



Apollo New Zealand Campervans and Motorhomes Terms & Conditions Flex Rates - Valid 1 April 2010 to 31 March 2011

All Flex Rates are calculated per calendar day

Rates are in Australian dollars and include 12.5% Goods and Services Tax

Rates exclude one way fees and all Liability Reduction Options and Extras

Please note that the flex rate resets after 35 days. See below for more details.

These rates and terms may not apply to group bookings (any rental that consists of 3 or more vehicles travelling together). Requests for group bookings should first be directed to reservations

Rates are subject to change without notice

Long Term Discounts

21-34 days – 5% off above rates

35-49 days - 10% off above rates

50+ days - 15% off above rates

These discounts do not apply to the Inclusive component

Multiple rentals are eligible for the long-term discount

There are no further long-term discounts available on Flex Rates

Early Bird Discount

An Early Bird discount of 5% off the daily rental rate will apply to rentals that commence 180 days after the date of booking. This discount does not apply to the Inclusive component. The Early Bird discount can be combined with long term discounts.

Inclusive Rates

The Inclusive Rate includes: VIP Cover, Unlimited Kilometres, One Way Rental Fee, Diesel Tax Recovery Fee, 12.5% GST, Complimentary Airport Transfers, Personal Kits, Kitchen Kit, 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, Snow Chains (on request), Camp Chairs and Table and Baby or Booster Seats (on request).

What exactly is Flex?

Flex Rates allows us to offer flexible pricing, which gives you the opportunity to secure the best possible rental rate. The Flex Rates are based on a very simple system of supply and demand. So when there are a large number of vehicles available for hire from a particular branch then the rental rate is lower. This way you can benefit from the lower rates offered. Generally, this means that the earlier you book the cheaper the rate! There will also be great Standby Rates!

How does the Flex system work?

'Flex Rates' will be emailed out every Friday and will be valid from each following Monday through to Sunday inclusive (rates will be updated at 11:59pm Sundays AEST). Flex rates also can be viewed at www.apollocamper.com/flexrates

How do you know which rate applies to your trip?

Simply check out the Flex Table. The flex rate that is available at the time of booking for the first rental day determines the daily rental rate for the entire rental period up to the 35th day. All rental days from the 36th day on are counted as a new booking and the flex rate that applies for the 36th day will be used from then on, the flex rate that applies for the 71st rental day will be used from then, etc.

What happens if there is an amendment to the booking?

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

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- 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.

Flex Options

From time to time we have the need to move vehicles from one location to another and therefore can offer better rates for certain movements. All applicable Flex Options will be included at the bottom of the Flex Rate Page.

Other Apollo Rates

Flex Rates are completely separate to any other rate or special you may have. Flex Rates do not replace these other rates or specials; rather Flex Rates offer you another choice. Flex Rates only apply to new bookings. Apollo will not accept cancellations of any other rate scheme that are then re-booked using Flex Rates or vice versa. Flex Rates cannot be combined with any other rate scheme.

Weekly Changes

Any changes to the prior week's Flex Rates grid will be marked in yellow on the spreadsheet and on the website.

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%.

Diesel Tax Recovery Fee

The Diesel Tax Recovery Fee will be calculated and collected on return of the vehicle based on the kilometres travelled during the hire.

The fee per 100km is as follows:

Hitop (Inc cheapa camp): Nil

2 Berth ST (Inc cheapa camp): NZ\$4.70

4 Berth: NZ\$4.70

6 Berth: NZ\$4.85

We reserve the right to amend the Diesel Tax Recovery Fee upon Government intervention.

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 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.

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Rental Duration

The minimum rental period for all vehicles is seven days.

Between 15 December 2010 and 10 January 2011, a minimum rental period of 14 days applies. Minimum rental periods are subject to change during peak periods.

One Way Rentals

A one way fee rental fee of \$250 is charged for rentals between the North and South Islands and vice versa, where pick up is between 1 November 2010 and 31 March 2011.

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.

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

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 sachets.

L.P. Gas Refill Service Fee

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

\$25 – Hitop Campervan, 2 Berth S/T Camper

\$35 – 4 and 6 Berth Motorhomes

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.

Additional Products:

Camp Chairs - \$15 each per rental

Camp Table - \$20 per rental

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

Mountain Bike (including helmet) - \$6 per day up to maximum \$240 (must be pre-booked)

Heater/Fan - \$15 per rental

Kruse Commentary System - \$12.50 per day

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

Booster Seats - A booster seat (must be pre-booked) suitable for a child between 3 and 8 years of age can be supplied for the Motorhome Range. Cost is \$20 each per rental. Booster seats cannot be fitted to the Hitop or 2 Berth S/T Camper.

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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.

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.

Ferry Reservations

Ferry reservations can be difficult to manage during high season. We recommend that a reservation is made for a 7.3m vehicle on the ferry, irrespective as to the size of the motorhome reserved, to avoid complications due to possible upgrades.

Travel Restrictions

Two Wheel Drive Vehicles 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 500 metres in length.

No vehicle shall be driven on Skippers Road (Queenstown), Ninety Mile Beach (Northland), Ball Hut Road (Mt. Cook), Bluff Road that runs between Kuatunu and Mataurangi 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, and the distance to nominated destinations in relation to the length of the rental period.

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, 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 New Zealand Automobile Association and 24hr emergency roadside assistance is available.

Infringements and Administration Fees

Apollo 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, Apollo reserves the right to charge for associated administration costs for processing the fines (irrespective of excess). An administration fee of \$75 will be applicable.

Change of Vehicle

Should the vehicle booked be unavailable through unforeseen circumstances, we reserve the right to

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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.

Cancellation Fees

Contact your globalCARS consultant for details. There is no refund for late pick up or early return of vehicle.

Travel Insurance

We strongly recommend that the renter/s take out the highest level of Travel Insurance.

PROTECTION PACKAGE

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 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.

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. Apollo reserves the right to charge the renter for any vehicle damage including Third Party property damage not reported on return of the vehicle.

Standard Liability

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 \$25 per day. The maximum amount payable for this Option per rental is \$1,250 – 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.

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Reduction Option 2 (VIP Cover)

A \$0 (zero) Liability applies. This Option can be purchased by paying to Apollo \$42 per day. The maximum amount payable for this Option per rental is \$2,100 – 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.

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 to the Vehicle by the renter's wilful conduct.

Damage caused to the Vehicle by the use of snow chains.

Damage caused due to a single vehicle roll over.

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.

Damage to the overhead or underbody of the Vehicle except where Reduction Option 2 has been purchased.

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