



# Summary of Rental Conditions

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Thank you for choosing Apollo for your next holiday, we look forward to providing you with a fun, simple, safe & adventurous holiday experience you will remember.

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## General Information

[For any relocation bookings please refer to the terms and conditions found on page 14.](#)

Here are the details you need to know when planning for the year ahead.

**Valid 1 April 2020 – 31 March 2021**

- For available products and RV specifications please visit our website at [www.apollocamper.com](http://www.apollocamper.com).
- 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.
- 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@apollocamper.com](mailto:info@apollocamper.com).
- 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.

## 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 an 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.
- **StarRV**, **Apollo** and **Cheapa Campa** drivers must be over the age of 21, 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.

## Rate Inclusions

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

Star RV	Apollo	Cheapa Campa	Hippie
24hr Roadside Assistance	24hr Roadside Assistance	24hr Roadside Assistance	24hr Roadside Assistance
Unlimited Kilometres	2WD Unlimited Kilometres* 4WD 300 Kilometres per day	2WD Unlimited Kilometres 4WD 300 Kilometres per day	Unlimited Kilometres
Kitchen Kit	Kitchen Kit	Kitchen Kit	Kitchen Kit
General Equipment	General Equipment	General Equipment	General Equipment
Personal Kit	Personal kit	Personal Kit	Personal Kit
Extra Driver/Renter	Extra Driver/Renter		
Drop and Go			
Linen Exchange Service			
Valet Service			
Gas Bottle Exchange Service			

\*Euro 200 limited to 200 kilometres per day

- 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 RVs that have 240V.
- General Equipment: pegs, clothes line, fire extinguisher, bucket, hose, broom, dustpan and brush. 4WD RVs also include a Personal Locator Beacon.
- Personal Kit: complimentary bedding (including sheets, blankets, pillows, pillow cases and towels).
- Drop and Go: simply return the RV neat and tidy and we'll take care of the rest including RV, cabin and bathroom cleaning (this does not include emptying the toilet cassette and the grey water tank).
- Linen Exchange Service: you may exchange your personal kits during your holiday at any **StarRV** Branch with 48-hour prior notice.
- Valet Service: you may visit any **StarRV** branch whilst on holiday to have your RV cleaned, oil and water checked with 48-hour prior notice.
- Gas Bottle Exchange Service: every 14 days of hire, you can visit a **StarRV** branch to exchange your used gas bottle for a full gas bottle.

## Kilometres

Please don't underestimate the time it will take to get from one point to another. While most of our 2WD RVs include unlimited kilometres, we recommend travelling a maximum of 300 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 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 \$188.00. The Euro 200 rates include 200 kilometres per day and if the distance travelled is a little longer, any excess kilometres will be charged at \$0.40 per kilometre payable on return.

## 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.



## Extra Value Added Services

To make road trips that little bit easier, Apollo have a range of optional extras available. Additional packages may be offered at pick-up.

Item	\$	Conditions
Personal Kit	\$20.00	Included with all brands as standard- additional kit cost
Drop and Go	\$75.00	Simply return the RV neat and tidy and we'll take care of the rest including RV, cabin and bathroom cleaning (this does not include emptying the toilette cassette and the grey water tank).
500-kilometre package	\$188.00	Only available for 4WD Rentals
Extra Driver/Renter	\$3.00 per person per day	Capped at 15 days
Camp Chairs	\$17.00 each per rental	-
Camp Table	\$24.00 per rental	-
GPS	\$10.00 per day	Up to a maximum of \$100 per hire. Bookable only on day of pick-up. Subject to availability at the branch.
Heater/Fan	\$15.00 per rental	-
Baby/Booster Seats	\$35.00 each per rental	Please refer to the <a href="#">Child Restraints policy on our website</a> for full details: Maximum 2 seats.
Toll Package	\$39.00	Credit of \$50 when travelling through toll ways.
Extended Roadside Assistance	\$4.00 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.
Windscreen and Tyre Protection Plus Extended Roadside Assistance (WAP)	\$7.00 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 <b>Apollo / Cheapa</b> Vivid Camper.
Single Vehicle Rollover	\$5.50 per day	Minimum \$55.00 per rental available only when Value Pack is purchased on <b>Cheapa Campa</b> and <b>Hippie</b> .
Pre-Purchased Gas Bottle – 2WD campervans, 2 Berth motorhomes, 4WD	\$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 of a multiple rental.
Pre-Purchased Gas Bottle – 2WD 4 Berth and 6 Berth motorhomes	\$35.00 per rental	
Toilet Chemicals	\$2.50 each	-
Satellite Phone	\$20.00 per day plus call charges	Must be pre-booked at least 7 days prior to pick up.

