

Rental Conditions Apollo Europe

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

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

Standard inclusions

- Unlimited Mileage
- Kitchen Kit
- Fully Comprehensive Insurance for one named driver aged 21 – 79 and holding a full valid driving licence for more than 2 years
- 24/7 Roadside Assistance
- Liability of £2500 / €3000

Camper is exclusive of

- Optional extra's
- Additional Driver
- Oneway Fees
- Saturday collections fee
- Extra insurance

Driver requirements

Driver(s) must hold a full valid manual driving licence for at least 24 months that entitles them to drive a European category B vehicle or equivalent up to 3500kg GMW. Drivers holding an automatic transmission licence only cannot drive any of our vehicles.

The age limit is 21 - 79 years old, but for 21-24 years there is an extra surcharge.

All Drivers must be present at the time of pick up.

If the driving licence is not in the language of the country of rental, an international driving licence is required. A certified translation may be accepted depending on the country where the original licence was issued.

Deposit/credit card

The security deposit is taken as a pre-authorisation on the main drivers credit card (Visa or Mastercard). No other form of payment is accepted, and pre-paid currency cards cannot be accepted. The card used for the security deposit should be in the lead driver's name and the amount will be held on your card immediately.

The deposit is £2500/€3000 for drivers aged 21-79.

Liability Reduction Options

Liability Reduction Options are available to purchase to reduce the standard liability. This can be purchased at time of booking or on collection of the vehicle.

For peace of mind on the road we offer a range of liability reduction options for guests. Guests can choose between the following options:

- Low Road – Standard liability (included in the rental rate) - our most basic level of liability cover with a liability of UK £2500/€3000
- Middle Road – Cover to reduce the liability to £750/€1000
- High Road - our highest liability reduction option which reduces the liability to £350/€400 and offers cover for windscreen, mirrors, and tyre damage.

Purchase of a liability reduction option reduces the standard liability (depending on option purchased) for the first reported incident or damage caused in a collision to either the vehicle or third-party property.

Once an incident has occurred, the liability reduction option will be cancelled, and the full security deposit amount will be due for any subsequent incidents. A second authorisation will be required at the time.

Value Pack

The Value Pack is a bundled extra which provides the highest liability reduction option the 'High Road' 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 15 nights per rental segment.

Windscreen, Mirror and Tyre Protection (was Special Cover)

This optional product covers replacement or repair to windscreen, external mirrors, or tyre damage. This can be purchased at time of booking online or on collection of your vehicle. Windscreen, mirrors, and tyre protection is limited to 1 windscreen, 2 mirrors or 2 tyres after which normal replacement costs will be charged.

Minimum rental period

Minimum hire charge

To ensure our guests get the most out of their holiday, the following minimum hire charges apply:

1 April–30 June 2025: 5 nights

1 July–31 August 2025: 7 nights

1 September 2025–31 March 2026: 5 nights

Vehicles can be rented for fewer nights, but the minimum hire charge will apply.

One-ways

Please check with worldwide campers for one way options between UK and Ireland.

Changes

In the event the hirer wishes to make changes to the following; vehicle booked, pick up or drop off dates, pick up or drop off locations the following charges will apply

- If amended 30+ nights prior to pick up: £50 / €60 fee plus any increase in vehicle charges
- If amended 30 to 15 nights prior to pick up: £150 / €175 fee plus any increase in vehicle charges
- If amended 14 nights or fewer prior to pick up or no show: 100% of cancellation fees and new booking costs

- There is no refund for late pickup or early return of the motorhome
- No refunds for an amendment which reduces the number of booked nights
- If the rate scheme or motorhome category is changed, it is considered a new booking and cancellation fees may apply to the original booking
- The Flex Rate of a confirmed booking will not change with requested changes to party size and/or adding prepaid items.
- Any credits applied to a booking will have 12 months validity from the original date of pick up

Cancellations

The charge of Apollo United Kingdom is:

More than 6 weeks prior to pick up	25% of total charge (min £300/€300)
Between 6 and 2 weeks before pick up	50% of total charges
Within 2 weeks and day of pick up	100 % of total charges
** There is a £50/€60 administration fee on cancellations from Bunk Campers	

The charge of Worldwide campers is:

Between booking and 15 days before pick up	50 euro
Between 14 days and day of pick up	100 euro

Transfers

Transfers are not included. Most of our branches are conveniently located near major airports, making pick up and drop off even easier for our guests. Guests can arrange transport to and from the airport via taxi or other form of transport, but costs are not included or reimbursed. In Scotland, our branch is located close to Edinburgh (EDI) airport, with airport transfers available at additional cost.

