



**United States of America:** 1 April 2020- 31 March 2021

**Booking Validity** from 30 July 2019

Thank you for choosing Apollo for your next holiday. We look forward to helping you experience the USA at your own pace in our RV's.

Here are the details you need to know:

**Valid 1 April 2020 – 31 March 2021**

- For available products and 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
- Not all rates and terms apply to group bookings. Group bookings consist of four or more RVs travelling together and should be directed to [info@apollocamper.com](mailto:info@apollocamper.com)
- For ease at pick-up please specify the correct number of guests (and ages of children if applicable) and contact details on your booking.

**Multiple Rentals**

We love to reward our long-term road trippers so consecutive rentals within a 3-month period, in Canada, the USA, Australia, New Zealand, the United Kingdom or Europe with any of the Apollo Motorhome Holidays brands can be combined to obtain a long term 5% discount on the flex rate. Multiple rentals are considered separate rentals under the one-way fee and minimum rental period conditions.

**Driving License/Driver's Age**

Minimum age is 21. Only drivers listed on the contract can drive.

All drivers must possess a driver's license valid for the entire rental period

If the driver's license from the Guest's own country is in English, an International license is not required. If the license is in a language other than English, we recommend that Guests have an International Driving License, together with the license from their own country. For translation purposes, an International Driver's License will ensure ease of use in the United States. Please note that an International License is not valid on its own for driving in the USA. The International License must also be accompanied by a valid driver's license issued in their own country.

**Long Term Discounts**

Guests who love road trips as much as we do, and travel for more than 21 nights receive 5% off daily rates. This is also available to Guests with multiple bookings across Apollo or Apollo brand bookings. This discount is combinable with Early Booking offers but not combinable with relocation or special offers.

**Early Bird Discounts**

We like to reward early bookers, if applicable Early Bird discounts will be offered automatically at time of booking. Early payment is not required to apply the Early Bird Discount. Early Bird Discounts can be combined with the Long-Term Discounts.

**Booking Alterations**

At Apollo we understand that sometimes things change. If this is the case, any changes made to a booking will be calculated by using the higher one of the two rates, either the original flex rate or the Flex Rate current at the time of the booking alteration.

The following are classified as booking alterations:

- Change of name
- Change to pick-up or drop-off dates
- Change pick-up or drop-off branch location
- Change of RV category
- Change of rate scheme including special rates

If the rate scheme or RV category is changed, it is considered a new booking and cancellation fees may apply to the original booking.

If there are any last-minute alterations made within 14 nights of pick-up, we will be happy to accommodate these (subject to availability), however due to the short notice, if the booking duration is shortened, the number of nights originally booked will be charged for.

There is no refund for late pick-up or early return of the RV.

A change of location fee may apply if the collection or return location is amended within 14 nights of RV pick-up or if notification occurs during the hire.

**Change to drop-off location after pick-up**

If you wish to change your drop-off location after pick-up, you should get in touch with our friendly reservations team who will be happy to help. Our team will advise you if this is possible and if a change of location fee applies. Any fees would require immediate payment.

**Extending a Road Trip**

If you get swept up in the adventure of a road trip and want to extend your booking whilst on the road, you should first contact our friendly Reservations team who will be happy to advise if the extension is possible, and the costs associated. To secure an extension, the extra costs (calculated on the current rate of the day), will need to be paid by credit card, either over the phone or at an Apollo/StarRV Branch at the time of extension. Of course, any long-term discounts in place, will continue to apply to the booking.

We will always do our best to accommodate any extensions however it is subject to availability of our fleet.

**Change of RV**

We understand every Guest’s needs are different and therefore our RV’s can be requested by category, however not by make or model. We always do our best to accommodate requests, however should the booked RV not be available due to unforeseen circumstances we will substitute the booked RV with an alternative available at the time of pick-up, at no extra cost. Any changes to the booked RV and agreed to by or requested by the Guest do not entitle the Guest to a refund.

**Online check in**

Guests are required to complete online check-in prior to arrival at the branch on [www.apollocamper.com/registernow](http://www.apollocamper.com/registernow) By completing the required pick-up information ahead of the pick-up date, you will experience a smoother and faster - check out process.

**Apollo Connect App**

We encourage you to download the Apollo Connect app prior to starting your vacation to help prepare for your RV road trip. You will watch a wider selection of videos: Safe Driving, Demo video and how-to RV demos, along with many other trip planning tools for your upcoming Apollo adventure.

