



## Voorwaarden Apollo, Cheapa Campa, Hippie Camper, Star RV NZ

**Geldig van 1 april 2020 t/m 31 maart 2021**

*Let op; teksten in dit document zijn in het Engels weergegeven vanwege het mogelijk verkeerd interpreteren van de algemene informatie en verzekeringsvoorwaarden. Mocht je vragen hebben over deze informatie, kun je contact opnemen met Travelhome.*

### BRANCH INFORMATION AND OPENING HOURS

The below table details the specific hours for pick-up and drop-off:

Location	Dates/Hours for Pick-up and Drop-off
Auckland Christchurch	<b>1 April – 31 March</b> 8am to 4pm 7 days a week

Our staff enjoy a holiday as much as you do and all of our branches are closed on public holidays including Good Friday (10 April 2020), Christmas Day (25 December 2020), New Year's Day (1 January 2021).

### ***Amended Branch Hours – valid for travel from 8 May 2020 to 31 March 2021***

- *Monday to Friday 8am to 4pm*
- *Saturday 8am to 12pm*
- *Sundays are currently on request*
- *After hours drop offs available outside of these times – we will provide a lock box service on request for those needing to return outside of standard hours*
- *Broome and Darwin are still closed to the 01 June 2020, then will operate as per the above.*

## FLEX RATES AND INCLUSIONS, INVENTORY

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

<b>Star RV</b>	<b>Apollo</b>	<b>Cheapa Campa</b>	<b>Hippie</b>
24hr Roadside Assistance	24hr Roadside Assistance	24hr Roadside Assistance	24hr Roadside Assistance
Unlimited Kilometres	Unlimited Kilometres	Unlimited Kilometres	Unlimited Kilometres
Kitchen Kit	Kitchen Kit	Kitchen Kit	Kitchen Kit
General Equipment	General Equipment	General Equipment	General Equipment
Personal Kit	Personal Kit	Personal Kit	Personal Kit
Extra Driver/Renter	Extra Driver/Renter		
Drop and Go			
Linen Exchange Service			
Valet Service			
Gas Bottle Exchange Service			

- Kitchen Kit: plates, bowls, knives, forks, spoons, bottle opener, can opener, mixing bowls, colander, saucepans, frying pans, and cooking utensils, chopping board, kettle, teapot, toaster and tea towel. Electrical appliances are supplied in vehicles that have 240V.
- General Equipment: pegs, clothes line, fire extinguisher, bucket, hose, broom, dustpan and brush.
- Personal Kit: complimentary bedding (including sheets, blankets, pillows, pillow cases and towels).
- Drop and Go: simply return the vehicle neat and tidy and we'll take care of the rest including vehicle, cabin and bathroom cleaning (this does not include emptying the toilet cassette and the grey water tank).
- Linen Exchange Service: you may exchange your personal kits during your holiday at any StarRV Branch with a 48-hour prior notice.
- Valet Service: you may visit any StarRV branch whilst on holiday to have your RV cleaned, oil and water checked with a 48-hour prior notice.
- Gas Bottle Exchange Service: every 14 days of hire, you can visit a StarRV branch to exchange your used gas bottle for a full gas bottle.

## DISCOUNTS

Guests who love road trips as much as we do and travel for more than 21 days receive 5% off daily rates. This is also available to guests with multiple bookings that total 21 days or more.

Planning early pays off! When booking 180+ days in advance receive a 5% Early Bird discount on all brands.

The Early Bird Discount and Long-Term Discount can be combined to get an even better road trip deal.

## ADDITIONAL ITEMS & PACKAGES

### **Value Pack**

The Value Pack (Star Pack for StarRV), is a bundled extra which provides the highest Liability Option and selected value-added products/services for a great road trip. The minimum amount payable per rental for Value Pack will be based on the minimum rental period applicable for the booking. The maximum amount payable is 50 days per rental segment.

