

# Star RV

## Motorhome Standard Rates

### America

#### Campervans and Motorhomes

#### Seasonal Daily Rates (US\$)

#### Valid 1 May 2013 to 31 April 2014

#### **Rates Include**

- Vehicles less than 6 months old
- 10% Administration Fees / Taxes
- Extra Driver Fees
- Easy check out and check in
- Personalised Vehicle Consultation
- 110-Volt Adapter
- Power Cord
- Water Hose
- Sewer Hose
- Valet Service\*
- Linen and bedding including Linen Exchange Service\*
- Personal Kits\*
- Full Water Tank
- Welcome Pack\*
- 24 hour Roadside Assistance
- Campground Guides\*
- Propane Refill Service\* for hires of 14 days or more in length
- Taxi Fare from the nearest Airport reimbursed up to US\$35 for Los Angeles, Las Vegas Denver and \$70 for San Francisco on the day of pick-up (receipt must be presented for reimbursement)

#### **\*Valet Service**

Customers on hire for may visit any Star RV branch while on hire to have their vehicle cleaned, oil and water checked. Clients must call 48 hours prior to arrange this service.

#### **\*Freshly laundered linen bedding**

Includes pillow, pillowcase, sheet and towel per person and one blanket per bed. Star RV clients may also exchange their linen and bedding during their rental at any Star RV Branch. Clients must call 48 hours prior to arrange this service.

#### **\*Welcome Pack**

Each vehicle is supplied with a complimentary Star RV Pack for the first night that includes some essential condiments.

#### **\*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

#### **Early Bird Discounts**

Reservations made by 31 October 2012 – 15% off flex rate.

Reservations made by 31 January 2013 – 10% off flex rate.

Reservations made by 28 February 2013 – 5% off flex rate.

**Internet:** [www.StarRv.com](http://www.StarRv.com)  
**Email:** [info@StarRv.com](mailto:info@StarRv.com)

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

### **Star Pack**

**Add US\$125.00 per night.**

- The minimum amount payable per rental segment for the Star Pack is \$1,250– i.e. 10 nights rental.
- The maximum amount payable per rental segment for the Star Pack is \$5,000– i.e. 40 nights rental.

The Star Pack includes: Collision Damage Waiver (Zero Responsibility), Unlimited Miles, One Way Rental Fee, Administration Fees/Taxes, Personal Kits, Bond Admin Fee, Vehicle Preparation Fee, GPS, Colorado Road Safety Fee, Initial set of Toilet Chemicals, Generator Fee, SLI, Cover, Camp Chairs and Table, and Child Restraints (on request).

### **Rental Extension**

If the customer wishes to extend the rental whilst on hire, they must first obtain authorisation from Star RV 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 Star RV 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 nights the same flex rate is used that applied on the day when you made your original booking. If you extend by 3 nights or more, the booking change rule applies as outlined above.

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

### **Rental Charges**

Rental Charges are calculated on a "per night" basis. Vehicles can be picked and dropped off during office hours. Star RV Branches are open Monday to Friday from 9am to 4:30pm (latest drop off time is 4pm), and Saturday from 9am to 12pm (latest drop off time is 11am). Branches will be closed Sundays and public holidays.

### **Branch Hours**

Star RV branches are open Monday to Friday from 9am to 4.30pm, and Saturday from 9am to 12pm. Branches will be closed Sundays and the following public holidays:

Memorial Day	27 May 2013
Independence Day	4 July 2013
Labor Day	2 September 2013
Thanksgiving Day	28 November 2013
Christmas Day	25 December 2013
New Years Day	1 January 2014

### **Mileage (Included in the Star Pack)**

500 mile packages are available at a cost of \$162.50. Mileage packages must be prepaid before departure. There is no refund for any unused miles. Excess miles are charged at \$0.40 per mile.

### **Vehicle Collection and Return**

Vehicles can be collected and returned Monday to Friday between 9am and 4pm, and Saturday between 9am and 11am.

**Transfers**

Vehicles must be collected and returned to our 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 transfers to the Denver, Las Vegas and Los Angeles branches, and up to \$70 to the San Francisco branch (receipt must be presented for reimbursement).

**Payment at Branches**

For security reasons, Star RV 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.

**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 renter's Financial Institution.

**Rental Duration**

The minimum rental is three nights for rentals commencing during the periods 1 April 2013 to 30 June 2013 and 1 October 2013 to 31 March 2014.

The minimum rental is seven nights for rentals commencing during the period 1 July 2013 to 30 September 2013 (High Season).

A ten day minimum rental period applies for rentals commencing during the periods 21 August 2013 to 22 September 2013 from the San Francisco Branch.

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

**One Way Rentals (Included in the Star Pack)**

One way rentals are available between all Star RV branches subject to a 7 night minimum rental period. The following one way fees will apply:

		FROM			
		LAX	SFO	LAS	Den
TO	LAX	0	250	250	350
	SFO	150	0	250	350
	LAS	250	250	0	350
	DEN	250	250	250	0

**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 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.

Drivers must be 21 years of age or over.

