



StarRV

Exploring in style



AU

Direct Rates and Conditions

01 April 2018 – 31 March 2019

Version 1 as at 14 September 2017



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 Australian dollars.

Rates Include

- Unlimited Kilometers
- Vehicles less than 12 months
- 10% GST
- 3% Administration Fee
- Extra Driver/Renter Fees
- Easy check out and check in
- Personalised Vehicle Consultation
- Priority check in over other Brands within the Apollo Family
- Valet Service*
- Linen and bedding including Linen Exchange Service*
- Kitchen Equipment*
- General Equipment*
- Full Water Tank
- Campground Guides*
- Gas Bottle Exchange Service* for hires of 14 days or more in length

*Valet Service

Customers on hire may visit any Star RV branch whilst on hire to have their vehicle cleaned, oil and water checked. **Guests** must call 48 hours prior to arrange this service.

*Freshly laundered linen bedding

Includes pillow, pillowcase, sheet and towel per person and one doona (duvet) per bed. Star RV clients may also exchange their linen and bedding during their rental at any Star RV Branch. **Guests** must call 48 hours prior to arrange this service.

*Gas Bottle Exchange Service

Every 14 days of hire **guests** can visit a Star RV branch to exchange their used gas bottle for a full gas bottle.

*General Equipment

Each vehicle is supplied with complimentary general equipment (such as pegs and clothes line, dustpan/brush, fire extinguisher, bucket/hose and broom.

*Kitchen and Personal Kits

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

*Campground Guides

Each vehicle is supplied with complimentary campground guides.

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*Personalized 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.

Long Term Discounts

21+ – 9% off above rates

- This discount does not apply to the Star Pack
- Multiple rentals are eligible for the long-term discount
- There are no further long-term discounts available on Flex Rates

Early Bird Discounts

An Early Bird discount of 5% off the daily rental rate will apply to rentals that commence 180 days after the date of booking. Early Bird Discount does not apply to rentals that commence between 15 December 2018 to 15 January 2019. This discount does not apply to the Value Pack component. The Early Bird discount can be combined with long term discounts.

Star Pack

Add \$65 per day.

- The maximum amount payable per rental segment for the Star Pack is \$3,250 – i.e. 50 days rental.
- The minimum amount payable per rental segment for Star Pack will be based on the minimum rental period applicable for your rental.

The Star Pack includes: Liability Reduction option, Unlimited Windscreen and Tyres will be covered for accidental damage, GPS, undercarriage damage, Pre-purchased Gas Bottle, Camp Chairs and Table and Baby or Booster Seats (on request).

Booking Amendments

If you wish to make any changes to your booking (including 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 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 Subsequent changes are at AU\$25 per aspect, per change.

Rental Extension

If the guest wishes to extend the rental whilst on hire, they must first obtain authorisation from Star RV 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 a Star RV Branch immediately on confirmation of the rental extension. Whilst

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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 gross rental rate.

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 Hippy Camper reserves the right to apply group booking conditions afterwards. Group Conditions are subject to change without notice.

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

Star RV has motorhome branches in Brisbane, Cairns, Sydney and Melbourne.

Pegasus RV and Pandora RV are only available to/from Brisbane and Sydney.

Branch Hours

All Branches Closed Christmas Day, New Year's Day, Good Friday and Australia Day Public Holiday Observed (28 January 2019).

All rentals picking up or dropping off on the following days will incur an additional \$100 surcharge:

- Easter Monday (02 April 2018)
- Anzac Day (25 April 2018)
- Labour Day Brisbane and Cairns only (07 May 2018)
- Queen's Birthday Melbourne and Sydney only (11 June 2018)
- Labour Day Sydney only (01 October 2018)
- Queen's Birthday Brisbane and Cairns only (01 October 2018)
- Boxing Day (26 December 2018)
- Day After New Year's Day (2nd January 2019)
- Labour Day Melbourne only (11 March 2019)

Brisbane, Sydney, Melbourne **branch hours:**

- 1 April 2018 – 30 April 2018 8am to 4.30pm seven days a week
- 1 May 2018 – 31 August 2018 8am to 4.30pm CLOSED Sundays
- 1 September 2018 – 31 March 2019 8am to 4.30pm seven days a week

Cairns **branch hours:**

- 1 April 2018 – 30 April 2018 8am to 4.30pm CLOSED Sundays
- 1 May 2018 – 31 October 2018 8am to 4.30pm seven days a week
- 1 November 2018 – 31 March 2019 8am to 4.30pm CLOSED Sundays

Vehicle Condition

Vehicles must be returned with the interior cleaned and holding tanks emptied. The vehicles exterior does not require cleaning unless it is difficult to ascertain the condition of the vehicle

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on return. Fees will apply if the vehicle is not returned in the required condition.

