



Motorhome Rates & Conditions (New Zealand)

Valid 1 April 2016 to 31 March 2017
Daily Rates (NZ\$)

Summary of Rental Conditions

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

Rates Include

- Unlimited kilometers
- 15% GST
- Kitchen Kit
- Cheapa Campa welcome Pack
- Pre-hire Cleaning Fees
- Vehicle Consultation Fee
- 24hr Roadside Assistance
- Camp Ground Guides
- Complimentary Airport Transfers

Long Term Discounts

21-34 days – 5% off above rates

35+ days – 12% off above rates

- These discounts do not apply to the Value Pack 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 120 days after the date of booking. This discount does not apply to the Value Pack component. The Early Bird discount can be combined with long term discounts.

Value Pack

Hitop and 2 Berth ST - Add NZ\$37.50 per day.

- The maximum amount payable per rental segment for a Value Pack is \$1,312.50– i.e. 35 days rental.
- The minimum amount payable per rental segment for a Value Pack will be based on the minimum rental period applicable for your rental.

4 and 6 Berth - Add NZ\$48.75 per day.

- The maximum amount payable per rental segment for an Value Pack is \$2,437.50– i.e. 50 days rental.
- The minimum amount payable per rental segment for a Value Pack will be based on the minimum rental period applicable for your rental.

The Value Pack includes: VIP Cover, 3% Vehicle Registration Recovery Fee/Taxes/Admin Fee, Linen and Bedding Kits, Extra Driver Fees, Pre-purchased Gas Bottle, Initial set of Toilet Chemicals, Snow Chains (on request), Camp Chairs and Table and Baby or Booster Seats (on request).

Booking Amendments

If you wish to make any changes to your booking (including a voluntary downgrade) 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 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

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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.

Booking Amendment Fee

The first change only is at no charge. The first change may involve several aspects of the reservation. The second and subsequent changes are at NZ\$25 per aspect, per change

Rental Extension

If the guest wishes to extend the rental whilst on hire, they must first obtain authorisation from Cheapa Campa Reservations. This is subject to availability. The extra cost (Gross Rate) of an extended rental must be paid by credit card over the telephone or at a Cheapa Campa Branch immediately on confirmation of the rental extension.

Whilst on hire 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.

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

Other Cheapa Campa 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. Cheapa Campa 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.

Rental Charges

Rental days are charged per calendar day. The day of pick-up is calculated as the first day of rental and the day of return is calculated as the last day of rental. Vehicles must be returned within branch hours.

Branch Locations

Apollo has branches in Auckland and Christchurch.

Branch Hours

Branches are open seven days a week, 8am to 4:30pm. Branches will be closed Christmas Day, New Year's Day and Good Friday.

Public Holiday Surcharge

A NZ\$50 surcharge will apply to all rentals picking up and/or dropping off on National public Holidays:

- ANZAC Day (25th April 2016)
- Queen's Birthday (6th June 2016)
- Labour Day (24th October 2016)
- Boxing Day (26th December 2016)
- Day after New Year's Day (2nd January 2017)
- Waitangi Day (6th February 2017)

Transfer

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

Kilometres

Rates include unlimited kilometres.

Taxes

Our rates include 15% GST.

Payment at Branches

For security reasons, Cheapa Campa will only accept credit card or debit card for rental charges paid on vehicle pick up or drop off. Cash payments will not be accepted at rental branches. The

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bond on the vehicle is only payable at pick-up by credit card or debit credit card. The bond cannot be paid with a pre-paid credit card.

Vehicle Registration Recovery Fee (Included on the Value Pack)

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

Road User Charge Recovery Fee

The Road User Charge 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:	Nil
2 Berth ST:	NZ\$6.22
4 Berth:	NZ\$6.62
6 Berth:	NZ\$6.62

We reserve the right to amend the Road User Charge 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.

Rental Duration

The minimum rental for all vehicles is five days.

Between 15 December 2016 and 10 January 2017, a minimum rental period of 14 days applies.

Minimum rental periods are subject to change during peak periods.