**Getting to and from the Airport**

Branches are conveniently located near major airports, making pick-up and drop-off even easier for our guests. Guests can arrange transport to and from the airport via taxi or other form of transport. StarRV Guests will be reimbursed on the day of pick up, for up to \$50 (a receipt must be produced).

**Rate Inclusions**

To make things as comfortable as possible for our Guests, our rates include:

Star RV	Apollo
Vehicle up to 12 months old	Vehicle up to 2 seasons old
3 named Driver	2 named Driver
Standard Liability of \$1,000	Standard Liability of \$1,000
Public Liability Insurance	Public Liability Insurance
Kitchen Kit (dishware set, cutlery, frying pan, pots, cooking utensils and more)	Kitchen Kit (dishware set, cutlery, frying pan, pots, cooking utensils and more)
24-hour Roadside Assistance	24-hour Roadside Assistance
General equipment (dustpan & brush, fire extinguisher, bucket, hose and broom)	General equipment (dustpan & brush, fire extinguisher, bucket, hose and broom)
Taxi Credit of up to US\$50 for getting to out branch	
Up to 500 miles (100 miles per night up to 500 miles)	

- Kitchen kit: plates, bowls, mugs, knives, forks, spoons, bottle opener, can opener, mixing bowls, colander, saucepans, frying pans, cooking utensils, chopping board, kettle, coffeepot, toaster and tea towel.
- General equipment: dustpan & brush, fire extinguisher, bucket, hose and broom.
- Valet Service: You may visit any Star RV branch while on holiday to have your RV cleaned, oil and engine fluids checked with a 48-hour prior notice.
- Taxi Credit-StarRV: You can arrange transport from the airport/hotel via taxi or rideshare. Taxi/rideshare fare from the nearest Airport will be reimbursed on the day of pick-up, for up to US\$50 (receipt must be presented for reimbursement).

### Mileage

Mileage is not included in the Apollo rental rate, StarRV rentals include 100 miles per night for up to 5 nights (maximum 500 miles).

Mileage packages are offered for pre-purchase:

- Individual or additional miles US\$0.45 per mile payable locally
- 500 miles package US\$194 each
- Unlimited miles package US\$1,313 for up to 21 nights, then an additional \$50 per night thereafter.

Please note, no refunds are given for unused miles.

### Relocation bookings

We are very happy to offer special relocation offers which require a vehicle being relocated from one branch to another. These offers have specific pricing and some specific booking and payment terms in addition to the standard USA Rental Conditions. For full details see page 11

### Branch Locations

Branches are located across the United States, allowing you to plan for road trips both long and short. Certain RVs are more popular in certain locations; the matrix below is a guide to vehicles available at each of our branches.

Apollo / StarRV	Anchorage	Denver	Las Vegas	Los Angeles	Miami	New York	Orlando	San Francisco	Seattle
US Tourer / Taurus RV (B Van)	✘	✓	✓	✓	✓	✓	✓	✓	✓
Pioneer / Tucana RV (Midi)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Sunrise Escape / Cygnus RV (Midi)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Eclipse Camper (Maxi)	✓	✓	✓	✓	✓	✓	✓	✓	✓
US Wanderer / Perseus RV (Maxi)	✓	✓	✓	✓	✓	✓	✓	✓	✓

**Note:** Awnings are factory-fitted to many Apollo units for our retail sales market. We do not promote the availability of awnings for our Guests as we do not allow them to be used in our rental fleet, as a result, we do not provide instructions for their use. In the interests of minimising damage and costs of repair for Guests, awnings are disabled from use. TV's are fitted in all units however TV signal is not guaranteed across USA and Guests will not be compensated for lack of Television reception.

### Branch Hours and Public Holidays

Branches are open:

Monday to Friday from 9am to 4.30pm, and Saturday from 8am to 1pm excluding 15 June 2020 to 13 September 2020.

From 15 June 2020 to 13 September 2020 branch hours are:

Monday to Saturday from 9am to 4.30pm.

Anchorage branch is closed from 14 October 2020 to 31 March 2021.

Denver and Seattle branches are closed from 01 December 2020 to 28 February 2021.

Branches will be closed Sundays and the following public holidays:

Memorial Day (25 May 2020), Independence Day (4 July 2020), Labor Day (7 September 2020), Thanksgiving Day (26 November 2020), Christmas Day (25 December 2020), New Year's Day (1 January 2021).

