

## Summary of Rental Conditions

New Zealand | Version 1 | 07 August 2023 | Travel from 01 April 2024 to 31 March 2024

Thank you for choosing **thl** for your next holiday. We look forward to getting you on the road for an amazing adventure and providing you with a fun, safe and exciting holiday experience to will treasure.

### General Information

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

- 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 5 or more RVs travelling together and should be directed to [rentals.convoys@thlonline.com](mailto:rentals.convoys@thlonline.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.

Mighty Campers (Highball and Double Down), Cheapa Campa (Hitop and Endeavour) and Hippie (Hitop and Endeavour) drivers must be 18 years of age or over with a full driver licence.

For all other RV types drivers must be 21 years of age or over, have held an unrestricted licence for at least two years and the licence must be valid for the entire booking duration.

It is important to select the correct country in which the driver licence was issued to ensure correct rates are calculated. If the hirer presents a driver licence that is from a different country to which the booking was created the guest may incur additional charges.

### Rate Inclusions

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

maui	Britz	Apollo	Mighty Campers	Cheapa Campa	Hippie
24hr Roadside Assistance	24hr Roadside Assistance	24hr Roadside Assistance	24hr Roadside Assistance	24hr Roadside Assistance	24hr Roadside Assistance
Unlimited Kilometres	2WD Unlimited Kilometres 4WD 300 Kilometres per day	2WD Unlimited Kilometres 4WD 300 Kilometres per day	Unlimited Kilometres	2WD Unlimited Kilometres 4WD 300 Kilometres per day	Unlimited Kilometres
Kitchen Kit	Kitchen Kit	Kitchen Kit	Kitchen Kit	Kitchen Kit	Kitchen Kit
General Equipment	General Equipment	General Equipment	General Equipment	General Equipment	General Equipment
Personal kit	Personal kit	Personal kit	Personal Kit	Personal Kit	Personal Kit
Extra Driver/Renter	Extra Driver/Renter	Extra Driver/Renter			

- Kitchen Kit: plates, bowls, knives, forks, spoons, bottle opener, can opener, 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 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:

- 4 Berth and 6 berth toilet & shower: \$8.04
- All other vehicles (excluding Hippie): \$7.64
- RUC will not apply to any Hippie rentals.

We reserve the right to amend the Road User Charge Recovery Fee upon Government intervention without notice.

### Kilometres

For the safety of guests please don't underestimate the time it will take to drive 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
Extended Roadside Assistance	\$5.00 per day (capped at 25 days)	This includes opening RV on lock out, jump start, flat tyre change using spare located in the RV, fuel delivery up to 20 litres and call out fee up to \$150.00. Non-mechanical issues are not covered and guests may be required to take the RV to a repairer. Capped at 25 days.
Windscreen and Tyre Protection Plus Extended Roadside Assistance (WAP)	\$15.00 per day (capped at 25 days)	This includes 1 windscreen, 2 tyres and the Extended Roadside Assistance. Capped at 25 days.
Single Vehicle Rollover	\$7.00 per day	Applicable to Mighty, Cheapa Campa and Hippie bookings with Value Pack. Minimum \$63.00 per rental
Maui Elite under 1 year	\$49.00 per day	
Re-fuelling Pack	\$399.00 (hires 15 days and under) \$539.00 (hires 16-24 days) \$699.00 (hires 25 days+)	This includes: Road User Charge recovery fee, 1x fuel tank refill and 1x gas bottle refill.
Cleaning Pack	Vehicles without toilet and shower: \$85.00 Vehicles with toilet and shower: \$135.00	This includes: toilet and grey water emptying (where applicable), end of hire tidying. Simply return the vehicle neat and tidy and we'll take care of the rest including vehicle, cabin and bathroom cleaning.
Camp Chairs	\$20.00 each per rental	
Camp Table	\$29.00 per rental	
Bike	\$16.00 per day	Applicable for: all maui and Britz RVs. Maximum of two bikes per vehicle.
Bike Rack	\$58.00 per rental	Applicable for: all maui and Britz RVs except the HiTop and Voyager.
Additional Doona/Duvet	\$18.00 per rental	
Heater/Fan	\$18.00 per rental	



Baby/Booster Seats	\$42.00 each per rental	Please refer to the Child Restraints policy on the <i>th!</i> Content Hub. Maximum 2 seats.
Pre-Purchased Gas Bottle – non-toilet & shower	\$32.00 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 – toilet & shower	\$42.00 per rental	
Snow Chains	\$50.00 per rental	Cannot be pre-booked. Guest can request at Self Check-In or Pick-Up.
Extra Driver/Renter	\$4.00 per person per day	Capped at 15 days.
Toilet Chemicals	\$3.00 each	Cannot be pre-booked. Guest can request at Self Check-In or Pick-Up.

