



Apollo Motorhome Holidays Downtown Australia Car Rental Seasonal Gross Daily Rates (AU\$) 1 April 2013 to 31 March 2014

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.

Rate Inclusions

- Standard Cover (\$2,000 Liability applies)
- Unlimited Kilometres
- GST
- Young Driver Fees (21-24 yrs)
- Vehicle Registration Fee
- 24hr Roadside Assistance
- Government Stamp Duty Tax
- Administration Recovery Fee
- Extra Driver Fees

Rental Charges

One rental day consists of 24 consecutive hours.

Value Pack

AU\$12.50 per day.

The Inclusive Rate includes: \$400 Liability, Unlimited Kilometres, 10% GST, Administration Fees/Taxes, Young Driver Fees, 24hr Roadside Assistance, Extra Driver Fees, Major Capital City Maps.

The Concession Fee Recovery (CFR) and Location Fee (LF) are included in the Airport Car Rental Rates.

Branches

Branch	Metro 2WD Locations Address	Branch Hours
Adelaide Airport	Sir Donald Bradman Drive, Adelaide, South Australia	Sun-Fri 0600-2300 Sat 0600-2230
Adelaide Downtown	233 Morphett Street, Adelaide, South Australia	Mon-Fri 0730-1800 Sat-Sun 0800-1400
Brisbane Airport	Airport Drive, Brisbane, Queensland	Mon-Sun 0500-2400
Brisbane Downtown	55 Charlotte Street, Brisbane, Queensland	Mon-Fri 0730-1700 Sat-Sun 0800-1300
Cairns Airport	Airport Ave, Cairns, Queensland	Mon-Sun 0400-2330
Cairns Downtown	Shop 1, Cairns Square Shopping Centre CNR Abbott & Shields Streets Cairns, Queensland	Mon-Fri 0730-1730 Sat-Sun 0730-1630
Coolangatta Airport	Gold Coast Highway, Coolangatta, Queensland	Mon-Sun 0630-2300
Melbourne Airport (Tullamarine)	Airport Drive, Melbourne, Victoria (Tullamarine)	Mon-Sun 0500-0130
Melbourne Downtown	97 Franklin Street, Melbourne, Victoria	Mon-Fri 0730-1800 Sat 0800-1600 Sun 0830-1730
Perth Airport	Airport Dom/Int Terminal, Perth, Western Australia	Mon-Fri 0630-0230 Sat-Sun 0700-0230
Perth Downtown	39 Milligan Street, Perth, Western Australia	Mon-Thu 0800-1730 Fri 0800-1800 Sat-Sun 0800-1200
Surfers Paradise	32 Trickett Steet, Surfers Paradise, Queensland	Mon-Fri 0700-1700 Sat-Sun 0700-1200
Sydney Airport	Keith Smith Ave, Sydney, New South Wales	0500-2300 7 days

**Apollo Motorhome
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ABN 81 051 584 153

Head Office
698 Nudgee Road
Northgate (Brisbane)
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Facsimile
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Free Phones

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1800 777 779

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Sydney Downtown	William Street and Riley Street, Sydney, New South Wales	Mon-Fri 0730-1730 Sat-Sun 0800-1600
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Branch	Remote 2WD Locations Address	Branch Hours
Alice Springs Airport	Santa Teresa Rd, Alice Springs, Northern Territory	Mon-Sun 0900-1700
Ayers Rock Airport	Coote Road, Ayers Rock, Northern Territory	Mon-Sun 0900-1600
Ayers Rock Downtown	Resort Shopping Square, Ayers Rock, Northern Territory	Mon-Sun 0800-1600
Broome Airport**	McPhearson Street Broome, Western Australia	Mon-Sun 0830-1400 1700-1930
Darwin Airport	Mc Millan`s Road, Darwin, Northern Territory	Mon-Sun 0600-2359
Darwin Downtown	Shop 41, Mitchell Centre 55-59 Mitchell Street, Darwin, Northern Territory	Mon-Fri 0800-1700 Sat-Sun 0800-1200

**** Group A Not available in Broome**

*Please note for Public Holiday pick-ups and/or returns the Downtown locations may be closed.

Transfer

Vehicles must be collected and returned to the branches outlined on the clients booking confirmation. Transfers to and from the 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, Vehicle Registration Recovery Fee and Administration Fee Recovery

Concession Fee Recovery (CFR) and Locations Fee (LF)

(These fees are included in the Airport Car Rental Rates)

The CFR fee will apply at the rental counter for rentals commencing at Ayers Rock Downtown, Melbourne City, Brisbane City and Sydney City. This is a percentage of the rental charges and varies from location.

The LF fee will be charged on rentals commencing at most Airports throughout Australia. This is a percentage of the rental charges and varies from Airport to Airport.

Concession Fee Recovery and Location Fee may be charged on all additional amounts payable at the rental counter.

