

Direct Rates & Conditions

01 April 2018 – 31 March 2019

Rate Release Version 1.1 as at 26 March 2018



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 US dollars.

Long Term Discounts

21-41 nights - 5% off above rates

42 or more nights – 10% off above rates

- This discount applies to the Star Pack
- Multiple rentals are eligible for the long-term discount
- There are no further long-term discounts available on Flex Rates

Early Bird Discounts

- Reservations made on or before 15 December 2017 - 5% off flex rate.

Early payment is not required in order to apply the early bird discount. Early bird discounts can be combined with the long-term discounts. The Early Bird discount applies to the Star Pack.

Rates Include

- Vehicles less than 6 months old
- Extra Driver/Renter Fees
- Standard liability of US\$1,500
- Public Liability Insurance
- Easy check out and check in
- Personalised Vehicle Consultation
- Kitchen Equipment*
- Full Water Tank
- 24-hour Roadside Assistance
- Campground Guides*
- Gas Bottle Exchange Service* for hires of 14 days or more in length
- Taxi Fare from the nearest Airport reimbursed up to US\$35 for LAX/LAS/DEN/MCO/NYC and US\$70 for SFO/SEA on the day of pick-up (receipt must be presented for reimbursement)

*Valet Service



Guests may visit any StarRV branch while on hire to have their vehicle cleaned and an oil and water check. Guests must call 48 hours prior to arrange this service.

***Kitchen Kits**

Each vehicle is supplied with complimentary living equipment (such as cooking equipment, eating utensils.)

***Campground Guides**

Each vehicle is supplied with complimentary campground guides.

***Personalized 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.

Star Pack

Add US\$123.75 per night.

- The minimum amount payable per rental segment for the Star Pack is US\$1237.50 – i.e. 10 nights' rental.
- The maximum amount payable per rental segment for the Star Pack is US\$4,950 – i.e. 40 nights' rental.

The Star Pack includes: Collision Damage Waiver (Zero Responsibility), Unlimited Miles, Personal Kits, Administration Fees/Taxes on items included in the Star Pack, Bond Admin Fee, Vehicle Preparation Fee, Initial set of Toilet Chemicals, Generator Fee, Camp Chairs and Table, and Child Restraints (on request).

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 nights of collection, no refund will

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be made if the length of hire is shortened (the rental will be charged at the number of nights originally booked). There is no refund for late pick up or early return of vehicles. A relocation fee may apply if the collection or return location is amended within 14 nights 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 \$50 USD per aspect, per change.

Rental Extension

If the guest wishes to extend the rental whilst on hire, they must first obtain authorisation from StarRV 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 a Star Branch immediately on confirmation of the rental extension.

If the guest decides to extend their rental duration (changing the drop-off date) by 2 nights, the same flex rate is used that applied on the day when the original booking was made. If the guest chooses to extend by 3 nights or more, the booking change rule applies as outlined above. Failure to obtain authorisation will result in the guest being charged double the nightly gross rental rate.

Other Star RV 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. Star 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 Charges are calculated on a 'per night' basis.

Branch Hours

StarRV branches are open Monday to Friday from 9am to 4.30pm, and Saturday from 8am to 1pm excluding 15 June 2018 to 15 September 2018. From 15 June 2018 to 15 September 2018 branch hours are Monday to Saturday from 9am to 4.30pm Denver and Seattle are closed from the 01 December 2018 to 28 February 2019. Branches will be closed Sundays and the following public holidays:

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Memorial Day 28 May 2018

Christmas Day 25 December 2018

Independence Day 04 July 2018

New Year's Day 01 January 2019

Labor Day 03 September 2018

Thanksgiving Day 22 November 2018

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

Vehicle Collection and Return

Excluding 15 June 2018 to 15 September 2018

Pick-up time is between:

- 12.00noon and 4.00pm Monday to Friday
- 11.00am and 1.00pm Saturday

Drop off Time is between:

- 9.00am and 11.00am Monday to Friday
- 8.00am to 10.00am Saturday

15 June 2018 to 15 September 2018

Pick-up time is between:

- 12.00noon and 4.00pm Monday to Saturday

Drop off Time is between:

- 9.00am and 11.00am Monday to Saturday

Additional fees apply outside these hours.

Vehicle Condition

Vehicles must be returned with the interior cleaned and holding tanks emptied. The vehicles exterior does not require cleaning unless it is difficult to ascertain the condition of the vehicle on return. Fees will apply if the vehicle is not returned in the required condition.

