



Motorhome Flex Rates and Conditions

United States of America

Valid 1 April 2012 to 31 March 2013

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 US dollars.

Long Term Discounts

14+ nights - 3% off above rates
21+ nights - 5% off above rates
35+ nights – 10% off above rates

- This discount does not apply to the Inclusive component
- Multiple rentals are eligible for the long-term discount
- There are no further long-term discounts available on Flex Rates

Early Bird Discounts

Reservations made by 31 October 2011 – 15% off flex rate.
Reservations made by 31 January 2012 – 10% off flex rate.
Reservations made by 28 February 2012 – 5% off flex rate.

Early payment is not required in order to apply the early bird discount. Early bird discounts can be combined with the long term discounts. This discount does not apply to the inclusive component.

Inclusive Rates

Add US\$93.75 per night.

- The minimum amount payable per rental segment for an Inclusive Rate is \$937.50 – i.e. 10 nights rental.
- The maximum amount payable per rental segment for an Inclusive Rate is \$3,750 – i.e. 40 nights rental.

The Inclusive Rate includes: Liability Reduction Option (zero Liability), Unlimited Miles, One Way Rental Fee, Administration Fees/Taxes, Personal Kits, Bond Admin Fee, Vehicle Preparation Fee, GPS, Apollo Welcome Pack, Vehicle Consultation, 24hr Roadside Assistance, Extra Driver Fees, Colorado Road Safety Fee, Camp Chairs and Table, Maps and Camp Ground Guides and Child Restraints (on request).

The Inclusive Rate does not include Generator charges or the Burning Man Festival surcharge.

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 an amendment is made to the rental dates within 14 nights 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 nights originally booked). There is no refund for late pick up or early return of vehicle. A relocation fee

Apollo Motorhome Holidays

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may apply if the collection or return location is amended within 14 nights of vehicle pick up or if notification occurs during the hire.

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.

Whilst on hire if you decide to extend your rental duration (changing the drop-off date) by 2 nights the same flex rate is used that applied on the day when you made your original booking. If you extend by 3 nights or more, the booking change rule applies as outlined above.

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

Flex Options

From time to time we have the need to move vehicles from one location to another and therefore can offer better rates for certain movements.

Other Apollo Rates

Flex Rates are completely separate to any other rate or special you may have. Flex Rates do not replace these other rates or specials; rather Flex Rates offer you another choice. Flex Rates only apply to new bookings. Apollo will not accept cancellations of any other rate scheme that are then re-booked using Flex Rates or vice versa. Flex Rates cannot be combined with any other rate scheme.

Rental Charges

Rental Charges are calculated on a "per night" basis. Vehicles can be picked and dropped off during office hours. Apollo Branches are open Monday to Friday from 9am to 4:30pm (latest drop off time is 4pm), and Saturday from 9am to 12pm (latest drop off time is 11am). Branches will be closed Sundays and public holidays.

Branch Hours

Apollo branches are open Monday to Friday from 9am to 4.30pm, and Saturday from 9am to 12pm. Branches will be closed Sundays and the following public holidays:

Easter Sunday 2012	08 April 2012
Memorial Day	28 May 2012
Independence Day	4 July 2012
Labor Day	3 September 2012
Thanksgiving Day	22 November 2012
Christmas Day	25 December 2012
New Years Day	1 January 2013
Easter Sunday 2013	31 March 2013

Mileage

500 mile packages are available at a cost of \$162.50. Mileage packages must be prepaid before departure. There is no refund for any unused miles. Excess miles are charged at \$0.40 per mile.

Vehicle Collection and Return

Vehicles can be collected and returned Monday to Friday between 9am and 4pm, and Saturday between 9am and 11am.

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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.

Payment at Branches

For security reasons, Apollo will only accept credit card or debit card for rental charges paid on vehicle pick up or drop off. Cash payments will not be accepted at rental branches. The Bond on the vehicle is only payable at pick-up by Credit Card.

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.

Credit Cards

We only accept Visa, MasterCard, American Express and Diners Club.

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. 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 is three nights 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 nights for rentals commencing during the period 1 July 2012 to 30 September 2012 (High Season).

