

## APOLLO MOTORHOME HOLIDAY'S – APOLLO AND CHEAPA AU RENTAL RATES & CONDITIONS AUSTRALIA (1 APRIL 2022 – 31 MARCH 2023)

Revised on December 30<sup>th</sup>, 2021 for Season 2022-2023

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 range of vehicles to suit all types of travellers - 2WD campervans for friends or couples to explore, family friendly motorhomes for those memory making holidays or 4WD campers for those ready to adventure off the beaten track. No matter what the road trip, we've got the RV to suit!

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.

Summary of terms below only to Apollo and Cheapa Campa

### **Apollo**

Our flagship brand Apollo has our largest range of campervans, motorhomes and 4WDs available across ten Australian and two New Zealand locations. Guests can choose from fully self-contained motorhomes with cooking facilities, air conditioning and beds for up to 6 people, compact campers for an authentic vanlife experience, or rugged 4WDs designed for adventure seekers.

### **Cheapa Campa**

Cheapa Campa offers campervan, motorhome and 4WD holidays for budget conscious families and holiday makers –it's the same holiday, just a little cheaper! Cheapa also has lower Liability reduction and bond options for some 2wd campers.

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. Apollo's global network and service continues to make RV travel even easier.

Thank you for choosing Apollo RV Holidays for your guests' next holiday. We look forward to getting them on the road for an amazing adventure and providing them with a fun, safe and exciting holiday experience they will treasure.

The following information is what you need to know when planning for the year ahead.

**The summary of terms below is for the Apollo Fleet.**

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## IMPORTANT NOTES

### VALID 1 APRIL 2022 – 31 MARCH 2023

- 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.
- 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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## DRIVER LICENCE AND MINIMUM AGE

### Driver Licence and Minimum Age

A current and full motor vehicle driver licence is required to be shown at pick-up and all drivers need to be present. If the driver licence is not in English then we require an accredited English translation or an International Driver Permit.

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.

We **do not accept** Digital Driver licences.

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

**Hippie** drivers must be 18 years of age or over with a full driver licence or hold an Australian Green P licence or equivalent.

It is important to select the correct country in which the driver licence was issued to ensure correct rates are calculated.

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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 5.00pm 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.

Please note: Stopsells may occur without notice based on operational capacity. Stopsells will override any previous Freesell or Request status.

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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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### APOLLO RATE INCLUSIONS

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

#### **Apollo**

- 24hr Roadside Assistance
- 2WD Unlimited Kilometres
- 4WD allowed 250 Kilometres per day - (you can purchase extra kilometres see below)
- Kitchen Kit
- General Equipment
- Personal kit
- Extra Driver/Renter

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## CHEAPA RATE INCLUSIONS

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

### Cheapa

- 24hr Roadside Assistance,
- 2WD Unlimited Kilometres
- 4WD allowed 250 Kilometres per day - (you can purchase extra kilometres see below)
- Kitchen Kit
- General Equipment
- Personal kit
  
- (Extra Driver/Renter - **Not included** optional extra see further below) 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.
- General Equipment: 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 – applicable to 2wd vehicles with toilet and shower).

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## MULTIPLE RENTALS

We love to reward our long-term road trippers so consecutive rentals, within a 3-month period, in Australia, New Zealand, North America, 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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## 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.

Planning early pays off! When booking 180+ days in advance, guests 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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## 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 and Euro Tourer) and 4WD RVs cost \$25. Gas bottles for the 4 Berth and 6 Berth RVs cost \$35.

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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 so much fun that they want to extend their booking whilst on the road, they should first contact our (Apollo Motorhome Holiday's) 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, subject to vehicle availability.

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## CHANGE OF RV

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 an alternative RV being unavailable, 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.

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## 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.

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## 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.
- 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.

We can provide a link to the Apollo Motorhome Holiday's online check in and ask guests to download the ApolloConnect App on your confirmation documentation.

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## 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

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.