	<b>Inclusions</b>
<b>Star RV</b>	'The High Road', Unlimited Windscreen and Tyres, Undercarriage/Overhead damage (covered for accidental damage), Single Vehicle Rollover, Extended Roadside Assistance, Wifi* with 500MB, Pre-purchased Gas Bottle, 3x Toilet Chemicals, Snow Chains, Camp Chairs and Table and Baby/Booster seats (with prior request).
<b>Apollo</b>	'The High Road', Unlimited Windscreen and Tyres, Undercarriage/Overhead damage (covered for accidental damage), Single Vehicle Rollover, Wifi* with 500MB, Pre-purchased Gas Bottle, 3x Toilet Chemicals, Snow Chains, Camp Chairs and Table, and Baby/Booster Seats (with prior request). The Apollo Vivid Camper is limited to 1 windscreen.
<b>Cheapa Campa</b>	'The High Road', Undercarriage/Overhead damage (covered for accidental damage), Pre-purchased Gas Bottle, Extra Driver/Renter Fees, 3x Toilet Chemicals, Camp Chairs and Table, and Baby/Booster Seats (with prior request).
<b>Hippie</b>	'The High Road', Pre-purchased Gas Bottle, Extra Driver/Renter Fees, Camp Chairs and Table, and Baby/Booster Seats (with prior request).

\*Additional data packages may be purchased via the portal directly on the Wifi device. Refer to optional extras table. WIFI is only available for bookings made before 7 January 2020.

#### **TRANSFERS**

Branches are conveniently located near major airports, making pick-up and drop-off easy for our guests.

Apollo offers transfers free of charge with the Yellow Bus transfer service between Auckland Airport to our Auckland Branch. Guests will need to show their printed confirmation of their reservation to the driver. Bookings are not needed. More information on Auckland transfers can be found on: <https://www.apollocamper.co.nz/campervan-hire-auckland.aspx>

Free Christchurch transfers are with our own bus service which guests need to call the branch on arrival to arrange pick up once they have cleared customs. More information on Christchurch transfers can be found on: <https://www.apollocamper.co.nz/campervan-hire-christchurch.aspx>

#### **DRIVER'S LICENCE AND MINIMUM AGE**

For the safety of our guests a current and full motor vehicle driver licence is required to be shown at pick-up and the driver needs to be present. If the driver licence is not in English then we require an accredited English translation or an International Driver Permit.

StarRV, Apollo and Cheapa Campa drivers must be over the age of 21, have held a licence for at least two years and the licence must be valid for the entire booking duration.

Hippie drivers must be 18 years of age or over with a full driver licence or hold a New Zealand Green P licence or equivalent.

#### **BOOKING DURATION**

An RV holiday allows guests to travel at their own pace. To ensure our guests get the most of their road trip a minimum five-day booking applies when pick-up and drop-off is from the same branch location. Higher minimum rental days apply for all brands as follows and are subject to change. Updates with minimum rental periods will be advised through Apollo Announcements.

Peak	Pick-up From:	Pick-up To:	Minimum days:	Locations:
Auckland to Christchurch	1 October 2020	31 March 2021	10	Auckland
Christmas	18 December 2020	2 January 2021	10	All
Lunar New Year	5 February 2021	15 February 2021	10	All

Additional minimum rental periods for other peak periods may apply and will be communicated through Apollo announcements.

### **PICK-UP AND DROP-OFF**

On pick-up, our staff provide a thorough RV show through with all the necessary information guests need to know about the interior and exterior features of their RV. This ensures guests are comfortable and confident with their RV before they start their road trip.

To ensure guests have a thorough RV show through before starting their adventure, they will need to pick up their RV from the branch by 4pm.

### **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 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. Drop and Go (included in StarRV) is available to be pre-purchased or added on pick-up to offer quick and easy return.

### **CREDITCARD COSTS, EXCHANGE RATES, FEES AND TAXES**

#### ***Payment at Branches***

For security reasons, we accept credit card and debit card for charges paid on RV pick-up and drop-off. We do not accept cash at our branches. The Bond is payable at pick-up by credit card or debit card and cannot be paid with a pre-paid credit card.

#### ***Credit Cards***

We accept Visa, MasterCard, American Express, Diners Club and Union Pay. The following fees apply for the rental and any additional products (irrespective of chosen account e.g. savings, credit, etc.):

	Rental/Extras
Visa debit card /MasterCard debit card	1.0%
Visa credit card/MasterCard credit card	2.0%
Amex/Diners/Union Pay	2.8%

*Fees are subject to change*

#### ***Exchange Rate / Currency Variations***

All transactions are conducted in New Zealand 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 21 working days depending on the guest's financial institution.

## ONE-WAY BOOKINGS

Road trips don't always finish where they start, and some of the best adventures take you far and wide. If a guest drops off at a different branch location from which they picked up, a minimum booking period and \$150.00 one-way fee applies.

## INSURANCE

### *Travel Insurance*

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

### *Personal Injury*

The RV has Third Party insurance cover and it is likely that any other vehicle involved in an accident also has Third Party insurance. Depending on the circumstances of an accident, the guest may be entitled to claim for their personal injury against the Third Party insurance of the party responsible for the accident. The extent of such third-party insurance varies in different States and Territories and Apollo strongly recommends that all passengers take out their own Personal Injury Travel Insurance.