## Fees

First Aid Kit	\$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.
One-Way Fee	\$165.00	Minimum days apply. See table for more details (refer to page 9)
Pet Cleaning Fee	\$200.00	Applies on all bookings where a pet dog is travelling in the RV. Not allowed with StarRV.
Broome Location Fee	\$750.00	Per rental
Change of Drop-off location after Pick up	\$750.00 minimum	Subject to availability
Cleaning Fee	\$200.00	Applies when the RV is returned without the interior cleaned and without an empty toilette cassette and grey water tank.
Preparation Fee – Rentals less than 5-days	\$150.00	Applies on all bookings with a rental duration 5 days or less per rental segment.

## Booking Payments, Changes and Cancellations

### Confirmation and Payment

Apollo requires a deposit of \$250 (no credit card fee) at time of booking regardless of your rental value. The remainder (plus credit card fee) will be processed using the credit card on file 14 days prior to pick-up.

Bookings made less than 14 days prior to pick up require full payment at the time of booking. Excludes Prepay Option<sup>1</sup>, Hot Deal Specials<sup>2</sup> and Group Bookings<sup>3</sup>.

### <sup>1</sup>Prepay Option

#### Payment to Confirm Booking (for bookings made 14 days or more prior to pick up)

At the time of booking the total rental can be prepaid and the credit card fee will be waived.

### 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	1.10%
Visa credit card/MasterCard credit card	1.69%
Amex/Diners/Union Pay	2.8%

*Fees are subject to change.*

### Payment at Branches

For security reasons, we do not accept cash at our branches. We accept credit card and debit card for charges paid on RV pick-up and drop-off. The Bond is payable at pick-up by credit card or debit card and cannot be paid with a pre-paid credit card.

### Cancellation Terms – Bookings initiated on or after the 8th May 2020 (Excludes Hot Deal Specials<sup>2</sup> and Group Bookings<sup>3</sup>)

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

- If cancelled 31+ days prior to pick up. No Fee (receive a full refund for any monies paid)
- If cancelled 30 to 14 days prior to pick up - \$250
- If cancelled 13 to 1 day prior to pick up – 50% of Total Rental (minimum \$250)
- If cancelled on day of pick-up or no show– 100% of Rental including any applicable fees e.g. One Way Fee
- There is no refund for late pick up or early return of RV.

### 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 Rate or the 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 to 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.

### Change to the Drop-Off Location after Pick-Up

If you wish to change your drop-off location after pick-up, please get in touch with our friendly Reservations team who will be happy to help. Our team will advise if the change is possible and the applicable fee.

### Extending a Road Trip

If you get swept up in the adventure of a road trip and want to extend your booking whilst on the road, first contact our friendly Reservations team who will happily advise if the extension is possible and any 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 however it is subject to RV availability.

### Change of RV

We understand guests' needs are different and therefore our RVs can be requested by category, 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 for 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.

### <sup>2</sup>Hot Deal Specials

#### Payment to Confirm Booking

Apollo requires full payment at time of booking.

#### Cancellation Fees

- If cancelled - 100% of Total Rental (minimum \$250)
- There is no refund for late pick up or early return of RV.



<sup>3</sup>Group Bookings (any rental that consists of 4 or more RVs travelling together)

**Payment to Confirm Booking**

20% deposit payable at time of confirming each RV

91 or more days 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.

