

## Direct Version 2 – 30 November 2018

Thank you for choosing Apollo for your next holiday. We look forward to providing you with a fun, simple, safe & adventurous holiday experience you will remember.

Here are the details you need to know when planning for the year ahead.

### Valid 1 April 2019 – 31 March 2020

- 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 Europe, United Kingdom, United States of America, Australia and New Zealand on Star RV, Apollo, Cheapa Campa and Hippie can be combined to obtain a long-term discount rate. If drop-off of an RV and pick-up of a new RV occurs on the same day, then a day will be charged for each RV. Multiple rentals are considered separate rentals under the one-way fee and minimum rental period conditions apply.

### Driver License and Minimum Age

Drivers must be 21 years of age. A current and full motor vehicle driver's license is required to be shown by all drivers at time of pick-up. If the driver's license is not in the English language, then an international driver's license is recommended. An accredited English translation will be accepted in lieu of an international driving permit. The driver's license must have been held for at least two years and be valid for the whole length of the rental. The original driver's license must be shown at time of pick-up with the driver is present.

### Rate Inclusions

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

| Star RV                       | Apollo                        |
|-------------------------------|-------------------------------|
| 24hr Roadside Assistance      | 24hr Roadside Assistance      |
| Standard Liability of \$1,000 | Standard Liability of \$1,000 |
| Public Liability Insurance    | Public Liability Insurance    |
| Kitchen Kit                   | Kitchen Kit                   |
| General Equipment             | General Equipment             |
| Extra Driver Fee              | Extra Driver Fee              |
| Personal Kit                  |                               |
| Star Pack                     |                               |
| Wifi (data limit applies)     |                               |
| Drop and Go                   |                               |
| Linen Exchange Service        |                               |
| Valet Service                 |                               |
| Taxi Fare Reimbursement       |                               |
| Propane Refill Service        |                               |

- 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.
- Personal Linen kit: sheet, blanket, pillow, pillow case and bath towel

- 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 black and grey water tanks).
- Linen Exchange Service: You may exchange your personal kits during your holiday at any Star RV Branch with a 48 hour prior notice.
- 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 Fare Reimbursement: You can arrange transport to and from the airport via taxi or rideshare. Taxi/rideshare fare from the nearest Airport will be reimbursed on the day of pick-up, for up to US\$70 (receipt must be presented for reimbursement).
- Propane Tank Service: Every 14 days of hire, you can visit a Star RV branch to refill your propane tank.
- Star Pack: A bundled extra which provides unlimited miles, 2x personal kits (sheet, blanket, pillow and bath towel), administration fees/taxes on items included in the Star Pack, vehicle preparation fee, (all pre-cleaning and mechanical servicing, 1<sup>st</sup> tank of propane gas, 1 roll of toilet paper and initial set of toilet chemicals), generator fee (unlimited use), camp chairs and table, and child restraints (with prior request).

### 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.

### Early Bird Discounts

- Reservations made before 31 December 2018 - 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 Value Pack.

### 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 two rates, either the original Flex Rate or the Flex Rate current at the time of booking alteration.

The following are considered as a booking alterations:

- Change of name
- Change to pick-up or drop-off dates
- Change to 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, this is considered a new booking and cancellation fees may apply to the original booking.

If there are any last-minute alternations made within 14 nights of pick-up, we will be happy to accommodate these. However due to the short notice, if the holiday is shortened, the number of nights originally booked will still be charged.

If the pick-up or drop-off location is altered within 14 nights of pick up, a relocation fee may also apply.

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

If you wish to change your drop-off destination after pick-up, please get in touch with our friendly Reservations team who will be happy to help. Our team will advise if the change is possible and a fee of \$750 may apply.

### Extending a Road Trip

If you get swept up in the adventure of a road trip and want to extend your booking while on the road, please contact our friendly Reservations team who will be happy to advise if the extension is possible, and inform you of 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 inclusive of all taxes and surcharges, either over the phone or at an Apollo 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 they are subject to availability of our fleet.

**Change of RV**

We understand guests’ needs are different and therefore our RVs can be requested by category, rather than 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 you do not entitle you to a refund.

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

**Pre-register Online**

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

**Getting to and from the Airport**

Branches are conveniently located near major airports, making pick-up and drop-off even easier for you. You can arrange transport to and from the airport via taxi or rideshare. For all StarRv bookings, Taxi/rideshare fare from the nearest Airport will be reimbursed on the day of pick-up, for up to US\$70 (receipt must be presented for reimbursement).

