



## RENTAL CONDITIONS APOLLO USA

### Camper rate includes:

Rates include: Liability insurance with a deductible of \$1,000.

### Camper rate is exclusive of:

Mileage charges, taxes, optional extras, one-way and administration fees.

### Deposit/credit card

A deposit of \$500 will be collected at the time of entering into the Rental Contract. The \$500 will be debited to the credit card account immediately. An administration fee of \$10 applies.

For security purposes, only a credit card can be used to provide a deposit. The credit card holder must be present and able to sign for the deposit upon vehicle collection. The credit card holder is jointly and severally liable for any damage to the rental vehicle. The deposit 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 deposit 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 deposit is insufficient to cover the damage than any extra cost will be charged.

### Cancellations

- If cancelled 45+ days prior to pick-up and 7 days or more after the booking date - \$250 cancellation fee.
- If cancelled 44 to 8 days prior to pick-up - 50% of Net Rental (minimum \$250)
- If cancelled 7 to 4 days prior to pick-up - 75% of Net Rental (minimum \$250)
- If cancelled 3 days or less prior to pick-up or no-show - 100% of Net Rental plus one-way fees.

### Payment at Branches

For security reasons, Apollo will only accept credit or debit card for rental charges paid on vehicle pick-up or drop-off. Cash payments will not be accepted at rental branches.

### Administration Fees / Taxes

A charge of 10% of the total cost will be levied to cover administration fees, government fees, duties and other associated costs. Administration fees can be either prepaid or paid at the rental counter on collection of the vehicle.

### Exchange Rate / Currency Variations

All credit card transactions are conducted in US Dollars. Due to exchange rate fluctuations there could be some variance in the amount refunded compared to the amount initially charged. Apollo does 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.

### Driver requirements

A current and full motor vehicle driver's license is required. If the driver's license is not in the English language then an international driver's license is also recommended. An accredited English

translation will be accepted in lieu of an international driving permit. The driver's license must have been held for at least two years and be valid for the whole length of the rental. The original driver's license must be shown at time of pick-up when the driver is present. Drivers must be 21 years of age or over. For drivers 75 years of age or over, a current medical certificate stating that the customer is fit to drive for the duration of the hire is required upon vehicle collection.

### **Minimum rental period**

The minimum rental is five days for rentals commencing during the periods 1 April 2012 to 30 June 2012 and 1 October 2012 to 31 March 2013. The minimum rental is seven days for rentals commencing during the period 1 July 2012 to 30 September 2012.

Minimum rental periods are subject to change during other peak periods.

### **One-ways**

One-way rentals are available between all Apollo branches subject to a 7-day minimum rental period. A one-way rental fee of \$250 applies.

### **Changes**

If you wish to make any changes to your booking the updated booking will be calculated by using either the original flex rate or the flex rate that is valid at the time of the booking change, depending on whichever rate is higher. There are no exceptions to this rule. The following situations are classified as booking alterations:

- Change of date for vehicle pick-up or drop-off
- Change of location (depot) for vehicle pick-up or drop-off
- Change of vehicle category
- Name change

If you decide to extend your rental duration (changing the drop-off date) by 2 days the same flex rate is used that applied on the day when you made your original booking. If you extend by 3 days or more, the booking change rule applies as outlined above. 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). There is no refund for late pick-up or early return of vehicle. 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.

### **Transfers**

Vehicles must be collected and returned to our branches (no airport returns). 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.

### **Picking up the vehicle**

All overseas customers must spend the night in a hotel after arriving at their destination, before picking up the vehicle. Vehicles can be picked up and dropped off during office hours. Apollo branches are open Monday to Friday from 9:00 am to 4:30 pm (latest drop-off time is 4:00 pm), and Saturday from 9:00 am to 12:00 pm (latest drop-off time is 11:00 am). Branches will be closed on Sundays and public holidays. On pick-up of the vehicle our staff will provide a complimentary vehicle consultation. This includes an explanation of all the interior and exterior features of the vehicle as well as driving tips.

### **Vehicle Changes**

Should the vehicle booked be unavailable through unforeseen circumstances, Apollo reserves 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.

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

Should the renter decide to take a lesser vehicle than booked within 14 days of pick-up or during the rental then they will not be entitled to any refund.

### **Pets and animals**

Pets and animals are not allowed in the vehicle.

### **Smoking**

Smoking is not allowed in the vehicles.

### **Options**

Each vehicle is supplied with complimentary road maps and campground guides.

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.

A fee of \$100 applies on collection of the vehicle to cover the vehicle preparation and equipment. This includes all pre-cleaning and mechanical servicing, 1st tank of propane gas, 1st set of toilet chemicals and vehicle kit (pots, pans, crockery, cutlery, cooking utensils, broom, dust bin).

### **Additional Products:**

- Personal Kits - \$50 per person (including a sleeping bag, pillow, bath towel and tea towel)
- Camp Chairs - \$10 each per rental
- Camp Table - \$20 per rental
- GPS - \$90 per rental
- Generator Use - \$3 per hour as determined by an installed running time meter
- Baby Seats - \$40 each per rental. Please refer to the Apollo child restraints policy for full details.
- Booster Seats - \$40 each per rental. Please refer to the Apollo child restraints policy for full details.
- 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 \$50 fee is charged when the vehicle is returned.

### **Mileage**

500-mile packages are available. Mileage packages must be prepaid before departure. There is no refund for any unused miles. Excess miles are charged at \$0.35 per mile.

### **Travel restrictions**

Apollo reserves the right at its sole discretion to restrict vehicle movements 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.

#### **Death Valley and other desert areas:**

Vehicles are not allowed to operate in Death Valley and other desert areas during 15 May to 15 September. At other times clients visit these areas at their own risk and are thus responsible for all recovery and other charges. During certain periods these areas are not habitable and could pose a danger to the driver and passengers.

#### **Mexico, Alaska, Yukon and Northwest Territories and Newfoundland:**

Travel to Mexico, Alaska, Yukon and Northwest Territories and Newfoundland is strictly prohibited.

#### **Manhattan:**

Due to restrictions on vehicle heights, propane gas and parking, vehicles with propane are not permitted in Manhattan and are not permitted to travel through any underground or underwater tunnels.

**Burning Man Festival:** An additional surcharge of \$500 applies for travel to the Burning Man Festival.

### **Repairs**

Although we run late model vehicles, it may happen that small repairs are required. Repairs up to \$100 may be affected without authorization and will be reimbursed unless the damage is caused by the renter. For amounts over \$100, Apollo will need to be informed in advance. All vehicles are covered for 24hr emergency roadside assistance.

### **Infringements and Administration Fees**

Apollo reserves the right to charge the renter for any speeding, toll way or parking fines not reported on return of the vehicle. In addition to these costs, Apollo reserves the right to charge for associated administration costs for processing the fines (irrespective of excess). An administration fee of \$75 per fine will be applicable.