


**Cheapa Campa**

A brand of:

**Apollo Motorhome Holidays LLC**
**Head Office:** 698 Nudgee Road, Northgate (Brisbane)

Qld 4013 Australia

**Telephone:** +61 7 3265 9200 | **Facsimile:** +61 7 3265 9201

**Free Phones:**

Australia: 1800 777 779 | International: +800 3260 5466

**Web:** www.cheapacampa.com

**Email:** info@cheapacampa.com

**Branches:**

Australia: Adelaide | Alice Springs | Brisbane | Broome | Cairns | Darwin | Melbourne | Perth | Sydney

New Zealand: Auckland | Christchurch

United States: Las Vegas | Los Angeles | San Francisco

# Motorhome Flex Rates and Conditions

## United States of America

**Valid 1 April 2010 to 31 March 2011**

### NET Daily Rates (US\$)

- All Flex Rates are **NET** and rental days are calculated per calendar day.
- Rates are in US dollars.
- Rates exclude Liability Reduction Option (VIP Coverage), all optional extras and administration fees.
- 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 Cheapa Campa reservations.
- Rates are subject to change without notice

#### **Flex Matrix:**

The flex level is 2 digits. The first digit corresponds with the letters on the left hand side column of the matrix, the second digit corresponds with the number on the top row of the matrix.

The applicable flex rate is the rate where the 2 digits meet, i.e. flex level C2 is rate US\$76.

		2 <sup>nd</sup> Digit of Flex Level							
		1	2	3	4	5	6	7	8
1 <sup>st</sup> Digit of Flex Level	A	22	24	26	28	30	32	34	36
	B	40	44	48	52	56	60	64	68
	C	72	76	80	84	88	92	96	100
	D	104	108	112	116	120	124	128	132
	E	136	140	144	148	152	156	160	164
	F	168	172	176	180	184	188	192	196
	G	200	204	208	212	216	220	224	228
	H	232	236	240	244	248	252	280	320

#### **Long Term Discounts**

14+ days - 3% off above rates

21+ days - 5% off above rates

35+ days – 10% off above rates

- This discount does 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

## **Inclusive Rates**

Add US\$60.00 Net per day.

- The minimum amount payable per rental segment for an Inclusive Rate is \$600 Net – i.e. 10 days rental.
- The maximum amount payable per rental segment for an Inclusive Rate is \$2,400 Net – i.e. 40 days rental.

The Inclusive Rate includes: Liability Reduction Option (zero Liability), Unlimited Miles, Administration Fees/Taxes, Personal Kits, Vehicle Preparation Fee, Cheapa Campa Welcome Pack, Vehicle Consultation, 24hr Roadside Assistance, Extra Driver Fees, Camp Chairs and Table, Maps and Camp Ground Guides and Child Restraints (on request).

The Inclusive Rate does not include One Way Rental Fees, GPS rental, Generator charges or the Burning Man Festival surcharge.

## **Early Bird Discounts**

Reservations made by 31 October 2009 – 15% off flex rate.

Reservations made by 31 January 2010 – 10% off flex rate.

Reservations made by 28 February 2010 – 5% off flex rate.

Early payment is not required in order to apply the early bird discount. Early bird discounts can be combined with the long term discounts.

## **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.CheapaCampaflexrates.com](http://www.CheapaCampaflexrates.com)

## **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
- 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). 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 days of vehicle pick up or if notification occurs during the hire.



**Weekly Changes**

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

**Rental Charges**

Rentals are charged per calendar day.

**Mileage**

500 mile packages are available at a cost of \$125 net. Mileage packages must be prepaid before departure. There is no refund for any unused miles. Excess miles are charged at \$0.35 per mile.

**Branch Hours**

Cheapa Campa branches are open Monday to Friday from 9am to 4.30pm, and Saturday from 9am to 12pm. Branches will be closed Sundays and the following public holidays:

Easter Sunday	4 April 2010
Memorial Day	31 May 2010
Independence Day	4 July 2010
Labor Day	6 September 2010
Thanksgiving Day	25 November 2010
Christmas Day	25 December 2010
New Years Day	1 January 2011

**Vehicle Collection and Return**

Vehicles can be collected and returned Monday to Friday between 9am and 4pm, and Saturday between 9am and 11am.

**Transfers**

Vehicles must be collected and returned to our branch (no airport returns). Transfers to and from the Cheapa Campa depot are not included in the rental price. It is the renter's responsibility to get to and from the branch.

**Administration Fees / Taxes**

A charge of 10% of the total cost will be levied to cover administration fees, government fees, duties and other associated costs. Administration fees can be either prepaid or paid at the rental counter on collection of the vehicle.

