



Motorhome Flex Rates and Conditions

United States of America

Valid 1 May 2017 to 31 March 2018

Daily Rates (US\$)

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.

Rates Include:

- Vehicle Consultation
- 24 hour roadside assistance
- Extra Driver Fees
- Standard Liability of US\$1,500
- Public Liability Insurance

Long Term Discounts

21+ nights - 5% off above rates

- This discount applies to the Value Pack
- 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 on or before 15 September 2016 – 15% off flex rate.

Reservations made on or before 31 October 2016 – 10% off flex rate.

Reservations made on or before 15 December 2016 – 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. The Early Bird discount applies to the Value Pack.

Value Pack

Add US\$105.00 per night.

- The minimum amount payable per rental segment for the Value Pack is \$1,050.00– i.e. 10 nights rental.
- The maximum amount payable per rental segment for the Value Pack is \$4,200 – i.e. 40 nights rental.

The Value Pack includes: Collision Damage Waiver (zero responsibility), Unlimited Miles, Administration Fees/Taxes on items included in the Value Pack, Personal Kits, Bond Admin Fee, Vehicle Preparation Fee, Colorado Road Safety Fee, Initial set of Toilet Chemicals, Camp Chairs and Table, and Child Restraints (on request).

Booking Amendments

If you wish to make any changes to your booking (including voluntary downgrade) 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 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.

Booking Amendment Fee

The first change only is at no charge. The first change may involve several aspects of the reservation. The second and subsequent changes are at \$50 USD per aspect, per change.

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.

Apollo Motorhome Holidays

Free Phones

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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.

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.

Branch Locations

Apollo has motorhome branches in San Francisco, Los Angeles, Las Vegas, Denver, Seattle, New York and Orlando.

The US Tourer is available for travel from 1 May 2017 and only from/to Los Angeles, San Francisco and Las Vegas.

Branch Hours

Apollo branches are open Monday to Friday from 9am to 4.30pm, and Saturday from 9am to 12pm all season except Denver and Seattle which will be closed from the 01 December 2017 to 28 February 2018. Branches will be closed Sunday's on the following public holidays:

- o Memorial Day 29 May 2017
- o Independence Day 4 July 2017
- o Labor Day 4 September 2017
- o Thanksgiving Day 23 November 2017
- o Christmas Day 25 December 2017
- o New Year's Day 1 January 2018

Dates are correct at time of release. Dates are subject to change.

Vehicle Collection and Return

Pick-up time is between 12:00 noon and 4:00 PM Monday to Friday and 9am and 11am Saturday. Drop off Time is between 9:00 AM and 11:00 AM Monday to Saturday. Additional fees apply outside these hours.

Vehicle Return Late Fee

A flat fee of \$300 will be charged when a vehicle is later than the Due-In time outlined on your Booking Confirmation (a 30 minute Grace period applies).

Mileage (Included in the Value Pack)

500 mile packages are available at a cost of \$188.00. Mileage packages must be prepaid before departure. There is no refund for any unused miles. Excess miles are charged at \$0.40 per mile.

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 (Included in the Value Pack)

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

Calculation on Administration Fees/Taxes when Value Pack has been selected

Value Pack includes Administration Fees / Taxes on items included in the Value Pack. This does not include the daily rental charge of the vehicle.

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For Example: Vehicle = \$1092, Value Pack = \$1092, GPS = \$100 therefore the 10% Administration Fees / Taxes will be \$119.20 (10% of vehicle and GPS).

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 May 2017 to 05 July 2017 and 1 October 2017 to 31 March 2018. The minimum rental is ten nights for rentals commencing during the period 06 July 2017 to 2 September 2017.

The minimum rental period is seven nights for rentals commencing during 3 September 2017 to 30 September 2017. Minimum rental periods are subject to change during other peak periods

One Way Rentals

All one way rentals are on request.