Apollo	Adelaide	Alice Springs	Brisbane	Broome	Cairns	Darwin	Hobart	Melbourne	Perth	Sydney
Hitop Camper	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Endeavor Camper	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Euro Tourer	✓	✓	✓		✓	✓	✓	✓	✓	✓
Euro Camper	✓	✓	✓		✓	✓	✓	✓	✓	✓
Euro Deluxe	✓	✓	✓		✓	✓	✓	✓	✓	✓
Adventure Camper	✓	✓	✓	✓	✓	✓			✓	

Cheapa	Adelaide	Alice Springs	Brisbane	Broome	Cairns	Darwin	Hobart	Melbourne	Perth	Sydney
Hitop Camper	✓	✓	✓		✓	✓	✓	✓	✓	✓
Endeavor Camper	✓	✓	✓		✓	✓	✓	✓	✓	✓
Euro Tourer	✓	✓	✓		✓	✓	✓	✓	✓	✓
Euro Camper	✓	✓	✓		✓	✓	✓	✓	✓	✓
Euro Deluxe	✓	✓	✓		✓	✓	✓	✓	✓	✓
4WD Camper	✓	✓	✓	✓	✓	✓			✓	

*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 2022- 31 March 2023</b> 9am to 4pm 7 days a week	
Broome	<b>1 April - 19 December 2022</b> 9am to 4pm 7 days a week <b>Broome closed Sunday</b>	<b>20 December 2022- 31 March 2023</b> Closed
Darwin Alice Springs	<b>1 April - 19 December 2022</b> 9am to 4pm 7 days a week	

Our Broome, Darwin and Alice Springs 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 our branches are closed on public holidays including Good Friday (15 April 2022) Christmas Day (25 December 2022), New Year's Day (1 January 2023), and Observed Australia Day (26 January 2023).

## RV INTRODUCTION AND SHOW THROUGH

We have now introduced our mandatory online check in prior to pick up. This includes watching the "How to video" a great introduction and step by step guide on using the amenities within the vehicle. The guest is still welcome to request a show through at the time of pick up if this has not been offered by the branch.

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 period 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.

*Additional minimum rental periods for other peak periods may apply and will be communicated through Apollo Announcements.*



Peak	Pick-up From:	Pick-up To:	Minimum days:	Locations:
Easter	14 April 2022	18 April 2021	7	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 2022	2 January 2023	10	All

### 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.

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 4wd's</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' (1300 798 212) 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:

**Hippie** Hitop and Endeavour Campers can be driven to the Northern Territory at an additional cost of \$30.00 per day provided 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 \$300.00 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 less than 10 kilometres long are allowed.

### 2WD Travel Restriction Table

State/Territory	Restricted (Written Permission Required)	Not Permitted at all times
All	Any Islands	Unsealed roads longer than 5KM Any Beaches
Queensland	North of Laura/Cooktown North Stradbroke Island Magnetic Island	Fraser Island Moreton Island
South Australia	Kangaroo Island	
Tasmania	Tasmania for Star RV, Cheapa Campa, Bruny Island	All Hippie vehicles
Western Australia		
Northern Territory	Hippie Endeavour and Hitop vehicles	
Australian Capital Territory		
New South Wales		
Victoria		

#### 4WD RVs

Our 4WD RVs are ready to take adventurous travellers off the beaten track, however for their safety, there are restricted travel areas. 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.

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, Simpson Desert, Any remote unsealed roads ( <b>not listed below</b> ).	Fraser Island, Moreton Island and Rottneest Island, <b>any beaches</b>
Queensland	Burke Development Road from Chillagoe to Normanton, Cape York (North of Laura/Cooktown*), Savannah Way (Normanton to Borrooloola), Bloomfield track, Sandover Highway, Frenchman Track, Starcke Track	Fraser Island, Moreton Island, Old Telegraph Road section of the road to Cape York, CREB Track.  Cape York (between 1 December- 31 May)
South Australia	Oodnadatta Track, Strzelecki Track, Birdsville Track	-
Tasmania	Tasmania	-
Western Australia	Bungle Bungles, Gibb River Road, Kalumburu Road, Mitchell Falls/ Plateau, Tanami Track, Warburton (Road), Fairfield-Leopold's Downs Road (Tunnel Creek), Gunbarrel Highway	Old Gunbarrel Highway, Canning Stock Route
Northern Territory	Arnhem Land, Larapinta Road between Hermannsburg and Petermann, Plenty Highway, Savannah Way, Normanton to Borrooloola, Finkle Road (between Alice Springs and Oodnadatta Track), Tanami Track, Sandover Highway, Jim Jim Falls & Twin Falls	Boggy Hole (Finke Gorge National Park), Central Arnhem Road (past Barunga) The Lost City in Litchfield Park, the Old South Road from Maryvale to Finke
New South Wales		
Victoria		
Australian Capital Territory		