**Cancellation Fees**

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

Original pick-up date or the earliest confirmed pick-up date is used to calculate the cancellation fee.

**Liability and Bond**

**Liability Options**

We offer a range of Liability Options for guests. Guests can choose between the following options:

- ‘Low Road’ – our most basic level of liability cover.
- ‘The Middle Road’ to bring that level down.
- ‘High Road’ our highest cover option.

The amount payable for each Liability Option is based on the number of days of hire. Minimum rental periods apply for each RV or total days of the RV booking. The maximum charge for Liability Options is 50 days per rental segment.

Bookings initiated before the 8th May 2020		The Low Road				The Middle Road				The High Road			
		\$ per day	Liability	Bond	Charge	\$ per day	Liability	Bond	Charge	\$ per day	Liability	Bond	Charge
					Imprint				Imprint				Imprint
Star RV	All RVs	Included	\$7,500	\$7,500	Charge	-	-	-	-	\$49	\$0	\$250	Imprint
Apollo	Hitop, Endeavour, Vivid	Included	\$5,000	\$5,000	Charge	\$38	\$2,500	\$2,500	Charge	\$45	\$0	\$250	Imprint
	All other 2WD RVs	Included	\$7,500	\$7,500	Charge	\$38	\$2,500	\$2,500	Charge	\$45	\$0	\$250	Imprint
	All 4WD RVs	Included	\$8,000	\$8,000	Charge	\$41	\$2,500	\$2,500	Charge	\$47	\$500	\$500	Imprint
Cheapa	Hitop, Endeavour, Vivid	Included	\$3,500	\$3,500	Charge	\$22	\$1,500	\$1,500	Charge	\$29	\$0	\$250	Imprint
	All other 2WD RVs	Included	\$5,000	\$5,000	Charge	\$32	\$2,500	\$2,500	Charge	\$39	\$0	\$250	Imprint
	All 4WD RVs	Included	\$8,000	\$8,000	Charge	\$41	\$2,500	\$2,500	Charge	\$47	\$500	\$500	Imprint
Hippie	All RVs	Included	\$3,000	\$3,000	Charge	-	-	-	-	\$22	\$0	\$100	Imprint

Bookings initiated on or after the 8th May 2020		The Low Road				The Middle Road				The High Road			
		\$ per day	Liability	Bond	Charge	\$ per day	Liability	Bond	Charge	\$ per day	Liability	Bond	Charge
					Imprint				Imprint				Imprint
Star RV	All RVs	Included	\$5,000	\$5,000	Charge	-	-	-	-	\$40	\$0	\$250	Imprint
Apollo	Hitop, Endeavour	Included	\$3,500	\$3,500	Charge	\$20	\$1,500	\$1,500	Imprint	\$29	\$0	\$250	Imprint
	All other 2WD RVs	Included	\$5,000	\$5,000	Charge	\$25	\$2,500	\$2,500	Imprint	\$35	\$0	\$250	Imprint
	All 4WD RVs	Included	\$5,000	\$5,000	Charge	\$30	\$2,500	\$2,500	Imprint	\$40	\$500	\$500	Imprint
Cheapa	Hitop, Endeavour	Included	\$3,500	\$3,500	Charge	\$20	\$1,500	\$1,500	Imprint	\$29	\$0	\$250	Imprint
	All other 2WD RVs	Included	\$5,000	\$5,000	Charge	\$25	\$2,500	\$2,500	Imprint	\$35	\$0	\$250	Imprint
	All 4WD RVs	Included	\$5,000	\$5,000	Charge	\$30	\$2,500	\$2,500	Imprint	\$40	\$500	\$500	Imprint
Hippie	All RVs	Included	\$3,000	\$3,000	Charge	-	-	-	-	\$22	\$0	\$100	Imprint



