

everyday a new holiday with Apollo Motorhome Holidays

Conditions for Campervan & Motorhome Rental (New Zealand)

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 New Zealand dollars.

Rental Charges

Rentals are charged per calendar day. When using Standard Rates and a rental moves from one rate season into the next, the calculation is based on both rates. When using Flex Rates, the rate for the entire rental is determined by the pick up date, and therefore will not change throughout the hire period.

Early Bird Discount

An Early Bird Discount off Standard Rental Rates will apply to rentals that commence 180 days after the date of booking.

This discount cannot be used with any other special/promotion/offer and does not apply to Flex Rates.

Inclusive Rate

A cost of \$42 per day applies for an Inclusive Rate. This cost is to be added to the relevant Standard Daily Hire Rate.

The Inclusive Rate includes: VIP Cover, Unlimited Kilometres, One Way Rental Fee, 12.5% GST, Complimentary Airport Transfers, Personal Kits, Kitchen Kit, Diesel Recovery Tax, Apollo Welcome Pack, Pre-Hire Cleaning Fees, Vehicle Consultation Fee, 24hr Roadside Assistance, Extra Driver Fees, Maps and Camp Ground Guides, One Way Rental Fee, LP Gas Refill Fee, Camp Chairs and Table and Baby or Booster Seats (on request). The maximum amount payable per rental segment for an Inclusive Rate is \$2100 – i.e. 50 days rental.

Branches

Apollo has branches in Auckland and Christchurch. Branches are open seven days a week, 8am to 4:30pm. Branches will be closed Christmas Day, New Years Day and Good Friday.

Transfer

Vehicles must be collected and returned to our branches (not airports). A transfer to the Apollo branch from the Airport and vice versa is provided free of charge.

Taxes

Our rates include GST of 12.5%.

Credit Cards

We only accept Visa, MasterCard, American Express and Diners Club. Visa and MasterCard will incur an additional 1.5% surcharge on any transaction. American Express and Diners Club will incur an additional 4% surcharge on any transaction.

Exchange Rate / Currency Variations

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

Rental Duration

The minimum rental for all vehicles is five days aside from one way rentals which are seven days.

Between 23 December 2006 and 10 January 2007, a minimum rental period of 10 days applies. Minimum rental periods are subject to change during peak periods.

One Way Rentals

There is no fee for one way rentals.

Driver's Licence and Minimum Age

A valid, non-provisional, state or overseas driver's licence is required. If the driver's licence is not in the English language (eg. German, French, Chinese, etc) then an international driver's licence is also required. 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.

Kitchen and Personal Kits

Each vehicle is supplied with complimentary living equipment (such as bedding, cooking equipment, eating utensils, bath and tea towels.)

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 explaining all the interior and exterior features of the vehicle as well as driving tips.

Voluntary Downgrade

Should the renter 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 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

Apollo Welcome Pack

Each vehicle is supplied with a complimentary Apollo Pack for the first night. The pack contains, matches, mini shampoo and conditioner, dishwashing liquid, sponge, soap, salt and pepper, coffee, tea and sugar satchels.

Camp Chairs

\$15 each per rental

Camp Table

\$20 per rental

Snow Chains

\$50 per rental (must be pre-booked)

Baby Seats

Two baby seats (must be pre-booked) suitable for children under 3 years of age can be fitted to the 4 and 6 Berth Motorhome. Cost is \$20 each per rental. Baby seats cannot be fitted to the Cheapa Campas, Hitop or 2 Berth S/T Camper.

Booster Seats

Two booster seats (must be pre-booked) suitable for children between 3 and 8 years of age can be supplied for the 4 and 6 Berth Motorhome. Cost is \$20 each per rental. Booster seats cannot be fitted to the Cheapa Campas, Hitop or 2 Berth S/T Camper.

First Aid Kits

A First Aid kit is supplied in every vehicle. If the seal is broken or the Kit is not returned the Kit becomes the property of the renter and a \$35 fee is charged when the vehicle is returned.

L.P. Gas Refill Service Fee

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

\$15 – Cheapa Campas, Hitop Campervan, 2 Berth S/T Camper

\$30 – 4 Berth Motorhome, 6 Berth Motorhome

The gas bottle can be returned empty to Apollo at the completion of the rental. The fee applies for each part of a multiple rental.

Multiple Rentals

Consecutive rentals can be combined to qualify for a long-term discount rate. Australian and New Zealand car/campervan rentals 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

Vehicles can only be driven on sealed/bitumen or access roads. No vehicle shall be driven on Skippers Road (Queenstown), Ninety Mile Beach (Northland), Ball Hut Road (Mt. Cook) and North of Colville Township (Coromandel Peninsula).

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

Change of Drop Off Destination

If the renter wishes to change the drop off destination after the rental has commenced, they first must obtain authorisation from Apollo. Subject to the change being approved, an 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. This is subject to availability. The extra cost 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. The additional days will be at the Gross Rate available at the time of the 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 \$50 may be affected without authorisation and will be reimbursed unless the damage is caused by the renter. For amounts over \$50, Apollo will need to be informed in advance. All vehicles are enrolled in the New Zealand Automobile Association and 24hr emergency roadside assistance is available.

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 \$60 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.

If cancelled 25 days prior to pick up No Fee
If cancelled 7 to 24 days prior to pick up 20% of Gross Rental (minimum \$250)
If cancelled less than 7 days prior to pick up 50% of Gross Rental
If cancelled on the day of pick up or no show 100% of Gross Rental

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

Booking Amendments

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 the renter/s 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. Personal Injury in New Zealand is covered by the Accident Compensation Commission.

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, e.g. 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 \$60 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. The Liability will be refunded if Apollo is successful in recovering the cost of the damage from the third party.

Standard Liability

Apollo's rental charge includes a Standard Liability of \$5,000.

A Bond of \$5,000 will be collected at the time of entering into the Rental Contract. Payment of this Bond is only accepted by credit card. The \$5,000 will be debited to the credit card account immediately.

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 per rental is \$1,000 – i.e. 50 days rental.

With this Option a Bond of \$2,500 will be collected.

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 per rental is \$1,750 – i.e. 50 days rental.

With this Option a Bond of \$250 will be collected.

Single Vehicle Accident Liability

If a Single Vehicle Accident (an accident involving just the rental vehicle) occurs on any unsealed roads or access roads to ski fields or campgrounds; then an additional Liability of \$5000 will apply.

Bond

With Reduction Option 1 and Reduction Option 2 a Bond is payable to Apollo by cash, NZ\$ traveller's cheques or by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) for the amount of the Bond. Personal or company cheques are not accepted. If the Bond for Reduction Option 1 or Reduction Option 2 is given in cash or NZ\$ traveller's cheques then the renter's passport must be presented on pick up. Due to security reasons the refund will be by Apollo's company cheque, which is sent to the renter's home address from the Apollo Head Office.

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 to the Vehicle by the renter's willful conduct.
- Damage caused to the Vehicle by the use of snow chains.
- Damage caused to the Vehicle when using the Vehicle in contravention of any legislation or regulation controlling vehicular traffic.
- Damage or loss caused to any personal belongings.
- Damage to the awning, overhead or underbody of the Vehicle.

Rates/Terms/Conditions

Are subject to change without notice.