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

**RV demonstration**

On pick-up, you will complete a self-guided “Quick Start Tour” tour of your RV, watch a vehicle demonstration video and a member of our Guest Services team will be on hand to help and answer any questions you may have on the exterior and interior of the RV unit. A personal show-through is also available should you wish this.

**Guest Guides**

At check-in each booking receives a Guest Guide for your vehicle type. The guide is a step-by-step handy guide containing all you need to know about your RV. It’s a helpful reminder of all the elements covered during the Quick Start Guide but remains with you for the entire duration of your vacation and it’s free to take home with your holiday memories. The Guides are available in English and German.

**RV Collection and Return Times**

You must phone the pick-up branch either on the day prior to collection up to 4pm or on the morning of pick-up after 8am, where you will be informed of your designated pick-up time.

You are advised against turning up without confirmation of your pick-up time, as this can result in a frustratingly long wait.

Pick-up & Drop-off times are outlined below:

<b>Dates/Hours for Pick-up and Drop-off</b>	<b>30 March 2020 to 14 June 2020 and 14 September 2020 to 31 March 2021</b>	<b>15 June 2020 to 13 September 2020</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

**Please note:** Pick-up and drop-off is strictly during the branch hours listed.

Afternoon drop-offs are available through prior arrangement at an additional cost of US\$375.

Morning pick-ups are available through prior arrangement at an additional cost of US\$375.

There is no refund for late pick-up or early drop-off of the RV including any prior arrangement.

Late return outside of branch hours incur a US\$150 per hour charge and can only be organised directly with the branch.

**Returning the RV**

The RV is your home away from home and for comfort, we recommend it’s kept tidy throughout the road trip. The RV’s need to be returned to the branch as they were collected, with the interior cleaned and holding tanks emptied. 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. You will be able to purchase at check-in, a cleaning service to reduce the final cleaning burden if you wish. Fees will apply if the RV is not returned in the required condition.

**Booking duration**

A road trip allows you to travel at your own pace. To ensure you get the most out of your holiday a minimum 5-night booking period applies when pick-up and drop-off are from the same branch location. Vehicles can be dropped off earlier, but the minimum payment is 5 nights.

Higher minimum booking periods may also apply during peak periods.

**One-way Bookings**

Road-trips don’t always finish where they started, some of the best adventures don’t. If a Guest drops-off at a different branch location from which they picked-up, a minimum booking period and one-way fee applies. The minimum booking periods and fees in \$USD for one-way bookings are detailed below. One-way rentals from or to Anchorage are not available.

<b>ANC</b>								
NA	<b>DEN</b>							
NA	7 \$500	<b>LAS</b>						
NA	14 \$500	5 \$250	<b>LAX</b>					
NA	30 \$2000	30 \$2000	30 \$2000	<b>MIA</b>				
NA	30 \$2000	30 \$2000	30 \$2000	5 \$250	<b>MCO</b>			
NA	30 \$2000	30 2000	30 \$2000	14 \$500	14 \$500	<b>NYC</b>		
NA	14 \$500	14 \$500	14 \$500	30 \$2000	30 \$2000	30 \$2000	<b>SEA</b>	
NA	14 \$500	5 \$250	5 \$250	30 \$2000	30 \$2000	30 \$2000	7 \$500	<b>SFO</b>

### Travel Restrictions

Not all RV's are suitable for all driving situations, so it's important that the right RV is chosen for the travel planned. Apollo/StarRV at its discretion may restrict RV travel in certain areas due to adverse road and 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:

- Travel to Death Valley is limited to the low season (September 15 through May 15) due to extreme temperatures & road conditions.
- Travel on the Dempster Highway in the Yukon is not permitted between 15 September and 15 May due to road conditions. We are happy for our Guests to travel on this road between 16 May and 14 September.
- Travel to other remote areas not mentioned here may be possible, only if written permission is obtained from Apollo prior to travel.

### Urban Travel Restrictions

Campervans and Class "C" RV's cannot be driven to Manhattan due to parking and vehicle height restrictions. Vehicles carrying propane gas are not permitted in Manhattan or to travel in underground or underwater tunnels.