## 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.

	\$ per day	\$ Max per rental	Inclusions
StarRV	\$65.00	\$3,250.00	'The High Road', Unlimited Windscreen and Tyres, Undercarriage/Overhead damage (covered for accidental damage), Single Vehicle Roll Over, Extended Roadside Assistance, Pre-Purchased Gas Bottle, 3x Toilet Chemicals, Camp Chairs and Table and Baby/Booster Seats (with prior request).
Apollo 2WD	\$58.75	\$2,937.50	'The High Road', Unlimited Windscreen and Tyres, Undercarriage/Overhead damage (covered for accidental damage), Single Vehicle Roll Over , Pre-purchased Gas Bottle, 3x Toilet Chemicals, Camp Chairs and Table and Baby/Booster Seats (with prior request). The Apollo Vivid Camper is limited to 1 windscreen.
Apollo 4WD	\$65.00	\$2,250.00	'The High Road', Pre-purchased Gas Bottle, Camp Chairs and Table and Baby/Booster Seats (with prior request).
Cheapa Campa Hitop, Endeavour, Vivid	\$37.50	\$1,875.00	'The High Road', Undercarriage/Overhead damage (covered for accidental damage), Pre-purchased Gas Bottle, Extra Driver/Renter Fees, 3x Toilet Chemicals, Camp Chairs and Table and Baby/Booster Seats (with prior request).
Cheapa Campa 2WD	\$50.00	\$2,500	
Cheapa 4WD	\$65.00	\$3,250.00	'The High Road', Pre-purchased Gas Bottle, Extra Driver/Renter Fees, Camp Chairs and Table and Baby/Booster Seats (with prior request).
Hippie	\$30.00	\$1,500.00	'The High Road', Pre-purchased Gas Bottle, Extra Driver/Renter Fees, 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 additional cover. This cover is available when 'The High Road' or Value Pack is purchased. The rate for the **Apollo** Trailfinder and Adventure Campers is \$299.00 and **Cheapa** 4WD Camper is \$249.00.

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/roof top tent
- Unlimited kilometres
- \$0 Liability (\$500 bond)- Included with the High Road/ Value Pack
- Bugged Vehicles including towing and RV recovery costs from roads and areas where permission to travel had been granted by Apollo
- Single Vehicle Rollover

## Bond

The Bond payment will depend on the Liability Option chosen. If the guest chooses an option where the Bond is a charge, the total Bond will be debited to the credit or debit card immediately.

If the guest chooses an option where the Bond is an imprint, the Bond is payable to Apollo by an open signed credit card imprint with an authorisation. 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 terms are met. The RV simply needs to be returned to the booked Apollo branch location, 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 21 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 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.

## Travel Insurance

For peace of mind, we strongly recommend that all guests take out the highest level of private travel insurance.

## 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. The guest is responsible up to the amount of the applicable Liability and it applies 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 RV 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.

## 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 can be completed without authorisation and will be reimbursed. If repairs over \$100 are needed, the Apollo Assist team should be informed prior to any repair being completed. Unauthorised repairs are not permitted.

All RVs are enrolled in the Australian Automobile Association and 24hr mechanical emergency roadside assistance is available if needed. Please contact Apollo Assist on 1300 798 212.

## Additional Charges and Discounts

### Animals

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

### 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 to the guest's credit or debit card upon receiving the toll way fee, and an administration fee of \$75 to cover associated administrative costs per toll way fee received.

Apollo offers guests the option of purchasing our Toll Package for \$39 which gives guests a \$50 'toll credit'. When travelling through toll ways the credit will be used up to the value of \$50. Once \$50 is exceeded, another toll package of \$39 will be automatically charged to the guest's credit card. (a .75c registration matching fee applies within the \$50 credit).

### 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 in the table.

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.

<b>ADL</b>									
7	<b>ASP</b>								
7	14	<b>BNE</b>							
21	21	21	<b>BME</b>						
14	14	7	21	<b>CNS</b>					
14	7	14	14	14	<b>DRW</b>				
14	14	14	21	21	21	<b>HBA</b>			
7	7	7	21	14	14	7	<b>MEL</b>		
14	21	21	14	21	21	21	14	<b>PER</b>	
7	14	7	21	14	21	14	7	21	<b>SYD</b>

### 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 or more.

Planning early pays off! When you book more than 180 days prior to pick up, you 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.

