



*Let op: onze voorwaarden zijn in het Engels geschreven. Dit voorkomt vertalingsfouten en misverstanden.*

## RENTAL CONDITIONS STAR RV USA

### Camper rate includes:

Rates include: Vehicles less than 6 months old, extra driver fees, standard liability of \$1,500, public liability insurance, easy check out and check in, personalized vehicle consultation, kitchen equipment, full water tank, 24 hour roadside assistance, campground guides, gas bottle exchange service for hires of 14 days or more in length, taxi fare from the nearest airport reimbursed up to \$35,00 for LAX/LAS/DEN/NYC/MCO and \$70,00 for SFO/SEA on the day of pick-up (receipt must be presented for reimbursement).

Please note that the flex rate resets after 7 days.

### Camper rate is exclusive of:

Liability reduction options, mileage charges, taxes, optional extras, one-way and administration fees.

**Star RV will now require the date of birth for all children under 8 years of age, this is to ensure they can safely travel in Star RV's vehicles.**

All rates and conditions are subject to change as required and without prior notification.

### Star Pack (book and prepay)

Minimum rental 11 days! The Star Pack includes: Collision Damage Waiver (Zero Responsibility), Unlimited Miles, Personal Kits, Administration Fees/Taxes on items included in the Star Pack, Bond Admin Fee, Vehicle Preparation Fee, Initial set of Toilet Chemicals, Generator Fee, Camp Chairs and Table, and Child Restraints (on request).

### Deposit/credit card

A Bond of US\$1,500 will be collected at the time of entering into the Rental Contract. The US\$1,500 will be debited to the credit card account immediately. 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.

Administration Fees / Taxes (Included in the Star Pack) A charge of 10,5% of the total cost will be levied to cover administration fees, government taxes, duties and other associated costs. Administration fees can be either prepaid or paid at the rental counter on collection of the vehicle. This fee will always apply to the vehicle charge.

Star RV only accepts Visa, MasterCard, American Express and Diners Club.

### Cancellations

- If cancelled 60+ nights prior to pick up and 7 nights or more after the booking date - US\$100 cancellation fee.
- If cancelled 59 to 30 nights prior to pick up - 20% of Rental plus one way fees (minimum US\$250).

- If cancelled 29 to 15 nights prior to pick up - 50% of Rental plus one way fees (minimum US\$250).
- If cancelled 14 nights or less prior to pick up or no show - 100% of Rental plus applicable one-way fees and Burning Man Surcharge.

### Exchange Rate / Currency Variations

All credit card transactions are conducted in US Dollars. Due to exchange rate fluctuations there could be some variance in the amount refunded compared to the amount initially charged. Star RV does 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.

### Driver requirements

A current and full motor vehicle driver's licence is required to be shown by all drivers at time of pick-up. 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.

### Minimum rental period

Minimum rental periods are subject to change during different seasons. For more information, please contact WorldWide Campers.

**Burning Man Festival: Last week of August to first week of September** : An additional surcharge will apply for any rental travelling to Burning Man.

For any pick-ups out of San Francisco, an additional surcharge of \$1.250 will apply.

For any pick-ups out of all other Star RV locations, an additional surcharge of \$950 will apply.

Intention to travel to Burning Man must be advised at the time of booking.

### One-ways

One-way rentals are available between all Star RV branches subject to a 7 night minimum rental period. One-way rentals are always on request. Minimum rental period can change. A one-way rental fee between \$250 to \$2.000 applies.

### Transfers

Vehicles must be collected and returned to StarRV branches (no airport returns). Taxi fare from the nearest Airport will be reimbursed on the day of pick-up, for up to US\$35 for transfers to the Denver, Las Vegas, Orlando, New York and Los Angeles branches, and up to US\$70 to the San Francisco and Seattle Branches (receipt must be presented for reimbursement).

### Picking up / drop off of the vehicle

As of 1 APRIL 2018: Star RV branches are open Monday to Friday from 9am to 4.30pm and Saturday from 8am to 1 (excluding 15 JUN - 15 SEP). Between 15 JUN - 15 SEP branch hours are Monday to Saturday 9am to 4.30pm. Denver and Seattle will be closed from December to February. Branches will be closed on Sundays and public holidays.

Pick up:

- times, excluding 15 JUN - 15 SEP
- Pick-up time is between 12:00 noon and 4:00 PM Monday to Friday and 9am and 11am Saturday. Additional Fees apply outside these hours.
- times during 15 JUN - 15 SEP
- Pick-up time is between 12:00 noon and 4:00 PM Monday to Saturday. Additional Fees apply outside these hours.

Drop off:

- times, excluding 15 JUN - 15 SEP
- Drop off time is between 9am-11am Monday to Friday and 8am-10am Saturday
- times during 15 JUN - 15 SEP
- Drop off time is between 9am-11am Monday to Saturday

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

### **Change of Drop Off Destination**

If the guest 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 US\$700 will apply.

### **Vehicle Changes**

Should the vehicle booked be unavailable through unforeseen circumstances, Star RV reserves 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. Vehicles cannot be requested by make or model, only by vehicle category.

### **Voluntary Downgrade**

Should the guest decide to take a lesser vehicle than they will not be entitled to any refund.

### **Booking Amendments**

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
- Name change

If an amendment is made to the rental dates within 14 nights 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 nights originally booked). There is no refund for late pick up or early return of vehicle. A relocation fee may apply if the collection or return location is amended within 14 nights of vehicle pick up or if notification occurs during the hire.

