

Apollo Update- COVID19

Travel impacting Apollo Australia and New Zealand: Apollo Group

29 April 2020

Dear Valued Partners,

Since our update on 08 April 2020 we have assessed our current policies and have amended the following points:

- Cancellations/amendments for existing bookings due for pick up until 30 June 2020
- New Bookings – we have amended cancellation policies for new bookings.

Options for International and Domestic Guests travelling to/in Australia and New Zealand with a pick up until 30 June 2020

1. Rebook to a future date in the 20-21 or 21-22 season, where the value of their current booking will be credited for the same guest to use on their new booking, subject to availability. Credit is available for travel up until 31 March 2022. Special offers given at that time of the original booking will be carried over to the new booking. Change of location/units are permitted in this rebooking process*.
2. Rebook in a different Apollo destination - Credit available for travel up until 31 March 2022*
3. If Guests wish to cancel, we will waive cancellation fees.

Options for International and Domestic Guests travelling to/in Australia and New Zealand with pick up from 1 July 2020 onwards:

1. Rebook to a future date in the 20-21 or 21-22 season, where the value of their current booking will be credited for the same guest to use on their new booking, subject to availability. Credit is available for travel up until 31 March 2022. Special offers given at that time of the original booking will be carried over to the new booking. Change of location/units are permitted in this rebooking process*.
2. Rebook in a different Apollo destination - Credit available for travel up until 31 March 2022*
3. Existing bookings with a pick up date from 01 July to 31 October 2020 can cancel as follows
 - If cancelled 30+ days prior to pick up- no fee (previously 91+ days)
 - If cancelled 29 days or less prior to pick up - standard cancellation fees apply eg. 90-22 days prior to pick up - 10% (min \$250)

The above amended cancellation is subject to travel bans enforced by the destination country, transit hub or country of the guest. Apollo reserves the right to revert to standard cancellation fees at any time

**Note: if the new booking is subsequently cancelled, the original cancellation fee of the original travel dates will be applied.*

As a Global RV company, we are happy for Guests within this restricted period to move their booking to another Apollo destination where they can still travel (Canada, USA, Australia, New Zealand, Europe, UK & Ireland) for travel up to 31 March 2022**.

The booking would be quoted as per the date of enquiry in the currency appropriate to the new pick up location. We will carry over the value of their existing booking into the new booking at the current exchange rate, any increase in price would be charged to the guest.

Prepaid Bookings

Bookings that have been fully prepaid to Apollo and where guests wish to cancel, we will issue a credit note to the partner against the cancelled bookings. No cancellation fee will be charged. This credit can be used against future bookings for travel up to 31 March 2022. Credit is only available for bookings where payment has been made to Apollo.

New bookings

We want to allow new bookings to be made with confidence, therefore for the booking period from today up to 30 July 2020, travelling up until 31 October 2020, we will offer flexibility on new reservations. Should there be further government travel restrictions put in place due to COVID19 that make their journey impossible we will allow:

1. Rebooking to another date up to 31 March 2022
2. Waived cancellation fees up to 30 days prior to pick up
 - If cancelled 30+ days prior to pick up- no fee (previously 91+ days)
 - If cancelled 29 days or less prior to pick up- standard cancellation fees apply eg. 90-22 days prior to pick up - 10% (min \$250)

We thank you for your ongoing support and understanding through these unprecedented times. Apollo will continue to work to government regulations and amend our policies as needed.

Please address any questions to your Account Manager or our friendly reservations team.

We can't wait to be back on the road again.

Kind regards

Melanie Van Dalen

Rental Sales Manager - Australia & New Zealand

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