



## Rental Conditions Britz United States

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

- Premium VIP coverage (includes secondary and comprehensive and collision coverage for the rented vehicle with a deductible of \$1,500 per accident)
- PLI insurance
- 100 Miles per day
- Preparation fee
- Convenience kits up to 4 persons
- 24/7 emergency service
- Salestax

\*\* Extra information/explanation on the insurances on the last page.

### Camper is exclusive of

- Optional extras

### Driver requirements

All drivers must be 21 years of age or older and hold a valid driver's license for at least 1 year. If the driver's license is not in English an International Drivers License is required. A valid national driver's license is required for each driver. In addition we recommend that foreign customers have an international driver's license or an English translation of the license issued by their home country.

### Deposit/credit card

At pick up the main renter must be present with the original driver license and physical credit card showing his/ her name. A security deposit of \$1,500 will be authorized/ blocked on the main driver's credit card (not charged). When the August Season Surcharge is applied a \$2,000 deposit is charged (and not just authorized. And when an accident happens regardless of the customer being at fault or not, there will be an extra deposit required of \$2,000 this will also be charged.

The security deposit is equal to the deductible and will be issued per accident. Accepted credit cards are: VISA, MasterCard, and American Express. No pre-paid credit cards are accepted. Additional deposits may be required or charged for special events such as a regional festival (i.e.: Coachella, Burning Man, Stagecoach, Future Future, NASCAR), when a surcharge applies or when no mileage has been pre-paid.

Vehicles will not be handed out in case of insufficient funds (credit card limit); the reservation will be cancelled and pre-paid funds are forfeit.



### Minimum rental period

A 7 night minimum applies to all rentals (10 nights when the August surcharge applies). Rate resets for camper rentals longer than 35 Days.

### One-ways

One-way rentals are on request and depend on availability.

### Changes

One free change per booking can be made 61 days prior to pick up. A penalty of \$50 will be levied for any additional change.

Please note that an amendment is defined as a slight change of extras booked such as mileage/add-on items, the number of passengers as well as vehicle size and dates within a one week time frame after the booking is made. However, changes requested regarding the vehicle type, travel dates, location, customer name etc are considered as making a new booking, meaning the original booking will be cancelled in order for the new booking to be entered in our systems and a cancellation fee will be charged.

Regardless of when a change of vehicle category, name, date(s) or location(s) is requested, this will result in the recalculation of the amount due. The rates and discounts applicable at the time of the revision will apply. For a request to change date(s) or location(s) less than 61 calendar days prior to the existing pick up date the cancellation terms in the next paragraph apply. No name change is accepted when a surcharge, e.g. Holiday Surcharge, or an extended minimal nightly rent rule applies. Such name change will be handled according to the cancellation terms in the next paragraph and results in a new booking.

### Cancellations

#### **The charge of Britz USA is:**

60 days or more before pick up	USD 100,-
Between 59 days and 30 days before pick up	20 % of nightly rental charge
Between 29 days and 15 days before pick up	50 % of nightly rental charge
Between 14 days and 05 days before pick up	100 % of nightly rental charge
Between 4 days prior to pick up or no show	100 % of nightly rental charge
** Any applied discount will not be taken into account with calculating the cancellation charges	
** One way fee if applicable will also be charged as a cancellation fee	
** Holiday and seasons surcharges will also be calculated with in the 4 days prior to pick up.	

#### **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



### Picking up the vehicle

Please be aware for the United States and Canada is mandatory to stay in a hotel for the first night after arrival. It is not allowed to pick up an RV on the same day as your arrival.

To avoid waiting times the only check in is no compulsory and needs to be filled and at least 14 days prior to pick up. We advise the clients to call the branch to schedule the pick-up time. A very limited number of earlier and free of charge appointments may be available by calling the pick-up branch two or three business days prior to pick-up.

Vehicle pick up time is between 12.30 noon and 4.00 pm. Saturday call for an appointment (general pick-up time 12:00 – 13:00)

### Dropping off the vehicle

Vehicle return time starts at 8.00 am and has to be concluded at 10.30 am. A charge of US\$ 30.00/ hour applies for a late vehicle return. After 11 am clients will not be entitled to get a complimentary transfer back to the airport or airport hotels.

Should the customer return the vehicle to a different branch then was agreed in writing on the rental agreement. The customer will be charged for transferring the vehicle to the branch that was agreed in writing.

### Transfers

If booked, the transfer must be reserved via the online VIP check-in at least 14 days in advance of the first rental day and confirmed by the branch. Transfers will not be made available if the VIP check-in is not completed 14 days prior to the first rental day. Transfers are not available from any location that is not listed on the VIP check-in. Customers with reserved transfers must contact the branch 4 days prior to the first rental days to schedule the shuttle pick up time otherwise the shuttle service cannot be guaranteed. Transfer hours are between 11AM and 1PM.

### Vehicle size

If for any reason the booked vehicle should not be available, Britz USA reserves the right to substitute a higher-rated vehicle at no additional cost. Should a lower-rated vehicle be substituted, the liability is limited to the refund of the gross rate difference of the two vehicles.

### Breakdown assistance and repair reimbursement

The customer is responsible for checking engine oil and coolant levels at each refueling as well as reporting mechanical failures immediately. Coolant refills and authorized repairs will be reimbursed upon return of the vehicle and presentation of all receipts (see mechanical breakdown). It is the driver's responsibility to operate the vehicle in a safe manner and to exercise all caution possible.

For maintenance & repairs exceeding \$50 the customer must call the Britz 24-hour/ 7days toll free helpline to get an authorization. Non-authorized invoices over \$50 will not be reimbursed. Receipts and replaced parts must be presented for reimbursement. Customer will be held responsible for mechanical damage due to negligence in operation and/or maintenance.



