



# Summary of Rental Conditions

New Zealand | Version 10 | 15 May 2023 | Travel from 01 April 2023 to 31 March 2024

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.

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## General Information

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

### Valid 1 April 2023 – 31 March 2024

For available products and vehicle specifications please visit our website at [www.apollocamper.co.nz](http://www.apollocamper.co.nz)

- Rental days are calculated per calendar day. The day of pick-up is calculated as the first day of booking and the day of return is calculated as the last day of booking.
- Rates are in New Zealand dollars and include 15% Goods and Services Tax.
- Rates reset after 7 days.
- Not all rates and terms apply to group bookings. Group bookings consist of 4 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 include correct guest contact details and name on all bookings.

### Driver Licence and Minimum Age

- For the safety of our guests a current and full motor vehicle driver licence is required to be shown at pick-up and the driver needs to be present. If the driver licence is not in English then we require an accredited English translation or an International Driver Permit. We do not accept Digital Driver licences.
- UK driver licences that have had approved extensions by the UK DVLA (Driver and Vehicle Licencing Agency) can still travel for up to 11 months past the licence expiry. This extension only applies to full GB driving licence holders. It does not apply to provisional driving licence entitlement.
- **Apollo** and **Cheapa Campa** drivers must be over the age of 21, have held a licence for at least two years and the licence must be valid for the entire booking duration.
- **Hippie** drivers must be 18 years of age or over with a full driver licence or hold a restricted licence or equivalent.
- It is important to select the correct country in which the driver licence was issued to ensure correct rates are calculated.

### Rate Inclusions

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

Apollo	Cheapa Campa	Hippie
24hr Roadside Assistance	24hr Roadside Assistance	24hr Roadside Assistance
2WD Unlimited Kilometres	2WD Unlimited Kilometres	Unlimited Kilometres
Kitchen Kit	Kitchen Kit	Kitchen Kit
General Equipment	General Equipment	General Equipment
Personal kit	Personal Kit	Personal Kit
Extra Driver/Renter		

- Kitchen Kit: plates, bowls, knives, forks, spoons, bottle opener, can opener, mixing bowls, colander, saucepans, frying pans, and cooking utensils, chopping board, kettle, toaster and tea towel. Electrical appliances are supplied in vehicles that have 240V.
- General Equipment: pegs, clothes line, fire extinguisher, bucket, hose, broom, dustpan and brush.
- Personal Kit: complimentary bedding (including sheets, blankets, pillows, pillow cases and towels).

### Road User Charge Recovery Fee

The cost of using New Zealand's roads is recovered from road users via levies in the price of some fuels or through road user charges (RUC). The Road User Charge Recovery Fee will be calculated and collected on return of the RV based on the kilometres travelled during the hire. The fee per 100km is as follows:

- 2 Berth S/T: \$7.64
- 4 Berth S/T and 6 Berth: \$8.04
- Will not apply to any Hippie rentals.

We reserve the right to amend the Road User Charge Recovery Fee upon Government intervention.



## Kilometres

Please don't underestimate the time it will take to get from one point to another. While our RVs include unlimited kilometres, we recommend travelling a maximum of 250 kilometres per day or the equivalent of 4-5 hours driving. We encourage our guests to take a break from driving at least every 2 hours.

## Extra Value Added Services

To make road trips that little bit easier, Apollo have a range of optional extras available. Additional packages may be offered at pick-up.