Mileage (Included in the Star Pack)

500-mile packages are available at a cost of US\$225. Mileage packages must be prepaid before departure. There is no refund for any unused miles. Excess miles are charged at US\$0.48 per mile.

Transfers

Vehicles must be collected and returned to StarRV branches (no airport returns). Taxi fare from the nearest Airport will be reimbursed on the day of pick-up, for up to US\$35 for

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transfers to the Denver, Las Vegas, Orlando, New York and Los Angeles branches, and up to US\$70 to the San Francisco and Seattle Branches (receipt must be presented for reimbursement).

Payment at Branches

For security reasons, StarRV 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.

Administration Fees / Taxes (Included in the Star Pack)

A charge of 10.5% of the total cost will be levied to cover administration fees, government taxes, duties and other associated costs. Administration fees can be either prepaid or paid at the rental counter on collection of the vehicle. This fee will always apply to the vehicle charge.

Calculation on Administration Fees / Taxes when Star Pack has been selected:

Star Pack includes Administration Fees / Taxes on items included in the Star Pack. This does not include the daily rental charge of the vehicle. For example: Vehicle = \$1092, Star Pack = \$1365 therefore the 10.5% Administration Fees / Taxes will be \$114.66 (10.5% of the vehicle charge).

Credit Cards

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

Exchange Rate / Currency Variations

All credit card transactions are conducted in US Dollars. Due to exchange rate fluctuations, there could be some variance in the amount refunded compared to the amount initially charged. 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 guest's Financial Institution.

Rental Duration

- The minimum rental is three nights for rentals commencing during the periods 1 April 2018 to 15 July 2018 and 1 October 2018 to 31 March 2019.
- The minimum rental is seven nights for rentals commencing during the period 16 July 2018 to 02 September 2018.
- The minimum rental is ten nights for rentals that commence from San Francisco from 15 August 2018 to 2 September 2018.

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- The minimum rental period is seven nights for rentals commencing during 03 September 2018 to 30 September 2018. Minimum rental periods are subject to change during other peak periods.

Minimum rental periods are subject to change during other peak periods.

One Way Rentals

One-way rentals are available between all Star RV branches subject to a 7-night minimum rental period. 5-night minimum rental period applies for rentals that commence from 01 April 2018 to 15 July 2018 and 01 October 2018 to 31 March 2019 when travel is one way between Los Angeles, Las Vegas or San Francisco branches only. One-way rentals are always on request. The following one way fees will apply:

		FROM						
		LAX	SFO	LAS	DEN	SEA	NYC	MCO
TO	LAX	0	250	250	500	500	2000	2000
	SFO	250	0	250	500	500	2000	2000
	LAS	250	250	0	500	500	2000	2000
	DEN	500	500	500	0	500	2000	2000
	SEA	250	250	250	500	0	2000	2000
	NYC	2000	2000	2000	2000	2000	0	500
	MCO	2000	2000	2000	2000	2000	500	0

Driver's Licence and Minimum Age - Drivers must be 21 years of age or over.

A current and full motor vehicle driver's licence is required to be shown by all drivers at time of pick-up. If the driver's licence is not in the English language, then an international driver's licence is recommended. 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.

For a hassle free check out, guests can pre-register all drivers prior to pick-up via the following link:

<https://bookings.apollorv.com/PreReg/WWAPRVCO>

Vehicle Preparation Fee (Included in the Star Pack)

A fee of US\$200 applies on collection of the vehicle to cover the vehicle preparation and equipment. This includes all pre-cleaning and mechanical servicing, 1st tank of propane gas, 1st set of toilet chemicals and vehicle kit.

Campground Guides

Each vehicle is supplied with complimentary campground guides.

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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.

Additional Products - Additional products may be offered on pick up

- Personal Kits (included in the Star Pack) - US\$70 per person, per rental (including sheets, blanket, pillow, bath towel and tea towel).
- Camp Chairs (included in the Star Pack) - US\$10 each per rental
- Camp Table (included in the Star Pack) - US\$20 per rental
- Generator Use (included in the Star Pack) - US\$3 per hour as determined by an installed running time meter
- Generator Package - US\$5 per night for unlimited use
- Baby Seats (included in the Star Pack) - US\$40 each per rental. Please refer to the StarRV child restraints policy for full details.
- Booster Seats (included in the Star Pack) - US\$40 each per rental. Please refer to the StarRV child restraints policy for full details.
- 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 guest and a US\$50 fee is charged when the vehicle is returned.
- Toilet Chemicals - US\$2.50 each
- Extended Roadside Assistance - \$4 per night capped at 25 nights. This includes opening vehicle on lock out, lost key replacement up to \$120, emergency towing up to 15 miles, jump start, flat tyre change using spare located in the vehicle, fuel delivery up to 5 gallons.
- Windscreen and Tyre Protection Plus Extended Roadside Assistance - \$7 per night capped at 25 nights. This includes 1 windscreen, 2 tyres, opening vehicle on lock out, lost key replacement up to \$120, emergency towing up to 15 miles, jump start, flat tyre change using spare located in the vehicle, fuel delivery up to 5 gallons.