**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.

|                 | Anchorage | Denver | Las Vegas | Los Angeles | Miami | New York | Orlando | San Francisco | Seattle |
|-----------------|-----------|--------|-----------|-------------|-------|----------|---------|---------------|---------|
| Saturn RV       | x         | x      | ✓         | ✓           | x     | x        | x       | ✓             | ✓       |
| Taurus RV       | ✓         | ✓      | ✓         | ✓           | ✓     | ✓        | ✓       | ✓             | ✓       |
| Tucana RV       | ✓         | ✓      | ✓         | ✓           | ✓     | ✓        | ✓       | ✓             | ✓       |
| Cygnus RV       | ✓         | ✓      | ✓         | ✓           | ✓     | ✓        | ✓       | ✓             | ✓       |
| Perseus RV      | ✓         | ✓      | ✓         | ✓           | ✓     | ✓        | ✓       | ✓             | ✓       |
| US Tourer       | x         | x      | ✓         | ✓           | x     | x        | x       | ✓             | ✓       |
| Pioneer         | ✓         | ✓      | ✓         | ✓           | ✓     | ✓        | ✓       | ✓             | ✓       |
| Sunrise Escape  | ✓         | ✓      | ✓         | ✓           | ✓     | ✓        | ✓       | ✓             | ✓       |
| Eclipse Camper  | ✓         | ✓      | ✓         | ✓           | ✓     | ✓        | ✓       | ✓             | ✓       |
| US Wanderer     | ✓         | ✓      | ✓         | ✓           | ✓     | ✓        | ✓       | ✓             | ✓       |
| Elite Traveller | x         | x      | ✓         | ✓           | x     | x        | x       | ✓             | x       |

*This is a guide only. RV availability may change, depending on the adventures of our guests.*

**Branch Hours and Public Holidays**

Branches are open Monday to Friday from 9am to 4:30pm, and Saturday from 8am to 1pm excluding June 15 2019 to September 15 2019. From June 15 2019 to September 15 2019 branch hours are Monday to Saturday from 9am to 4:30pm. Denver and Seattle are closed from December 01 2019 to February 28 2020. Branches will be closed Sundays and the following public holidays: Memorial Day (May 27 2019), Independence Day (July 4 2019), Labor Day (September 2 2019), Thanksgiving Day (November 28 2019), Christmas Day (December 25 2019), New Year’s Day (January 1 2020). The Anchorage branch is not operating from October 15 2019 to March 31 2020.

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

|   |  |  |
|---|--|--|
| <b>Dates/Hours for Pick-up and Drop-off</b> | <b>01 April 2019 to 14 June 2019 and 16 September 2019 to 31 March 2020</b>  | <b>15 June 2019 to 15 September 2019</b>   |
|   | <b>Monday to Friday</b><br>Pick-up 12:00noon to 4:00pm<br>Drop-off 9:00am to 11:00am<br><b>Saturday</b><br>Pick-up 11:00am to 1:00pm<br>Drop-off 8:00am to 10:00am | <b>Monday to Saturday</b><br>Pick-up 12:00noon to 4:00pm<br>Drop-off 9:00am to 11:00am |

Additional fees apply outside these hours and there is no refund for late pick-up or early drop-off of the RV.

Guests are required to phone their pick-up location the day before or morning of pick-up between 8-10am to schedule a pick-up time within the designated pick-up period.

**RV Introduction and Show Through**

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

Awnings are factory-fitted to units for later sale. We do not provide instructions for these and we do not promote the availability of awnings for guest use. In the interests of minimising damage and costs of repair for guests, awnings are disabled from use.

**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 five-day booking applies when pick-up and drop-off is from the same branch location. Minimum booking periods may also apply during peak periods.

**One-way Booking Duration**

Road-trips don't always finish where they started, some of the best adventures don't. If you drop-off at a different branch location from which you 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 are not available from or to Anchorage.

|            |            |            |            |            |            |            |            |            |  |
|------------|------------|------------|------------|------------|------------|------------|------------|------------|--|
| <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 RVs are suitable for all driving situations, so it's important the right RV is chosen for the trip 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. For the safety of guests, the following travel restrictions are in place:

**Prohibited Travel Areas**

Travel in the following areas is strictly prohibited at all times:

- Logging and non-public roads.
- Any and all unnumbered roads and highways.
- Denali Highway in Alaska
- North Canol Highway in the Yukon
- Dalton Highway (north of Livengood)
- Eagle, Alaska (Hwy 5 north) from the junction of Hwy 9 (Top of the World Highway) and Hwy 5 west
- McCarthy Road between Chitina and McCarthy, Alaska
- Highway 500 (Trans Labrador Highway) from Goose Bay to Labrador City
- Highway 389 from Labrador City to Baie Comeau
- Highway 510 from Red Bay to Happy Valley-Goose Bay

- Highway 167 north of La Doré
- Highway 109 and Baie James Road, Quebec
- Vehicles are not permitted to enter Mexico at any time.
- Manhattan: Due to restrictions on RV heights, propane gas and parking, RV's with propane are not permitted in Manhattan and are not permitted to travel through any underground or underwater tunnels.

