



# Motorhome Flex Rates

## NEW ZEALAND

### Campervans and Motorhomes

Valid 1 April 2012 to 31 March 2013

### Daily Rates (NZ\$)

#### Summary of Rental Conditions

This document contains a brief summary of our rental conditions. The full details of our rental contract do apply. Rates quoted are in Australian dollars.

#### Long Term Discounts

21-34 days – 9% off above rates  
35+ days – 15% off above rates

- These discounts do not apply to the Apollo Pack component
- Multiple rentals are eligible for the long-term discount
- There are no further long-term discounts available on Flex Rates

#### Early Bird Discount

An Early Bird discount of 5% off the daily rental rate will apply to rentals that commence 120 days after the date of booking. This discount does not apply to the Apollo Pack component. The Early Bird discount can be combined with long term discounts.

#### Value Pack

Add NZ\$68.75 per day.

- The maximum amount payable per rental segment for an Value Pack is \$3,437.50– i.e. 50 days rental.
- The minimum amount payable per rental segment for an Value Pack will be based on the minimum rental period applicable for your rental.

The Apollo Pack includes: VIP Cover, Unlimited Kilometres, One Way Rental Fee, Hassle Free Check-In\*, Road User Charge Recovery Fee, 15% GST, Complimentary Airport Transfers, Personal Kits, Kitchen Kit, Apollo Welcome Pack, Pre-Hire Cleaning Fees, Vehicle Consultation Fee, 24hr Roadside Assistance, Extra Driver Fees, Maps and Camp Ground Guides, One Way Rental Fee, LP Gas Refill Fee, Snow Chains (on request), Camp Chairs and Table and Baby or Booster Seats (on request).

\*Hassle Free Check-In: The Value Pack provides Apollo clients a Hassle Free and Fast Check-In. This service reduces your time at the branch, by simply returning your keys to the counter without any need to go through the check in procedure with an Apollo Employee. This service only applies where no vehicle damage has occurred while on hire.

#### Booking Amendments

If you wish to make any changes to your booking the booking will be calculated by using either the original flex rate or the flex rate that is valid at the time of the booking change, depending on whichever rate is higher. There are no exceptions to this rule. The following situations are classified as booking alterations:

- Change of date for vehicle pick-up or drop-off
- Change of location (depot) for vehicle pick-up or drop-off
- Change of vehicle category
- Name change

If an amendment is made to the rental dates within 14 days of collection, no refund will be made if the length of hire is shortened (that is; the rental will be charged at the number of days originally

#### **Apollo Motorhome Holidays**

#### **Free Phones**

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310-928-3980  
International:  
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#### **Internet**

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booked). A relocation fee may apply if the collection or return location is amended within 14 days of vehicle pick up or if notification occurs during the hire.

### **Rental Extension**

If the customer wishes to extend the rental whilst on hire, they must first obtain authorisation from Apollo Reservations who will advise of the additional costs. Rental extension is subject to fleet availability. The extra cost (Gross Rate) of an extended rental must be paid by credit card over the telephone or at an Apollo Branch immediately on confirmation of the rental extension.

Whilst on hire if you decide to extend your rental duration (changing the drop-off date) by 2 days the same flex rate is used that applied on the day when you made your original booking. If you extend by 3 days or more, the booking change rule applies as outlined above.

Failure to obtain authorisation will result in the renter being charged double the daily gross rental rate.

### **Rental Charges**

Rental days are charged per calendar day. The day of pick-up is calculated as the first day of rental and the day of return is calculated as the last day of rental. Vehicles must be returned with branch hours.

### **Branch Locations**

Apollo has branches in Auckland and Christchurch.

### **Branch Hours**

Branches are open seven days a week, 8am to 4:30pm. Branches will be closed Christmas Day, New Years Day and Good Friday.

### **Transfer**

Vehicles must be collected and returned to our branches (not airports). A transfer to the Apollo branch from the Airport and vice versa is provided free of charge.

### **Kilometres**

Rates include unlimited kilometres.

### **Taxes**

Our rates include GST of 15%.

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

The Road User Charge Recovery Fee will be calculated and collected on return of the vehicle based on the kilometres travelled during the hire.

