



# Motorhome Flex Rates

## New Zealand

### Campervans and Motorhomes

#### Valid 1 April 2016 to 31 March 2017

#### Daily Rates (NZ\$)

#### Summary of Rental Conditions

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

#### Rates Include

- Unlimited kilometres
- 15% GST
- Personal kits
- Kitchen Kit
- Apollo Welcome Pack
- Personal Check Out and Check In Service
- Pre-hire Cleaning Fees
- Vehicle Consultation Fee
- 24hr Roadside Assistance
- Extra Driver Fees
- Camp Ground Guides
- Complimentary Airport Transfers

#### Long Term Discounts:

21-34 days - 5% off above rates

35+ days - 12% off above rates

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

#### Early Bird Discounts:

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 Value Pack component. The Early Bird discount can be combined with long term discounts.

#### Value Pack:

Add NZ\$58.75 per day. **Discounted if prebooked at Walkabout to NZ\$ 53 per day.**

- The maximum amount payable per rental segment for a Value Pack is 50 days rental.
- The minimum amount payable per rental segment for a Value Pack will be based on the minimum rental period applicable for your rental.

The Value Pack includes: VIP Cover, Initial set of Toilet Chemicals, Pre-purchased Gas Bottle, Snow Chains (on request), Camp Chairs and Table and Baby or Booster Seats (on request).

#### Booking Amendments

If you wish to make any changes to your booking (including voluntary downgrade) 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 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.



### **Booking Amendment Fee**

The first change only is at no charge. The first change may involve several aspects of the reservation. The second and subsequent changes are at NZ\$25 per aspect, per change.

### **Rental Extension:**

If the guest 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.

### **Other Apollo Rates**

Flex Rates are completely separate to any other rate or special you may have. Flex Rates do not replace these other rates or specials; rather Flex Rates offer you another choice. Flex Rates only apply to new bookings. Apollo will not accept cancellations of any other rate scheme that are then re-booked using Flex Rates or vice versa. Flex Rates cannot be combined with any other rate scheme.

### **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 within 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.

### **Public Holiday Surcharge**

A NZ\$50 surcharge will apply to all rentals picking up and/or dropping off on National public Holidays:

- ANZAC Day (25<sup>th</sup> April 2016)
- Queen's Birthday (6<sup>th</sup> June 2016)
- Labour Day (24<sup>th</sup> October 2016)
- Boxing Day (26<sup>th</sup> December 2016)
- Observed Christmas Day (27<sup>th</sup> December 2016)
- Day after New Year's Day (2<sup>nd</sup> January 2017)
- Waitangi Day (6<sup>th</sup> February 2017)

### **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%.

### **Payment at Branches:**

For security reasons, Apollo will only accept credit card or debit card for rental charges paid on vehicle pick-up or drop off. Cash payments will not be accepted at rental branches. The bond on the vehicle is only payable at pick-up by credit card or debit credit card. The bond cannot be paid with a pre-paid credit card.



**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
Endeavour:	Nil
2 Berth ST:	NZ\$6.22
4 Berth:	NZ\$6.62
6 Berth:	NZ\$6.62

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 non-refundable 2% surcharge on any transaction. American Express and Diners Club will incur an additional non-refundable 4.5% surcharge on any transaction.

**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 21 working days depending on the renter's Financial Institution.

**Rental Duration:**

The minimum rental period for all vehicles is five days. Between 15 December 2016 and 10 January 2017, a minimum rental period of 14 days applies. Minimum rental periods are subject to change during peak periods.

**One Way Rentals:**

One way rentals are available between North and South Islands and vice versa.

The following one way fees apply:

North to South Rentals

- Pick-up 01 April 2016 to 30 September 2016 a one way rental fee of \$100 applies
- Pick-up 01 October 2016 to 31 March 2017 a one way rental fee of \$300 applies

South to North Rentals

- Pick-up 01 April 2016 to 31 October 2016 no one way rental fee applies
- Pick-up 01 November 2016 to 31 March 2017 a one way rental fee of \$250 applies

**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.

**Campground Guides:**

Each vehicle is supplied with complimentary 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 Welcome Pack for the first night that include some essential items.