Item	Price	Conditions
Drop and Go	\$85.00	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 toilette cassette and the grey water tank).
Extra Driver/Renter	\$4.00 per person per day	Capped at 15 days.
Camp Chairs	\$19.00 each per rental	-
Camp Table	\$27.00 per rental	-
Bundle: 2 Camp Chairs & 1 Table	\$50	-
Bundle: 6 Camp Chairs & 1 Table	\$75	-
Heater/Fan	\$17.00 per rental	-
Baby/Booster Seats	\$40.00 each per rental	Please refer to the <a href="#">Child Restraints policy on our website</a> for full details. Maximum 2 seats.
Extended Roadside Assistance	\$5.00 per day capped at 25 days	This includes opening RV on lock out, lost key replacement up to \$120, emergency towing up to 25km, jump start, flat tyre change using spare located in the RV. Up to 20 litres fuel delivery and call out costs up to \$150.00. Non-mechanical issues are not covered and guests may be required to take the RV to a repairer.
Windscreen and Tyre Protection Plus Extended Roadside Assistance (WAP)	\$10.00 per day capped at 25 days	This includes 1 windscreen, 2 tyres and the Extended Roadside Assistance.
Single Vehicle Rollover	\$7.00 per day	Minimum \$55.00 per rental Available to be booked only when Value Pack is purchased on <a href="#">Cheapa Campa</a> and <a href="#">Hippie</a> .
Pre-Purchased Gas Bottle – 2WD campervans, 2 Berth motorhomes	\$25.00 per rental	A gas bottle is necessary for cooking in the RV. A full gas bottle(s) may be pre-purchased and can be returned empty to Apollo at the completion of the road trip. Fee applies for each booking of a multiple rental.
Pre-Purchased Gas Bottle – 2WD 4 Berth and 6 Berth motorhomes	\$40.00 per rental	
Snow Chains	\$50.00 per rental	Cannot be pre-booked. Guest can request this at Self Check-In or Pick-Up.
Toilet Chemicals	\$3.00 each	Cannot be pre-booked. Guest can request this at Self Check-In or Pick-Up.

## Fees

Item	Price	Conditions
First Aid Kit	\$50.00	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 fee is charged.
One-Way Fee	\$180.00	Minimum rental periods apply.
Pet Cleaning Fee	\$250.00	Applies on all bookings where a pet dog is travelling in the RV.
Change of Drop-off location after Pick up	\$750.00 minimum	Subject to availability

Cleaning Fee	\$250.00	Applies only when the RV is returned without the interior cleaned and without an empty toilette cassette and grey water tank.
Preparation Fee	\$75.00	Applies for Hot Deal bookings that are 4 days or less in length.

## Booking Payments, Changes and Cancellations

### Confirmation and Payment

Apollo requires a deposit of \$250 at time of booking regardless of your rental value. The remainder of the rental value will be due 21 days prior to pick-up.

Bookings made less than 14 days prior to pick up require full payment at the time of booking.

### Credit Cards

We accept Visa, MasterCard and American Express. The following fees apply for the rental and any additional products (irrespective of chosen account e.g. savings, credit, etc.):

	Rental/Extras
Visa/MasterCard Debit/Credit card	2.7%
Amex	5.4%

*Fees are subject to change*

### Payment at Branches

For security reasons we do not accept cash at our branches. We accept credit card and debit card for charges paid on RV pick-up and drop-off. The Bond is payable at pick-up by credit card or debit card and cannot be paid with a pre-paid credit card.

### Cancellation Terms – (Excludes Group Bookings<sup>2</sup>)

We understand that sometimes road trips may need to be cancelled. In case of cancellation, the below terms apply:

- If cancelled 61+ days prior to pick-up - No fee (booking deposit refundable)
- If cancelled 60 to 22 days prior to pick-up - 10% of Total Rental
- If cancelled 21 to 7 days prior to pick-up - 20% of Total Rental
- If cancelled less 6 days or less prior to pick-up - 50% of Total Rental
- If cancelled on the day of pick-up or no show - 100% of Total Rental
- There is no refund for late pick-up or early return of an RV

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

### Booking Alterations

We understand that sometimes plans 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 Rate or the Rate current at the time of booking alteration.

The following are considered as a booking alteration:

- Change of name
- Change to pick-up or drop-off dates
- Change 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 days of pick-up, we will be happy to accommodate these depending on availability. However due to the short notice if the holiday is shortened the number of days originally booked will be charged.

If the pick-up or drop-off location is altered within 14 days of pick up, a change of location 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 the applicable fee. The One Way Fee is non-refundable after pick up .

## Extending a Road Trip

If you get swept up in the adventure of a road trip and want to extend your booking whilst on the road, first contact our friendly Reservations team who will be happy to advise if the extension is possible, and the associated costs. 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. Any long-term discounts in place will continue to apply to the booking.

We will always do our best to accommodate any extensions however it is subject to vehicle availability.