## Fees

Item	Price	Conditions
First Aid Kit	\$40.00	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.
Change of Drop-off location after Pick up	\$750.00 minimum	Subject to availability.
Pet Cleaning Fee	\$299.00	Applies on all bookings where a pet dog or cat is travelling in the RV. Pets are not allowed in maui.
One-Way Fee (AKL to CHC/ZQN)	\$280 (Oct to March) \$180 (Apr to Sep)	Minimum rental periods apply.
One-Way Fee (CHC/ZQN to AKL)	\$180 (Oct to March)	Minimum rental periods apply.
One-Way Fee (CHC to ZQN)	\$180 (Apr to March)	Minimum rental periods apply.
One-Way Fee (ZQN to CHC)	\$85 (Oct to March)	Minimum rental periods apply.
Queenstown Location Fee	\$250	Per rental.
Public Holiday Surcharge	\$115	A Public Holiday Surcharge will apply to all rentals picking up and/or dropping off on the observed public holiday dates at the pick-up and drop-off location.

## 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

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

### 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.

### 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 crew who will happily advise if the extension is possible and any 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 a **thl** 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 RV availability.

### Change of RV

We understand guests' needs are different and therefore our RVs can be requested by category, 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.

### Exchange Rate / Currency Variations

All 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. Refunds by credit card can take up to 14 business days depending on the guest's financial institution. **thl** will not be responsible for credit or debit card fees or bank-imposed fees relating to currency conversion or foreign transactions.

## Liability and Damage Liability

### Liability Options

Guests can choose between the following options:

- 'Low Road' – our most basic level of liability cover.
- '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 High Road*	
		Price per day	Liability	Price per day	Liability
Maui	All RVs	Included	\$7,500	\$53.00	\$0
Britz	Toilet & Shower	Included	\$7,500	\$53.00	\$0



Apollo	Non-toilet & shower	Included	\$5,000	\$48.00	\$0
	Toilet & Shower	Included	\$7,500	\$53.00	\$0
Mighty Campers Cheapa Campa	Non-toilet & shower	Included	\$3,500	\$35.00	\$0
	Toilet & Shower	Included	\$5,000	\$48.00	\$0
Hippie	All RVs	Included	\$3,000	\$25.00	\$0

\*Liability is subject to exclusions

### 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.

	Price	Inclusions
Maui Britz toilet & shower Apollo toilet & shower	\$68.00	'The High Road', Unlimited Windscreen and Tyres, Undercarriage/Overhead damage (covered for accidental damage), Single Vehicle Rollover, Fan/Heater, 3x Toilet Chemicals, Camp Chairs and Table, and Baby/Booster Seats (with prior request) and Snow Chains (on request)
Apollo non-toilet & shower	\$60	'The High Road', Unlimited Windscreen and Tyres, Undercarriage/Overhead damage (covered for accidental damage), Single Vehicle Rollover, Fan/Heater, Camp Chairs and Table, and Baby/Booster Seats (with prior request) and Snow Chains (on request)
Cheapa Campa toilet & shower Mighty toilet & shower	\$60.00	'The High Road', Undercarriage/Overhead damage (covered for accidental damage), Fan/Heater, Extra Driver/Renter Fees, 3x Toilet Chemicals, Camp Chairs and Table, and Baby/Booster Seats (with prior request) and Snow Chains (on request)
Cheapa Campa non-toilet & shower Mighty non-toilet & shower	\$47.00	
Hippie	\$35.00	'The High Road', Fan/Heater, Extra Driver/Renter Fees, Camp Chairs and Table, and Baby/Booster Seats (with prior request).