### Multiple Rentals

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





## 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 on 1300 798 212 for any concerns regarding road accessibility. For the safety of guests, the following travel restrictions are in place:

- **Hippie** RVs must not be driven to Tasmania.
- **Hippie** Hitop and **Hippie** Endeavour can be driven to the Northern Territory at an additional cost of \$30.00 per day as long as written permission is obtained from Apollo prior to travel. The **Hippie** Drift is not allowed in the Northern Territory.
- **Apollo** and **Cheapa** Vivid Campers must not be driven in the Northern Territory or Western Australia.
- 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 charged on each identified occasion.

### 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 and less than 12 kilometres long are allowed.

Our 2WD RVs can be driven to any island on sealed roads as long as written permission is obtained from Apollo Assist prior to travel.

### 4WD RVs

Our 4WD RVs are ready to take adventurous travellers off the beaten track, for the safety of our guests, there are areas from which our RVs are restricted and/or require written permission from Apollo prior to travel.

These include: **4WD Restriction Table**

State/ Territory	Restricted (Written Permission Required)	Not Permitted at all times
All	Any islands; Any remote unsealed roads (not listed below).	Fraser Island, Moreton Island and Rottneest Island
Queensland*	Birdsville Track, Burke Development Road from Chillagoe to Normanton, Cape York (North of Daintree River), Savannah Way (Normanton to Borroloola), Bloomfield track, Sandover Highway	Fraser Island, Moreton Island, Old Telegraph Road section of the road to Cape York
South Australia	Oodnadatta Track, Simpson Desert, Strzelecki Track, Gunbarrel Highway	Old Gunbarrel Highway
Tasmania	Tasmania	-
Western Australia	Bungle Bungles, Cape Leveque, Gibb River Road, Kalumburu Road, Mitchell Falls/ Plateau, Tanami Track, Blackstone-Warburton Road, Warburton, Fairfield-Leopold's Downs Road, Gunbarrel Highway	Rottneest Island, Old Gunbarrel Highway, Canning Stock Route, last 2 kilometres of the Lennard River Gorge Road
Northern Territory	Arnhem Land, Mereenie Loop, Plenty Highway, Savannah Way, Normanton to Borroloola, Finke Road (between Alice Springs and Oodnadatta Track), Tanami Track, Sandover Highway, Jim Jim Falls and Twin Falls (except the X-Terrain).	Boggy Hole (Finke Gorge National Park), Central Arnhem Road, The Lost City in Litchfield Park, the Old South Road from Maryvale to Finke, Twin Falls (X-Terrain).

*Travel to Cape York is not permitted between the period of 1 December to 31 May and at all other times written permission is required.*  
Our 4WD Restricted areas maps are available to download on the Apollo website.

## Picking Up and Dropping Off Your RV

### 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 Cairns Hobart Melbourne	8 May – 30 October Monday to Friday 8am to 4pm, Saturday 8am to 12pm After hours drop off available outside of this time.
Brisbane Sydney Perth	8 May – 30 October Monday to Friday 8am to 4pm, Saturday 8am to 12pm After hours drop off available outside of this time.  01 November – 31 March 2021 7 days 8am to 4pm
Broome Darwin	8 May to 19 December Monday to Friday 8am to 4pm, Saturday 8am to 12pm After hours drop off available outside of this time.



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 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 of our branches are closed on public holidays including Good Friday (10 April 2020) Christmas Day (25 December 2020), New Year's Day (1 January 2021), and Observed Australia Day (26 January 2021).

### Getting To and From the Airport

Branches are conveniently located near major airports, making pick-up and drop-off easy for you. You can arrange transport to and from the airport via taxi or rideshare at your own cost.

### RV Introduction and Show Through

At pick-up, our staff provide 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 adventure, guests need to pick up their RV from the branch by 4pm.

### 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, 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 in **StarRV**) is available to be pre-purchased or added at pick-up to offer quick and easy return.