#### Travel Restricted Areas

- Travel to Death Valley is limited to the low season (1 October through 30 April) due to extremely high temperatures which can cause system failures.
- Travel on the Dempster Highway in the Yukon is not permitted between 15 September and 14 May due to road conditions. We are happy for our Guests to travel on this road between 15 May and 14 September.

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

#### 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, holding tanks emptied and the fuel tank full. 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.

#### Repairs

We understand that while on holiday the RV may require small repairs or small items included in the kitchen kit may need replacement. So not to disrupt the road trip any further, if the damage was not caused by you, repairs up to \$100 can be completed without authorisation and will be reimbursed. If repairs over \$100 are needed, the Apollo Assist team needs to be informed prior to repair being completed.

All RVs are covered for 24hr mechanical emergency roadside assistance.

#### Infringements, Tolls and Fines

Apollo will pass on any charges you receive for traffic infringements, toll way or parking fines during your road trip. No one likes unexpected surprises or additional administration fees, so we'll only pass on the exact amount of the fine or charge received.

#### Animals

Service animals are allowed to travel in our RVs with prior permission from Apollo but pets are not permitted. A penalty of \$500 will be imposed for pets inside the RV to cover the costs of sanitizing and cleaning.

#### Smoking

Our RVs are a smoke free zone. Smoking is not allowed in any of our RVs. A penalty of \$500 will be imposed for smoking inside the RV to cover the costs of sanitizing and cleaning.

#### Payment at Branches

For security reasons, Apollo accepts Credit card and Debit card for charges paid on RV pick-up and drop-off. We do not accept cash at Apollo branches. The \$1,000 Security Deposit is payable at pick-up by Credit card and cannot be paid with a pre-paid credit card.

#### Credit Cards

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

#### Travel Insurance

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

**Protection Package**

**Public Liability Insurance**

Public Liability Insurance is included in the nightly rental rate. 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. For a higher insurance amount refer to the Supplemental Liability Insurance offered as a value added service.

**Property Damage**

You are responsible up to the amount of US\$1,000 for the cost of damages to the rented RV. You are also responsible for the cost of demurrage 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.

**Standard Liability**

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

A security deposit of US\$1,000 will be collected at the time of entering into the Rental Contract. The US\$1,000 will be charged to the credit card account immediately.

**Security Deposit**

For security purposes, only a credit card can be used to provide a security deposit. The credit card holder must be present and able to sign for the security deposit upon RV collection. The credit card holder must be the main guest on the Rental Agreement as they are jointly and severally liable for any damage to the rental RV.

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

Security deposit rollovers are permitted for Apollo multi hires only within the same country where the security deposit is charged.

**Exchange Rate / Currency Variations**

All 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. Refunds by credit card can take up to 14 working days depending on your Financial Institution.

**Burning Man Festival (25<sup>th</sup> August 2019 to 2<sup>nd</sup> September 2019)**

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 and 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.

**Value Pack (applicable for Apollo bookings only)**

The Value Pack is a bundled extra which provides basic items necessary for a great road trip. The minimum amount payable per rental for Value Pack is five nights and the maximum amount payable per rental and multiple bookings is 50 nights.

| \$ per night | Minimum per segment | Maximum per segment | Inclusions  |
|--------------|---------------------|---------------------|---|
| US\$83.75    | US\$418.75          | US\$4,187.50        | Unlimited miles, administration fees/taxes on items included in the value pack, personal kits, vehicle preparation fee, camp chairs and table, and child restraints (with prior request). |

**Administration Fees / Taxes (Included in the Value Pack and Star Pack for Star RV Bookings)**

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 RV. This fee will always apply to the RV charge.



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

Value Pack includes Administration Fees/Taxes on items included in the Value Pack. This does not include the daily rental charge of the RV.

For example: RV = \$1131, Value Pack = \$1,088.75, TravelTab Navigator+ = \$130 therefore the 10.5% Administration Fees/Taxes will be \$132.41 (10.5% of RV and TravelTab Navigator+).

**RV Preparation Fee (Included in the Value Pack and Star Pack)**

A fee of US\$185 applies on pick up of the RV to cover the RV preparation and equipment. This includes all pre-cleaning and mechanical servicing, 1<sup>st</sup> tank of propane gas, initial set of toilet chemicals and 1 roll of toilet paper.