**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. 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 is five days for rentals commencing during the periods 1 April 2010 to 30 June 2010 and 1 October 2010 to 31 March 2011.

The minimum rental is seven days for rentals commencing during the period 1 July 2010 to 30 September 2010.

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

**One Way Rentals**

One way rentals are available between all Cheapa Campa branches subject to a 7 day minimum rental period. A one way rental fee of \$200 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 recommended. 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 drivers 75 years of age or over, a current medical certificate stating that the customer is fit to drive for the duration of the hire is required upon vehicle collection.

### **Vehicle Preparation Fee**

A fee of \$100 applies on collection of the vehicle to cover the vehicle preparation and equipment. This includes all pre-cleaning and mechanical servicing, 1<sup>st</sup> tank of propane gas, toilet chemicals and vehicle kit (pots, pans, crockery, cutlery, cooking utensils, broom, dust bin, flashlight).

### **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.

### **Maps and Campground Guides**

Each vehicle is supplied with complimentary road maps and campground guides.

### **Cheapa Campa Welcome Pack**

Each vehicle is supplied with a complimentary Cheapa Campa 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.

### **Additional Products:**

- **Personal Kits** - \$50 per person (including a sleeping bag, pillow, bath towel and tea towel)
- **Camp Chairs** - \$10 each per rental
- **Camp Table** - \$20 per rental
- **GPS** - \$90 per rental
- **Generator Use** - \$3 per hour as determined by an installed running time meter
- **Baby Seats** - \$40 per rental. Please refer to the Cheapa Campa child restraints policy for full details.
- **Booster Seats** - \$40 each per rental. Please refer to the Cheapa Campa child restraints policy for full details.
- **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.

### **Travel Restrictions**

Cheapa Campa reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions.

### **Death Valley and other desert areas:**

Vehicles are not allowed to operate in Death Valley and other desert areas during the months of May to September. At other times clients 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 & Newfoundland:**

Travel to Mexico, Alaska, Yukon and Northwest Territories & 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.

**Burning Man Festival**

An additional surcharge of \$500 applies for travel to the Burning Man Festival.

**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 \$500 will apply.

**Rental Extension**

If the customer wishes to extend the rental whilst on hire, they must first obtain authorisation from Cheapa Campa 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 Cheapa Campa 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, Cheapa Campa will need to be informed in advance. All vehicles are covered for 24hr emergency roadside assistance.

**Traffic Infringements**

We reserve the right to charge the renter for any speeding or parking fines, traffic infringements or road toll fines. An additional administration fee of \$75 per fine will apply to cover the costs of processing.

**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 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**

If cancelled 45+ days prior to pick up and 7 days or more after the booking date - \$250 cancellation fee  
If cancelled 44 to 8 days prior to pick up - 50% of Net Rental (minimum \$250)  
If cancelled 7 to 4 days prior to pick up - 75% of Net Rental (minimum \$250)  
If cancelled 3 days or less prior to pick up or no show - 100% of Net Rental plus one way fees.

### **Travel Insurance**

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

### **PROTECTION PACKAGE**

#### **Public Liability Insurance:**

The public liability insurance is included in the daily rental rate. Cheapa Campa is insured for damages to third parties and/or their property up to a limit of US\$1 million. 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.

#### **Top Service Inclusion:**

Cheapa Campa has included an additional SLI third party insurance policy in the rental rates which increases the driver's public liability insurance level to US\$1 million – well above the statutory limits.

The maximum SLI insurance covers claims made by third parties against the rental company or the renter of the motorhome (for damage to third parties or their property). Passengers in the rented motorhome are not counted as third parties and the driver is therefore not insured for claims brought by them against him/herself.

#### **Property Damage**

The renter is responsible up to the amount of \$1,000 for the cost of damage 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 Cheapa Campa, not at the completion of the rental Period.

#### **Liability Reduction Option (LRO)**

A \$0 (zero) Liability applies. This Option can be purchased by paying to Cheapa Campa \$15 per day. The maximum amount payable for this Option per rental is \$375 – i.e. 25 days rental.

LRO protects against:

- Accidental damages
- Windscreen and other glass damage
- Protection against theft and vandalism
- Protection against uninsured motorists

#### **Bond**

A Bond of \$1,000 will be collected at the time of entering into the Rental Contract. The \$1,000 will be debited to the credit card account immediately. An administration fee of \$20 applies.

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 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 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.

### **Rates/Terms/Conditions**

Are subject to change without notice.

