

Why Apollo Cars?

Apollo is a global campervan, motorhome, 4wd and car rental company with over 30 years' experience, offering recreational vehicle holidays in Australia, New Zealand, the USA, Canada, UK & Ireland, Germany and France.

US cars are on a dynamic rate offering, meaning you will see live availability and pricing, with instant confirmation available.

Apollo cars are all less than 1 year old.

Apollo Car Rate Inclusions*

- Unlimited Miles
- LDW – Loss Damage Waiver
- LIS- Liability Insurance Supplement
- Sales Tax
- Airport Fees
- Local surcharges
- 24 USA locations available
- One-way rentals between locations available

Notes:

- *Rates are for international drivers only and not available for US or Canadian licence holders or citizens.*
- *Bond is \$200, paid on pick up directly to Hertz or 150% of the estimated rental charges is required, whichever is greater.*

Additional Authorized Operator (AAO)

- Individuals can be signed on as Additional Authorized Operators (AAO) at any time during the rental and at any location (including Licensees) with the renter present, providing they meet the applicable age, driver's license and credit requirements.
- The maximum number of AAO's that may be signed on a single rental is six (6) or however many seats are in the vehicle, whichever is less.
- There is an extra charge for each Additional Authorized Operator of \$13.50 USD per day, with a maximum charge of \$189.00 USD per (AAO) per rental, with the following exceptions:
 - Within the State of California the fee is \$0.00 USD per day, state law prohibits assessment of an AAO fee.
 - Within the State of New York, the fee is \$3.00 USD per day, up to a maximum AAO fee of \$189.00 USD per rental.
 - Within the State of Nevada, the fee is \$12.22 USD per day, up to a maximum AAO fee of \$189.00 USD per rental.
- The above fees will apply for Additional Authorized Operator unless AAO fees are stated as being included in the quoted rates.

Cross Border Rentals**CANADA**

- In most cases, vehicles may be driven across the Canadian border.
- It is recommended to have PERS cover when using vehicle in cross border rentals for the US and Canada.

MEXICO

- Vehicles may be driven into Mexico with prior authorization and from any locations in California, Arizona, New Mexico and Texas.
- An additional Mexican insurance must be purchased locally to do so. The cost of Mexican insurance is between \$38.00 - \$48.00 USD per calendar day plus taxes and fees, which will assist with breakdown issues. PERS is not available in Mexico.
- Due to Mexican Law, Mexican citizens are not permitted to drive U.S. owned vehicles in Mexico. Any attempts to do so will result in fines and penalties.
- PERS is not available in Mexico.

Debit card Policy

- When a debit card is presented as form of payment, at the start of the rental, two (2) forms of identification must be presented:
 - A valid Foreign Country issued Driver's License and a Government issued ID, in the same name as the driver's license and credit card, such as a Passport.
- Debit cards may be used at time of return to pay for the rental charges.
- Debit cards can be used by an Additional Authorized Operator (AAO) for qualification purposes.
- Debit cards are accepted for payment at the end of your rental.
- Debit Cards are accepted at many locations to qualify the rentals when other requirements are met:
 - At **Airport locations**: renter is required to provide proof of a return airline flight to coincide with the rental and present two (2) valid forms of identification.
 - At **Off-Airport locations**, the renter must be at least 25 years old, the renter must have a reservation made at least 24 hours in advance, present two (2) valid forms of identification and one of the following: Proof of return travel ticket to coincide with rental (airline or cruise)

Required Deposits

- An authorization amount of up to \$200 will be added to the estimated rental charges, depending on rental locations and card used.
- Cash deposits are not permitted.

Disabled Drivers

- A variety of special services are provided to make the rental process easier for physically challenged customers. You can reserve a car equipped with hand controls. There is no additional charge.
- Hand Controls:
 - Hand controls are devices, which attach to the gas and brake pedals of the vehicle, enabling a physically challenged person to drive the vehicle without using their legs.
 - Hand Controls must be requested at the time of booking, so that the mechanics at the location can fit the Hand Controls to the vehicle for the customer, as it can take up to an hour to fit these controls onto a vehicle.
- Steering Balls / Spinner Knobs:
 - Steering Balls / Spinner Knob attaches to the steering wheel at specific clock position requested by client (sent at time of reservation)
 - The majority of vehicles can be adapted with Steering Balls/Spinner Knobs and these are provided free of charge.
 - Must be requested at the time of booking to include the clock position for the device, so that the mechanics at the location can fit in the correct position for the customer.
- Disabled Driving Permits:
 - Customers cannot use another countries Disabled Parking Permit in the USA. Only USA Disabled Parking permits are permitted.
 - Upon arrival customers should contact the DMV (Department of Motor Vehicles) to request a USA Disabled Parking Permit. They will be advised as to the location of the nearest DMV office and they will be required to visit this office in person to apply for a Disabled Parking Permit.
 - The cost of this is approx. \$15.00 USD for 90 days, plus local taxes and fees.
 - They need to bring proof of ID plus their country of origin disabled parking permit.