### Pre-register Online

Guests have the ability to register online in advance at [apollocamper.com/registernow](http://apollocamper.com/registernow). By completing the required pick-up information ahead of the pick-up date, guests will experience a smoother and quicker RV collection process.

### Apollo Connect

Apollo Connect is our custom-built app available for our guests travelling in Australia, New Zealand and USA. The free app provides our guests with all the necessary information needed to make their Apollo journey even better.

- Watch 'RV how-to' and safety videos while on the road.
- Find Apollo branches and contact our team
- Search and book campgrounds while on the road.
- Save on attractions and experiences
- Find local points of interest
- Guests can download the app on **Google Play** or the **App Store**.

### Branch Locations

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 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 RVs at each of our branches.

	Adelaide	Alice Springs	Brisbane	Broome	Cairns	Darwin	Hobart	Melbourne	Perth	Sydney
Aquila	✓		✓		✓			✓	✓	✓
Pandora			✓					✓		✓
Pegasus			✓					✓		✓
Hercules	✓		✓		✓			✓	✓	✓
Hitop Camper	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Endeavour Camper	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Euro Tourer	✓	✓	✓		✓	✓	✓	✓	✓	✓
Euro Camper	✓	✓	✓		✓	✓	✓	✓	✓	✓
Euro Star			✓					✓		✓
Euro Slider			✓					✓		✓
Euro Deluxe	✓	✓	✓		✓	✓	✓	✓	✓	✓
Euro 200	✓	✓	✓		✓	✓	✓	✓	✓	✓
Trailfinder Camper	✓	✓	✓	✓	✓	✓			✓	
Adventure Camper	✓	✓	✓	✓	✓	✓			✓	
Cheapa Hitop	✓	✓	✓		✓	✓		✓	✓	✓
Cheapa Endeavour	✓	✓	✓		✓	✓		✓	✓	✓
Cheapa 2 Berth	✓	✓	✓		✓	✓		✓	✓	✓
Cheapa 4 Berth	✓	✓	✓		✓	✓		✓	✓	✓



Cheapa 6 Berth	✓	✓	✓		✓	✓		✓	✓	✓
Cheapa 4WD	✓	✓	✓	✓	✓	✓			✓	
Cheapa Trailfinder	✓	✓	✓	✓	✓	✓			✓	
Hippie Drift	✓		✓		✓			✓	✓	✓
Hippie Hitop	✓		✓		✓			✓	✓	✓
Hippie Endeavour	✓		✓		✓			✓	✓	✓

*This is a guide only. RV availability may change, depending on the adventures of our guests.*

## Other Important Information

### Booking Duration

An Apollo RV Holiday allows guests to travel at their own pace, to ensure our guests get the most of their road trip a minimum four-day booking period 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, V8 Supercars Bathurst weekend, MotoGP Phillip Island weekend.

Peak	Pick-up From:	Pick-up To:	Minimum days:	Locations:
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 2020	2 January 2021	10	All
Lunar New Year	8 February 2021	15 February 2021	10	Melbourne, Perth, Sydney

### Smoking

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

### Guest Responsibility

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 (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 RVs can't swim.
- Damage caused to tyres and windscreen except where 'Value Pack' (StarRV and Apollo 2WD), '4WD Additional Cover' 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 RV, except when the '4WD Additional Cover' has been purchased and applies.
- 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 undercarriage or overhead of the RV except where the 'Value Pack' (StarRV, Apollo and Cheapa Campa) or '4WD Additional Cover' has been purchased and applies.
- Damage to the awning or roof top tent 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 the terms and conditions, or exceeding the speed limits. Guests that continuously ignore the warnings may be subject to a penalty fee of \$300 charged on each occasion identified.

## Relocation Rental Conditions

At certain times of the year we require RVs to be relocated from one location to another, this allows Guests to enjoy a road trip experience at incredible value for money.

Each Relocation special offer is offered on a specific package basis which will individually list any inclusive items and added extras along with mileage allowances. The full inclusions and terms will be listed and confirmed on the booking summary.

Unless specified otherwise Apollo Terms & Conditions apply to Relocation bookings and the security deposit is required to be paid by credit card on all relocation bookings.

