

## Direct Version 2 – 03 July 2019

Thank you for choosing Apollo for your next holiday. We look forward to providing you with a fun, simple, safe & adventurous holiday experience you will remember.

Here are the details you need to know when planning for the year ahead.

### Valid 1 April 2019 – 31 March 2020

- For vehicle specifications please visit our website at [www.apollorv.com](http://www.apollorv.com)
- Rental nights are calculated on a 'per night' basis.
- Rates are in US dollars and do not include taxes
- For ease at pick-up please specify the correct number of guests (and ages of children if applicable) and contact details on your booking.

### Driver License and Minimum Age

Drivers must be 21 years of age. A current and full motor vehicle driver's license is required to be shown by all drivers at time of pick-up. If the driver's license is not in the English language, then an international driver's license is 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 with the driver is present.

### Name Change Fee

A fee of \$5 will apply per name change on a confirmed relocation booking.

### Rental Duration And Free Mileage

Subject to availability, the maximum number of included days for each route are set out in the table below. The number of free miles included in your relocation booking for each route are also shown in the table below. If you exceed the number of included miles set out below, you will be charged \$0.45/mile for each mile in excess of those set out in the table below.

MIA	13	8	9	7	6	9	2	4
5200	ANC	10	10	10	9	7	12	11
3000	3600	LAX	2	2	4	4	7	8
3300	3300	500	SFO	2	4	3	7	8
2800	3600	400	750	LAS	3	4	7	7
2250	3500	1100	1500	950	DEN	4	5	5
3550	2500	1500	1000	1300	1500	SEA	8	8
350	5000	2800	3100	2500	2100	3300	MCO	4
1500	4600	3000	3150	2800	2000	3100	1300	NYC

### Extra Nights

Up to 3 extra nights can be booked at a flat fee of \$100 per extra night and are subject to availability. Any additional extra can be booked at our flex rates subject to availability. Please check with our reservations team for latest availability and flex rates. Each extra night booked includes an extra 300 miles. The relocation conditions continue to apply for extra nights.

**Change of RV/Cancellation of Booking by Apollo**

For relocations, in the event of unforeseen circumstances beyond our control rendering the booked vehicle type unavailable, we reserve the right to substitute a different vehicle type, or cancel the relocation booking and refund the renters deposit. This shall not constitute a breach of contract. Only if the substituted vehicle type offered is unsuitable due to less seatbelts on offer, is the renter entitled to cancel and have their deposit refunded.

**Pre-register Online**

Guests have the ability to register online in advance on [apollocamper.com/registernow](http://apollocamper.com/registernow). By completing the required pick up information ahead of the pick-up date, you will experience a smoother and quicker RV collection process.

**Getting to and from the Airport**

The vehicles must be collected and returned to our branches (not airports). Transfers to and from the Apollo branch are not included in the rental price. It is the client’s responsibility to get to and from the branch.

**Branch Hours and Public Holidays**

Branches are open Monday to Friday from 9am to 4:30pm, and Saturday from 8am to 1pm excluding June 15, 2019 to September 15, 2019. From June 15, 2019 to September 15, 2019 branch hours are Monday to Saturday from 9am to 4:30pm. Denver and Seattle are closed from December 01, 2019 to February 28 2020. Branches will be closed Sundays and the following public holidays: Memorial Day (May 27, 2019), Independence Day (July 4, 2019), Labor Day (September 2, 2019), Thanksgiving Day (November 28, 2019), Christmas Day (December 25, 2019), New Year’s Day (January 1 2020). The Anchorage branch is not operating from October 15, 2019 to March 31, 2020.

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

<b>Dates/Hours for Pick-up and Drop-off</b>	<b>01 April 2019 to 14 June 2019 and 16 September 2019 to 31 March 2020</b>	<b>15 June 2019 to 15 September 2019</b>
	<b>Monday to Friday</b> Pick-up 12:00noon to 4:00pm Drop-off 9:00am to 11:00am <b>Saturday</b> Pick-up 11:00am to 1:00pm Drop-off 8:00am to 10:00am	<b>Monday to Saturday</b> Pick-up 12:00noon to 4:00pm Drop-off 9:00am to 11:00am

Additional fees apply outside these hours and there is no refund for late pick-up or early drop-off of the RV.