**Value Added Services**

To make road trips that little bit easier, Apollo has a range of extras available from Camp Chairs, first aid kits and Extended Roadside Assistance; we have you covered as you choose.

| Item   | Price                            | Conditions   |
|--|----------------------------------|--|
| Personal kit   | \$60 per person per rental       | 2x kits included in nightly rental rate for all StarRV bookings and if the Value Pack has been purchased. Includes sheets, blanket, pillow and bath towel.   |
| Camp Chair   | \$10 each per rental             | Included in nightly rental rate per number of guests travelling for all StarRV bookings and if the Value Pack has been purchased.  |
| Camp Table   | \$20 each per rental             | One included in nightly rental rate for all StarRV bookings and if the Value Pack has been purchased.  |
| TravelTab Navigator  | \$10 per night                   | Maximum charge 13 nights. 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). |
| PlatePass  | \$5.99 per night plus toll costs | 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 PlatePass.   |
| Toilet Chemical  | \$2.50 each                      | 1 <sup>st</sup> set included in nightly rental rate  |
| Drop and Go  | \$75                             | Simply return the vehicle neat and tidy and we'll take care of the rest including vehicle, cabin and bathroom (this does not include emptying the black and grey water tanks).   |
| Generator Use  | \$3 per hour                     | As determined by an installed running time meter   |
| Generator Package  | \$5 per night                    | Unlimited use.   |
| Baby/Booster Seat  | \$40 each per rental             | Included in nightly rental rate (maximum 2 seats) for all StarRV bookings. Please refer to the Child Restraints Policy on our website for full details. Not all vehicles can accommodate child seats, please check the vehicle specifications for more information on whether your vehicle can accommodate child seats.  |
| Mileage  | \$0.45 per mile                  | Unlimited Miles included in the Star Pack and Value Pack.  |
| 500-Mile Pack  | \$188                            | Must be prepaid before departure and there is no refund for unused miles.  |
| First Aid Kit  | \$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 a fee is charged.  |
| Supplemental Liability Insurance (SLI)                           | \$10 per night                   | Provides the guests with an increased limit of liability protection for 3rd party damage claims up to US \$1 million   |
| Extended Roadside Assistance                                     | \$4 per night                    | 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 using spare located in the RV, fuel delivery up to 5 gallons. Non-mechanical issues are not covered and guests may be required to take the RV to a repairer.   |
| Windscreen and Tire Protection Plus Extended Roadside Assistance | \$7 per night                    | Maximum charge 25 nights. This includes 1 windscreen, 2 tires and the Extended Roadside Assistance. This value add is not available for the Elite Traveller.   |

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

**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 RV 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. RVs picking up from a branch where the temperature is 35 degrees Fahrenheit or below will be winterized.

It is your responsibility to have the RV winterized while on a trip at your own expense should the weather conditions require. You are also financially responsible for having the RV re-winterized on the return trip if the RV was winterized at the time of pick-up. If the vehicle was de-winterized during your holiday a US \$150 re-winterization fee will be charged by Apollo Motorhome Holidays if the RV is returned non-winterized when the temperature is 35 degrees Fahrenheit or below.

You will be fully responsible for any damages to the plumbing and water systems caused by freezing during your trip.

### Holiday Disruption Coverage

Should your motorhome holiday be disrupted by a mechanical breakdown as defined below (which does not extend to accident or damages caused by you), for more than 48 working hours after reporting to Apollo, you will be reimbursed up to a maximum of the 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 authorized repairer. Reimbursement is only possible when Apollo has been contacted to rectify the problem and you cooperate to do so. Failure to notify Apollo acknowledges that the issues are of such a minor nature that you make no claim for loss of time in respect of your rental. Defects and repairs of Wi-Fi, travel devices, radio, TV, CD or DVD player, cruise control, etc. are not considered mechanical breakdowns and are excluded from Holiday Disruption Coverage.

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

- Air conditioners in temperatures over 97 degrees Fahrenheit
- Electric and Propane Gas heaters in temperatures under 40 degrees Fahrenheit
- Freezing of water pumps in temperatures below 36 degrees Fahrenheit

### 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 as to 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 (plus credit card fee) 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 pickup. 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 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, if applicable.

### 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 (Visa and MasterCard Only)****Payment to Confirm Booking**

At the time of booking the total rental can be prepaid on Visa or MasterCard and the credit card fee will be waived.

**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 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.

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).
- 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.

**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 to the RV where the terms of Rental Contract have been breached.
- 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.
- 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 caused by the incorrect use of snow chains.
- Damage to the awning, slide out, overhead or underbody of the RV.
- Damage caused to tires and windscreen except where Windscreen and Tire Protection Plus Extended Roadside Assistance 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, plumbing or water systems.

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

Enjoy the adventure, wherever it takes you.