TravelTab Navigator+ - US\$10 per night capped at 13 nights

The Navigator+ includes:

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- 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*:

- Wifi Hotspot
- TravelTab Phone (call and text)

*Guest can unlock these features while on hire for an additional cost.

Multiple Rentals

Consecutive 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 StarRV, 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 night 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.

Travel Restrictions

StarRV 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.

The Saturn RV is not available in Denver, Seattle, New York and Orlando.

Death Valley

Vehicles are not allowed to operate in Death Valley during 15 May to 15 September due to extremely high temperatures which can cause system failures. At other times guests visit these areas at their own risk and are thus responsible for all recovery and other charges.

During certain periods these areas are not habitable and could pose a danger to the driver and passengers.

Mexico, Alaska, Yukon and Northwest Territories & Newfoundland



Travel to Mexico, Alaska, Yukon and Northwest Territories & Newfoundland is strictly prohibited.

Manhattan

Due to restrictions on vehicle heights, propane gas and parking, vehicles with propane are not permitted in Manhattan and are not permitted to travel through any underground or underwater tunnels.

Burning Man Festival (27th August 2018 to 3rd September 2018)

An additional surcharge of US\$1250 will apply for any pick-ups from San Francisco and US\$950 will apply for any pick-ups from any other location for travel to the Burning Man Festival. Intention to travel to Burning Man must be advised at the time of booking.

* Dates are correct at the time of release. Dates are subject to change.

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.

Change of Drop Off Destination

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

Winterization

All motorhomes must be winterized when travelling in freezing conditions. This includes the water pipes, toilet, fresh water tanks, sinks, shower, water filter, water heater and all holding tanks. Winterization requires that the water be drained from the fresh water tank, water pipes, water filter, water heater and all waste tanks.

Once the vehicle is winterized, no water can be put into the fresh water tank and it cannot be hooked up to the city water supply. Therefore, no water is available in the motorhome. The toilet can be used only if non-toxic RV antifreeze is used to manually rinse and flush. Vehicles picking up from a branch where the temperature is 35 degrees Fahrenheit or



below will be winterized.

It is the renters' responsibility to have the vehicle winterized while on a trip at his/her own expense should the weather conditions require.

The renter is also financially responsible for having the vehicle re-winterized on the return trip if the vehicle was winterized at the time of pick-up. A US\$150 re-winterization fee will be charged by Apollo Motorhome Holidays if the vehicle is returned non-winterized when the temperature is 35 degrees Fahrenheit or below.

The renter will be fully responsible for any damages to the plumbing and water systems caused by freezing during their trips.

Repairs

Although StarRV vehicles are late model vehicles, small repairs may be required. Repairs up to US\$100 may be affected without authorisation and will be reimbursed unless the damage is caused by the guest. For amounts over US\$100, Star RV will need to be informed in advance. All vehicles are covered for 24hr emergency roadside assistance.

Holiday Disruption Coverage

Should the hirer's motorhome holiday be disrupted by a mechanical breakdown as defined below (which does not extend to accident or damages caused by the renter), for more than 12 working hours after reporting to Star RV, the renter will be reimbursed up to a maximum of the gross nightly rental rate for each night affected until the problem is rectified. Failure of mechanical and accessories which includes living cabin air conditioner, water pump, shower/toilet, refrigerator, stove/grill must be assessed by a branch or authorised repairer. Reimbursement is only possible when Star RV has been contacted to rectify the problem and the hirer cooperates to do so. Failure to notify Star RV acknowledges that the issues is of such a minor nature that the hirer makes no claim for loss of time in respect of their rental. Defects and repairs of Wi-Fi, travel devices, radio, TV, CD or DVD player, awning, cruise control, etc. are not considered mechanical breakdowns and are excluded from Holiday Disruption Coverage.

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

- Air conditioners in temperatures over 36 degrees Celsius
- Electric and Propox Gas heaters in temperatures under 4 degrees Celsius
- Freezing of water pumps in temperatures below 2 degrees Celsius

Infringements and Administration Fees



StarRV reserves the right to charge the guest for any speeding, toll way or parking fines incurred by the guest whilst on hire. In addition to these costs, StarRV reserves the right to charge for associated administration costs for processing the fines (irrespective of excess). An administration fee of US\$75 per fine will be applicable.