The fee per 100km is as follows:

Hitop:	Nil
2 Berth ST:	NZ\$4.96
4 Berth:	NZ\$4.84
6 Berth:	NZ\$5.13

We reserve the right to amend the Road User Charge Recovery Fee upon Government intervention.

### **Credit Cards**

We only accept Visa, MasterCard, American Express and Diners Club. Visa and MasterCard will incur an additional 2% surcharge on any transaction. American Express and Diners Club will incur an additional 4.5% surcharge on any transaction.



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

All credit card 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. We do not accept any liability for variances up or down. Refunds by credit card can take up to 15 working days depending on the renter's Financial Institution.

### **Rental Duration**

The minimum rental period for all vehicles is seven days.

Between 15 December 2012 and 10 January 2013, a minimum rental period of 14 days applies. Minimum rental periods are subject to change during peak periods.

### **One Way Rentals**

A one way fee rental fee of \$250 is charged for rentals between the North and South Islands and vice versa, where pick up is between 1 October 2012 and 31 March 2013.

### **Driver's Licence and Minimum Age**

A current and full motor vehicle driver's licence is required. If the driver's licence is not in the English language then an international driver's licence is also required. An accredited English translation will be accepted in lieu of an international driving permit. The driver's licence must have been held for at least two years and be valid for the whole length of the rental. The original driver's licence must be shown at time of pick-up when the driver is present.

Drivers must be 21 years of age or over. For drivers 75 years of age or over, a current medical certificate stating that the customer is fit to drive for the duration of the hire is required upon vehicle collection.

### **Maps and Campground Guides**

Each vehicle is supplied with a complimentary Road Atlas as well as 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. The pack contains matches, mini shampoo and conditioner, dishwashing liquid, sponge, soap, salt and pepper, coffee, tea and sugar sachets.

### **General Equipment**

Each vehicle is supplied with complimentary general equipment (such as pegs and clothes line, dustpan/brush, fire extinguisher, bucket/hose and broom)

### **Kitchen and Personal Kits**

Each vehicle is supplied with complimentary living equipment (such as bedding, cooking equipment, eating utensils, bath and tea towels.)

### **L.P. Gas Refill Service Fee**

The gas bottle(s) is supplied full. A service fee is payable on pick up of the vehicle:  
\$25 – Hitop Campervan, 2 Berth S/T Camper  
\$35 – 4 and 6 Berth Motorhomes



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The gas bottle can be returned empty to Apollo at the completion of the rental. The fee applies for each part of a multiple rental.

### Additional Products:

- **Camp Chairs** - \$17 each per rental
- **Camp Table** - \$24 per rental
- **GPS** - \$10 per day up to a maximum of \$100 per hire
- **Snow Chains** - \$50 per rental (must be pre-booked)
- **Mountain Bike (including helmet)** - \$6 per day up to maximum \$240 (must be pre-booked. Maximum 2 bikes per vehicle, only available in 4/6 Berth).
- **Heater/Fan** - \$15 per rental
- **Toilet Chemicals** - \$2.50 each
- **Baby Seats** - Baby seats (must be pre-booked) suitable for children 6 months to 3 years of age can be fitted to the Motorhome Range. Cost is \$30 per rental. Baby seats cannot be fitted to the Hitop or 2 Berth S/T Camper.
- **Booster Seats** - A booster seat (must be pre-booked) suitable for a child between 3 and 8 years of age can be supplied for the Motorhome Range. Cost is \$30 each per rental. Booster seats cannot be fitted to the Hitop or 2 Berth S/T Camper.
- **First Aid Kits** - A First Aid kit is supplied in every vehicle. If the seal is broken or the kit is not returned the kit becomes the property of the renter and a \$50 fee is charged when the vehicle is returned.

### Multiple Rentals

Consecutive Apollo Motorhome/Campervan rentals can be combined to qualify for a long-term discount rate. Rentals in the United States of America, Australia and New Zealand can be combined to obtain a long-term discount rate, providing travel is within a 3 month period. If drop off of a vehicle and pick up of a new vehicle occurs on the same day then a day each will be charged per respective vehicle. Multiple rentals are treated as separate rentals under the one way fee and minimum rental period conditions.

### Ferry Reservations

Ferry reservations can be difficult to manage during high season. We recommend that a reservation is made for a 7.3m vehicle on the ferry, irrespective as to the size of the motorhome reserved, to avoid complications due to possible upgrades.