Parking of your vehicle is **prohibited** in the greater metropolitan areas of Montreal and Ottawa. This includes all pay parking lots, hotel parking lots, side streets, malls, etc. To travel into these areas, park your vehicle at a campsite and use public transportation, taxi, etc. In the event of a theft that occurs in the Montreal or Ottawa metropolitan area, the Guest is responsible for \$7,500.

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

### Prohibited Travel Areas

The below roads/regions are always prohibited:

- Logging and non-public roads
- Any and all unnumbered roads and highways
- Mexico
- All roads in Nunavut
- Northwest Territories

Due to the poor conditions of some roads & highways, Guests are prohibited from travelling on the following roads:

<u>Alaska</u>	<u>Quebec, Newfoundland and Labrador</u>
Denali Highway ( Hwy 8 from Paxson to Cantwell)	Highway 500 (Trans Labrado Highway) from Goose Bay to Labrador City
Dalton Highway (North of Livingood)	Highway 389 from Labrador City to Baie Comeau
Eagle, Alaska (Hwy 5 north) from the junction of Hwy 9 (Top of the World Highway) and Hwy 5 West	Highway 510 from Red By to Happy Valley-Goose Bay
McCarthy Road between Chitina and McCarthy, Alaska	Highway 167 north of La Dore
Northway Road (off AK-2) to Northway	Highway 109 and Baie James Road, Quebec
Nabesna Road (off AK-1) to Nabesna	
<u>Yukon</u>	
North Canol Highway	

*Guests who travel to Prohibited and Restricted areas without permission will be subject to a US\$1500 penalty and will void all insurance coverage. Apollo reserves the right to restrict driving access at any time. These restrictions may be applied at the time of pick-up.*

### Repairs

We understand that while on holiday the RV may require small repairs or small items included in the kitchen kit may need replacing. So not to disturb the road trip any further, if you did not cause the damage, repairs up to US\$100 can be completed without authorisation and will be reimbursed on presentation of the receipts at time of drop off. If repairs over US\$100 are needed, the Apollo On-road team needs to be informed prior to the repair being completed.

All RV's are covered for 24/7 Mechanical emergency roadside assistance.

### Infringements, Tolls and Fines

Apollo/StarRV will pass on any charges received for traffic infringements, toll way or parking fines during the road trip. If you pay these fines immediately and provide proof of payment, there will be no additional administration fees. However, if you delay in paying the fines we reserve the right to charge an administration fee.

### **Animals**

We are happy for you to bring a pet dog or cat on vacation in our RV for a fee of US\$300 (maximum 2 dogs per RV). Service animals can travel in our RV's free of charge with prior permission and proof of service certification.

We ask you to tell us in advance that you wish to bring your pet and to ensure your pet does not cause any damage to the vehicle.

Should additional pet cleaning be required at drop off, additional cleaning charges will apply.

### **Smoking**

Smoking is not allowed in our RV's. A penalty of US\$500 will be imposed for smoking inside the RV to cover the costs of sanitizing and cleaning.

### **Payment at Branches**

For security reasons, Apollo will only accept credit card or debit card for rental charges paid on RV pick-up or drop-off. Cash payments will not be accepted at rental branches. The Security deposit on the RV is also payable at time of booking.

We accept: Visa, Mastercard, American Express, & Diners Club.

### **Travel Insurance**

Apollo/StarRV strongly recommends that you take out the highest level of personal Travel Insurance to cover and protect you from unexpected circumstances on your vacation.

### **Public Liability Insurance**

Public Liability Insurance is included in the nightly rental rate. Apollo/StarRV 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) – US\$13 per night**

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

### **Standard Liability**

You are responsible up to the amount of US\$1,000 for the cost of damage to the rented RV. You are also responsible for the cost of business loss of use 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.

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

**Collision damage waiver is not available in the USA.**

**Incidents must be reported within 24 hours and be accompanied by a written accident report and police report or file number.**

### **Security Deposit**

A security deposit of US\$1,000 will be collected at check-in and will be debited to the credit card account immediately. For security purposes, only a credit card can be used, and the card holder must be present and able to sign for the deposit at RV pick-up. The credit card holder is jointly and severally liable for any damage to the rental RV.

The 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 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 deposit is insufficient to cover the damage, any extra costs will be charged.

Security deposit rollovers are permitted for Apollo multi hires only within the same Country when the deposit is banked. Any Guest that is involved in an incident will have their deposit held *for a minimum of 60 days* until the incident claim is closed. Claims that are less than the deposit amount will have the difference refunded upon closing of the incident claim.