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.

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 \$300.00 charged on each occasion

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## KILOMETRES

For the safety of guests please don't underestimate the time it will take to drive from one point to another. While our 2WD RVs include unlimited kilometres, we recommend travelling a maximum of **250** 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 **250** kilometres per day, however, should a little more adventure be needed, 500-kilometre (total) packages are available before or at time of pick-up for \$188.00. If the distance 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 and 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 with 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 \$100.00 can be completed without authorisation and will be reimbursed upon presentation of receipts. If repairs over \$100.00 are needed, the Apollo Assist team should be informed prior to any repair being completed. Unauthorised repairs are not permitted.

All RVs are covered by 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. For toll way fees received, Apollo reserves the right to charge the guest's credit or debit card upon receiving the toll way fee. An administration fee of \$75.00 to cover associated administrative costs per toll way fee, traffic infringement or parking fine received may be charged.

Apollo offers guests the option of purchasing our Toll Package for \$39.00 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 \$50.00 credit).

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## ANIMALS

We believe fur friends can only make a road trip better. Pet dogs are allowed to travel in **Apollo, Cheapa Campa** and **Hippie** vehicles **with written permission** from Apollo **at the time of booking**. Pet dogs are not permitted in **StarRV** RVs. There is a \$200.00 pet fee (excluding service animals). Service dogs are permitted in all vehicles. If a vehicle is returned soiled by a pet, Apollo reserves the right to charge an extra cleaning fee. Our full policy can be viewed on the Apollo website.

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## SMOKING

Our RVs are a smoke free and drug free zone; hence smoking or drugs are not permitted in any of our RVs. If smoke or drug residue is detected Apollo reserves the right to charge a cleaning fee.

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## PAYMENT AT BRANCHES

For security reasons, we accept credit card and debit card for charges paid at 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.): *Fees are subject to change*

	Rental / Extras
Visa Debit card /MasterCard Debit card	0.71%
Visa Credit card/MasterCard Credit Card	1.52%
Ames/Diners/Union Pay	2.80%
Subject to change	

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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 any 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:

- 'The Low Road' - our most basic level of Liability cover.
- 'The Middle Road' - an option to lower the Liability/Bond amount
- 'The High Road' - our highest cover option giving the most peace of mind.

The amount payable for each Liability Option is based on the number of days of hire for the 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.

### Apollo brand - the Low Road

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

### Apollo brand - The Middle Road

Apollo Brand	Apollo price per day	Liability	Bond
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<b>Hitop, Endeavour</b>	\$38	\$2,500	\$2,500
<b>All other 2WD RVs</b>	\$38	\$2,500	\$2,500
<b>All 4WD RVs</b>	\$41	\$2,500	\$2,500

#### **Apollo brand - The High Road**

<b>Apollo Brand</b>	<b>Apollo price per day</b>	<b>Liability</b>	<b>Bond</b>
<b>Hitop, Endeavour</b>	\$45	\$0	\$250
<b>All other 2WD RVs</b>	\$45	\$0	\$250
<b>All 4WD RVs</b>	\$47	\$500	\$500

#### **Cheapa brand - The Low Road**

<b>Cheapa brand</b>	<b>price per day</b>	<b>Liability</b>	<b>Bond</b>
<b>Hitop, Endeavour</b>	Included	\$3,500	\$3,500
<b>All other 2WD RVs</b>	Included	\$5,000	\$5,000
<b>All 4WD RVs</b>	Included	\$8,000	\$8,000