### *Property Damage*

The RV is insured for damage to it and damage to the property of a Third Party. However, the guest is responsible up to the amount of the applicable Liability for damage to third party property, or to the RV. The guest is also responsible for the cost of the daily rate for the period the vehicle is being repaired. There is no refund for unused portion of the rental period. The Liability applies to each claim, not RV.

The Liability is applicable regardless of who is at fault and must be paid at the time the accident is reported to Apollo by telephone on a credit card, not on return of the RV. Apollo reserves the right to charge the guest for any RV damage including Third Party property damage not reported but identified on return of the RV.

### *Liability Options*

For peace of mind on the road we offer a range of Liability Options for guests. Guests can choose between the following options:

- 'Low Road' – our most basic level of liability cover.
- 'The Middle Road' to bring that level down.
- 'High Road' our highest cover option

The amount payable for each Liability Option is based on the number of days of hire minimum rental period applicable for each RV or total days of the RV booking. The maximum charge for Liability Options is 50 days per rental segment.

		The Low Road			The Middle Road			The High Road		
		\$ per day	Liability	Bond	\$ per day	Liability	Bond	\$ Net per day	Liability	Bond
Star RV	All RVs	Included	\$7,500	\$7,500	-	-	-	\$49.00	\$0	\$250
Apollo	Hitop, Endeavour, Vivid	Included	\$5,000	\$5,000	\$38.00	\$2,500	\$2,500	\$45.00	\$0	\$250
	All other 2WD RVs	Included	\$7,500	\$7,500	\$38.00	\$2,500	\$2,500	\$45.00	\$0	\$250
Cheapa	Hitop, Endeavour, Vivid	Included	\$3,500	\$3,500	\$22.00	\$1,500	\$1,500	\$29.00	\$0	\$250
	All other 2WD RVs	Included	\$5,000	\$5,000	\$32.00	\$2,500	\$2,500	\$39.00	\$0	\$250
Hippie	All RVs	Included	\$3,000	\$3,000	-	-	-	\$22.00	\$0	\$100

## **Amended liability options - Valid for NEW bookings made from 8 May 2020 – to 31 March 2021 for travel from 8 May 2020 to 31 March 2021**

### Liability Reduction Options

We have lowered the per day amounts for the Middle Road and High Road options, and Reduced Bonds, and moved from a charge to an imprint for the Middle Road Option.

The Low Road      Bond is Charged to credit card  
 The Middle Road      Bond is only an imprint to credit card  
 The High Road      Bond is only an imprint to credit card

AUSTRALIA		The Low Road			The Middle Road			The High Road		
		\$ per day	Liability	Bond	\$ per day	Liability	Bond	\$ per day	Liability	Bond
Star RV	All RVs	Included	\$5,000	\$5,000	-	-	-	\$40.00	\$0	\$250
Apollo	Hitop, Endeavour	Included	\$3,500	\$3,500	\$20.00	\$1,500	\$1,500	\$29.00	\$0	\$250
	All other 2WD RVs	Included	\$5,000	\$5,000	\$25.00	\$2,500	\$2,500	\$35.00	\$0	\$250
	All 4WD RVs	Included	\$5,000	\$5,000	\$30.00	\$2,500	\$2,500	\$40.00	\$500	\$500
Cheapa	Hitop, Endeavour	Included	\$3,500	\$3,500	\$20.00	\$1,500	\$1,500	\$29.00	\$0	\$250
	All other 2WD RVs	Included	\$5,000	\$5,000	\$25.00	\$2,500	\$2,500	\$35.00	\$0	\$250
	All 4WD RVs	Included	\$5,000	\$5,000	\$30.00	\$2,500	\$2,500	\$40.00	\$500	\$500
Hippie	All RVs	Included	\$3,000	\$3,000	-	-	-	\$22.00	\$0	\$100

NEW ZEALAND		The Low Road			The Middle Road			The High Road		
		\$ per day	Liability	Bond	\$ per day	Liability	Bond	\$ per day	Liability	Bond
Star RV	All RVs	Included	\$5,000	\$5,000	-	-	-	\$40.00	\$0	\$250
Apollo	Hitop, Endeavour	Included	\$3,500	\$3,500	\$20.00	\$1,500	\$1,500	\$29.00	\$0	\$250
	All other 2WD RVs	Included	\$5,000	\$5,000	\$25.00	\$2,500	\$2,500	\$35.00	\$0	\$250
Cheapa	Hitop, Endeavour	Included	\$3,500	\$3,500	\$20.00	\$1,500	\$1,500	\$29.00	\$0	\$250
	All other 2WD RVs	Included	\$5,000	\$5,000	\$25.00	\$2,500	\$2,500	\$35.00	\$0	\$250
Hippie	All RVs	Included	\$3,000	\$3,000	-	-	-	\$22.00	\$0	\$100

Normal terms and conditions apply to Value Pack options, additional extras, fees and charges unless otherwise stated.