Depending on the relocation, additional items may be added at your own cost e.g. extra nights, additional mileage packs etc. These options will be listed if they are available.

### Rental Duration and Free Kilometres

Subject to availability, the maximum number of included days for each route are set out in the table below.

The number of free kilometres included in your relocation booking for each route are also shown in the table below. If you exceed the number of included kilometres set out below, you will be charged \$0.45/km for each kilometre in excess of those set out in the table below.

		TO LOCATION																			
		ADL		ASP		BME		BNE		CNS		DRW		HBA		MEL		PER		SYD	
		Days	KMS	Days	KMS	Days	KMS	Days	KMS	Days	KMS	Days	KMS	Days	KMS	Days	KMS	Days	KMS	Days	KMS
FROM LOCATION	ADL			4	1700	7	4550	5	2350	7	4025	6	3200	5	1230	3	900	6	2950	4	1600
	ASP	4	1700			5	2900	5	3250	5	2475	4	1650	7	2780	5	2450	6	3850	5	3050
	BME	7	4550	5	2900			7	4900	6	4120	4	2100	10	5580	8	5250	5	2500	9	5450
	BNE	5	2350	5	3250	7	4900			4	1950	6	3650	6	2280	4	1950	8	4950	3	1150
	CNS	7	4025	5	2475	6	4120	5	2200			5	2950	8	3930	8	3600	9	5450	7	3200
	DRW	6	3200	4	1650	4	2100	6	3650	5	2950			8	4280	6	3950	6	4250	6	4150
	HBA	5	1230	7	2780	10	5580	6	2280	8	3930	8	4280			4	400	8	4030	5	1350
	MEL	3	900	5	2450	8	5250	4	1950	6	3600	6	3950	4	400			6	3700	3	1020
	PER	6	2950	6	3850	5	2500	8	4950	9	5450	6	4250	8	4030	6	3700			6	4350
	SYD	4	1600	5	3050	9	5450	3	1150	5	2950	6	4150	5	1350	3	1020	6	4350		

### RV Pick-up

Relocation bookings are to be picked up after 2pm unless specified otherwise on your booking confirmation.

### RV Return

Relocation bookings are to be returned by 11am on the last day of rental unless specified otherwise on the booking confirmation. Late returns and no shows will be charged double the daily standard rental rate for each day post the contracted return date as outlined in the Rental Agreement.

### Extra Days

Up to 3 extra days can be booked at a flat fee of \$100 per extra day and are subject to availability. Any additional extra days can be booked at our flex rates subject to availability. Please check with our reservations team for latest availability and flex rates. Each extra day booked includes an extra 300 free kms. The Relocation Terms continue to apply for extra days.

### Transfer

For relocation bookings, the RVs must be collected and returned to our branches (not airports). Transfers to and from the Apollo branch are not included in the rental price. It is your responsibility to get to and from the branch.

### Inclusions

The Broome Fee, One Way Fee and Pre-purchased Gas Bottle Fee do not apply to relocation bookings. Any gas bottles supplied with the RV will be supplied full and can be returned empty to Apollo at the completion of the rental.

### 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 an 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 **21** years of age or over for all relocation bookings, including "Hippie" relocations.

### Additional Driver/Renter Fees

Additional Driver/Renter Fees are included in the price.

### Kitchen and Personal Kits (Campervan and Motorhome relocations only)

Pillow cases, sheets, towels, duvets and covers are included in the price for relocation bookings.



### Change of RV/Cancellation of Booking by Apollo

For relocations, in the event of unforeseen circumstances beyond our control rendering the booked RV type unavailable, we reserve the right to substitute a different RV type, or cancel the relocation booking and refund the renters deposit. This shall not constitute a breach of contract. Only if the substituted RV type offered is unsuitable due to less seatbelts on offer, is the renter entitled to cancel and have their deposit refunded.

### Getting to and from the Airport

The RVs must be collected and returned to our branches (not airports). Transfers to and from the Apollo branch are not included in the rental price. It is the guests responsibility to get to and from the branch.