Concession Fee Recovery (CFR) and Location Fee (LR)	
Remote Locations	
Alice Springs Airport	17.00%
Ayers Rock Airport	19.00%
Ayers Rock Downtown	19.00%
Broome Airport	11.00%
Darwin Airport	17.00%
Metro Locations	
Adelaide Airport	17.00%
Brisbane Airport	20.00%
Cairns Airport	18.50%
Coolangatta Airport	14.50%
Melbourne Airport	20.00%
Perth Airport	17.00%
Sydney Airport	25.00%
Sydney, Melbourne, Brisbane City	5.00%

*Fee subject to change without notice

Credit Cards

Payment made to Apollo at time of booking:
Apollo only accepts 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.

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Payment made to Hertz at pick-up:
Hertz accept all major credit cards. All credit card payments will incur an additional fee of 0.8%.

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 one day. 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 one year 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.

One Way Rentals

One way rentals are not permitted with the Economy Car (Group A).

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

ADL								
7	ASP#							
7	14	BNE*						
21	21	21	BME					
14	14	7	21	CNS				
14	See below	14	14	14	DRW			
7	7	7	21	14	14	MEL		
14	21	21	14	21	21	14	PER	
7	14	7	21	14	21	7	21	SYD

*includes Brisbane, Coolangatta and Surfers Paradise

#includes Alice Springs and Ayers Rock

No one way fee applies. Except for a one way rental into or out of the Northern Territory/Western Australia which attracts a \$750 fee and one ways from Broome to Perth or Darwin which attracts a \$990 fee.

One Way Rentals within Northern Territory

Alice Springs to/from Ayers Rock: Minimum rental period 3-days
3 to 6 days fee of \$110 will apply
7+ days no one way fee

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 \$6 each per day. Capped at \$54 (9 days 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 \$6 each per day. Capped at \$54 (9 days rental).
- **GPS** - \$15.40 per day (includes GST)

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Multiple Rentals

Where clients have more than one rental in their itinerary, Tour Operators may add total number of rental days together, to take advantage of the applicable cheaper rate.

EG: 5 days Alice Springs, 5 days Sydney, 5 days Perth (15 days total) can be charged the 14-20 day rate in lieu of 3 x 5-6 day rate.

Multi Hires are only available on the same car group, same rate plan and when travel is within the same country.

Only rentals of 3 or more days can be included in multi hire. There is no time limit between rentals, provided they form part of the same Australian visit.

Multi Hire bookings can be collected from the following locations only:

Adelaide City	Adelaide Airport	Alice Springs Airport
Ayers Rock City	Ayers Rock Airport	Brisbane City
Brisbane Airport	Cairns City	Cairns Airport
Coolangatta Airport	Darwin City	Darwin Airport
Melbourne City	Melbourne Airport	Perth City
Perth Airport	Surfers Paradise	Sydney City
Sydney Airport		

Multiple rentals are treated as separate rentals under the one way fee and minimum rental period conditions.

Availability

Groups A, C, S, D,

Reservations on freesale must be made with at least 24 hours notice. Rentals within 48 hours of reservation are on a request basis only.

Group T

Group T is on request basis only.

Travel Restrictions

Damage Cover (DC) is invalid under the following circumstances:

Tasmania

- Vehicles cannot be driven or taken into or out of Tasmania via Ferry.

Alpine Resorts

- Vehicles cannot be driven above the snowline.

Unsealed roads

- **2WD vehicles** cannot drive on unsealed roads, except roads under repair and direct access roads to National Parks, State Parks or holiday accommodation (excluding Kangaroo Island where 2WDs cannot be driven on unsealed roads at all).

Beach/Salt Water

- Vehicles cannot be taken on any beach or be taken into or exposed to salt.

Vehicles cannot be taken to Fraser Island.

Northern Territory

- Vehicles are not permitted to be driven into Jim Jim Falls or Twin Falls.
- Vehicles are not permitted to be driven on the Mereenie Loop Road.

Western Australia

- Vehicles are not permitted to be driven on the Gibb River Road, the Tunnel Creek Road, the Windjana Gorge Road, the Cape Leveque Road or to the Bungle Bungles.

South Australia

- No vehicle may be driven north from the Oodnadatta Track. This includes the following areas: Dalhousie Springs, Mount Dare, Witjira National Park, Pedirka Desert

Kangaroo Island

- 2WD vehicles may be taken to Kangaroo Island.
- Standard terms and conditions apply if a vehicle is damaged on the ferry.

- One way rentals are not available to/from the Island.

- 2wd vehicles are **not** to be driven on unsealed roads on Kangaroo Island. This policy is strictly enforced.

Dusk to Dawn Driving

- Night driving is not permitted in any region designated as remote (Northern Territory, Kimberley, Exmouth, Kangaroo Island). This is a road safety issue. If an accident occurs between dusk and dawn the renter is responsible for all damage irrespective of the circumstances.

Trains

- Vehicles may be taken on trains.



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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 Reservations who will advise of the additional costs. Rental extension is subject to fleet availability. Additional days will be charged, direct to the client, at the local "Extra Days" rate.