### Damage Liability

If the guest chooses to take 'The Low Road', they will be responsible to pay for damage to the RV, where they are at fault. The liability amount, which varies by RV type, applies per claim. This is applicable regardless of if the guest has purchased private travel insurance.

If the guest chooses to take 'The High Road' their liability for damage will be zero (subject to exclusions). However, the guest will be responsible for the total costs of any damage, and 'The High Road' and the 'Value Pack' (if taken) will be void if:

- the guest breaches any of the Rental Agreement Terms and Conditions terms and that breach is the cause of or contributes to the relevant damage.
- the damage is covered by any of the exclusions in the 'Other Things You Need to Know' section set out below.

### Travel Insurance

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

### Personal Injury

The RV has Third Party insurance cover, and it is likely that any other vehicle involved in an accident also has Third Party insurance. Depending on the circumstances of an accident, the guest may be entitled to claim for their personal injury against the Third-Party insurance of the party responsible for the accident. *thl* strongly recommends that all passengers take out their own Personal Injury travel insurance.

*thl* does not accept any liability for personal injuries sustained during the rental. Except where such loss or damage is caused by *thl*'s (or that of its employees) own negligence or breach of the Rental Agreement Terms and Conditions. *thl* does not accept liability for any loss or damage to any personal



belongings or property of the Customer (or any person or entity related to the customer).

## Property Damage

The RV is insured for damage to it and damage to the property of a third party. However, the guest is responsible up to the amount of the applicable Liability 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 any unused portion of the rental period. The Liability applies to each claim, not RV.

*thl* reserves the right to charge the guest for any RV damage, which they are responsible for, 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 \$100.00 can be completed without authorisation and will be reimbursed upon presentation of receipts. If repairs over \$100.00 are needed, the On-Road 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 On-Road Assist on 1300 850 805.

## Additional Charges and Discounts

### Animals

We believe fur friends can only make a road trip better. Pet dogs and cats are allowed to travel in Britz, Apollo, Cheapa Campa, Mighty Campers and Hippie vehicles. There is a \$299.00 pet fee (excluding service animals). Service dogs are permitted in all vehicles. If a vehicle is returned soiled by a pet, *thl* reserves the right to charge an extra cleaning fee. Our full policy can be viewed on the *thl* website.

### Infringements, Tolls and Fines

*thl* will pass on any charges the guest receives for traffic infringements, toll, or parking fines during their road trip. For toll way fees received, *thl* reserves the right to charge the guest's credit or debit card upon receiving the toll way fee. An administration fee of \$75.00 to cover associated administrative costs per toll way fee, traffic infringement or parking fine received may be charged.

### 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 minimum booking period of seven days along with a one-way fee applies per below.

Additional minimum periods apply as follows, and are subject to changes, which will be communicated by our sales team:

- 7 Day minimum applies for travel from AKL to CHC from 01 April to 30 September 2024.
- 10 Day minimum applies for travel from AKL to CHC from 01 October 2024 to 31 March 2025.
- 10 Day minimum applies for travel from AKL/CHC to ZQN from 01 April to 30 September 2024.
- 14 Day minimum applies for travel from AKL/CHC to ZQN from 01 October 2024 to 31 March 2025.

One-Way fees:

- For pick up Auckland returning in Christchurch or Queenstown between 01 April and 30 September 2024 - \$180.00.
- For pick up Auckland returning in Christchurch or Queenstown between 01 October 2024 and 31 March 2025 - \$280.00.
- For pick up Christchurch or Queenstown returning in Auckland between 01 October 2024 and 31 March 2025 - \$180.00.
- For pick up Christchurch returning in Queenstown between 01 April 2024 and 31 March 2025 - \$180.00.
- For pick up Queenstown returning in Christchurch between 01 October 2024 and 31 March 2025 - \$85.00.

### Discounts

Guests who love road trips as much as we do and travel for more than 21 days receive 5% off daily rates. This is also available to guests with multiple bookings that total 21 days or more.

### Multiple Rentals

Should a guest have more than one consecutive rental in either Australia or New Zealand that in total



are 21 days or more they can be combined to qualify for longer-term hire discounts off the daily vehicle rates.

To request the application of the discount please contact our Reservations crew.