Transfer

Vehicles must be collected and returned to our branches (not airports). Transfers to and from the Star RV depot are not included in the rental price. It is the renter's responsibility to get to and from the branch.

Kilometres

Rates include unlimited kilometres.

Payment at Branches

For security reasons, Star RV 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 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.

Administration Fees / Taxes (Included in the Star Pack)

Our rates include 10% GST.

A charge of 3% of the total cost will be levied to cover administration fees, state government taxes, vehicle registration recovery, duties and associated costs. This fee is included in the daily hire rate.

Credit Cards

We only accept Visa, MasterCard, American Express and Diners Club.

The following fees apply (irrespective of the account chosen e.g. savings, credit, etc.):

	Bond Admin Fee	Bond credit card charge	Rental/Extras
Australian issued Visa Debit card /MasterCard Debit card	2.00%	X	0.60%
International Visa Credit /debit card or MasterCard credit/debit card or Australian Issued Visa Credit card/MasterCard Credit Card	2.00%	X	1.40%
Amex/Diners	2.00%	4.50%	4.50%

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 21 working days depending on the renter's Financial Institution.

Rental Duration

The minimum rental for all vehicles is seven days.

A 10-day minimum rental period applies during the period of 15 December 2018 to 5 January 2019. During the Bathurst and Phillip Island Races (01 October 2018 to 20 October 2019) a 10-day minimum rental period applies from Brisbane, Sydney and Melbourne Branches only applies to the Pandora, Pegasus and Hercules motorhomes. Between 1 February 2019 to 12 February 2019, a minimum rental period of 10-days applies for all vehicles with shower and toilet that commence from Melbourne.

Minimum rental periods are subject to change during other peak periods.

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One Way Rentals

One-way rentals are available subject to the minimum rental periods in the table below. A one-way rental fee of \$300 is charged for all one-way rentals dropping off in Cairns. All other one-way rentals will be charged a fee of \$160. The one-way fee is waived for each rental segment of 21+ days.

Brisbane			
7	Cairns		
7	14	Melbourne	
7	14	7	Sydney

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.

For a hassle free check out, guests can pre-register all drivers prior to pick-up via the following link:

<https://bookings.apollorv.com/PreReg/WWAPRVCO>

Pre-purchased Gas Bottle (Included in the Star Pack)

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

\$25 – Aquila RV

\$35 – Pandora RV, Pegasus RV, Hercules RV

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

Additional Products:

- Camp Chairs (Included in the Star Pack) - \$17 each per rental
- Camp Table (Included in the Star 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 Star Pack) - 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 \$35 per rental. Baby seats can only be fitted in selected models. Baby Seats are always on request. Baby seats can't be fitted to the Aquila RV and Pegasus RV. Children under 6 months of age cannot be accommodated in any of the Motorhomes.
- Booster Seats (Included in the Star 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 \$35 each per rental. Booster seats can only be fitted in selected models. Booster Seats are always on request. Booster seats can't be fitted to the Aquila RV and Pegasus RV. Children under 6 months of age cannot be accommodated in any of the Motorhomes.
- Satellite Phone (must be pre-booked) - \$20 per day plus call charges

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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.
- Extended Roadside Assistance - \$4 per day capped at 25 days. This includes opening vehicle on lock out, lost key replacement up to \$120, emergency towing up to 25km, jump start, flat tyre change using spare located in the vehicle, fuel delivery up to 20 litres.
- Windscreen and Tyre Protection Plus Extended Roadside Assistance - \$7 per day capped at 25 days. This includes 1 windscreen, 2 tyres, opening vehicle on lock out, lost key replacement up to \$120, emergency towing up to 25km, jump start, flat tyre change using spare located in the vehicle, fuel delivery up to 20 litres.

Additional packages may be offered on pick-up.