The deposit does not cover liability for loss of personal property, nor does it cover costs for accommodation, transportation or replacement of vehicle if the vehicle is stolen or should an incident occur that makes the rented vehicle inoperable. In these situations, and, depending on availability, a new, signed, rental agreement must be in place before a replacement vehicle is provided.

### **Exchange Rate**

All transactions are conducted in US\$. 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 the guest's financial institution.

### Festival Surcharge

Apollo/StarRV are happy for Guests to attend festivals from any of our locations with pre-authorized permission to travel and payment of the applicable festival surcharge:

- Burning Man Festival in Nevada has a charge of \$1500 for all Apollo RV rentals (US\$2,000 for Star RV rentals). Burning Man Festival is on 30 August- 7 September 2020.
- Other festivals such as EDC in Las Vegas, or other specified festivals have a charge of \$750 per unit (Apollo & StarRV). EDC 2020 15-17 May 2020.

Apollo/StarRV reserves the right to alter or change the list of festivals affected by the surcharge.

Guests who take vehicles to festivals must request permission at the time of reservation.

Guests who travel to festivals without permission will be required to pay the festival surcharge at drop off and will void all insurance coverage.

### 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.

### Taxes

Taxes of 10.5% are not included and are subject to State/Federal regulations and therefore are subject to change.

### RV Preparation Fee

A fee of US\$231 is additional to the daily vehicle charge, this includes all pre-cleaning and mechanical servicing, 1st fill of propane gas, initial set of toilet chemicals and 1 roll of toilet paper.

### Child Seats

We are happy for children over the age of 2 to travel in the RV. Guests can book child seats along with their rental unit. Full information on the child seat policy is included in our Child Restraint Policy available at [www.apollorv.com](http://www.apollorv.com).

### Additional items to book locally

#### Extra Value Bundles

We have two packs designed to offer the maximum flexibility and benefit:

Extra Value Bundles (per night)	Price USD (excl. taxes)	Inclusions
<b>Saver Pack</b> per night (Min 5 nights charge (\$315), max 50 nights charge \$3,150))	\$63	Includes: 2000 miles, 2 x additional drivers, all personal kits, Camp chairs (per guest), Camp Table (per RV), taxes on Saver Pack
<b>Premium Pack</b> per night (Min 10 nights charge (\$1,000), max 50 nights charge (\$5,000))	\$100	Includes: Unlimited miles, Drop and Go, 2 x additional drivers, all personal Kits, 4 x Toilet Chemical, Camp Chairs (per guest), Camp Table (per RV), taxes on Premium Pack.

The following products can be added to a booking at the time of purchase or at pick-up (subject to availability):

Item	Price USD (excl. taxes)	Conditions
Personal kit (per rental)	\$69	Includes: sheets, blanket, pillow, bath towel and tea towel
Kitchen Kit (per rental)		Included
Camp Chair (per item)	\$10	
Camp Table (per rental)	\$19	
TravelTab Navigator+ (per night – up to max 13 nights)	\$13	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 with unlimited Wifi (per night, no maximum)	\$16	The TravelTab Navigator+ as outlined above but included unlimited WiFi data for up to two devices
Toll Guard (per night, plus toll costs)	\$6	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 Toll Guard
Toilet Chemical (each)	\$3	
Extra Driver/Renter (per night)	\$5	
Drop and Go (per rental)	\$94	Simply return the vehicle neat and tidy and we'll take care of the rest including vehicle, cabin and bathroom cleaning.
500-Mile Pack	\$194	Must be pre-paid before departure and there is no refund for unused miles.
Unlimited Mileage (for first 21 nights)	\$1313	Additional Nights after 21 nights – US\$63 per night
Mileage (per mile)	\$0.45	
Generator Use (per Hour)	\$3	As determined by an installed running time meter
Generator Package (per night)	\$5	Unlimited use
Child Seat (per rental)	\$40	Please refer to the Apollo Child Restraints Policy on our website for full details.
First Aid Kit (per rental)	\$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 fee is charged.
Supplemental Liability Insurance (SLI) (per night)	\$13	Provides the guests with an increased limit of liability protection for 3rd party damage claims up to US \$1 million
Extended Roadside Assistance (per night)	\$5	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, fuel delivery up to 5 gallons.
Windscreen and Tire Protection Plus Extended Roadside Assistance (per night, max charge 25 nights)	\$10	Maximum charge 25 nights. This includes 1 windscreen, 2 tires and the Extended Roadside Assistance.