## Change of RV

We understand guests' needs are different and therefore our RVs can be requested by category, however not 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 the guest do not entitle the guest to a refund.

In the event of no alternative RV being available for the guest, Apollo'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.

## <sup>2</sup>Group Bookings (any rental that consists of 4 or more RVs 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
- If cancelled 90 days or less prior to pick-up – 100% of combined rental
- 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.

## Exchange Rate / Currency Variations

All 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.

## Liability and Bond

### Liability Options

We offer a range of Liability Options for guests. Guests can choose between the following options:

- 'Low Road' – our most basic level of liability cover.
- 'The Middle Road' to bring that level down.
- 'High Road' our highest liability cover

The amount payable for each Liability Option is based on the number of days of hire. Minimum rental periods apply for each RV or total days of the RV booking. The maximum charge for Liability Options is 50 days per rental segment.



		The Low Road				The Middle Road				The High Road			
		\$ per day	Liability*	Bond	Charge Imprint	\$ per day	Liability*	Bond	Charge Imprint	\$ per day	Liability*	Bond	Charge Imprint
Apollo	Hitop, Endeavour	Included	\$5,000	\$5,000	Charge	\$44	\$2,500	\$2,500	Charge	\$52	\$0	\$250	Imprint
	All other 2WD RVs	Included	\$7,500	\$7,500	Charge	\$44	\$2,500	\$2,500	Charge	\$52	\$0	\$250	Imprint
Cheapa	Hitop, Endeavour	Included	\$3,500	\$3,500	Charge	\$25	\$1,500	\$1,500	Charge	\$33	\$0	\$250	Imprint
	All other 2WD RVs	Included	\$5,000	\$5,000	Charge	\$37	\$2,500	\$2,500	Charge	\$45	\$0	\$250	Imprint
Hippie	All RVs	Included	\$3,000	\$3,000	Charge	-	-	-	-	\$25	\$0	\$100	Imprint

\*Some exclusions apply where the guest is responsible for all damage costs – please see our Rental Agreement

## Value Pack

The Value Pack, is a bundled extra which provides the highest Liability Option and selected value-added products/services for a great road trip. The minimum amount payable per rental for Value Pack will be based on the minimum rental period applicable for the booking. The maximum amount payable is 50 days per rental segment.

	\$ per day	\$ Max per rental	Inclusions
Apollo 2WD	\$68	\$3,400	'The High Road', Unlimited Windscreen and Tyres, Undercarriage/Overhead damage (covered for accidental damage), Single Vehicle Rollover, Pre-purchased Gas Bottle, 3x Toilet Chemicals, Snow Chains (on request), Camp Chairs and Table, and Baby/Booster Seats (with prior request).
Cheapa Campa Hitop, Endeavour	\$43	\$2,150	'The High Road', Undercarriage/Overhead damage (covered for accidental damage), Pre-purchased Gas Bottle, Extra Driver/Renter Fees, 3x Toilet Chemicals, Snow Chains (on request), Camp Chairs and Table, and Baby/Booster Seats (with prior request).
Cheapa Campa 2WD	\$58	\$2,900	
Hippie	\$35	\$1,750	'The High Road', Pre-purchased Gas Bottle, Extra Driver/Renter Fees, Snow Chains (on request), Camp Chairs and Table, and Baby/Booster Seats (with prior request).

## Bond

The Bond payment will depend on the Liability option chosen. If the guest chooses an option where the bond is a charge, the total Bond will be debited to the credit or debit card immediately.

If the guest chooses an option where the Bond is an imprint, the Bond is payable to Apollo by an open signed credit card imprint with an authorisation for \$250. The credit card holder must be present to sign for the Bond when they pick-up the RV and is liable for any damage to the RV.

The Bond is fully refundable provided terms are met. The RV simply needs to be returned to the booked Apollo branch location, on time, full of fuel and with the toilet cassette and grey water tank emptied. Credit card refunds (including Bond refunds) can take up to 14 business days depending on the guest's financial institution.

If there is damage to the RV on its return or any other terms of the rental contract have not been met, the Bond will be used to cover the cost up to the amount of the relevant Liability. If the terms of the Rental Contract are not met and the Bond is not sufficient to cover the damage, extra costs will be charged.