**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.)

#### **Pre-purchased Gas Bottle (Included in the Value Pack):**

The gas bottle(s) is supplied full. A service fee is payable on pick up of the vehicle:

\$25 – Hitop Campervan, Endeavour Campervan, 2 Berth S/T Camper

\$35 – 4 and 6 Berth Motorhomes

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** (Included in the Value Pack) - \$17 each per rental
- **Camp Table** (Included in the Value Pack) - \$24 per rental
- **GPS** - \$10 per day up to a maximum of \$100 per hire
- **Snow Chains** (Included in the Value Pack) - \$50 per rental (must be pre-booked)
- **Heater/Fan** - \$15 per rental
- **Toilet Chemicals** - \$2.50 each
- **Baby Seats** (Included in the Value Pack) - 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. Children under 6 months of age cannot be accommodated in any of the Motorhomes.
- **Booster Seats** (Included in the Value Pack) - 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.

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

#### **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 on Star RV, Apollo, Cheapa Campa and Hippie Camper 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. This discount does not apply to completed bookings.

#### **Ferry Reservations:**

Ferry reservations can be difficult to manage during high season. We recommend that a reservation is made for a 7.7m 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), The Crown Range Road (Queenstown), Ninety Mile Beach (Northland), Ball Hut Road (Mt. Cook) 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 Reservations. Subject to the change being approved, a minimum additional charge of \$750 will apply.

#### **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 liability). 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 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.

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**Travel Insurance:**

We strongly recommend that renters ensure they take out the highest level of Travel Insurance.

**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, Endeavour Campervan and Euro Tourer. For all other vehicles a \$7,500 Standard Liability applies. 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 bond will be debited to the credit card account immediately. An administration fee applies.

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

**Reduction Option 1:**

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) - (Included in the Value Pack):**

A \$0 (zero) Liability applies. This Option can be purchased by paying to Apollo \$45 per day.

- The maximum amount payable for this Option per rental is \$2,250 – 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. When the bond is debited a non-refundable credit card administration fee will apply of 4.5% for American Express and Diners Club and 2% for Visa, MasterCard, Visa Debit and MasterCard Debit. The credit card holder must be present and able to sign for the Bond upon vehicle collection. The credit card holder is jointly and severally liable for any damage to the rental vehicle. The Bond is fully refundable when the vehicle is returned to the correct location on time, is full of fuel and all other terms of the Rental Contract have been complied with. If there is damage to the vehicle on its return, the Bond will be used to cover the cost of such damage up to the amount of the relevant Liability. However, if the terms of the Rental Contract are breached and the Bond is insufficient to cover the damage then any extra cost will be charged. Refunds by credit card including bond refunds can take up to 21 working days depending on the renter's Financial Institution.

Bond Roll Overs are permitted for Apollo multi hires only within the same country when the bond is



banked.

**Full Responsibility:**

At all times the renter is responsible for:

- Damage caused where the terms of Rental Contract have been breached.
- Damage caused by negligence.
- Damage caused to the Vehicle in any way by part or total water submersion or salt water.
- Damage caused due to a single vehicle roll over.
- Damage caused to the Vehicle by the renter's wilful conduct.
- Damage caused to the Vehicle by the use of snow chains.
- Damage caused to the Vehicle when using the Vehicle in contravention of any legislation or regulation controlling vehicular traffic.
- Damage caused to tyres and Windscreen unless Reduction Option 2 (VIP cover) is purchased.
- Damage or loss caused to any personal belongings.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage to the awning, overhead or underbody of the Vehicle.

**Rates/Terms/Conditions:**

Are subject to change without notice.