#### GPS Rental- Travel Tab

- **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+ has customizable features including a Wi-Fi hotspot and Travel Tab phone (call and text) that can be unlocked while on hire for an additional cost.  
US\$13 a night to a maximum of 13 nights-US\$169 per rental.
- **The Navigator+ with unlimited Wi-Fi-** includes all the above but with unlimited wi-fi data for any 2 devices.  
US\$16 a night no maximum rental charge.



## Fees

Fees	Price USD (excl. taxes)	Conditions
RV Preparation Fee	\$231	Applies on collection of the RV to cover the RV Preparation and equipment. This includes all pre-cleaning and mechanical servicing and 1 <sup>st</sup> tank of propane gas.
Out of hour pick-up	\$375	Pick up between 9AM – 12 NOON
Out of hour drop-off	\$375	Drop off after 10AM and up to 4 PM
One Wat Fee	See chart	
Pet Fee	\$300	Applies on all bookings where a pet dog or cat is travelling in the RV
New Jersey State Rental Security Fee	\$5 per night	Maximum US\$140 per booking. Applies to all rental picking up from the New York Branch
Colorado Road Safety Fee	\$2 per night	Maximum US\$90 per booking. Applies to all rental picking up from the Denver Branch
Tax	10.5% of the total RV charge	
Festival Surcharge – Burning Man (Apollo)	\$1,500	An additional surcharge of US\$1,500 will apply for any RV's going to Burning Man Festival in the USA. As per Terms & Conditions
Festival Surcharge – Burning Man (StarRV)	\$2,000	An additional surcharge of US\$2,000 will apply for any RV's going to Burning Man Festival in the USA. As per Terms & Conditions
Festival Surcharge – Other Festivals e.g. EDC	\$750	An additional surcharge of US\$750 will apply for any RV's going to specified festivals in the USA/Canada. As per Terms & Conditions

## Winterization

All RV's must be winterized when travelling in freezing conditions. As the weather in parts of the USA can be unpredictable, Apollo will winterize their units as the temperatures start to drop into the freezing zone. Once the RV is winterized, no water can be put into the fresh water tank and it cannot be hooked up to the water supply. Therefore, no water is available in the motorhome.

It is your responsibility to have the RV winterized while on a trip at their own expense should the weather conditions require. You are also financially responsible for having the RV re-winterised on the return trip if the RV was winterized at the time of pick-up. A US\$150 re-winterization fee will be charged if the RV is returned non-winterized when the temperature is 32 degrees Fahrenheit or below.

You are fully responsible for any damages to the plumbing and water systems caused by freezing during their trip.

## Responsibility

If, for any reason beyond the company's control, the reserved vehicle is not available, Apollo/StarRV reserves the right to substitute a vehicle of equivalent value or offer a higher rated vehicle at no additional cost. Should a lower rated vehicle be substituted, the company's only responsibility is to refund the difference between the two vehicles. Although this is infrequent, accidents or mechanical repairs may force substitutions.

## Fuel

Apollo/StarRV makes no representation as to fuel consumption. Vehicles are supplied with a full tank and should be returned with a full tank. If you return with less fuel than on departure, you will be charged for that amount of fuel. There is no refund if you return with more fuel than on departure.

## 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 of the size of the motorhome reserved to avoid problems due to possible upgrades.

## Payment to Confirm Booking and Cancellation Terms

Excluding Hot Deal Specials and Prepay Option

### Payment to Confirm Booking

Apollo requires a deposit of \$250 at time of booking regardless of your rental value. You hereby agree that Apollo can and will charge your credit card for the remainder of the rental charges 28 days prior to pick up.

Bookings made less than 28 days prior to pick up require full payment at the time of booking and the full prepayment is non-refundable if the booking is cancelled.

### Cancellation Fees

- If cancelled 91+ nights prior to pick-up – no fee (booking deposit refundable).
- If cancelled 90 to 60 nights prior to pick-up - US\$100 cancellation fee (waived if cancelled within 3 business days of booking).
- If cancelled 59 to 45 nights prior to pick-up - 20% of Rental plus one-way fees (minimum US\$250).
- If cancelled 44 to 29 nights prior to pick-up - 50% of Rental plus one-way fees (minimum US\$250).
- If cancelled 28 nights or less prior to pick-up or no show - 100% of Rental plus applicable one-way fees and any Festival Surcharge, if applicable.