If a guest is continuing on with another Apollo RV booking, the Bond can be transferred to the next booking within New Zealand.

## Travel Insurance

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

## Personal Injury

New Zealand legislation provides limited coverage for personal injury. Apollo strongly recommends that all people travelling in New Zealand take out their own personal travel insurance.





## Property Damage

The RV is insured for damage to it and damage to the property of a Third Party. The guest is responsible up to the amount of the applicable Liability and it applies for damage to third party property, or to the RV. The guest is also responsible for the cost of the daily rate for the period the vehicle is being repaired. There is no refund for unused portion of the rental period. The Liability applies to each claim, not RV.

The Liability is applicable regardless of who is at fault and must be paid at the time the accident is reported to Apollo by telephone on a credit card, not on return of the RV. Apollo reserves the right to charge the guest for any RV damage including Third Party property damage not reported but identified on return of the RV.

## Repairs

We understand that while on holiday the RV may require small repairs. To avoid further disruptions to the road trip, if the damage was not caused by the guest, repairs up to \$100 can be completed without authorisation and will be reimbursed. If repairs over \$100 are needed, the Apollo Assist team should be informed prior to any repair being completed. Unauthorised repairs are not permitted.

All RVs are enrolled in the New Zealand Automobile Association and 24hr mechanical emergency roadside assistance is available if needed please contact Apollo Assist on 0800 234 567.

## Additional Charges and Discounts

### Animals

We believe fur friends can only make a road trip better. Pet dogs are allowed to travel in **Apollo**, **Cheapa Campa** and **Hippie** vehicles with written permission from Apollo at the time of booking. There is a \$250.00 pet cleaning fee (excluding service animals). If a vehicle is returned soiled by a pet Apollo reserves the right to charge an extra cleaning fee. Our full policy can be viewed on the Apollo website. Service dogs are permitted in all vehicles.

### Infringements, Tolls and Fines

Apollo will pass on any charges the guest receives for traffic infringements, toll or parking fines during their road trip. For Toll Way fees received, Apollo reserves the right to charge to the guest's credit or debit card upon receiving the toll way fee, and an administration fee of \$75 to cover associated administrative costs per toll way fee received.

### One-way Bookings

Road trips don't always finish where they start, and some of the best adventures take you far and wide. If a guest drops off at a different branch location from which they picked up, a \$180.00 one-way fee applies. A seven day minimum booking period applies for one way hires between 1 April 2023 and 30 September 2023. A ten day minimum booking period applies for one way hires between 1 October 2023 and 31 March 2024.

### Discounts

Guests who love road trips as much as we do and travel for more than 21 days receive 8% off daily rates. This is also available to guests with multiple bookings that total 21 days or more.

Planning early pays off! When you book more than 180 days prior to pick up, you receive a 5% Early Bird discount on all brands.

The Early Bird Discount and Long-Term Discount can be combined to get an even better road trip deal.

### Multiple Rentals

Should a Customer have more than one consecutive rental, the bookings can be combined to qualify for longer-term hire discounts off the daily Vehicle rates if travel is within a 3-month period.

Details are on application.

### Travel Restrictions

Not all RVs are suitable for all driving situations, so it's important the right RV is chosen for the travel 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. If applicable, any further restrictions will be mentioned at pick-up. Guests are encouraged to contact Apollo Assist on 0800 234 567 for any concerns regarding road accessibility.





For the safety of guests, the following travel restrictions are in place:

- All RVs can only be driven on sealed/bitumen roads. The only exception to this is the loose road surface on any major ski field access roads or any recognised campground access road less than 10 kilometres in length.
- No RV shall be driven on Skippers Road (Queenstown), The Crown Range Road/Cardrona Valley Road (between Arrow Junction to Cardrona), Ninety Mile Beach (Northland), Wanaka – Mt Aspiring Road beyond exit to Treble Cone, The Forgotten Highway (State Highway 43 from Taumarunui to Stratford), and North of Colville and Waikawau Township (Coromandel Peninsula).