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	SEA	NYC	MCO
TO	LAX	0	250	250	500	500	850	850
	SFO	250	0	250	500	500	850	850
	LAS	250	250	0	500	500	850	850
	DEN	500	500	500	0	500	850	850
	SEA	250	250	250	500	0	850	850
	NYC	850	850	850	850	850	0	500
	MCO	850	850	850	850	850	500	0

The one way fee is waived for the following:

- From Denver or Las Vegas to Las Vegas, Los Angeles or San Francisco pick-up from 01 May 2017 to 15 May 2017

- From San Francisco to Los Angeles or Las Vegas pick-up from 01 September 2017 to 30 September 2017

Driver's Licence and Minimum Age

A current and full motor vehicle driver's licence is required to be shown by all drivers at time of pick-up. 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.

Drivers must be 21 years of age or over.

Vehicle Preparation Fee (Included in the Value Pack)

A fee of \$175 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 and vehicle kit (pots, pans, crockery, cutlery, cooking utensils, broom and dust bin).

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.

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Additional Products:

- **Personal Kits (Included in the Value Pack)** - \$60 per person (including a sheets, blanket, pillow, bath towel and tea towel)
- **Camp Chairs (Included in the Value Pack)** - \$10 each per rental
- **Camp Table (Included in the Value Pack)** - \$20 per rental
- **GPS** - \$10.00 per day (max \$100 per rental)
- **Generator Use** - \$3 per hour as determined by an installed running time meter
- **Generator Package** - \$5.00 per night for unlimited use
- **Baby Seats (Included in the Value Pack)** - \$40 each per rental. Please refer to the Apollo child restraints policy for full details.
- **Booster Seats (Included in the Value Pack)** - \$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

Additional products may be offered on pick up.

Group Bookings Policy

All booking requests of 3 or more vehicles for the same travel period is considered a group booking and must be approved by our Reservations team. Please email your request to info@apollocamper.com.

Group bookings are subject to different rates, payment terms and cancellation policy. Even if the vehicles are booked on different dates but travelling together Apollo reserves the right to apply group booking conditions afterwards.

Group Conditions are subject to change without notice.

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 on Star RV, Apollo, Cheapa Campa and Hippie Camper 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. This discount does not apply to completed bookings.

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

Vehicles are not allowed to operate in Death Valley during 15 May to 15 September due to extremely high temperatures, which can cause system failures. At other times guests 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.

Peak Season Surcharge

When a rental commences New York, Seattle, Los Angeles, Las Vegas, Denver or San Francisco between the 16th August 2017 to the 2nd September 2017, an additional surcharge of US\$500 will automatically apply.

Burning Man Festival (28th August 2017 to 4th September 2017)

An additional surcharge will apply for any rental travelling to Burning Man.

Pick-ups on or after the 16th August 2017 - The additional surcharge of US\$500 will apply for any pick-ups from San Francisco and US\$200 will apply for any pick-ups from any other location for travel



Pick-ups on or before the 15th August 2017 - The additional surcharge of US\$1000 will apply for any pick-ups from San Francisco and US\$700 will apply for any pick-ups from any other location for travel. Intention to travel to Burning Man must be advised at the time of booking.

*Dates are correct at time of release. Dates subject to change.

Colorado Road Safety Fee (Included in the Value Pack)

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

New Jersey State Rental Security Fee

A surcharge of \$5.00 per night (maximum \$90.00 per booking) applies to all rentals picking up from the New York 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.

Winterization

All motorhomes must be winterized when travelling in freezing conditions. This includes the water pipes, toilet, fresh water tanks, sinks, shower, water filter, water heater and all holding tanks. Winterization requires that the water be drained from the fresh water tank, water pipes, water filter, water heater and all waste tanks.

Once the vehicle is winterized, no water can be put into the fresh water tank and cannot be hooked up to the city water supply. Therefore, no water is available in the motorhome. The toilet can be used only if non-toxic RV antifreeze is used to manually rinse and flush. Vehicles picking up from a branch where the temperature is 35 degrees Fahrenheit or below will be winterized.