Guests are required to phone their pick-up location the day before or morning of pick-up between 8-10am to schedule a pick-up time within the designated pick-up period.

**RV Introduction and Show Through**

On pick-up, you will be shown a detailed video of the interior and exterior operations and provided a quick start guide for a self-guided show through of your RV. You will also be given a detailed Guest Guide. This ensures you are comfortable and confident with the RV before you start your road trip.

Awnings are factory-fitted to units for later sale. We do not provide instructions for these and we do not promote the availability of awnings for guest use. In the interests of minimising damage and costs of repair for guests, awnings are disabled from use.

**Travel Restrictions**

All vehicle types can only be driven on sealed/bitumen roads or well-maintained access roads less than 550 yards long to recognized campgrounds. While you are on a relocation rental, if you are found to be driving on unsealed roads and/or driving in restricted areas, you will be fined \$1500 by Apollo, even if no damage has occurred to the vehicle. This applies to all relocations including relocation rentals where extra nights have been purchased. Not all RVs are suitable for all driving situations, so it’s important the right RV is chosen for the trip planned. Apollo at its discretion, may restrict RV travel 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. For the safety of guests, the following travel restrictions are in place:

**Prohibited Travel Areas**

Travel in the following areas is strictly prohibited at all times:

- Logging and non-public roads.
- Any and all unnumbered roads and highways.
- Denali Highway in Alaska
- North Canol Highway in the Yukon
- Dalton Highway (north of Livengood)

- Eagle, Alaska (Hwy 5 north) from the junction of Hwy 9 (Top of the World Highway) and Hwy 5 west
- McCarthy Road between Chitina and McCarthy, Alaska
- Highway 500 (Trans Labrador Highway) from Goose Bay to Labrador City
- Highway 389 from Labrador City to Baie Comeau
- Highway 510 from Red Bay to Happy Valley-Goose Bay
- Highway 167 north of La Doré
- Highway 109 and Baie James Road, Quebec
- Vehicles are not permitted to enter Mexico at any time.
- Manhattan: Due to restrictions on RV heights, propane gas and parking, RV's with propane are not permitted in Manhattan and are not permitted to travel through any underground or underwater tunnels.

#### Travel Restricted Areas

- Travel to Death Valley is limited to the low season (15 September through 14 May) due to extremely high temperatures which can cause system failures.
- Travel on the Dempster Highway in the Yukon is not permitted between 15 September and 14 May due to road conditions. We are happy for our Guests to travel on this road between 15 May and 14 September.

Guests assume all responsibility for any expense or loss of time while traveling in restricted areas.

#### Returning the RV

The RV is a home away from home and for comfort, we recommend it's kept tidy throughout the road trip. The RVs need to be returned to the branch as they were taken, with the interior cleaned, holding tanks emptied and the fuel tank full. The RV exterior does not require cleaning unless it's covered with excessive dirt or mud, making it difficult for our team to see its return condition.

#### Repairs

We understand that while on holiday the RV may require small repairs or small items included in the kitchen kit may need replacement. So not to disrupt the road trip any further, if the damage was not caused by you, repairs up to \$100 can be completed without authorisation and will be reimbursed. If repairs over \$100 are needed, the Apollo Assist team needs to be informed prior to repair being completed.

All RVs are covered for 24hr mechanical emergency roadside assistance.

#### Infringements, Tolls and Fines

Apollo will pass on any charges you receive for traffic infringements, toll way or parking fines during your road trip. No one likes unexpected surprises or additional administration fees, so we'll only pass on the exact amount of the fine or charge received.

#### Animals

Service animals are allowed to travel in our RVs with prior permission from Apollo, but pets are not permitted. A penalty of \$500 will be imposed for pets inside the RV to cover the costs of sanitizing and cleaning.