### Travel Restrictions

Not all RVs are suitable for all driving situations, so it's important the right RV is chosen for the travel planned. *thl*, 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 On-Road Assist on 0800 788 558 if they have 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 12 kilometres in length.
- No RV shall be driven on all ski field access roads from 01 June to 31 October, Skippers Road (Queenstown), the Crown Range Road/Cardrona Valley Road, Ninety Mile Beach (Northland), Wanaka – Mt Aspiring Road beyond exit to Treble Cone, Ball Hut Road (Mt. Cook) 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 fee of \$300.00 charged on each occasion identified.

### 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	1 April 2024- 31 March 2025
Christchurch	8am to 4pm
Queenstown	7 days a week

Our staff enjoy a holiday as much as you do, and all branches are closed on Christmas Day (25 December 2024). Our branches are open on other public holidays, but a \$115 fee applies when the pick-up and/or drop-off is booked for a public holiday as outlined in the following table.

#### Public Holidays

Date	Auckland	Christchurch	Queenstown
1 April 2024	✓	✓	✓
25 April 2024	✓	✓	✓
03 June 2024	✓	✓	✓
28 June 2024	✓	✓	✓
28 October 2024	✓	✓	✓
15 November 2024		✓	
26 December 2024	✓	✓	✓
01 January 2025	✓	✓	✓
2 January 2025	✓	✓	✓
29 January 2025	✓		
6 February 2025	✓	✓	✓
25 March 2025			✓

#### Getting To and From the Airport

Branches are located near major airports, making pick-up and drop-off easy for you. You can arrange transport to and from the airport via taxi or rideshare at your own cost.

#### 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 RV needs to be returned to the branch as was taken, with the tank full of fuel, with the interior cleaned and toilet cassette (where applicable) 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. The Cleaning Pack and Refuelling Pack are available to be pre-purchased or added on pick-up to 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.

## Online Check-In

It is mandatory for guests to complete *thl*'s online check-in no less than 14 days prior to pick-up at: <https://sci.thlonline.com/>

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 *thl* safe driving and 'How to Videos' through the *thl* Roadtrip App, prior to pick-up to learn how to use their RV.

## *thl* Roadtrip App

The *thl* Roadtrip App is custom built for guests travelling in Australia and New Zealand. The free app provides our guests with all the necessary information needed to make their *thl* journey an amazing experience.

The app is designed to:

- Enhance guests' holiday experience by providing 'how-to videos' prior to pick up, so that they become familiar with their vehicle before arriving at the branch and prepare any questions they may have.
- Educate our guests on how to use the vehicle and safe driving practices.
- Provide *thl* contact details to extend their holiday, contact roadside assistance, email any other enquiries, and find answers to FAQ's.
- Provide information on campgrounds while on the road and allow for campgrounds to be booked.
- Search and book great deals on attractions and activities.
- Find helpful travel information such as branch locations, nearby petrol stations, dumping stations, supermarkets, and ATMs.

Guests are requested to download the app from [Google Play](#) or the [App Store](#).

## Other Important Information

### Booking Duration

An RV holiday allows guests to travel at their own pace. To ensure our guests get the most out of their road trip a minimum five-day rental period applies when pick-up and drop-off is from the same branch location. Higher minimum rental periods apply for all brands as follows and are subject to change.

Additional minimum periods apply as follows, which are subject to change:

- 14 Day minimum for 26th December 2024 to 7th Jan 2025
- 10 Day minimum for 8th Jan to 15th March 2025

### Smoking and Drugs

Our RVs are a smoke free and drug free zone; hence smoking or drugs are not permitted in any of our RVs.

### Guest Responsibility

*thl* 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.
- 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.
- Damage caused to tyres and the windscreen except where 'Value Pack' 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 rollover except where the 'Value Pack', 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 or loss caused by a guest's pet.
- Damage caused due to use of incorrect or contaminated fuel.
- Damage to the slide out of the RV.
- Damage to the undercarriage or overhead of the RV except where the 'Value Pack' has been purchased and applies.
- Our RV's are equipped with a location monitoring device. *thl* reserves the right to send warnings to guests that are driving in contradiction to our terms and conditions, or exceeding speed limits. Guests that continuously ignore the warnings may be subject to a fee of \$300.00 charged on each occasion identified.