### Travel Restrictions

Two Wheel Drive Vehicles 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 vehicle shall be driven on Skippers Road (Queenstown), Ninety Mile Beach (Northland), Ball Hut Road (Mt. Cook), Bluff Road that runs between Kuatunu and Mataurangi and North of Colville Township (Coromandel Peninsula).

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.

### Change of Drop off Destination

If the renter wishes to change the drop off destination after the rental has commenced, they first must obtain authorisation from Apollo. Subject to the change being approved, a minimum additional charge of \$700 will apply.



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### **Repairs**

Although we run late model vehicles, it may happen that small repairs are required. Repairs up to \$100 may be affected without authorisation 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 enrolled in the New Zealand Automobile Association and 24hr emergency roadside assistance is available.

### **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.

### **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.

### **Cancellation Fees**

If cancelled 25+ days prior to pick up and 7 days or more after the booking date - \$250 cancellation fee.

If cancelled 7 to 24 days prior to pick up - 20% of Net Rental (minimum \$250)

If cancelled less than 7 days prior to pick up - 50% of Net Rental (minimum \$250)

If cancelled on the day of pick up or no show - 100% of Net Rental

There is no refund for late pick up or early return of vehicle.

### **Travel Insurance**

We strongly recommend that the renter/s take out the highest level of Travel Insurance.



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## **PROTECTION PACKAGE**

### **Personal Injury**

New Zealand legislation provides limited coverage for personal injury. Apollo strongly recommends that all people travelling in New Zealand take out their own personal travel insurance.

### **Property Damage**

The Vehicle is insured for damage to it or damage to the property of a third party. However the renter is responsible up to the amount of the applicable Liability for the cost of such damage to third party property, or to the rented Vehicle. The Liability applies in respect of each claim, not per rental. In addition to the Liability an administration fee of \$75 will be charged per claim.

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 reserves the right to charge the renter for any vehicle damage including Third Party property damage not reported on return of the vehicle.

### **Standard Liability**

Apollo's rental charge includes a Standard Liability of \$5,000 for the Hitop Campervan and Euro Tourer, all other vehicles \$7,500.

A Bond of \$5,000/\$7,500 will be collected at the time of entering into the Rental Contract. Payment of this Bond is only accepted by credit card. The \$5,000/\$7,500 will be debited to the credit card account immediately. An administration fee equal to the merchant surcharge applies.

*The Standard Liability can be reduced by purchasing one of the following Reduction Options:*

### **Reduction Option 1**

A Liability of \$2,500 applies. This Option can be purchased by paying to Apollo \$27 per day.

- The maximum amount payable for this Option per rental is \$1,350 – i.e. 50 days rental.
- The minimum amount payable for this Option per rental segment will be based on the minimum rental period applicable for your rental.

A Bond of \$2,500 will be collected at the time of entering into the Rental Contract. Payment of this Bond is only accepted by credit card. The \$2,500 will be debited to the credit card account immediately. An administration fee equal to the merchant surcharge applies.

### **Reduction Option 2 (VIP Cover)**

A \$0 (zero) Liability applies. This Option can be purchased by paying to Apollo \$44 per day.

- The maximum amount payable for this Option per rental is \$2,200 – i.e. 50 days rental.
- The minimum amount payable for this Option per rental segment will be based on the minimum rental period applicable for your rental.

Under this option one windscreen, two tyres and demurrage will be covered for accidental damage. Should these amounts be exceeded the cost to repair or replace the items will not be covered and will be the responsibility of the renter.

A Bond of \$250 will be collected at the time of entering into the Rental Contract. This Bond is payable to Apollo by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) for \$250.

### **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



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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 Overs are permitted for multi hires only within the same brand and 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 to the Vehicle by the renter's willful conduct.
- Damage caused to the Vehicle by the use of snow chains.
- Damage caused due to a single vehicle roll over.
- Damage caused to the Vehicle when using the Vehicle in contravention of any legislation or regulation controlling vehicular traffic.
- Damage or loss caused to any personal belongings.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage to the awning.
- Damage to the overhead or underbody of the Vehicle except where VIP Cover has been purchased.

### **Rates/Terms/Conditions**

Are subject to change without notice.