### Travel restrictions

- Mexico: Traveling into Mexico is not permitted.
- Death Valley: Traveling into Death Valley is not permitted between June 15<sup>th</sup> and September 15<sup>th</sup>
- Alaska: Traveling within Alaska, Yukon and/or NWT is permitted as long as Britz has been advised at the time of reservation.
- Other: Traveling on any Private-, gravel-, dirt- or logging roads and other non-public roads, beaches, etc. and in the Inner city of New York / Montreal & Quebec City (Canada) is not permitted

**>>Britz USA will hold the customer responsible for disregarding these restrictions including accidents, mechanical breakdowns or thefts occurring in a travel restricted area.**

There is Season Surcharge to will be added to the reservation for specific travel periods  
\$ 200.00 LAS, 500.00 LAX, \$ 1,000.00 SFO pre-paid for ALL pickups from 18 AUG to 26 AUG 24.  
\$ 300.00 NYC must be pre-paid for ALL pickups from 14 SEP to 05 OCT 2024.

### Parking/Traffic Violations

It is the clients responsibility to report and pay for all parking/traffic violations at check-in. Failing to report these violations at drop-off will cause a charge of an administrative fee of \$100 plus the fine (including all late charges) to the clients credit card.

### Pets and animals

Pets are not allowed. \$250 cleaning/deodorizing fee applies

### Smoking

Smoking is not allowed in any vehicle. \$250 cleaning/deodorizing fee applies.

### Winterization

In areas with temperatures below freezing point the fresh and waste water systems will be drained and CANNOT be used. When dropping off at a branch with sub-freezing temperatures a US\$100 re-winterization fee will be applied. Any damages caused by liquid freezing in the pipes will be charged to the rental customer.

**\*\* Extra information specific for Britz USA \*\***

### Public Liability Insurance (secondary coverage included in the daily rate)

The Public Liability Insurance covers a 3<sup>rd</sup> party collision in the event that the renter is at fault. The insurance has no deductible. The policy protects the rental company up to US\$ 500,000 and the renter to Statutory Limits (state mandated minimum liability coverage which can be changed by a state anytime without notice – you find the current limits online). Liability Insurance has no deductible.



### Supplemental Liability Insurance (SLI)

The optional SLI coverage provides the customer with an increased limit of liability protection. SLI protects the renter and any authorized driver listed on the rental agreement for up to US\$ 500,000 toward 3<sup>rd</sup> party damage claims.

### Premium VIP Coverage (included in the daily rate).

Premium VIP coverage includes secondary comprehensive and collision coverage for the rented vehicle with a deductible of US\$ 1,500.00 per incident. Coverage includes but is not limited to:

- “Uninsured Motorist” in case the renter is involved in an accident with a non-insured driver,
- Accidental damages to the vehicle (renter’s or 3<sup>rd</sup> party’s fault),
- Windshield, glass or tire damage,
- Vehicle theft and fire, and
- Vandalism.

### Non-Covered Damages (including but not limited to)

No liability, comprehensive nor collision insurance coverage is provided and the customer carries full legal and financial responsibility in the case of:

- \* Damages to the interior of the vehicle;
- \* Personal injury, personal items and property;
- \* Carrying more passengers than the number of seat belts available;
- \* Deliberate or willful damages caused by the renter or his guests;
- \* Damages caused to the vehicle by abuse or misuse for illegal activities;
- \* Damages where the customer is charged by the local authorities for being careless;
- \* Damages caused by freezing, e.g. vehicle not winterized, or overheating of vehicle or systems;
- \* Driving the vehicle without a rental agreement, in breach or violation of the rental agreement;
- \* Damages and accidents caused by the driver being under the influence of alcohol, drugs or any other controlled substance;
- \* Damages as a result of the customer using a levelling system (if reconnected by the customer)
- \* Damages as a result of driving with an extended awning
- \* Damages and injuries caused by neglecting proper operating procedures, e.g. incorrect fuel type or quality, ignoring oil or coolant levels, air pressure, etc., by overloading the vehicle and/or exceeding the legal towing capacity (towing limit is with proper equipment 1,500 lbs. – enclosed trailers, boats or vehicles are not allowed);
- \* Damages where the customer demonstrates negligence or willfulness in failing to abide by the local laws and rules or disregarding common sense resulting in damage to the vehicle or third-party vehicle or property;
- \* Operation of the vehicle by anyone not meeting the age requirements as shown on the rate sheet and rental terms & conditions, or not listed on the rental agreement or not having a valid, original driver license; and
- \* Damages and losses due to “off-road” usage, or caused during travel in or thru restricted areas, following incorrect GPS guidance, traveling into non-authorized areas including but not limited to the country of Mexico, the inner cities of New York, Montreal and Quebec (Canada) (see “**Travel Restrictions**” in section 4”).



#### **Vacation Interruption Protection (VIP) insurance**

Should the renter's motorhome vacation be interrupted by an automotive mechanical breakdown (not accident or damages caused by the renter) for more than 12 working hours after reporting this to Britz USA the renter will be reimbursed for the greater of the gross daily rental rate or expenses for hotel rooms up to US\$ 25.00 per person per night and car rental up to US\$ 50.00 per day per motorhome with a combined maximum of US\$ 1,500.00 per rental agreement.

Such reimbursement is only possible when we had the change to take care of the problem and the customer cooperated to do so. Defects and repairs of WiFi, GPS, radio, TV, CD or DVD player, generator, AC, refrigerator, heater, water heater, slide-out room, awning, cruise control etc. are not considered mechanical breakdowns and are excluded from VIP reimbursement. Refund of expenses is only possible against proper receipts.