

Daniel Kunzi

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