It is the renters' responsibility to have the vehicle winterized while on a trip at his/her own expense should the weather conditions require. The renter is also financially responsible for having the vehicle re-winterized on the return trip if the vehicle was winterized at the time of pick-up. A

US\$150 re-winterization fee will be charged by Apollo Motorhome Holidays if the vehicle is returned non-winterized when the temperature is 35 degrees Fahrenheit or below.

The renter will be fully responsible for any damages to the plumbing and water systems caused by freezing during their trips

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.

Toll Roads Florida

The southern 47 miles stretch of the Turnpike from Us 1 in Florida City to the Miami-Dade/Boward County line is an all-electronic open road tolling system. The old tollbooths have been eliminated and the toll-fee cannot be paid in cash anymore.

There are the following options for payment to travel on the Turnpike:

1. A SunPass Transponder can be obtained by calling 1-888-865-5352 or visiting www.sunpass.com. The transponder will allow travelling on toll roads by paying money in to the personal SunPass account.

2. The "TOLL-BY-PLATE" program can be used as an alternative. This program captures an image of the vehicle license plate and bills the vehicle owner for the toll amount. The "TOLL-BY-PLATE" program allows the customer to call in to register for a "TOLL-BY-PLATE" account and to pay for tolls before an invoice will issued. Payments can be made by cash, credit/debit card on-line or through new payment kiosks located at major retail stores.

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.

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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.

Voluntary Downgrade

Should the renter decide to take a lesser vehicle than booked 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.

Payment Options

- **Deposit Only** - Pay deposit of \$250 only at time of booking
- **Full Prepayment** - Pay full rental and Bond at time of booking.
- **Rental Prepayment** - Pay full rental at time of booking.

Payment Options and Cancellation Fees

(Excluding Hot Deal Specials and Group Bookings (any rental that consists of 3 or more vehicles travelling together)).

Cancellation Fees for Deposit only.

- If cancelled 60+ nights prior to pick up and 7 nights or more after the booking date - \$100 cancellation fee.
- If cancelled 59 to 30 nights prior to pick up - 20% of Total Rental plus one way fees (minimum \$250)
- If cancelled 29 to 15 nights prior to pick up - 50% of Total Rental plus one way fees (minimum \$250)
- If cancelled 14 nights or less prior to pick up or no show - 100% of Rental plus applicable one way fees.
- Original date of pick up will be used to calculate any cancellation fees.

Cancellation Fees for Full Prepayment and Rental Prepayment

- No refunds, a Booking Amendment Fee will apply in addition to any difference in rate.
- Bond is 100% refundable when booking is cancelled.

Hot Deal Specials Payment Options

- Rental Prepayment, Full prepayment.

Hot Deals Specials Cancellation Fees

- No refunds, a Booking Amendment Fee will apply in addition to any difference in rate.
- Bond is 100% refundable when booking is cancelled.
- There is no refund for late pick up or early return of vehicle.

Group Bookings

(any rental that consists of 3 or more vehicles travelling together)

Payment to Confirm Booking



- 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.
- 90 or less days prior to pick-up 100% combined payment per rental at time of booking.

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).
- 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).
- Original date of pick up will be used to calculate any cancellation 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 nightly rental rate. Apollo is insured for damages to third parties and/or their property. 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.

Supplemental Liability Insurance (SLI) - \$14.00 per night

Optional SLI provides the Clients with an increased limit of liability protection for 3rd party damage claims up to US\$1 million.

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.

Collision Damage Waiver (CDW) - (Included in the Value Pack)

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

- The maximum amount payable for this option per rental is US\$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).

CDW protects against:

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

A Bond of US\$500 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 US\$500.

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

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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.

Bond Roll Overs are permitted for Apollo multi hires only within the same Country when the bond is banked.

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 guest's wilful conduct.
- Damage caused to the Vehicle when using the Vehicle in contravention of any legislation or regulation controlling vehicular traffic.
- Damage caused to tyres and windscreen unless CDW is purchased (excludes Elite Traveller).
- Damage or loss caused to any personal belongings.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage to the awning, slide out, overhead or underbody of the Vehicle.
- Damage caused to the plumbing and water systems of the vehicle caused by freezing.

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