



## **Conditions for Car Rental (Australia)**

Valid 1 April 2009 to 31 March 2010

### **Summary of Rental Conditions**

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

### **Rental Charges**

Rentals are charged per 24 hour period.

### **Unlimited Kilometres**

Rates include unlimited kilometres.

### **Branches**

Apollo has car rental branches in Adelaide, Alice Springs, Brisbane, Cairns, Darwin, Melbourne, Perth and Sydney. The 4wd Landcruiser is also available to and from Broome. During the period of 1 December 2009 to 31 March 2010 the Alice Springs branch is closed on Sundays and the Broome and Darwin branches are closed on Saturdays and Sundays. All branches will be closed Christmas Day, New Years Day and Good Friday. Otherwise branches are open seven days a week, 8am to 4:30pm.

### **Transfer**

Vehicles must be collected and returned to our branches (not airports). Transfers to and from the Apollo branch are not included in the rental price. It is the renter's responsibility to get to and from the depot.

### **Administration Fees / Taxes**

Our rates include 10% GST.

A charge of 3% of the total cost will be levied to cover administration fees, state government taxes, vehicle registration recovery, duties and associated costs.

### **Credit Cards**

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

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

All credit card transactions are conducted in Australian dollars. Due to exchange rate fluctuations there could be some variance in the amount refunded compared to the amount initially charged. We do not accept any liability for variances up or down. Refunds by credit card can take up to 15 working days depending on the renter's Financial Institution.

### **Rental Duration**

The minimum rental period is five days. Refer to the one way rentals section for one way minimum rental periods.

### **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.

The minimum age to drive the vehicle is 21 years and the maximum age is 75 years.

**Apollo Motorhome  
Holidays Pty Ltd**  
ABN 81 051 584 153

**Head Office**  
698 Nudgee Road  
Northgate (Brisbane)  
Qld 4013 Australia

**Telephone**  
+61 7 3265 9200

**Facsimile**  
+61 7 3265 9201

**Free Phones**  
Australia:  
1800 777 779  
International:  
+800 3260 5466

**Internet**  
www.apollocamper.com

**Email**  
info@apollocamper.com

#### **Australia**

- Adelaide
- Alice Springs
- Brisbane
- Broome
- Cairns
- Darwin
- Hobart
- Melbourne
- Perth
- Sydney

#### **New Zealand**

- Auckland
- Christchurch

#### **United States of America**

- Las Vegas
- Los Angeles
- San Francisco



## One Way Rentals

One way rentals are available subject to the minimum rental periods in the table below.

<b>ADL</b>								
7	<b>ASP</b>							
7	14	<b>BNE</b>						
21	21	21	<b>BME</b>					
14	14	7	21	<b>CNS</b>				
14	7	14	14	14	<b>DRW</b>			
7	7	7	21	14	14	<b>MEL</b>		
14	21	21	14	21	21	14	<b>PER</b>	
7	14	7	21	7	21	7	21	<b>SYD</b>

### **2wd Vehicles**

No one way fee applies. Except for a one way rental in, into or out of the Northern Territory/Western Australia which attracts a \$500 fee. Apply the NT rates for a one way rental out of the NT. Apply the East Coast/Perth rates for all other one way rentals.

### **4wd Vehicles**

A one way rental fee of \$200 is charged.

### Maps and Campground Guides

Each vehicle is supplied with a complimentary Road Atlas as well as campground guides.

### Vehicle Consultation

On pick up of the vehicle our staff will provide a complimentary vehicle consultation. This includes an explanation of all the interior and exterior features of the vehicle as well as driving tips.

### Additional Products:

- **Baby Seats** - Baby seats (must be pre-booked) suitable for children 6 months to 3 years of age can be fitted to all vehicles. Cost is \$20 each per rental.
- **Booster Seats** - Booster seats (must be pre-booked) suitable for children between 3 and 8 years of age can be supplied for all vehicle models. Cost is \$20 each per rental.
- **Camping Kits** - One Camping Kit per Car suitable for two people (including a 3 person tent, built-in ground sheet, sleeping bags with personal liners, sleeping mats, pillows, ice box, crockery & cutlery, pots & pans, gas cooker, salt & pepper, containers, tea towels, personal towels, torch, Apollo Welcome Pack, maps and camping ground directories) can be supplied on request with the compact, medium or 4wd vehicle groups. Rate is \$15 per day (maximum amount payable is \$315) payable direct to Apollo.
- **GPS** - \$10 per day up to a maximum of \$90 per hire