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

Infringements Fees

We reserve 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, we reserve the right to charge for associated administration costs for processing the fines (irrespective of excess). An infringement administration fee of \$33 will be applicable.

Tollway Infringements

Most toll roads in Australia are fully electronic – i.e.: there are no toll booths to pay with cash. If a renter chooses not to purchase available "e-passes" they will be liable for any applicable toll charges plus the Infringement administration fee.

Roadside Assistance

In the unlikely event of your vehicle being disabled, we offer a 24 hour Roadside Assistance service. Please call 1800 996 010 if this service is required.

If a breakdown occurs in any areas outside major cities including the Northern Territory, Roadside Assistance may take extended hours to fulfil.

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.

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.

Smoking



Smoking is not allowed in our vehicles.

No Shows

Where a client does not pick up their rental vehicle at the date and time confirmed on the reservation, Apollo reserves the right to charge a No Show fee equal to the cost of one rental day as per the reservation.

Payment to Confirm Booking

At time of booking a deposit of \$1 is required and balance is due 7-days prior to pick-up. If payment is not made 7-days prior to pick-up Apollo can cancel your booking and your deposit will not be refunded.

Travel Insurance

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

PROTECTION PACKAGE

Third Party Property and Injury Insurance Cover

Third Party Property Liability Insurance is automatically covered under a third party property damage Master Policy executed by the rental company and is subject to the renter complying with all Terms and Conditions of the rental and payment of the Accident Damages Excess. Third Party Liability cover for personal injury is governed by separate Government legislation in each Australian State and Territory. The right to claim may be limited by the legislation and excesses may apply.

There are many factors relevant to a determination of which third party liability cover for personal injury will apply in the event of an accident, such as the state or territory in which a vehicle is registered, the state or territory in which the accident occurs and the state or territory in which another driver or injured person resides. Should an accident in which a person is injured occur, the renter must contact the police and the rental company.

This summary of the cover available throughout Australia is meant as a guide only and no warranty of accuracy or reliability is given or responsibility accepted by the rental company for the information contained below. In the event of an accident, the renter should make independent enquiries of the relevant insurer of the vehicle.

Queensland:	Injured person or the dependents of a deceased person can bring claim for damages against a negligent party.
New South Wales:	Compensation is available for persons injured or killed by the negligence of a motor vehicle driver. At fault drivers are not covered
Western Australia:	Damages may be claimed by persons injured or by the relatives of a person killed by the negligence of a motor vehicle driver.
South Australia:	Damages may be claimed by persons injured or by the relatives of a person killed by the negligence of a motor vehicle driver.
Victoria:	Combination of no fault and negligence indemnity. Statutory benefits in the nature of weekly payments during incapacity for work, impairment benefit annuities, medical and like expenses and death benefits may be available regardless of the question of fault. In addition, damages may be claimed by persons seriously injured or killed by the negligence of a motor vehicle driver.
Northern Territory:	Claims for damages may be brought by persons injured by the negligence of a motor vehicle driver or by the dependents of a deceased person. Entitlement to no fault statutory benefits restricted to residents of Northern Territory. Non residents may apply to the Board of the Territory Insurance Office to be treated as a resident.

Standard Liability

Metro Locations (based on pick-up location)

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

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

Liability Reduction Option 1

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A Liability of \$400 applies. The Liability Reduction Option can be purchased by paying \$27 per day at pick-up.

Remote Locations (based on pick-up location)

Apollo rental charge includes a Standard Liability of \$2,000 with a Single Vehicle Accident Liability of an additional \$1,500 (non waivable).

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

Liability Reduction Option 1

A Liability of \$400 with a Single Vehicle Accident Liability of an additional \$1,500 (non waivable) applies. The Liability Reduction Option can be purchased by paying \$27 per day at pick-up.

Bond/Deposit

A Bond/Deposit of \$400 will be collected at the time of entering into the Rental Contract.

For security purposes, only a credit card can be used to provide a Bond/Deposit. Sufficient funds must be available on the credit card to cover the Bond/Deposit.

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

- The renter accepts **full responsibility** for any of the following situations:
 - Any damage arising from a collision with an animal whilst the vehicle is being driven between the hours of sunset and sunrise in the Northern Territory, the Kimberley region (including Broome and Kununurra) and Kangaroo Island
- **All Locations:**
 - Damage caused by negligence of the driver or any of the passengers of the vehicle (including damage caused by total or partial immersion in water, including crossing a waterway)
 - Damage caused by negligence of the driver or any of the passengers of the vehicle resulting in under body and over head damage to the vehicle
 - Any damage caused by an action which resulted in a criminal charge being laid
 - Any damage caused to the body of the vehicle by sitting or climbing on the roof or any part of the vehicle
- All Renter Protection Services are subject to the renter complying with the rental companies standard rental terms and conditions.

Rates/Terms/Conditions

Are subject to change without notice.

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