### **Bond**

The Bond payment will depend on the Liability option chosen. If the guest chooses to take 'The Low Road' or 'The Middle Road' the total Bond will be debited to the credit or debit card immediately.

If the guest chooses to take 'The High Road' the Bond is payable to Apollo by an open signed credit card imprint with an authorisation for \$250/\$500. The credit card holder must be present to sign for the Bond when they pick-up the RV and is liable for any damage to the RV.

The Bond is fully refundable provided terms are met. The RV simply needs to be returned on time and full of fuel and with the toilet cassette and grey water tank emptied to the Apollo branch location booked. Credit card refunds (including Bond refunds) can take up to 21 working days depending on the guest's financial institution.

If there is damage to the RV on its return or any other terms of the rental contract have not been met, the Bond will be used to cover the cost up to the amount of the relevant Liability. If the terms of the Rental Contract are not met and the Bond is not sufficient enough to cover the damage, extra costs will be charged.

If a guest is continuing on with another Apollo RV booking, the Bond can be transferred to the next booking within New Zealand.

### **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 where the terms of Rental Contract have not been met by the guest (other than

when a third-party damage admits fault and provides full contact and licence details).

- 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. It's true, our vehicles can't swim.
- Damage caused to tyres and windscreen except where 'Value Pack' (StarRV and Apollo) or 'WAP' has been purchased and applies.
- Damage caused to the RV when using the RV in contravention of any legislation or regulation controlling vehicular traffic.
- Damage caused due to a single vehicle roll over except where the 'Value Pack' (StarRV and Apollo), or 'Single Vehicle Rollover' has been purchased and applies.
- Damage and associated costs with recovery of a bogged vehicle.
- Damage or loss caused to any personal belongings.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage to the slide out of the RV.
- Damage to the undercarriage or overhead of the RV except where the 'Value Pack' (StarRV, Apollo and Cheapa Campa) has been purchased and applies.
- Damage to the awning or roof top tent of the RV.
- Our RV's are equipped with a tracking device. Apollo reserves the right to send warnings to guests that are driving in contradiction to the terms and conditions or traffic rules and regulations. Guests that continuously ignore the warnings may incur in a penalty fee of \$300 charged on each occasion identified.

## **TRAVEL RESTRICTIONS**

Not all RVs are suitable for all driving situations, so it's important the right RV is chosen for the travel 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. If applicable, any further restrictions will be mentioned at pick-up. Guests are encouraged to contact Apollo Assist on 0800 234 567 if they have any concerns regarding road accessibility.

For the safety of guests, the following travel restrictions are in place:

- All RVs can only be driven on sealed/bitumen roads. The only exception to this is the loose road surface on any major ski field access roads or any recognised campground access road less than 12 kilometres in length.
- No RV shall be driven on Skippers Road (Queenstown), The Crown Range Road/Cardrona Valley Road (between Arrow Junction to Cardrona), Ninety Mile Beach (Northland), Ball Hut Road (Mt. Cook), Wanaka – Mt Aspiring Road beyond exit to Treble Cone, The Forgotten Highway (State Highway 43 from Taumararui to Stratford), and North of Colville and Waikawau Township (Coromandel Peninsula).

Guests who travel to restricted areas without permission will void all Liability cover in the event of damage or accident, and may be subject to a penalty fee of \$300 charged on each occasion identified.

## **ACCIDENTS, BREAKDOWN & REPAIRS**

### ***Repairs***

We understand that while on holiday the RV may require small repairs. To avoid further disruptions to the road trip, if the damage was not caused by the guest, repairs up to \$100 can be completed without authorisation and will be reimbursed. If repairs over \$100 are needed, the Apollo Assist team should be informed prior to any repair being completed. Unauthorised repairs are not permitted.

All RVs are enrolled in the New Zealand Automobile Association and 24hr mechanical emergency roadside assistance is available if needed please contact Apollo Assist on 0800 234 567.