#### Smoking

Our RVs are a smoke free zone. Smoking is not allowed in any of our RVs. A penalty of \$500 will be imposed for smoking inside the RV to cover the costs of sanitizing and cleaning.

#### Payment at Branches

For security reasons, Apollo accepts Credit card and Debit card for charges paid on RV pick-up and drop-off. We do not accept cash at Apollo branches. The \$1,000 Security Deposit is payable at pick-up by Credit card and cannot be paid with a pre-paid credit card.

#### Credit Cards

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

#### Travel Insurance

For peace of mind, we strongly recommend that all guests take out the highest level of private Travel Insurance.

**Protection Package****Public Liability Insurance**

Public Liability Insurance is included in the nightly rental rate. 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. For a higher insurance amount refer to the Supplemental Liability Insurance offered as a value-added service.

**Property Damage**

You are responsible up to the amount of US\$1,000 for the cost of damages to the rented RV. You are also responsible for the cost of demurrage for the period the RV 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.

**Standard Liability**

Apollo's rental charge includes a Standard Liability of US\$1,000.

A security deposit of US\$1,000 will be collected at the time of entering into the Rental Contract. The US\$1,000 will be charged to the credit card account immediately.

**Security Deposit**

For security purposes, only a credit card can be used to provide a security deposit. The credit card holder must be present and able to sign for the security deposit upon RV collection. The credit card holder must be the main guest on the Rental Agreement as they are jointly and severally liable for any damage to the rental RV.

The security deposit is fully refundable when the RV 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 RV on its return, the security deposit 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 security deposit is insufficient to cover the damage, extra costs will be charged.

Security deposit rollovers are permitted for Apollo multi hires only within the same country where the security deposit is charged.

**Exchange Rate / Currency Variations**

All 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. Refunds by credit card can take up to 14 working days depending on your Financial Institution.

**Kitchen and Personal**

Linen packs are available for \$10 per rental per person for relocations.

**Colorado Road Safety Fee**

A surcharge of US\$2 per night (maximum US\$90 per booking) applies to all rentals picking up from the Denver branch.

**New Jersey State Rental Security Fee**

A surcharge of US\$5 per night (maximum US\$140 per booking) applies to all rentals picking up from the New York branch.

**Value Added Services**

To make road trips that little bit easier, Apollo has a range of extras available from Camp Chairs, first aid kits and Extended Roadside Assistance; we have you covered as you choose.

Item	Price	Conditions
Camp Chair	\$10 each per rental	
Camp Table	\$20 each per rental	
TravelTab Navigator	\$10 per night	Maximum charge 13 nights. The Navigator+ includes Voice Activated Navigation, Apps (built in games, news, social media, language translation, currency conversion and other convenient travel tools), MyTravelTab Store (exclusive deals on local attractions, events, dining and shopping). The Navigator+ customizable features can be unlocked while on hire for an additional cost and include Wifi Hotspot and TravelTab phone (call and text).
TravelTab Navigator (incl. unlimited WiFi)	\$15 per night	The TravelTab Navigator+ as outlined above including unlimited data WiFi for up to two devices.
TollGuard	\$5.99 per night plus toll costs	Maximum charge 10 nights. Save the hassle of stopping for tolls or figuring out how to pay for tollways that have converted to All Electronic Tolling that are covered by TollGuard.
Toilet Chemical	\$2.50 each	If necessary
Generator Use	\$3 per hour	As determined by an installed running time meter
Generator Package	\$5 per night	Unlimited use.
Baby/Booster Seat	\$40 each per rental	Please refer to the Child Restraints Policy on our website for full details. Not all vehicles can accommodate child seats, please check the vehicle specifications for more information on whether your vehicle can accommodate child seats.
First Aid Kit	\$50	A First Aid kit is supplied in every RV. If the seal is broken or the kit is not returned the kit becomes the property of the guest and a fee is charged.
Supplemental Liability Insurance (SLI)	\$10 per night	Provides the guests with an increased limit of liability protection for 3rd party damage claims up to US \$1 million
Extended Roadside Assistance	\$4 per night	Maximum charge 25 nights. This includes opening RV on lock out, lost key replacement up to \$120, emergency towing up to 15 miles, jump start, flat tire change using spare located in the RV, fuel delivery up to 5 gallons. Non-mechanical issues are not covered, and guests may be required to take the RV to a repairer.
Windscreen and Tire Protection Plus Extended Roadside Assistance	\$7 per night	Maximum charge 25 nights. This includes 1 windscreen, 2 tires and the Extended Roadside Assistance. This value add is not available for the Elite Traveller.