Guests who travel to restricted areas without permission will void all Liability cover in the event of damage or accident, and may be subject to a penalty fee of \$300 charged on each identified occasion.

## Picking Up and Dropping Off Your RV

### Branch Hours and Public Holidays

The below table details the specific hours for pick-up and drop-off:

Location	Dates/Hours for Pick-up and Drop-off
Auckland Christchurch	1 April 2023- 31 March 2024 8am to 4pm 7 days a week

Our staff enjoy a holiday as much as you do and all of our branches are closed Christmas Day (25 December 2023).

### Getting To and From the Airport

Branches are conveniently located near major airports, making pick-up and drop-off easy for our guests. We are no longer offering a complimentary airport transfer service in New Zealand. Guests will need to arrange their own way from the airport to our branches in Auckland and Christchurch.

### RV Introduction and Show Through

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

To ensure guests have a thorough RV show through before starting their adventure, guests will need to pick up their RV from the branch by 4pm.

### 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 and holding tanks emptied. 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. Drop and Go is available to be pre-purchased or added on pick-up at offer quick and easy return.

### Ferry Reservations

Ferry travel is required for guests moving between NZ's North and South Islands (and vice versa). Ferry reservations can be difficult to manage during high season. We recommend that a reservation is made for a 7.7m RV on the ferry, irrespective as to the size of the motorhome reserved, to avoid complications due to possible upgrades. Guests can book their Ferry reservations [here](#).

### Pre-register Online

Guests have the ability to register online in advance at [apollocamper.com/registernow](http://apollocamper.com/registernow). By completing the required pick-up information ahead of the pick-up date, guests will experience a smoother and quicker RV collection process. Guests will also be required to watch our Apollo safe driving video prior to pick up, and can access our 'How To Videos' through the Apollo Connect App prior to pick up to learn how to use their RV.



## thl Roadtrip Ap

The thl Roadtrip App is our custom-built app available for our guests travelling in Australia, New Zealand and USA. The free app provides our guests with all the necessary information needed to make their Apollo journey even better.

- Watch 'RV how-to' and safety videos while on the road.
- Find Apollo branches and contact our team
- Search and book campgrounds while on the road.
- Save on attractions and experiences
- Find local points of interest
- Guests can download the app on [Google Play](#) or the [App Store](#).

## Other Important Information

### Booking Duration

An Apollo RV Holiday allows guests to travel at their own pace, to ensure our guests get the most of their road trip a minimum five-day booking period applies when pick-up and drop-off is from the same branch location. Minimum booking periods may also apply during peak periods such as Christmas and Easter and are subject to change.

Peak	Pick-up From:	Pick-up To:	Minimum days:	Locations:
Easter	6 April 2023	10 April 2023	7	All
Christmas	26 December 2023	7 January 2024	14	All
Summer	8 January 2024	15 March 2023	10	All
Easter	28 March 2024	1 April 2024	7	All

### Smoking

Our RVs are a smoke free zone; hence smoking is not allowed in any of our RVs. If smoke or drug residue is detected Apollo reserves the right to charge a cleaning fee.

### Guest Responsibility

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

While on their road trip guests are responsible for:

- Damage caused where the terms of Rental Contract have not been met by the guest (other than when a third-party damage admits fault and provides full contact and licence details).
- 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. It's true, our vehicles can't swim.
- Damage caused to tyres and windscreen except where 'Value Pack' (Apollo) or 'WAP' has been purchased and applies.
- Damage caused to the RV when using the RV in contravention of any legislation or regulation controlling vehicular traffic.
- Damage caused due to a single vehicle roll over except where the 'Value Pack' (Apollo), or 'Single Vehicle Rollover' has been purchased and applies.
- Damage and associated costs with recovery of a bogged vehicle.
- Damage or loss caused to any personal belongings.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage to the undercarriage or overhead of the RV except where the 'Value Pack' (Apollo and Cheapa Campa) has been purchased and applies.
- Our RV's are equipped with a tracking device. Apollo reserves the right to send warnings to guests that are driving in contradiction to the terms and conditions or traffic rules and regulations. Guests that continuously ignore the warnings may incur in a fee of \$300 charged on each identified occasion.