## **ONLINE CHECK IN**

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

## **CHANGES & CANCELLATIONS**

### ***Change to the Drop-Off Location after Pick-Up***

If your guest changes their drop-off destination after pick-up, they should get in touch with our friendly Reservations team who will be happy to help. Our team will advise guests if the change is possible and the applicable fee.

### ***Extending a Road Trip***

If your guest is having too much fun and wants to extend their booking whilst on the road, they should first contact our friendly Reservations team who will be happy to advise if the extension is possible, and the associated costs. To secure an extension, the extra costs (calculated on the current rate of the day), will need to be paid by credit card inclusive of all taxes and surcharges, either over the phone or at an Apollo Branch at the time of extension. Any long-term or early bird 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 vehicle availability.

### ***Change of RV***

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

In the event of no alternative RV being available for the guest, Apollo's liability is limited to a refund of the hire charge or in the case of mechanical failure (unless caused by the guest), the remainder of the hire period.

## **APOLLO CONNECT APP**

Apollo Connect is our custom-built app available for our guests travelling in Australia and New Zealand. The free app provides our guests with all the necessary information needed to make their Apollo journey even better.



The App is designed to:

- Enhance guest's holiday experience by providing 'how-to videos' prior to pick up, so that they become familiar with their vehicle before arriving at the branch, and prepare any questions they may have.
- Educate our guests on how to use the vehicle and safe driving practices.
- Provide Apollo contact details to extend their holiday, contact roadside assistance, email any other enquiries and find answers to FAQ's.
- Provide information on campgrounds while on the road and allow for campgrounds to be booked.
- Search and book great deals on attractions and activities through ApolloClub.
- Find helpful information on branch locations, nearby petrol stations, dumping stations, supermarkets, ATMs etc.

Guests can download the app on Google Play or the App Store.

We suggest adding this to confirmation vouchers with our pre-registration link above.

## TERMS & CONDITIONS

### ***Road User Charge Recovery Fee***

The cost of using New Zealand's roads is recovered from road users via levies in the price of some fuels or through road user charges (RUC). The Road User Charge Recovery Fee will be calculated and collected on return of the RV based on the kilometres travelled during the hire. The fee per 100km is as follows:

- Vivid Camper and 2 Berth S/T: \$7.22
- 4 Berth and 6 Berth: \$7.62

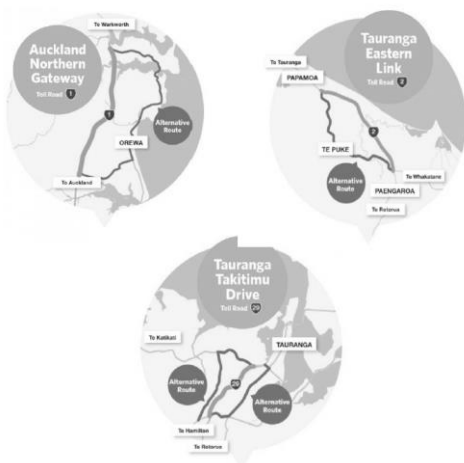
Will not apply to any Hippie rentals. We reserve the right to amend the Road User Charge Recovery Fee upon Government intervention.

### ***Infringements, Tolls and Fines***

Apollo will pass on any charges the guest receives for traffic infringements, toll or parking fines during their road trip. Effective from 11 November we will be introducing a \$75 admin fee on top of the fee to process any tolls received.

#### North Island

- Northern Gateway Toll Road
- Tauranga Eastern Link Toll Road (State Highway 2)
- Takitimu Drive Toll Road (State Highway 29)



**Animals**

We believe fur friends can only make a road trip better. Service animals and pet dogs are allowed to travel in Apollo, Cheapa Campa and Hippie vehicles with written permission from Apollo and the time of booking. There is a \$200.00 pet cleaning fee (excluding service animals). Our full policy can be viewed on the Apollo website. Pet dogs are not permitted in StarRV RVs.

**Smoking**

Our RVs are a smoke free zone; hence smoking is not allowed in any of our RVs.

**Disclaimer**

*Travelhome is niet verantwoordelijk voor onjuistheden en/of fouten in bijgevoegde gegevens. Informatie is onder voorbehoud van tussentijdse wijzigingen. Gegevens verstrekt op het voucher en de voorwaarden zoals vermeld op het huurcontract tussen jou en de leverancier zijn bindend. Travelhome heeft slechts een bemiddelende rol tussen jou en de leverancier. Travelhome reizen vallen onder de ANVR voorwaarden.*