

## **Conditions for Car Rental (New Zealand)**

Valid 1 April 2009 to 31 March 2010

### **Summary of Rental Conditions**

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

### **Rental Charges**

Daily rates are calculated on a 24-hour period.

### **Unlimited Kilometres**

Rates include unlimited kilometres.

### **Branches**

Apollo has branches in Auckland and Christchurch. Branches are open seven days a week, 8am to 4:30pm. Branches will be closed Christmas Day, New Years Day and Good Friday.

### **Transfer**

Vehicles must be collected and returned to our branches (not airports). A transfer to the Apollo branch from the Airport and vice versa is provided free of charge.

### **Taxes**

Our rates include GST of 12.5%.

### **Credit Cards**

We only accept Visa, MasterCard, American Express and Diners Club. Visa and MasterCard will incur an additional 2% surcharge on any transaction. American Express and Diners Club will incur an additional 4.5% surcharge on any transaction.

### **Exchange Rate / Currency Variations**

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

### **Rental Duration**

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

### **One Way Rentals**

There is no additional fee for a one way rental.

### **Driver's Licence and Minimum Age**

A current and full motor vehicle driver's licence is required. If the driver's licence is not in the English language then an international driver's licence is also required. An accredited English translation will be accepted in lieu of an international driving permit. The driver's licence must have been held for at least two years and be valid for the whole length of the rental. The original driver's licence must be shown at time of pick-up when the driver is present.

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

### **Maps and Campground Guides**

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

**Apollo Motorhome  
Holidays Pty Ltd**  
ABN 81 051 584 153

**Head Office**  
698 Nudgee Road  
Northgate (Brisbane)  
Qld 4013 Australia

**Telephone**  
+61 7 3265 9200

**Facsimile**  
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International:

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### **Vehicle Consultation**

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.

### **Snow Chains**

\$50 per rental (must be pre-booked)

### **Baby Seats**

Baby seats (must be pre-booked) suitable for children 6 months to 3 years of age can be fitted to all vehicles. Cost is \$20 each per rental.

### **Booster Seats**

Booster seats (must be pre-booked) suitable for children between 3 and 8 years of age can be supplied for all vehicle models. Cost is \$20 each per rental.

### **Camping Kits**

One Camping Kit per Car suitable for two people (including a 3 person tent, built-in ground sheet, sleeping bags with personal liners, sleeping mats, pillows, ice box, crockery & cutlery, pots & pans, gas cooker, salt & pepper, containers, tea towels, personal towels, torch, Apollo Welcome Pack, maps and camping ground directories) can be supplied on request for the compact, medium and 4wd Wagon groups. Rate is \$15 per day (maximum amount payable is \$315) payable direct to Apollo.

### **Multiple Rentals**

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

### **Travel Restrictions**

Two Wheel Drive Vehicles can only be driven on sealed/bitumen roads. The only exception to this is the loose road surface on any major ski field access roads or any recognised campground access road less than 500 metres in length.

Four Wheel Drive vehicles may be driven on unsealed roads on the condition that the roads have been Gazetted.

No vehicle shall be driven on Skippers Road (Queenstown), Ninety Mile Beach (Northland), Ball Hut Road (Mt. Cook), Bluff Road that runs between Kuatunu and Mataurangi and North of Colville Township (Coromandel Peninsula).

Apollo reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions.

### **Change of Drop Off Destination**

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

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### **Rental Extension**

If the customer wishes to extend the rental whilst on hire, they must first obtain authorisation from Apollo Reservations who will advise of the additional costs. Rental extension is subject to fleet availability. The extra cost (Gross Rate) of an extended rental must be paid by credit card over the telephone or at an Apollo Branch immediately on confirmation of the rental extension.

Failure to obtain authorisation will result in the renter being charged double the daily gross rental rate.

### **Repairs**

Although we run late model vehicles, it may happen that small repairs are required. Repairs up to \$100 may be affected without authorisation 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 enrolled in the New Zealand Automobile Association and 24hr emergency roadside assistance is available.

### **Traffic Infringements**

We reserve the right to charge the renter for any speeding or parking fines, traffic infringements or road toll fines. An additional administration fee of \$75 per fine will apply to cover the costs of processing.

### **Change Of Vehicle**

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

### **Vehicle Category**

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

### **Voluntary Downgrade**

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

### **Limit of Liability**

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

### **Important**

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

### **Animals**

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

### **Cancellation Fees**

If cancelled less than 7 days prior to pick up - 50% of Net Rental  
If cancelled on the day of pick up or no show - 100% of Net Rental  
There is no refund for late pick up or early return of vehicle.

### **Booking Amendments**

If you wish to make any changes to your booking the 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). A relocation fee may apply if the collection or return location is amended within 14 days of vehicle pick up or if notification occurs during the hire.

### **Travel Insurance**

We strongly recommend that the renter/s take out the highest level of Travel Insurance.

### **PROTECTION PACKAGE**

#### **Personal Injury**

New Zealand legislation provides limited coverage for personal injury. Apollo strongly recommends that all people travelling in New Zealand take out their own personal travel insurance.

#### **Property Damage**

The Vehicle is insured for damage to it or damage to the property of a third party. However the renter is responsible up to the amount of the applicable Liability for the cost of such damage to third party property, or to the rented Vehicle. The renter is also responsible for the cost of demurrage for the period the Vehicle is unavailable due to repairs. The Liability applies in respect of each claim, not per rental.

The Liability is applicable regardless of who is at fault and must be paid at the time the accident is reported to Apollo, not at the completion of the rental Period.

#### **Standard Liability**

Apollo's rental charge includes a Standard Liability of \$2,000.

A Bond of \$2000 will be collected at the time of entering into the Rental Contract. This Bond is payable to Apollo by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) for \$2000.

*The Standard Liability can be reduced by taking the following Reduction Option:*

#### **Liability Reduction Option**

A Liability of \$250 applies. The Liability Reduction Option can be purchased by paying to Apollo \$18 per day. The maximum amount payable for this Option is \$720 (i.e. 40 days rental).

A Bond of \$250 will be collected at the time of entering into the Rental Contract. This Bond is payable to Apollo by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) for \$250.

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### **Bond**

For security purposes, only a credit card can be used to provide a Bond. The credit card holder must be present and able to sign for the Bond upon vehicle collection. The credit card holder is jointly and severally liable for any damage to the rental vehicle.

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

### **Full Responsibility**

At all times the renter is responsible for:

- Damage caused where the terms of Rental Contract have been breached.
- Damage caused by negligence.
- Damage caused to the Vehicle in any way by part or total water submersion or salt water.
- Damage caused to the Vehicle by the renter's willful conduct.
- Damage caused to the Vehicle by the use of snow chains or roof racks.
- Damage caused due to a single vehicle roll over.
- Damage caused to the Vehicle when using the Vehicle in contravention of any legislation or regulation controlling vehicular traffic.
- Damage or loss caused to any personal belongings.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage to the overhead or underbody of the Vehicle.

### **Rates/Terms/Conditions**

Are subject to change without notice.

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