The first change is at no charge. The first change may involve several aspects of the reservation. The second and subsequent changes are at \$50 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 Branch immediately on confirmation of the rental extension. If the guests decides to extend their rental duration (changing the drop-off date) by 2 nights the same flex rate is used that applied on the day when the original booking was made. If the guest chooses to extend by 3 nights or more, the booking change rule applies as outlined above. Failure to obtain authorisation will result in the guest being charged double the nightly gross rental rate.

### Pets and 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 the vehicles.

### Additional Products:

- Bedding kits
- Camp Chairs
- Camp Table
- TravelTab Navigator
- Generator Use
- Baby / child Seats - Please refer to the Star RV child restraints policy for full details. **Note that in the USA children must be over 2 years to travel in any Star RV vehicle!**

### Mileage

500-mile packages are available. Mileage packages must be prepaid before departure. There is no refund for any unused miles. Excess miles are charged at \$0.48 per mile.

### Travel restrictions

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.

**Death Valley and other desert areas:** Vehicles are not allowed to operate in Death Valley during 15 May to 15 September due to extremely high temperatures, which can cause system failures. At other times guests visit these areas at their own risk and are thus responsible for all recovery and other charges. During certain periods these areas are not habitable and could pose a danger to the driver and passengers

**Mexico, Alaska, Yukon and Northwest Territories and Newfoundland:** Travel to Mexico, Alaska, Yukon and Northwest Territories and Newfoundland is strictly prohibited.

**Manhattan:** Due to restrictions on vehicle heights, propane gas and parking, vehicles with propane are not permitted in Manhattan and are not permitted to travel through any underground or underwater tunnels.

### Colorado Road Safety Fee (Included in the Star Pack)

A surcharge of US\$2 per night (maximum US\$90 per booking) applies to all rentals picking up from the Denver branch.

### New Jersey State rental Security fee

A surcharge of US\$5 per night (maximum US\$140 per booking) applies to all rentals picking up from the New York branch.

### Repairs

Although we run late model vehicles, it may happen that small repairs are required. Repairs up to US\$100 may be affected without authorisation and will be reimbursed unless the damage is caused by the guest. For amounts over US\$100, Star RV will need to be informed in advance. All vehicles are covered for 24hr emergency roadside assistance.

### Infringements and Administration Fees

Star RV reserves the right to charge the guest for any speeding, toll way or parking fines incurred by the guest whilst on hire. In addition to these costs, Star RV reserves the right to charge for associated administration costs for processing the fines (irrespective of excess). An administration fee of US\$75

per fine will be applicable.

### **Toll Roads (book and pay locally)**

PlatePass - Apollo has partnered with PlatePass to provide electronic tolling for our guests. Save the hassle of stopping for tolls or figuring out how to pay for tollways that have converted to All Electronic Tolling that are covered by PlatePass. Simply add the PlatePass option for \$5.99 per day (max 10 nights) plus toll costs to avoid the hassle. (prices are subject to change).

### **Public Liability Insurance:**

The public liability insurance is included in the nightly rental rate. Star RV is insured for damages to third parties and/or their property. The public liability insurance that covers the registered drivers is only up to the statutory limit as stipulated by law of the State you are in at the time. This insurance amount is normally very low.

### **Supplemental Liability Insurance (SLI)**

Optional SLI provides guests with an increased limit of liability protection for 3rd party damage claims up to US\$1 million. Pricing available at pick-up.

### **Standard Liability**

The guest is responsible up to the amount of US\$1,500 for the cost of damage to the rented Vehicle. The guest is also responsible for the cost of demurrage for the period the Vehicle is unavailable due to repairs. 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. In addition to the Liability an administration fee of US\$75 will be charged per claim.

Star RV's rental charge includes a Standard Liability of US\$1,500. A Bond of US\$1,500 will be collected at the time of entering into the Rental Contract. The US\$1,500 will be debited to the credit card account immediately. An administration fee of US\$30 applies.

### **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. Bond roll over's are permitted for Apollo multi hires only within the same country when the bond is banked.

### **Full Responsibility**

At all times the guest 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 guest'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, slide out, overhead or underbody of the Vehicle. Damage to tyres and windscreens where CDW isn't purchased.
- Damage caused to the plumbing and water systems of the vehicle caused by freezing.

- Damages caused by neglecting proper operating procedures, e.g. incorrect fuel type and quality, ignoring oil or coolant levels, air pressure, etc.
- Damages caused by freezing / overheating e.g. unit not winterized, or overheating of vehicle or systems.
- Damage to the awning, slide out, overhead or underbody of the Vehicle where CDW is not purchased.
- Damage to tyres and windscreens where CDW is not purchased.
- Damaged caused to the plumbing and water system of the vehicle caused by freezing.

### Winterization

All motorhomes must be winterized when travelling in freezing conditions. This includes the water pipes, toilet, fresh water tanks, sinks, shower, water filter, water heater and all holding tanks. Winterization requires that the water be drained from the fresh water tank, water pipes, water filter, water heater and all waste tanks.

Once the vehicle is winterized, no water can be put into the fresh water tank and cannot be hooked up to the city water supply. Therefore, no water is available in the motorhome. The toilet can be used only if non-toxic RV antifreeze is used to manually rinse and flush. Vehicles picking up from a branch where the temperature is 35 degrees Fahrenheit or below will be winterized.

it is the renters' responsibility to have the vehicle winterized while on a trip at his/her owns expense should the weather conditions require. The renter is also financially responsible for having the vehicle re-winterized on the return trip if the vehicle was winterized at the time of pick-up. A US\$150 re-winterization fee will be charged by Apollo Motorhome Holidays if the vehicle is returned non-winterized when the temperature is 35 degrees Fahrenheit or below.

The renter will be fully responsible for any damages to the plumbing and water systems caused by freezing during their trips.