### Multiple Rentals

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

**Apollo Motorhome  
Holidays Pty Ltd**  
ABN 81 051 584 153

**Head Office**  
698 Nudgee Road  
Northgate (Brisbane)  
Qld 4013 Australia

**Telephone**  
+61 7 3265 9200

**Facsimile**  
+61 7 3265 9201

**Free Phones**  
Australia:  
1800 777 779  
International:  
+800 3260 5466

**Internet**  
www.apollocamper.com

**Email**  
info@apollocamper.com

#### **Australia**

- Adelaide
- Alice Springs
- Brisbane
- Broome
- Cairns
- Darwin
- Hobart
- Melbourne
- Perth
- Sydney

#### **New Zealand**

- Auckland
- Christchurch

#### **United States of America**

- Las Vegas
- Los Angeles
- San Francisco





### **Broome Rentals**

An additional charge of \$750 applies to all rentals picking up or dropping off in Broome. This is in addition to the one way fee if applicable. Only the 4wd Landcruiser is available to be rented to or from the Broome branch.

### **Travel Restrictions**

Two Wheel Drive Vehicles can only be driven on sealed/bitumen roads or well maintained access roads less than 500 metres long to recognised campgrounds. Two Wheel Drive vehicles picked up from Adelaide, Brisbane, Cairns, Melbourne or Sydney are not allowed to travel into Tasmania, the Northern Territory or Western Australia. Vehicles picked up from Alice Springs, Darwin and Perth are not allowed to travel into Queensland, Victoria, South Australia or New South Wales. The only exception is a one way rental into or out of the Northern Territory/Western Australia.

Four Wheel Drive Vehicles can also be driven on recognized unsealed tracks but may only travel to the following remote areas with the express written permission of Apollo: Any Islands, Tasmania, Simpson Desert, Gunbarrel Highway, Cape York (North of Daintree River), Oodnadatta Track, Birdsville Track, Tanami Track, Gibb River Road, Kalumburu Road, Warburton Road, Strzelecki Track, Cape Leveque, Bungle Bungles, the Plenty Highway and any other remote area. No Vehicle is permitted to travel on the the Canning Stock-route, The Lost City in Litchfield Park, to Cape York between the months of December to May, the Old Telegraph Road section of the road to Cape York or the last 2 kilometres of the Lennard River Gorge Road.

Apollo reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions.

### **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 Apollo Head Office. Subject to the change being approved, a minimum additional charge of \$700 will apply.

### **Rental Extension**

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

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

### **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 Australian Automobile Association and 24hr emergency roadside assistance is available.

### **Traffic Infringements**

We reserve the right to charge the renter for any speeding or parking fines, traffic infringements or road toll fines. An additional administration fee of \$75 per fine will apply to cover the costs of processing.

### **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.

**Apollo Motorhome  
Holidays Pty Ltd**  
ABN 81 051 584 153

**Head Office**  
698 Nudgee Road  
Northgate (Brisbane)  
Qld 4013 Australia

**Telephone**  
+61 7 3265 9200

**Facsimile**  
+61 7 3265 9201

**Free Phones**  
Australia:  
1800 777 779  
International:  
+800 3260 5466

**Internet**  
www.apollocamper.com

**Email**  
info@apollocamper.com

#### **Australia**

- Adelaide
- Alice Springs
- Brisbane
- Broome
- Cairns
- Darwin
- Hobart
- Melbourne
- Perth
- Sydney

#### **New Zealand**

- Auckland
- Christchurch

#### **United States of America**

- Las Vegas
- Los Angeles
- San Francisco





**Apollo Motorhome  
Holidays Pty Ltd**  
ABN 81 051 584 153

**Head Office**  
698 Nudgee Road  
Northgate (Brisbane)  
Qld 4013 Australia

**Telephone**  
+61 7 3265 9200

**Facsimile**  
+61 7 3265 9201

**Free Phones**

Australia:  
1800 777 779

International:  
+800 3260 5466

**Internet**  
www.apollocamper.com

**Email**  
info@apollocamper.com

**Australia**

- Adelaide
- Alice Springs
- Brisbane
- Broome
- Cairns
- Darwin
- Hobart
- Melbourne
- Perth
- Sydney

**New Zealand**

- Auckland
- Christchurch

**United States of  
America**

- Las Vegas
- Los Angeles
- San Francisco

**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**

No animals are permitted in our vehicles, excluding guide dogs.