**Vehicle Preparation Fee (Included in the Star Pack)**

A fee of \$200 applies on collection of the vehicle to cover the vehicle preparation and equipment. This includes all pre-cleaning and mechanical servicing, 1<sup>st</sup> tank of propane gas, toilet chemicals and vehicle kit (pots, pans, crockery, cutlery, cooking utensils, broom, dust bin).

**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.

**Star RV Welcome Pack**

Each vehicle is supplied with a complimentary Star RV Pack for the first night that includes some essential condiments

**Additional Products:**

- **Camp Chairs (included in the Star Pack)** - \$10 each per rental
- **Camp Table (included in the Star Pack)** - \$20 per rental
- **GPS (included in the Star Pack)** - \$10.00 per night (max \$100 per rental)
- **Generator Use (included in the Star Pack)** - \$3 per hour as determined by an installed running time meter
- **Generator Package** - \$5.00 per night for unlimited use
- **Baby Seats (included in the Star Pack)** - \$40 each per rental. Please refer to the Star RV child restraints policy for full details.
- **Booster Seats (included in the Star Pack)** - \$40 each per rental. Please refer to the Star RV 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 renter and a \$50 fee is charged when the vehicle is returned.
- **Toilet Chemicals** - \$2.50 each
- **BBQ** - \$18.00 each
- **Lanterns** - \$13.00 each

**Administration Fees / Taxes**

A charge of 10% 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 is included in the daily rental charge of the vehicle but will be charged on any additional products you choose for your rental.

**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 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.

### **Travel Restrictions**

Star RV 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.

### **Death Valley and other desert areas:**

Vehicles are not allowed to operate in Death Valley and other desert areas during 15 May to 15 September due to extremely high temperatures which can cause system failures. At other times clients 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 (26 August 2013 to 02 September 2013)**

An additional surcharge of \$700 applies for travel to the Burning Man Festival. Please advise intention to travel to burning man at the time of booking.

### **Colorado Road Safety Fee (Included in the Star Pack)**

A surcharge of \$2.00 per night (maximum \$90.00 per booking) applies to all rentals picking up from the Denver branch.

### **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 the Star RV Head Office. Subject to the change being approved, a minimum additional charge of \$700 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, Star RV will need to be informed in advance. All vehicles are covered for 24hr emergency roadside assistance.

### **Infringements and Administration Fees**

Star RV 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, Star RV 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.

### **Powered Site Bookings**

Powered Sites can be difficult to manage during high season. We recommend your clients 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 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 Star RV. No other animals are permitted in our vehicles.

### **Smoking**

Smoking is not allowed in our vehicles.

### **Deposit to Confirm Booking (excluding Hot Deal Specials and Prepay Option)**

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

### **Hot Deal Specials**

Full payment required at the time of booking.

If cancelled - 100% of Rental

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

### **Prepay Option (Visa and Mastercard Only)**

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

If cancelled - 100% of Rental

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

### **Cancellation Fees**

If cancelled 60+ nights prior to pick up and 7 nights or more after the booking date - \$100 cancellation fee.

If cancelled 59 to 30 nights prior to pick up - 20% of Rental plus one way fees (minimum \$250)

If cancelled 29 to 15 nights prior to pick up - 50% of Rental plus one way fees (minimum \$250)

If cancelled 14 nights or less prior to pick up or no show - 100% of Rental plus applicable one way fees.

### **Travel Insurance**

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

## **PROTECTION PACKAGE**

### **Public Liability Insurance:**

The public liability insurance is included in the nightly rental rate. Star RV 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)** - \$9.00 per night

Optional SLI provides the Clients with an increased limit of liability protection for 3<sup>rd</sup> party damage claims up to US\$1 million.

### **Property Damage**

The renter is responsible up to the amount of \$1,500 for the cost of damage to the rented Vehicle. The renter 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 Star RV, not at the completion of the rental Period. In addition to the Liability an administration fee of \$75 will be charged per claim.

### **Standard Liability**

Star RV's rental charge includes a Standard Liability of \$1,500.

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

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

A \$0 (zero) responsibility applies. This Option can be purchased by paying to Star RV \$20.00 per night.

- The maximum amount payable for this Option per rental is \$800 – i.e. 40 nights rental.
- The minimum amount payable for this Option per rental will be based on the minimum rental period applicable for your rental (i.e. 7 nights for rentals during the High Season).

CDW protects against:

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

A Bond of \$500 will be collected at the time of entering into the Rental Contract. The Bond is payable to Star RV by an open signed credit card imprint with an authorization obtained (sufficient funds must be available) for \$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 then any extra cost will be charged.

Bond Roll Over's are permitted for Star RV 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 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.

**Rates/Terms/Conditions**

Are subject to change without notice.