Parking

Available in Greater London, Edinburgh, and Belfast £10 per night

Picking up the vehicle

Collection of the vehicle is between 2 pm - 4.30 pm unless otherwise agreed by Apollo Europe and any additional premiums paid. The hirer should allow 1-2 hours in order to complete all paperwork and demonstrate the vehicle to you.

Dropping off the vehicle

Return of the vehicle is between 8 am -10 am unless otherwise agreed and additional premiums paid. The hirer should allow 1 hour to complete the return documentation and check the vehicle

Apollo Europe must be notified immediately to prevent any prosecution for driver(s) driving whilst uninsured. Late returns will be charged at one day's rental cost regardless of circumstances

The vehicles are to be returned with fuel at the same level as when the vehicle was checked out. The level of fuel will be detailed on the customer rental agreement. There will be a fee for late returns

Saturday collections There is a GBP 99,- / €115 surcharge for Saturday collections or drop offs.

Vehicle size

Vehicles are booked by vehicle category and not by make or model.

Acting reasonably, Apollo Europe reserves the absolute right to change your vehicle type or its specification in the event of unforeseen circumstances such as accidents, operational issues or other losses.

- The hirer is not liable for any increased rental charges from the substitute vehicle. The hirer is liable for any additional running costs pertaining to the substitute vehicle.
- In the event of a downgraded vehicle type, the hirer may be eligible for a partial refund.
- In the event of no alternative vehicle being available to you, Apollo Europe's liability is limited to a refund of the hire charge. In all cases, no other refund will be available including compensation for additional arrangements booked by hirer (e.g.: flights, hotels, activities).
- The substitution of an alternate vehicle due to unforeseen circumstances is not a breach of contract and does not result in a refund, however a refund entitlement will be provided by Apollo Europe where there has been a breach of the contract giving rise to the right for a refund.

If You decide to rent a Vehicle of a lesser class than the one booked, You are not entitled to a refund.

Breakdown assistance and repair reimbursement

Apollo Europe understand that while on holiday the vehicle may require small repairs or small items included in the kitchen kit may need replacement. So as not to disrupt the road trip any further, if the damage was not caused by the hirer, repairs up to £100/€100 can be completed without authorisation and will be reimbursed on production of a valid receipt. If repairs over £100/€100 are needed, the hirer must obtain Apollo Europe's authority before any work is carried out.

Should the matter be of a more serious nature, Apollo Europe will make every attempt to rectify the situation immediately. This will include contacting nearby repairers, mechanics and other necessary suppliers to assist in addressing the issue and direct the hirer to the nearest supplier or Branch when required.

Travel restrictions

Vehicles hired from the UK are able to travel throughout the UK and Ireland. Vehicles hired in the UK are not currently permitted to travel to Mainland Europe.

Vehicles collected in Germany can travel to the countries listed below without incurring an additional charge

Travel is permitted to the following European countries only:

Albania, Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Ireland, Latvia, Lithuania, Lichtenstein, Luxembourg, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal (excluding Madeira or the Azores), Romania, Serbia, Spain (excluding Balearic and Canary Islands), Slovenia, Slovakia, Sweden, Switzerland, United Kingdom.

Travel outside of these in the rental vehicle will be in breach of your terms and conditions and you will not be covered by any insurance. Please check your route carefully. Any exceptions to these provisions require the express and written consent of Apollo Europe. The hirer shall be solely responsible for ensuring familiarity with traffic legislation and laws of countries visited and observing all applicable traffic regulations in all countries visited and traversed during the rental duration. The hirer assumes all responsibility for any expense or loss of time while traveling in restricted areas

Apollo is happy for guest to attend festivals from any of our locations with pre-authorized permission to travel. Guests who take vehicles to festivals must request permission at the time of reservations. Apollo will provide further announcements should a surcharge be introduced for a particular festival. Guests who travel to festivals without permission will be required to pay the festival surcharge at drop – off and will void all insurance coverage. Apollo reserves the right to alter or change the list of festivals affected by the surcharge.