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

One Way Rentals

One way rentals are available between all Apollo branches subject to a 7 night minimum rental period. The following one way fees will apply:

		FROM			
		LAX	SFO	LAS	Den
TO	LAX	0	250	250	350
	SFO	150	0	250	350
	LAS	250	250	0	350
	DEN	250	250	250	0

For one way rentals from SFO with pick-up between 04 September 2012 and 29 September 2012 no one way fee will apply.

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 recommended. 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.

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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.

Vehicle Preparation Fee

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, flashlight).

Maps and Campground Guides

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

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.

Apollo Welcome Pack

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.

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** - \$100 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.
- **Toilet Chemicals** - \$2.50 each

Multiple Rentals

Consecutive Motorhome/Campervan 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

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.

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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 due to extremely high temperatures which can cause system failures. 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 & Newfoundland:

Travel to Mexico, Alaska, Yukon and Northwest Territories & 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 (25 August 2012 to 02 September 2012)

An additional surcharge of \$700 applies for travel to the Burning Man Festival.

Colorado Road Safety Fee

A surcharge of \$2.00 per night (maximum \$90.00 per booking) applies to all rentals picking up from the Denver branch.

Change of Drop Off Destination

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

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 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.

Change Of Vehicle

Should the vehicle booked be unavailable through 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.

Powered Site Bookings

Powered Sites can be difficult to manage during high season. We recommend your clients make a reservation for at least a 31ft vehicle, irrespective as to the size of the motorhome reserved, to avoid problems due to possible upgrades.



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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

Service dogs are permitted to travel in our vehicles with prior permission from Apollo. No other animals are permitted in our vehicles.

Smoking

Smoking is not allowed in our vehicles.

Hot Deal Specials

Full payment required at the time of booking.
If cancelled - 100% of Net Rental
There is no refund for late pick up or early return of vehicle.

Prepay Option (Visa and Mastercard)

At the time of booking the total rental can be prepaid on Visa or Mastercard) and the credit card fee will be waived.

If cancelled - 100% of Net Rental
There is no refund for late pick up or early return of vehicle.

Cancellation Fees (Not Hot Deals or Prepaid Rentals)

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

Travel Insurance

We strongly recommend that renters ensure they take out the highest level of Travel Insurance.

PROTECTION PACKAGE

Public Liability Insurance:

The public liability insurance is included in the daily rental rate. Apollo is insured for damages to third parties and/or their property up to a limit of US\$1 million. The public liability insurance that covers the registered drivers is only up to the statutory limit as stipulated by law of the State you are in at the time. This insurance amount is normally very low.

Top Service Inclusion:

Apollo has included an additional SLI third party insurance policy in the rental rates which increases the driver's public liability insurance level to US\$1 million – well above the statutory limits.

The maximum SLI insurance covers claims made by third parties against the rental company or the renter of the motorhome (for damage to third parties or their property). Passengers in the rented



motorhome are not counted as third parties and the driver is therefore not insured for claims brought by them against him/herself.

Property Damage

The renter is responsible up to the amount of \$1,500 for the cost of damage 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 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. In addition to the Liability an administration fee of \$75 will be charged per claim.

Standard Liability

Apollo's rental charge includes a Standard Liability of \$1,500.

A Bond of \$1,500 will be collected at the time of entering into the Rental Contract. The \$1,500 will be debited to the credit card account immediately. An administration fee of \$30 applies.

Liability Reduction Option (LRO)

A \$0 (zero) Liability applies. This Option can be purchased by paying to Apollo \$15 per night.

- The maximum amount payable for this Option per rental is \$600 – i.e. 40 nights rental.
- The minimum amount payable for this Option per rental will be based on the minimum rental period applicable for your rental (i.e. 7 nights for rentals during the High Season).

LRO protects against:

- Accidental damages
- Windscreen (1 windscreen covered per rental)
- Protection against theft and vandalism
- Protection against uninsured motorists
- Tyre damage (2 tyres covered per rental)

A Bond 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.

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 due to a single vehicle roll over.
- Damage caused to the Vehicle by the renter's wilful conduct.
- 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.

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- Damage to the awning, slide out, overhead or underbody of the Vehicle.

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Are subject to change without notice.

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