### Travel Restrictions

For relocation bookings, all RV types (incl. 4WD vehicles) can only be driven on sealed/bitumen roads or well-maintained access roads less than 500 metres long to recognized campgrounds. For relocation bookings, night driving (from dusk to dawn) is not permitted and you must take appropriate rest breaks between periods of driving to ensure that you do not drive while fatigued. To avoid driver fatigue it is advised that for every 2 hours of driving you take a 15-minute break and drive a maximum of 12.5 hours each day.

While you are on a relocation booking, if you are found to be driving on unsealed roads, driving in restricted areas, night driving (from dusk to dawn), or driving while fatigued, you will be fined \$1500 by Apollo, even if no damage has occurred to the RV. This applies to all relocation bookings including those where extra days have been purchased.

### Extra Days

Up to 3 extra days can be booked at a flat fee of \$100 per extra day and are subject to availability. Any additional extra days can be booked at our flex rates subject to availability. Please check with our Reservations Team for latest availability and flex rates. Each extra day booked includes an extra 300 free kms. The Relocation Terms continue to apply for extra days.

### Free Offers

Should the chosen relocation booking involve an offer or allowance, please ensure this is noted on your contract at pick-up. Depending on the offer or allowance included in your booking, we may credit to your credit card the cost of fuel used (receipts required) and any applicable travel allowance (no receipts required) on return of the RV, up to the amount noted on the contract. Where receipts are required, the receipts must clearly state the cost of the item purchased and include a description of the item purchased. Credit card receipts are not sufficient.

These offers are only redeemable when the RV is returned to the correct location on time, has not been involved in an accident, is full of fuel, and all other terms of the Rental Contract have been complied with.

### Pay First Tank and Return Empty offers

Should your relocation booking include a "pay first tank offer", you will receive the RV with a full tank of fuel and will be charged a refill fee at pick-up. You can return the RV with the fuel nearly empty.

### Free Ferry offers (relocations from/to Hobart)

Should your relocation booking include a "free ferry offer", Apollo will book the cheapest available ferry crossing and will cover the cost of the RV and driver. Any costs associated with additional passengers are at your expense. Once you have made your booking, please contact Apollo for the booking number for your ferry crossing. Any accommodation or passenger detail changes can then be made directly with Spirit of Tasmania (Ferry operator) on 1800 634 906.

### Standard Liability and Bond

Apollo relocation booking rental charges, include Standard Liability of \$1,000 in the event of an accident and in accordance with our Rental Agreement Terms and Conditions. A Bond of \$1,000 will be collected at the time of entering into the Rental Contract. Payment of this Bond is only accepted by credit card. The \$1,000 will be debited to the credit card account immediately. An administration fee equal to the merchant surcharge applies.

### Standard Liability can be reduced by purchasing the following Reduction Option:

**Option 1:** A Liability of \$250 applies. This Option can be purchased by paying \$20 per day. Payment of this Bond is only accepted by credit card. The \$250 will be debited to the credit card account immediately.

Please note: You are liable for overhead and underbody damage caused by/to the RV regardless of cause, except where there is a collision with another RV. No liability reduction option purchased/chosen covers damage caused by/to tyres, windscreen, slide out, overhead or underbody of the RV or damage/accidents occurred from dusk to dawn.

### Payment to Confirm Booking / Cancellation Fees

Apollo requires full payment at time of booking. A minimum deposit of \$250 is required if the balance is lower than this. Any difference between the total cost and deposit of \$250 will be credited at check-in or can be off set with other pick up costs.

If you cancel your booking or fail to pick-up the RV you will be charged the following fees:

- if you cancel within 12 hours of making the booking but not on day of pick-up, no fee;
- if you cancel 12 or more hours after you making the booking but not on the day of pick-up, \$250; or
- if you cancel on the day of pick-up or you do not show up for pick-up, \$250.



Amending an existing relocation booking to a different relocation booking is considered a cancellation of the existing booking and cancellation fees apply.

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

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

Enjoy the adventure, wherever it takes you.

Apollo Team