**Cancellation Fees**

If cancelled less than 7 days prior to pick up - 50% of Net Rental  
If cancelled on the day of pick up or no show - 100% of Net Rental  
There is no refund for late pick up or early return of vehicle.

**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 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.

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.

**Travel Insurance**

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

**PROTECTION PACKAGE**

**Personal Injury**

The Vehicle has third party insurance cover. It is likely that any other vehicle involved in an accident also has third party insurance cover. Depending on the circumstances of the accident, the renter may be entitled to claim for their personal injury against the third party insurance of the party responsible for the accident. The extent of such third party insurance varies in different States and Territories and Apollo strongly recommends that all passengers take out their own Personal Injury Travel Insurance.

If the renter is responsible for the accident the Vehicle's third party insurance should cover the renter for the liability except where the renter has committed a breach of the Vehicle's third party insurance, eg drink driving.





## **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 renter is also responsible for the cost of demurrage for the period the Vehicle is unavailable due to repairs. 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.

## ***2wd Vehicles***

### **Standard Liability**

Apollo's rental charge includes a Standard Liability of \$2,000.

A Bond of \$2000 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 \$2000.

*The Standard Liability can be reduced by taking the following Reduction Option:*

### **Liability Reduction Option**

A Liability of \$250 applies. The Liability Reduction Option can be purchased by paying to Apollo \$18 per day. The maximum amount payable for this Option is \$720 (i.e. 40 days rental).

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.

## ***4wd Vehicles***

Apollo's rental charge includes a Standard Liability of \$7,500.

A Bond of \$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 \$7,500 will be debited to the credit card account immediately. An administration fee equal to the merchant surcharge applies.

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

### **Reduction Option 1**

A Liability of \$2,500 applies. This Option can be purchased by paying to Apollo \$20 per day. The maximum amount payable for this Option is \$1,000 – i.e. 50 days rental.

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

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

A Liability of \$250 applies. This Option can be purchased by paying to Apollo \$35 per day. The maximum amount payable for this Option is \$1,750 – i.e. 50 days rental.

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.

**Apollo Motorhome  
Holidays Pty Ltd**  
ABN 81 051 584 153

**Head Office**  
698 Nudgee Road  
Northgate (Brisbane)  
Qld 4013 Australia

**Telephone**  
+61 7 3265 9200

**Facsimile**  
+61 7 3265 9201

**Free Phones**  
Australia:  
1800 777 779  
International:  
+800 3260 5466

**Internet**  
www.apollocamper.com

**Email**  
info@apollocamper.com

#### **Australia**

- Adelaide
- Alice Springs
- Brisbane
- Broome
- Cairns
- Darwin
- Hobart
- Melbourne
- Perth
- Sydney

#### **New Zealand**

- Auckland
- Christchurch

#### **United States of America**

- Las Vegas
- Los Angeles
- San Francisco





### **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.

### **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 willful 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 overhead or underbody of the Vehicle.

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

Are subject to change without notice.

**Apollo Motorhome  
Holidays Pty Ltd**  
ABN 81 051 584 153

**Head Office**  
698 Nudgee Road  
Northgate (Brisbane)  
Qld 4013 Australia

**Telephone**  
+61 7 3265 9200

**Facsimile**  
+61 7 3265 9201

**Free Phones**  
Australia:  
1800 777 779  
International:  
+800 3260 5466

**Internet**  
www.apollocamper.com

**Email**  
info@apollocamper.com

#### **Australia**

- Adelaide
- Alice Springs
- Brisbane
- Broome
- Cairns
- Darwin
- Hobart
- Melbourne
- Perth
- Sydney

#### **New Zealand**

- Auckland
- Christchurch

#### **United States of America**

- Las Vegas
- Los Angeles
- San Francisco