PlatePass – US\$5.99 per night (max. 10 nights) plus toll costs

Apollo has partnered with PlatePass to provide electronic tolling for our guests. 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 PlatePass. Simply add the PlatePass option for \$5.99 per day (max 10 nights) plus toll costs to avoid the hassle.

Change of Vehicle

Should the vehicle booked be unavailable through unforeseen circumstances, StarRV reserves 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 guest to a refund.

Vehicle Category

Vehicles cannot be requested by make or model, only by vehicle category.

Powered Site Bookings

Powered sites can be difficult to manage during high season. We recommend guests make a reservation for at least a 31ft vehicle, irrespective as to the size of the motorhome reserved, to avoid problems due to possible upgrades.

Voluntary Downgrade

Should the guest decide to take a lesser vehicle than booked they will not be entitled to any refund.

Limit of Liability

In the event of no alternative vehicle being available to the guest, StarRV'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.

Important

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

Animals

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Service dogs are permitted to travel in our vehicles with prior permission from StarRV. No other animals are permitted in our vehicles.

Smoking

Smoking is not allowed in our vehicles.

Payment to Confirm Booking and Cancellation Fees

Excluding Hot Deal Specials and Prepay Option

Payment to Confirm Booking

Apollo requires a deposit of \$250 (plus credit card fee) at time of booking regardless of your rental value.

Cancellation Fees

- If cancelled 60+ nights prior to pick up and 7 nights or more after the booking date - US\$100 cancellation fee.
- If cancelled 59 to 30 nights prior to pick up - 20% of Rental plus one-way fees (minimum US\$250).
- If cancelled 29 to 15 nights prior to pick up - 50% of Rental plus one-way fees (minimum US\$250).
- If cancelled 14 nights or less prior to pick up or no show - 100% of Rental plus applicable one-way fees and Burning Man Surcharge.

Original pick-up date is used to calculate the cancellation fee.

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.

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

Payment to Confirm Booking

- 91 or more days 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 days prior to pick-up.

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- 90 or less days prior to pick-up 100% combined payment per rental at time of booking.

Cancellation Fees

- If cancelled 91+ days prior to pick-up --- 20% of the combined rental (minimum of \$250 per vehicle if 20% is less than \$250).
- If cancelled 90 days or less prior to pick-up --- 100% of combined rental (minimum of \$250 per vehicle if 100% is less than \$250).

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

PROTECTION PACKAGE

Public Liability Insurance

Public Liability Insurance is included in the nightly rental rate. 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)

Optional SLI provides guests with an increased limit of liability protection for 3rd party damage claims up to US\$1 million.. This option can be purchased by paying to Star RV US\$10 per night.

Standard Liability

The guest is responsible up to the amount of US\$1,500 for the cost of damage to the rented Vehicle. The guest is also responsible for the cost of demurrage for the period the Vehicle 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 StarRV, not at the completion of the rental period. In addition to the Liability an administration fee of US\$75 will be charged per claim.

StarRV's rental charge includes a Standard Liability of US\$1,500.

A Bond of US\$1,500 will be collected at the time of entering into the Rental Contract. The US\$1,500 will be debited to the credit card account immediately. An administration fee of US\$30 applies.

Collision Damage Waiver (CDW) – (Included in the Star Pack)



A US\$0 (zero) responsibility applies. This option can be purchased by paying to Star RV US\$20 per night.

- The maximum amount payable for this option per rental is US\$800 (40 nights rental).
- The minimum amount payable for this option per rental will be based on the minimum rental period applicable for the particular rental (e.g. 7 nights for rentals during the high season).

CDW protects against:

- Accidental damages
- Windscreen (1 windscreen covered per rental)
- Protection against theft and graffiti
- Protection against uninsured motorists
- Tyre damage (2 tyres covered per rental)

A Bond of US\$500 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 US\$500.

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 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, any extra costs will be charged.

Bond rollovers are permitted for StarRV multi hires only within the same Country when the bond is banked.

Full Responsibility

At all times the guest 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 guest's wilful conduct.
- 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, slide out, overhead or underbody of the Vehicle.
- Damage to tyres and windscreens where CDW isn't purchased.
- Damage caused to the plumbing and water systems of the vehicle caused by freezing.
- 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 vehicle or systems.

Rates/Terms/Conditions

Are subject to change without notice.