#### **Cheapa brand - The Middle Road**

<b>Cheapa brand</b>	<b>price per day</b>	<b>Liability</b>	<b>Bond</b>
<b>Hitop, Endeavour</b>	\$22.00	\$1,500	\$1,500
<b>All other 2WD RVs</b>	\$32.00	\$2,500	\$2,500
<b>All 4WD RVs</b>	\$41.00	\$2,500	\$2,500

#### **Cheapa brand - The High Road**

<b>Cheapa brand</b>	<b>price per day</b>	<b>Liability</b>	<b>Bond</b>
<b>Hitop, Endeavour</b>	\$29.00	\$0	\$250
<b>All other 2WD RVs</b>	\$39.00	\$0	\$250

All 4WD RVs	\$47.00	\$500	\$500
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## 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 \$100.00/\$250.00/\$500.00. 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 our rental contract terms are met. The RV simply needs to be returned to the Apollo branch location booked 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 with another Apollo RV booking, the Bond can be transferred to the next booking within Australia.

## 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 business days depending on the guest's financial institution.

## 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 is 50 days per rental segment.

Cheapa brand	RRP price per day	RRP price Max per rental	Inclusions
Cheapa Campa Hitop, Endeavour	\$37.50	\$1,875	'The High Road', <b>Undercarriage/Overhead damage (covered for accidental damage)</b> , Pre-purchased Gas Bottle, Extra Driver/Renter Fees, 3x Toilet Chemicals, Camp Chairs and Table, and Baby/Booster Seats (with prior request).
Cheapa Campa	\$50.00	\$2,500	'The High Road', <b>Undercarriage/Overhead damage (covered for accidental damage)</b> , Pre-purchased Gas Bottle, Extra Driver/Renter Fees, 3x Toilet Chemicals,



<b>2WD</b>			Camp Chairs and Table, and Baby/Booster Seats (with prior request).
<b>Cheapa 4WD</b>	\$65	\$3,250	'The High Road', Pre-purchased Gas Bottle, Extra Driver/Renter Fees, Camp Chairs and Table.

<b>Apollo brand</b>	<b>RRP price per day</b>	<b>RRP price Max per rental</b>	<b>Inclusions</b>
<b>Apollo 2WD</b>	\$58.75	\$2,937.50	'The High Road', <b>Unlimited Windscreen and Tyres, Undercarriage/Overhead damage (covered for accidental damage), Single Vehicle Rollover</b> , Pre-purchased Gas Bottle, 3x Toilet Chemicals, Camp Chairs and Table, and Baby/Booster Seats (with prior request and not applicable to 4wd's).
<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).

#### 4WD ADDITIONAL COVER

For 4WD guests who like to venture further afield we offer 4WD Additional Cover. This cover is available when 'The High Road' or Value Pack is purchased. For the **Apollo** Adventure Camper 4WD and **Cheapa Campa** 4WD, the Apollo/Cheapa price is \$299.00

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 (\$500.00 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 Roll over

**Please note this protection does not cover bogged RVs.**

#### IMPORTANT

Clarification of Single Vehicle Rollover (SVR) Cover (under value-added services): This is only available for Cheapa Campa 2WD's (for Cheapa 4WD's the 4WD Additional cover must be purchased which includes SVR)

## 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>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	In total 500-kilometre
<b>Camp Chairs</b>	\$17 each per rental	-
<b>Camp Table</b>	\$24 per rental	-
<b>Camp Chair &amp; Table Bundle 6 chairs x 1 table</b>	\$66.00	
<b>Camp Chair &amp; Table Bundle 2 chairs x 1 table</b>	\$44.00	
<b>Heater/Fan</b>	\$15 per rental	-
<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-and-conditions/terms-and-conditions-au">https://www.apollocamper.com/terms-and-conditions/terms-and-conditions-au</a> Maximum 2 seats.
<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 \$120.00, 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 \$150.00. 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.
<b>Single Vehicle Rollover</b>	\$5.50 per day	Minimum \$50.00 per rental available to be booked only when Value Pack is purchased on <b>Cheapa Campa</b> and <b>Hippie</b> .  IMPORTANT Clarification of Single Vehicle Rollover (SVR) Cover (under value-added services): This is only available for Cheapa Campa 2WD's (for Cheapa 4WD's the 4WD Additional cover

		must be purchased which includes SVR)
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### OPTIONAL EXTRAS

