



## Star RV Velocity Frequent Flyer – Customer Terms and Conditions

Effective 1st July 2026

**General:** For reservations within Australia and New Zealand, the Points earn rate is based on the total booking value of motorhome vehicles (**Eligible Vehicle**) booked and paid directly with Star RV (via Star RV website, app, call centre or in branch), including excess reduction and optional extras (but subject to the Exclusions).

**Exclusions:** Velocity Frequent Flyer Members (**Members**) will not earn Points on bookings for Eligible Vehicles made through corporate, trade agent, travel agents, brokers, resellers or third-party websites. Members will not earn Points on 'car hire' or 'experiences' booked through Star RV booking channels.

Members will not earn Points on any bond or security payment or ancillary charges including any fuel charge, cleaning charges, repairs charges, accident excess charges, claim administration charge, roadside assistance call out charge, tolls or fines. Please note that not all vehicle types are available to earn Points.

**Points:** The standard Points earn rate is 2 Points per \$1 AUD of eligible spend.

**Eligibility:** To be eligible to earn Velocity Points, a customer must hold a current Velocity Frequent Flyer membership at the time the membership number is added to the booking and must be the main driver on the vehicle rental agreement, with all details matching across both partners. Limit of one Velocity membership per booking. The customer must also comply with all other requirements set out in these terms.

Bookings of an Eligible Vehicle must be confirmed on or after 1 July 2026 for travel from 1 July 2026 to qualify for the standard Points earn rate.

Bookings confirmed prior to 1 July 2026 remain governed by the [Star RV Velocity Terms and Conditions](#) dated 9 December 2024. A Velocity membership number may still be added; however, Velocity Points will accrue in accordance with the earn rate set out in those terms.

No Velocity Points will be earned on bookings that are cancelled, refunded, or otherwise fail to eventuate. Vehicles are subject to availability.

Members can earn Points for motorhome or campervan rental bookings booked and paid directly with Star RV via their websites, app, call centre or in branch. Velocity Points are eligible to be earned when your booking is paid with debit or credit card and exclude any other payment methods. Members must add their Velocity membership number to their Star RV account at time of booking or no later than the day of vehicle pick up. The person must continue to hold a Velocity Frequent Flyer membership at the time the Points are allocated. Velocity Points are earned based on the actual days the vehicle was rented. If a hire ends early, either by the Member or by Star RV, Velocity Points will be earned only for the days up to the return or termination date. Points will not be earned for any unused days after that date. Any bookings made in a currency other than AUD will be converted to AUD at an exchange rate and by a method reasonably determined by Star RV prior to the Velocity Points being allocated to a member's Velocity Frequent Flyer account.

Velocity Frequent Flyer will endeavour to issue Velocity Points earned to your Velocity Frequent Flyer account within 30 days after the rental is completed and the vehicle is returned to Star RV. Any discrepancies in Velocity Points earned from Star RV bookings can be escalated to their customer service team. Any suspected abuse, fraud, or violation of these terms may result in the cancellation of the booking and forfeiture of Velocity Points. Star RV are not responsible for any delays or errors in the allocation of Velocity Points due to incorrect information provided during the booking process.

Velocity Membership and Points earned are subject to the [Velocity Membership Terms and Conditions as amended from time to time](#). All vehicle rentals are governed by [Star RV](#) standard terms and conditions.