One Way Rentals

One way rentals are available between North and South Islands and vice versa.

The following one way fees apply:

North to South Rentals

- Pick-up 01 April 2016 to 30 September 2017 a one way rental fee of \$100 applies
- Pick-up 01 October 2016 to 31 March 2017 a one way rental fee of \$300 applies

South to North Rentals

- Pick-up 01 April 2016 to 30 September 2017 no one way rental fee applies
- Pick-up 01 October 2016 to 31 March 2017 a one way rental fee of \$250 applies

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.

Drivers must be 21 years of age or over.

Campground Guides

Each vehicle is supplied with a complimentary 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.

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Cheapa Campa Welcome Pack

Each vehicle is supplied with a complimentary Welcome Pack for the first night that includes some essential items.

General Equipment

Each vehicle is supplied with complimentary general equipment (such as pegs and clothes line, dustpan/brush, fire extinguisher, bucket/hose, broom, matches, ice cube tray, coat hangers and toilet chemicals).

Kitchen Equipment

Each vehicle is supplied with complimentary kitchen equipment (such as plates, bowls, knives, forks, spoons, bottle/can opener, mixing bowls, colander, saucepans, frying pans, cooking utensils, chopping board, kettle, teapot, toaster and tea towel).

Pre-purchased Gas Bottle (*Included in the Value Pack*)

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

\$25 – Cheapa Hitop, Cheapa 2 Berth ST

\$35 – Cheapa 4 Berth Motorhome, Cheapa 6 Berth Motorhome

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

Additional Products

- **Linen and Bedding Kits** (*included in the Value Pack*) - \$35 per person per rental. Includes 1 x towel, pillow, pillowcase, doona, bed sheet.
- **Extra Driver Fee** (*included in the Value Pack*) - \$3 per day, per driver, per rental.
- **Camp Chairs** (*included in the Value Pack*) - \$17 each per rental
- **Camp Table** (*included in the Value Pack*) - \$24 per rental
- **GPS** - \$10 per day up to a maximum of \$100 per hire
- **Heater/Fan** - \$15 per rental
- **Toilet Chemicals** - \$2.50 each
- **Baby Seats** (*included in the Value Pack*) - Baby seats (must be pre-booked) suitable for children from 6 months to 3 years of age can be fitted to the Motorhome Range. Cost is \$30 per rental. Baby seats cannot be fitted in the Cheapa Hitop and Cheapa 2 Berth ST. Children under 6 months of age cannot be accommodated in any of the Motorhomes.
- **Booster Seats** (*included in the Value Pack*) - 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 \$30 each per rental. Booster seats cannot be fitted in the Cheapa Hitop and Cheapa 2 Berth ST.
- **Snow Chains** (*included in the Value Pack*) - \$50 per rental (must be pre-booked)
- **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.

Additional packages may be offered on pick-up

Group Bookings Policy

All booking requests of 3 or more vehicles for the same travel period is considered a group booking and must be approved by our Reservations team. Please email your request to info@apollocamper.com.

Group bookings are subject to different rates, payment terms and cancellation policy. Even if the vehicles are booked on different dates but travelling together Cheapa Campa reserves the right to apply group booking conditions afterwards.

Group Conditions are subject to change without notice.

Multiple Rentals

Consecutive Cheapa Campa Motorhome/Campervan rentals can be combined to qualify for a long-term discount rate. Rentals in the United States of America, Australia and New Zealand on Star RV, Apollo, Cheapa Campa and Hippie Camper 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. This discount does not apply to completed bookings.



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Ferry Reservations

Ferry reservations can be difficult to manage during high season. We recommend that a reservation is made for a 7.7m 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 12 kilometres in length.

No vehicle shall be driven on Skippers Road (Queenstown), The Crown Range Road (Queenstown), Ninety Mile Beach (Northland), Ball Hut Road (Mt. Cook) and North of Colville Township (Coromandel Peninsula).

Cheapa Campa 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 the Cheapa Campa Head Office. Subject to the change being approved, a minimum additional charge of \$750 will apply.