Driver's License Requirements

- All Renters must present a valid driver's license.
- From airport locations the minimum drivers age is 20, from off airport the minimum age is 25.
- Rates are not valid for US or Canadian citizens or holders of a US or Canadian driver's license.
- A valid driver's license is one that has not expired and shows no restrictions that would prevent the renter from legally driving a vehicle.
- We do not accept a copy of license (must be original).
- Renters, including Additional Authorized Operators, must present a valid national driver's license, a return airline ticket, and the voucher.
- If the driver's license is not in English, then an International Driving Permit is strongly recommended; this is required for translation purposes to confirm the validity of the driver's license for the safety of our renters
- A current valid foreign driver's license must always be presented at the rental counter.

Driving Restrictions

- In most cases, vehicles can be driven in any state in the continental United States.
- Vehicles are permitted to be transported on ferries. However, if the destination of the ferry is to a site with gravel or unpaved roads, use of car is not permitted.
- Vehicles may not be driven on poorly maintained or unpaved roads.
- In the State of Alaska, these include, but are not limited to: The Dalton, Steese, Dempster, Elliott, Denali & Taylor Highways. In case of violation, customers are responsible for all damage and for the cost of returning the vehicle to the rental location.

Early Return/Late Return/Rental Deviation Fee

- Early return: there is no refund for unused days.
- Late return or 'rental deviation' fee is incurred if a customer returns the vehicle after the scheduled drop-off time.
- The customer will be charged the local daily rate, plus a **\$12.00 USD** (up to a maximum of **\$60.00 USD or 5 days**) daily fee if they extend their rental beyond 12 hours of the return date/time and does not notify the Supplier
- Customers have a 24-hour grace period for late pick-ups due to flight delays. There are no refunds for unused days.

Emergency Roadside Service (ERS)

- Basic Emergency Roadside Service is included with every rental. This covers mechanical defects or breakdowns that can occur, when they occur within the approved driving area at no additional charge.

Extension of Rentals

- You must make a new reservation for the extension rental period. Customer will need to return to location to renew contract.

Fuel Policy

- Fuel Purchase Option (FPO): Customers who accept FPO purchase the gas that is in the tank at the start of the rental. These FPO customers do not need to refill the tank prior to return, regardless of tank level. All FPO sales are final and there will be no refund for unused fuel. The customer must decide whether to accept FPO at the start of the rental.
- Fuel & Service Charge (FSC): Hertz rental staff refuel the vehicle upon return.
- Customer Self-Refuels: Customers have the option to fill up the tank themselves before return or the customer may return the vehicle with less fuel than rented. Hertz will refill the tank and charge the customer for the fuel required to fill the tank and for the service of refilling the tank.
- Vehicles are provided with a full tank of fuel, there is no refund for unused fuel. If the customer has not accepted the FPO they can return the vehicle with a full tank and must show a gas receipt within 10 miles of the return location.

GPS-Satellite Navigation

- All locations will be using the Hertz Connect devices.
- Missing accessories or broken, lost or stolen units will be the responsibility of the renter and will be charged at the current replacement rates.
- Features include: Online/offline GPS, tickets and discounts, city guide, translator and current converter, Hertz location guide, free calls to roadside assistance, available in 11 languages.
- Hertz Connect:
 - \$16.99 USD per day with no maximum rental days

Grace Period & Maximum Rental Duration

- A rental day consists of 24 consecutive hours, each day starting at the time of the rental. Extra charges will apply when the rental exceeds a 24-hour period by 29 minutes. The customer will be charged at local rates for the extra time.
- An extra hour charge will be charged for rentals returned 29 – 59 minutes after the return due time at a rate of one-half the extra day charge. Rentals returned 60 minutes or more after the return due time will be charged an extra day.
- Rental periods cannot exceed 62 days.

Infant & Child Seats

- The daily charge is \$13.99 USD per day, maximum of \$98.00 USD per rental plus taxes and fees.
- Customers are required to install the child seats themselves.
- In all North America markets, the ISOFIX system is known as LATCH. LATCH has been required in all passenger vehicles since 2002 and approved child seats are LATCH equipped.
- Customers are also permitted to use their own car seats.