Parking/Traffic Violations

Driver(s) are personally liable for all legal penalties and fees pertaining to any traffic violation infringements under the current Road Traffic Legislation applicable in the country of travel.

If any traffic violation infringements are presented to Apollo Europe for your hire period which the hirer is liable for, Apollo Europe will charge to the hirer, the full cost along with an administration fee of £50/€60 for each infringement. Any tolls will incur and admin fee of £2,50/€2,50

Pets and animals

All Apollo Europe vehicle types are pet friendly. Domestic pet dogs only may be carried (maximum of 2 dogs) and only following express consent of Apollo Europe and the additional premium paid. You are solely responsible for ensuring compliance with the corresponding animal protection, carriage, vaccination and transit/ entry requirements. Cleaning costs incurred due to non-compliance or infringement of said regulations and any loss of profit consequently Version 1 as at 1 April 2019 8 incurred by Apollo Europe due to the extended downtime required shall be borne by you

Cleaning Fees

- A cleaning fee of up to £250/€300 will be charged against the deposit if the vehicle is not returned with the interior in a clean condition.
- An additional fee of £250/€300 will be charged against the deposit if the toilet and waste tank are not emptied and cleaned prior to the return of the vehicle.

- An additional fee of £500/€600 will be charged if it is found that smoking (including the use of cannabis and e-cigarettes) has been permitted in the vehicle.
- An additional £250/€300 will be charged if an unauthorised pet has been carried in the vehicle.

****Apollo Connect App****

Apollo Connect is our custom-built app available for our guests. The free app provides our guests with all the necessary information needed to make their Apollo journey even better.

The App is designed to:

- Enhance guest's 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 Apollo contact details to extend their holiday, contact roadside assistance, email any other enquiries and find answers to FAQ's.
- Find helpful information on branch locations, nearby petrol stations, dumping stations, supermarkets, ATMs etc.

**** While on their road trip, Guests are responsible for:**

- Damage caused to the RV where the terms of the rental contract have been breached
- Damage caused by negligence/wilful conduct or impaired driving
- For damage caused by neglecting proper operating procedures, e.g. incorrect fuel type and quality, ignoring oil or coolant levels, air pressure, etc
- Damage to the underside of the vehicle or the roof, (which includes any part of the vehicle 6ft/182cm from the ground) which includes the overhead "Luton" area, is deemed as gross negligence.
- Damage caused to windscreen, mirrors and/or tyre damage unless Windscreen, Mirror and Tyre protection has been purchased and applies
- Damage caused by the incorrect use of snow chains
- Damage caused due to use of incorrect or contaminated fuel
- Damage caused to the motorhome 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 motorhome when using the motorhome in contravention of any legislation or regulation controlling vehicular traffic
- Damage or loss caused to any personal belongings
- Damage caused by freezing/overheating due to travelling between temperature extremes without taking the necessary precautions to protect the vehicle's systems
- Damage and associated costs with recovery of a bogged vehicle
- The theft of the vehicle if the keys are left in the ignition or in or on the vehicle whilst unoccupied
- Replacement or repair of aerials, glass, wheels
- Missing wheel trims, tools, or spares

A £50/€60 administration fee will be applied to all loss or damages.

Insurances:

Liability Reduction Options

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- Low Road – Standard liability (included in the rental rate) - our most basic level of liability cover with a liability of UK £2000 Germany €1500 or €2000 depending on the vehicle (Young drivers UK £2500, Germany €1750 or €2250 depending on the vehicle)
- Middle Road – Cover to reduce the liability to £500/€500
- High Road - our highest liability reduction option which reduces the liability to £250/€250 and offers cover for windscreen, mirrors, and tyre damage.

Purchase of a liability reduction option reduces the standard liability (depending on option purchased) for the first reported incident or damage caused in a collision to either the vehicle or third-party property.

Once an incident has occurred, the liability reduction option will be cancelled, and the full security deposit amount will be due for any subsequent incidents. A second authorisation will be required at the time.