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>Extra Driver/Renter (Cheapa)</b>	\$3.00 per person per day	Capped at 15 days
<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 component 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 component of a multiple rental.
<b>Toilet Chemicals</b>	\$2.50 each	
<b>Satellite Phone</b>	\$20.00 per day Plus, call charges	Must be pre-booked at least 7 days prior to pick-up. Subject to availability.
<b>Toll Package</b>	\$39.00	Credit of \$50.00 when travelling through toll ways.

### 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>	From \$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. Not allowed with <b>StarRV</b> .
<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.

## CANCELLATION TERMS

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

If cancelled 61+ days **prior to** pick-up – No Supplier fee – Agent Booking Deposit no refund.

- If cancelled 60 to 22 days prior to pick-up - 10% of Total Rental (minimum \$250) plus agent deposit
- If cancelled 21 to 7 days prior to pick-up - 20% of Total Rental (minimum \$250) plus agent deposit
- If cancelled less than 6 days prior to pick-up - 50% of Total Rental (minimum \$250) plus agent deposit
- If cancelled on the day of pick-up or no show - 100% of Total Rental (minimum \$250) and agent deposit
- There is no refund for late pick-up or early return of an RV

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 business days depending on the guest's financial institution.

### Group Bookings (any rental that consists of 4 or more vehicles travelling together)

Payment required to Confirm Booking

- 20% deposit payable at time of confirming each vehicle
- 91 days or more prior to pick-up 20% combined deposit per rental (minimum of \$250 per rental) paid up front at the time of booking. Balance due 90 days prior to pick-up.
- 90 days or less prior to pick-up 100% combined payment per rental at time of booking.

Group Cancellation Fees

- If cancelled 91+ days prior to pick-up – 20% of the combined rental (minimum of \$250 per vehicle if 20% is less than \$250) plus agent deposit.
- If cancelled 90 days or less prior to pick-up – 100% of combined rental (minimum of \$250 per vehicle if 100% is less than \$250) plus agent deposit.
- There is no refund for late pick-up or early return of an RV.

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

## COVID-19 FLEXIBLE CANCELLATION

### COVID-19 Flexible Cancellation

- If a guest is forced to cancel their holiday due to Australian government enforced COVID-19 border closures or restrictions, we will waive all cancellation fees and offer a credit for any monies paid (excluding credit card administration fees) for a future booking.

- Guests may rebook to a future date up to 12 months from original pick-up date. The value of their current booking will be credited for use on a new trip, subject to availability. If the guest does not know their new travel date at the time of cancellation, we will hold this credit against their current booking reference, for when they are able to advise new dates in the coming weeks.
- Change of location - If guests are already on the road and want to change their drop-off location, we will waive the change of location fee. However, there is no refund for unused days due to early return.
- For partner bookings that have been fully prepaid to Apollo and where guests wish to cancel, we will issue a credit note to the partner against the cancelled bookings. No cancellation fee will be charged. This credit can be used against future bookings for travel up to 12 months from original pick-up date.

In the event of cancellations due to COVID-19 lockdowns preventing travel we require you to contact us within 24 hours

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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.
- Damage caused by negligence and/or willful conduct.
- Damage caused to the RV in any way by part or total water submersion or salt water.
- Damage caused to tyres and the 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 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 our terms and conditions, or exceeding speed limits. Guests that continuously ignore the warnings may be subject to a penalty fee of \$300.00 charged on each occasion identified.

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

Enjoy the adventure, wherever it takes you.

Apollo Team

Updated by agent as of 30.12.2021 – EST 11.59pm