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, Cheapa Campa 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

Cheapa Campa 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, Cheapa Campa reserves the right to charge for associated administration costs for processing the fines (irrespective of liability). An administration fee of \$75 per fine will be applicable.

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 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

Service dogs are permitted to travel in our vehicles with prior permission from Cheapa. No other animals are permitted in our vehicles.

Smoking

Smoking is not allowed in our vehicles.



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Payment to Confirm Booking and Cancellation Fees Excluding Hot Deal Specials, Prepay Option and Group Bookings (any rental that consists of 3 or more vehicles travelling together)

Payment to Confirm Booking

Apollo requires a deposit of \$250 (plus credit card fee) at time of booking regardless of your rental value.

Cancellation Fees

If cancelled 22+ days prior to pick up. No Fee

If cancelled 7 to 21 days prior to pick up - 20% of Total Rental (minimum \$250)

If cancelled less than 7 days prior to pick up - 50% of Total Rental (minimum \$250)

If cancelled on the day of pick up or no show - 100% of Total Rental (minimum \$250)

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

Hot Deal Specials

Payment to Confirm Booking

Apollo requires full payment at time of booking.

Cancellation Fees

If cancelled - 100% of Total Rental

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

Prepay Option (Visa and MasterCard Only)

Payment to Confirm Booking

At the time of booking the total rental can be prepaid on Visa or MasterCard and the credit card fee will be waived.

Cancellation Fees

If cancelled - 100% of Total Rental (minimum \$250)

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

Group Bookings (any rental that consists of 3 or more vehicles travelling together)

Payment to Confirm Booking

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 (minimum of \$250 per vehicle if 20% is less than \$250).

If cancelled 90 days or less prior to pick-up – 100% of combined rental (minimum of \$250 per vehicle if 100% is less than \$250).

Travel Insurance

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

PROTECTION PACKAGE

Personal Injury

New Zealand legislation provides limited coverage for personal injury. Cheapa Campa 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. 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 Cheapa Campa, not at the completion of the rental Period. Cheapa Campa reserves the right to charge the renter for any vehicle damage including Third Party property damage not reported on return of the vehicle.



The below Standard Liability and Liability Reduction Options do not include windscreen and tyre damage (the renter is responsible for windscreen and tyre damage at all times).

Hitop and 2 Berth ST

	Cost Per Day	Bond	Liability
Standard Liability	Included	\$2700	\$2700
Liability Reduction Option 1	\$18** (max charge \$630 i.e. 35 day rentals)	\$1200	\$1200
Liability Reduction Option 2	\$28** (max charge \$980 i.e. 35 day rentals)	\$250	\$0

4 and 6 Berth

	Cost Per Day	Bond	Liability
Standard Liability	Included	\$5000	\$5000
Liability Reduction Option 1	\$24** (max charge \$1,200 i.e. 50 day rentals)	\$2500	\$2500
Liability Reduction Option 2(VIP cover)	\$39** (max charge \$1,950 i.e. 50 day rentals)	\$250	\$0*

**The minimum amount payable for each reduction option per rental segment will be based on the minimum rental period applicable for your rental.

Bond

For security purposes, only a credit card can be used to provide a Bond. With the Standard Liability and Liability Reduction Option 1 the bond will be debited to the credit card account immediately. When the bond is debited a non-refundable credit card administration fee will apply of 4.5% for American Express and Diners Club and 2% for Visa, MasterCard, Visa Debit and MasterCard Debit. With Liability Reduction Option 2 (VIP cover) the Bond is payable to Cheapa Campa by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) for \$250. 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. Refunds by credit card including bond refunds can take up to 21 working days depending on the renter's Financial Institution.

Bond Roll Overs are permitted for multi hires only within the same brand and same country when the bond is banked.

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 tyres and windscreen.
- Damage caused to the Vehicle by the renter's wilful 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 awning, overhead or underbody of the Vehicle.
- Damage caused to the Vehicle by the use of snow chains.

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