Winterised Vehicles

- During the winter season (1 October through 1 April) we provide our fleet with all season tires, ice scrapper or snow brush, de-icer washer fluid, radiator anti-freeze at winter level and emergency road service at no extra cost. Local regulations in certain conditions may override this from time to time.

Taxes and Fees

- There may be a local surcharge imposed by the state. Any such charges are payable at the time of collection, unless stated as being included in the rates. Optional items such as child seats, one way rental fees, GPS plus items not included in the rate (voucher) are subject to local taxes and fees. Products purchased at the rental counter are subject to all applicable federal, state and local taxes, fees, charges and surcharges.
- If any additional federal, state, local taxes, fees, charges or surcharges are imposed during the term of this contract, or, if there is a modification to these, such additions or modifications will be charged at the counter.
- Even if stated as included in the rate, extra charges including but not limited to concession recovery fee and state tax may apply to any additional items purchased at the counter or any extra charges incurred by the rental at time of drop off.

List of Taxes, Fees and other charges consists of, but is not limited to, the following:

- **Sales taxes:** sales taxes vary between cities and states ranging from 0% to 30%.
- **Surcharges:** surcharges vary by state, city and location.
- **Energy surcharge:** the cost of energy needed to support our business operations, to offset the cost of utilise, bus fuel, oil and grease, etc. **\$1.49 usd** per rental where it is not prohibited by law.
- **Concession recovery fee:** concession recovery fees are charged unless prohibited by law. These fees assist in covering all or part of the average concession fees plus the additional cost of doing business. Concession recovery fees can apply to but are not limited to airports, hotels, fbo's and train station locations. They apply on the prepaid portion of the rental and on any and all products purchased at the rental counter.
- **Vehicle license fees:** vehicle license fees vary by state and vehicle type.
- **Customer facility charges (cfc):** this is an additional charge by the airports to offset the operation of a consolidated car rental facility or bus system at the airport. Varies by location between **\$0.31 - \$10.00 usd** per day / **\$0.30 - \$19.00 usd** per rental
- **Busing fee:** is a charge imposed by the company to recover amounts paid towards the operation of a consolidated car rental bus system at the airport. These are above the costs paid through the cfc and is not government mandated. Varies by location **\$3.40 - \$4.49 usd** per rental.

Upgrades

- Renters may upgrade to another class of vehicle at the time of rental (subject to availability).
- Upgrades are based on supply and demand and renter shall pay directly to the Supplier all charges for such upgrades.

Vehicle Availability

- The Supplier reserves the right, at its own discretion, to capacity control in any location, at any time, according to vehicle availability, demand levels, and/or performance. In addition, all car classes may not be available in all locations, at all times.

Underage Drivers

- The minimum age for all renters is 20 (Age differential charge applies for age 20-24).
- The Young Renter Fee will now be \$29.00 per day for all U.S. locations (see below for exceptions).
- Young Renter rentals are limited to car classes: B, C, D, L4.

Minimum Age Exceptions

- Renters 20-24 years of age in New York and New Jersey \$35.00 per day for: B, C, F. \$45.00 for: L4.

- Rates are non-discountable and may be increased in jurisdictions that during the period covered by this agreement change the tax rate, local surcharge.
- If any provision of this agreement conflicts with applicable national or local laws, then the provisions of such laws shall apply to the extent necessary to comply with these laws.