Multiple Rentals

Consecutive Star RV Motorhome/Campervan rentals on standard rates can be combined to qualify for a long-term discount rate. Rentals in 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.**

Travel Restrictions

- Two Wheel Drive Vehicles cannot be driven on unsealed roads. The only exception is well maintained access roads less than 12 Kilometres long to recognised campgrounds.
 - Star RV Vehicles can be driven North of the Daintree River as long as written permission is obtained from Star RV prior to travel.
 - Vehicles are NOT permitted to travel to Tasmania, Fraser Island or Moreton Island.
- Star RV 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 Star RV **Reservations**. Subject to the change being approved, a minimum additional charge of \$700 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, Star RV will need to be informed in advance. All vehicles are enrolled in the Australian Automobile Association and 24hr emergency roadside assistance is available.

Holiday Disruption Coverage

Should the hirer's motorhome holiday be disrupted by a mechanical breakdown as defined below (which does not extend to accident or damages caused by the renter), for more than 12 working hours after reporting to Star RV, the renter will be reimbursed up to a maximum of the gross daily rental rate for each day affected until the problem is rectified. Failure of mechanical and accessories which includes living cabin air conditioner, water pump, shower/toilet, refrigerator, stove/grill must be assessed by a branch or authorised repairer. Reimbursement is

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only possible when Star RV has been contacted to rectify the problem and the hirer cooperates to do so. Failure to notify Star RV acknowledges that the issues is of such a minor nature that the hirer makes no claim for loss of time in respect of their rental. Defects and repairs of Wi-Fi, travel devices, radio, TV, CD or DVD player, awning, cruise control, etc. are not considered mechanical breakdowns and are excluded from Holiday Disruption Coverage.

The following conditions results in the compromised performance of accessories and as such Star RV will not be held liable for financial compensation:

- Air conditioners in temperatures over 36 degrees Celsius
- Electric and Propox Gas heaters in temperatures under 4 degrees Celsius
- Freezing of water pumps in temperatures below 2 degrees Celsius

Infringements and Administration Fees

Star RV 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, Star RV 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.

Vehicle Age Guarantee

All vehicles in the Star RV fleet are less than 12 months. This age is determined from the date the vehicle is first on fleet.

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 Star RV. No other animals are permitted in our vehicles.

Smoking

Smoking is not allowed in our vehicles.

Payment to Confirm Booking and Cancellation Fees

Excluding Hot Deal Specials and Prepay Option

Payment to Confirm Booking

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

Cancellation Fees

- If cancelled 91+ days prior to pick up. No Fee

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- If cancelled 90 to 22 days prior to pick up - 10% of Total Rental (minimum \$250)
- 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.

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

Hot Deal Specials

Payment to Confirm Booking

Star RV requires full payment at time of booking.

Cancellation Fees

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

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

The Vehicle has third party insurance cover. It is likely that any other vehicle involved in an accident also has third party insurance cover. Depending on the circumstances of the accident, the renter may be entitled to claim for their personal injury against the third-party insurance of the party responsible for the accident. The extent of such third-party insurance varies in different States and Territories and Star RV strongly recommends that all

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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 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 Star RV, not at the completion of the rental Period. Star RV 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

	Cost Per Day	Bond	Liability
Standard Liability	Included	\$7,500	\$7,500
Liability Reduction Option (VIP cover)** (Included in the Star Pack)	\$47* (max charge \$2,350 i.e. 50 day rentals)	\$250	\$0

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

**Includes one windscreen, two tyres and demurrage. Should these amounts be exceeded the cost to repair or replace the items will not be covered and will be the responsibility of the renter.

Bond

For security purposes, only a credit card can be used to provide a Bond. With Standard Liability, the bond will be debited to the credit card immediately. When the bond is debited the following fees will apply:

	Bond Admin Fee	Bond credit card charge
Australian issued Visa Debit card /MasterCard Debit card	2.00%	X
International Visa Credit /debit card or MasterCard credit/debit card or Australian Issued Visa Credit card/MasterCard Credit Card	2.00%	X
Amex/Diners	2.00%	4.50%

With Liability Reduction Option (VIP Cover) the Bond is payable to Star RV by an open signed credit card imprint with an authorisation obtained (sufficient funds must be available) for \$250. The credit card holder must 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

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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 Star RV multi hires only within the 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 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 caused to tyres and windscreen except where the Star Pack or Liability Reduction has been purchased.
- Damage or loss caused to any personal belongings.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage to the awning, **slide out or overhead of the Vehicle.**
- Damage to the **undercarriage of the Vehicle** except where the Star Pack has been purchased.

Rates/Terms/Conditions

Are subject to change without notice.