*Additional packages may be offered on pick-up.*

**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 RV is winterized, no water can be put into the fresh water tank and it 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. RVs picking up from a branch where the temperature is 35 degrees Fahrenheit or below will be winterized.

It is your responsibility to have the RV winterized while on a trip at your own expense should the weather conditions require. You are also financially responsible for having the RV re-winterized on the return trip if the RV was winterized at the time of pick-up. If the vehicle was de-winterized during your holiday a US \$150 re-winterization fee will be charged by Apollo Motorhome Holidays if the RV is returned non-winterized when the temperature is 35 degrees Fahrenheit or below.

You will be fully responsible for any damages to the plumbing and water systems caused by freezing during your trip.

**Holiday Disruption Coverage**

Should your motorhome holiday be disrupted by a mechanical breakdown as defined below (which does not extend to accident or damages caused by you), for more than 48 working hours after reporting to Apollo, you will be reimbursed up to a maximum of the nightly rental rate for each night affected until the problem is rectified. Failure of mechanical and accessories which includes living cabin air conditioner, water pump, shower/toilet, refrigerator, stove/grill must be assessed by a branch or authorized repairer. Reimbursement is only possible when Apollo has been contacted to rectify the problem and you cooperate to do so. Failure to notify Apollo acknowledges that the issues are of such a minor nature that you make no claim for loss of time in respect of your rental. Defects and repairs of Wi-Fi, travel devices, radio, TV, CD or DVD player, cruise control, etc. are not considered mechanical breakdowns and are excluded from Holiday Disruption Coverage.

The following conditions result in the compromised performance of accessories and as such Apollo will not be held liable for financial compensation:

- Air conditioners in temperatures over 97 degrees Fahrenheit
- Electric and Propane Gas heaters in temperatures under 40 degrees Fahrenheit
- Freezing of water pumps in temperatures below 36 degrees Fahrenheit

**Powered Site Bookings**

Powered sites can be difficult to manage during high season. We recommend guests make a reservation for at least a 33ft RV, irrespective as to the size of the motorhome reserved, to avoid problems due to possible upgrades.

**Payment to Confirm Booking**

Apollo requires a deposit of \$250 at time of booking regardless of your rental value.

**Cancellation Fees**

If cancelled within 12 hours of booking and not on day of pick-up: No Fee If cancelled 12+ hours of booking: \$250 fee If cancelled day of pick-up or no show for pick-up: \$250 fee Note: amending an existing relocation booking to a different relocation on the current list is considered a cancellation of the existing booking and thus cancellation fees do apply. There is no refund for late pick up or early return of vehicle

**Other Things You Need to Know**

Apollo reserves the right to refuse any rental at our discretion.

While on their road trip guests are responsible for:

- Damage caused to the RV where the terms of Rental Contract have been breached.
- Damage caused by negligence and/or wilful conduct.
- Damage caused to the RV 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 RV when using the RV in contravention of any legislation or regulation controlling vehicular traffic.
- Damage or loss caused to any personal belongings.
- Damage caused by the incorrect use of snow chains.
- Damage to the awning, slide out, overhead or underbody of the RV.
- Damage caused to tires and windscreen except where Windscreen and Tire Protection Plus Extended Roadside Assistance has been purchased and applies.
- Damages caused by neglecting proper operating procedures, e.g. incorrect fuel type and quality, ignoring oil or coolant levels, air pressure, etc.
- Damages caused by freezing/overheating e.g. unit not winterized, or overheating of RV or systems, plumbing or water systems.

Rates/Terms/Conditions are subject to change without notice.

Enjoy the adventure, wherever it takes you.