Waivers & Insurances

- **Emergency Sickness Protection (ESP):**
 - Optional protection available only to Non-US citizens who possess a valid non-U.S. passport at the time of rental. It provides certain medical benefits for some sicknesses for the renter and any person who is a member of the renter's traveling party. Additional covered persons must also possess a valid non-U.S. passport and must have written proof that they are a member of the renter's traveling party. Not available at all locations.
 - ESP provides coverage up to **\$10,000 USD** per covered person for the reasonable and customary cost of necessary medical care for a covered sickness, including: medical or surgical treatment, hospital services, supplies, x-rays and lab fees, local ambulance, visits to a physician's office. (*There is a \$100 USD deductible per person per sickness*).
 - Maximum **\$2500 USD** for dental treatment (any dental care must be related to a sickness)
 - No routine dental care will be covered.
- **Exclusions:** we will not pay medical expenses benefits for any treatment or services for sickness that is caused by, or results from sickness where the insured's trip to the host country is undertaken for treatment or advice for such sickness, except as provided in the Policy.
 - Pre-existing Conditions
 - Any treatment, services or supplies received by the Insured that are incurred or received while he or she is in his or her own country.
 - Losses resulting from an accident, hernia, appendicitis, cardiovascular disease, cancers, tumors, tuberculosis, organ transplant, congenital conditions, deviated septum.
 - Cosmetic surgery, dental care, sexually transmitted diseases, birth control, fertility/infertility treatment, pregnancy, miscarriage, abortion and emotional or mental disorders of any kind.
 - Expenses for eyeglasses, contact lenses, or hearing aids.
- **Liability Insurance Supplement (LIS)**
 - Liability Insurance Supplement (LIS) covers third-party automobile liability claims for bodily injury and property damage.
 - LIS is primary coverage to your personal policy and covers your liability to third parties, resulting from an auto accident in the rented vehicle, for bodily injury and property damage (other than to the rental vehicle).
 - Maximum LIS protection up to \$1M for each accident for bodily injury and property damage excess of minimum underlying statutory limits (on rentals in California and Florida the maximum combined single limit is \$2M for liability only) and up to \$1M for uninsured and underinsured motorist coverage for bodily injury per accident in excess of minimum underlying statutory limits.
 - LIS product will be priced between **\$12.34 - \$18.85 USD** per day plus taxes and fees (varies by state), where not included in the rate.
- **Damage Liability-Theft Liability Excess:**
 - No Excess
- **Primary Liability Protection:**
 - For rentals in the U.S., where required to be provided, primary liability protection provides to the renter liability protection for bodily injuries and property damage to third parties caused by the renter.
 - The limits of liability for this primary liability protection is the minimum statutory financial liability limits for the state in which the accident occurs.
 - Currently, primary liability protection applies to rentals in the following states only: Maryland, Massachusetts, Michigan, New York, South Carolina, Virginia and West Virginia.
 - Primary liability protection also applies to rentals by international customers (driver's license indicates an address outside the U.S.) in California.
- **Loss Damage Waiver (LDW):**
 - Loss Damage Waiver (LDW) is an optional service that relieves the customer of all responsibility for the loss of or damage to the rental car, provided the car is used in accordance with the Rental Agreement.

- In most states, in the event of any other loss or damage to the car, regardless of fault, customer's financial responsibility extends to the full value of the car at the time of rental, less its salvage value, plus expenses for towing, storage and impound fees, diminution of the value of the car as determined by the Supplier, an administrative charge, and a reasonable charge for loss of use. If customer's responsibility differs in the state in which the customer rents, it will be stated in Paragraph 4 of the Rental Agreement.
- When customer purchases LDW, which is not insurance, the customer will not be held responsible for damages to the car in the event that any damage should occur, provided the damage was not the result of a prohibited use of the vehicle.
- **Premium Roadside Service (PERS):**
 - If Premium Emergency Roadside Service is purchased, costs are covered up to \$1,000 for services such as keys locked in the car, lost keys, dead batteries resulting from lights being left on, and spare tire mounting.
 - In addition, PERS includes a 90-minute roadside service guarantee.
 - It also covers travel interruption reimbursements up to \$1,000 per rental for incremental travel expenses incurred when the vehicle is disabled in an accident and we cannot provide a replacement vehicle within 3 hours.
 - Cost is \$8.99 USD per day plus taxes and fees. (Effective April 1, 2017)
 - This towing and support service is country specific so would only include cover when travelling within the US or Canada.
 - PERS does not apply in Mexico but the Mexican Insurance will assist with breakdown issues.
- **Personal Accident Insurance (PAI):**
 - Personal Accident Insurance (PAI) allows customer to elect accidental death and accident medical expense coverage for renter and passengers during the rental period of the vehicle. If this coverage is accepted, the benefits for the renter will apply to all accidental injuries during the rental period, the renter is covered in or out of the rental vehicle. Passenger(s) are covered while entering, exiting, or occupying the rental vehicle.

	PAI Coverage Benefits Schedule	Renter	Each Passenger
	Accidental Death	\$175,000 USD	\$17,500 USD
	Accident Medical Expenses Not to Exceed:	\$2500 USD	\$2,500 USD
	Ambulance Expense Not to Exceed	\$250	\$250
Exceptions			
New York	Accident Medical Expenses Not to Exceed:	\$3,500	\$3,500
	Ambulance Expense Not to Exceed	\$150	\$150

- Total Benefit for any one accident is limited to \$225,000 USD.
- **Personal Effects Coverage (PEC):**
 - PEC is an option that insures against risk of loss or damage to help protect customer's personal belongings while renting. PEC insurance coverage includes those personal effects owned by customer and those members of his or her immediate family traveling with customer during the rental who are permanent residents of the customer's household. PEC does not extend to non-family members traveling with customer.

NOTE: PAI and PEC are not available separately and must be taken in combination.