## Relocation/Hot Deal Specials

### Payment to Confirm Booking

Apollo requires full payment at time of booking.

### Cancellation Fees

- If cancelled - 100% of Total Rental (minimum \$250)
- There is no refund for late pick up or early return of vehicle.

## Prepay Option

### Payment to Confirm Booking

At the time of booking the total rental can be prepaid on.

### Cancellation Fees

- If cancelled - 100% of Total Rental (minimum \$250)
- There is no refund for late pick up or early return of vehicle.

## Group Bookings (any rental that consists of 4 or more vehicles travelling together)

### Payment to Confirm Booking

20% deposit payable at time of confirming each vehicle

91 or more nights 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 nights 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+ nights prior to pick-up – 20% of the combined rental (minimum of \$250 per vehicle if 20% is less than \$250).
- If cancelled 90 nights or less prior to pick-up – 100% of combined rental (minimum of \$250 per vehicle if 100% is less than \$250).
- There is no refund for late pick up or early return of RV.

Original pick-up date or the earliest confirmed pick-up date is used to calculate the cancellation fee. Refunds by credit card can take up to 14 working days depending on the Guest's financial institution.

## Group bookings

Apollo welcome group bookings, we consider a group 4 or more RV's being rented at the same time, from the same location.

Quotations for groups should be requested to [info@apollocamper.com](mailto:info@apollocamper.com)

Group terms & conditions apply.

## Full Responsibility

While on your road trip you are responsible for:

- Damage caused to the RV where the terms of Rental Contract have been breached.
- Damage caused by negligence/wilful conduct or impaired driving.
- 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 to the awning, slide out, overhead or underbody of the RV.
- Damage caused to tires and windshield except where Windshield Protection 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, e.g. plumbing or water systems.
- Damage caused when travelling on restricted or prohibited roads/regions.

**Relocation bookings- Terms & Conditions**

At certain times of the year we require vehicles to be relocated from one location to another, this allows Guests to enjoy a road trip experience at incredible value for money.

Each Relocation special offer is offered on a specific package basis which will individually list any inclusive items and added extras along with mileage allowances. The full inclusions and terms will be listed and confirmed on the booking summary. Unless specified otherwise Apollo Terms & Conditions apply to Relocation bookings and the security deposit is required to be paid by credit card on all relocation bookings.

Depending on the relocation, additional items may be added at your own cost e.g. extra nights, additional mileage packs etc. These options will be listed if they are available.

Relocation bookings are payable in full at the time of booking, with a minimum deposit of US\$250 and have 100% cancellation charges (minimum cancellation fee is US\$250).

**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 US\$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.

**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.

**Kitchen and Personal Kits**

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

**Payment to Confirm Booking**

Apollo requires full payment at time of booking. A minimum deposit of US\$250 is required if the balance is lower than this. Any difference between the total cost and deposit of US\$250 will be credited at check-in or can be off set with other pick up costs.

**Cancellation Fees**

- If cancelled - 100% of Total Rental (there is a minimum cancellation fee of US\$250)
- There is no refund for late pick up or early return of vehicle.

**Factory relocations**

Factory relocations occur when we take delivery from our brand-new RV's from the manufacturer and have specific terms and conditions relating to the factory of pick up and vehicle types available.

These relocations require pick-up direct from our manufacturing plants, where brand new units are available for Guests drive an RV to one of our locations. Relocation pick-ups from the manufacturer do not take place at our branches, so facilities are limited and our procedures for pick up are very specific. These details will be specified with each relocation offer.

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

**Contacts:****Apollo Motorhome Holidays**

Global Headquarters, 698 Nudgee Road, Northgate (Brisbane) Qld 4013, Australia

**Apollo North America Head Office:**

292154 Crosspointe Drive, Rocky View County, Alberta T4A 0V2

**Call Centre**

1-888-726-4313 Toll Free or 1-323-579-1221 International dial (Reservations Option 1)

**24/7 OnRoad Assistance**

1-888-726-4313 Toll Free or 1-323-579-1221 International dial (Onroad support Option 2)

[fleetUS@apollorv.com](mailto:fleetUS@apollorv.com)