

Apollo & Star RV Terms & Conditions

Driver's License and Minimum Age

A current and full motor vehicle driver's license is required. If the driver's license is not in the English language then an international driver's license is also recommended. An accredited English translation will be accepted in lieu of an international driving permit. The driver's license must have been held for at least two years and be valid for the whole length of the rental. The original driver's license 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 \$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 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.

Apollo Welcome Pack

Each vehicle is supplied with a complimentary Apollo Pack for the first night that includes some essential items.

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.

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.

Change of Drop Off Destination

If the renter wishes to change the drop off destination after the rental has commenced, they first must obtain authorization 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 authorization 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.

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.

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) - \$9.00 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 \$0 (zero) responsibility 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).

CDW 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 Bond is payable to Apollo by an open signed credit card imprint with an authorization obtained (sufficient funds must be available) for \$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 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 Over's 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 renter's willful 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.
- 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.