

## Rental Conditions Cruise America

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

- Statutory Liability Cover
- Supplement Liability insurance up to US\$ 500,000
- VIP Coverage with a deductible of US\$ 3000 per incident

### Camper is exclusive of

- Optional extras
- Mileage charges
- Taxes
- One-way rental fees
- Preparation fee (50 USD/CDN)
- Childseats (must bring own)

### Driver requirements

Vehicles can only be operated by qualified drivers 21 years of age or older. All drivers must have a valid and identifiable driver's license. Your driver's license and foreign passport are required as identification and will be verified. All drivers must be identified, authorized, and must sign the Rental Contract. There is no cost for additional drivers and no 'under 25' surcharge.

The minimum age is 21 years, there's no maximum age.

Additional drivers may be added to the rental contract free of charge.

An International Driver's License is not required unless renter's license is issued in a language that does not use the Latin alphabet, or when the renter only has a handwritten driver's license.

### Deposit/credit card

A basic refundable security deposit of US\$ 500 and the use of a credit card on **name of the main driver** to pay for all local charges and deposits are required at departure. Upon vehicle return, all extra charges are balanced against the security deposit and a credit will be issued to cover the refund. Cash or debit cards are not accepted for security deposits or any additional charges at departure.

Please note that in 2025 & 2026 all "Burning Man" departures from all locations in California, Nevada, Washington, Oregon & Utah will require an increased Security Deposit of \$ 1,000 USD. This applies for rentals between August 19<sup>th</sup> till August 25<sup>th</sup> 2026

### Minimum rental period

A 7-night minimum applies to all rentals

### One-ways

One-way fees between rental locations within the USA are allowed and will vary in cost depending on pick-up location and routing. Please check with the Customer Service department for the rate applicable to your one-way choice at the time of booking.

### Changes

Only the first change is at no charge. This first change may involve several aspects of the reservation (party size, items prepaid). The second and subsequent changes are at US\$ 50 per aspect, per change.

The following changes will result in a re-calculation of the flex-rates and are therefore subject to availability. The rate will be calculated using the most current flex-rates and compared to the existing flex-rates; the higher rate will prevail.

1. Party name
2. Vehicle size
3. Departure location
4. Drop-off date
5. One-way drop off location
6. Cancellation and rebooking

Should the change involve a cancellation and rebook, cancellation fees may apply. Once confirmed, change in prepaid items and party size will not affect the flex-rates.

### Cancellations

#### **The charge when cancelling is:**

#### **For same location pick up and drop off (round trip rentals)**

46 days or more before pick up	100 EUR
Between 45 days and 16 days before pick up	500 EUR,-
Between 15 days and 8 days before pick up	750 EUR,-
Between 7 days and 4 days before pick up	950 EUR,-
Between 3 days and departure (no show)	100 % rental charges

#### **For other location pick up then drop off (one way rentals)**

61 days or more before pick up	100 EUR
Between 60 to 46 days before pick up	500 EUR
Between 45 days and 16 days before pick up	900 EUR
Between 15 days and 8 days before pick up	1400 EUR
Between 7 days and 4 days before pick up	1800 EUR
Between 3 days and departure (no show)	100 % rental charges



### Transfers

Transfers are not included in your prepaid rental charges. Return transfers are your responsibility. Only with pre-purchase of Early Bird Departure Special are return transfers to designated hotel areas or airport included with the fee. A late return will void our responsibility to you for return transfers. Return transfers are normally accomplished up to 4:00 PM.

### Picking up the vehicle

All overseas customers must spend the night in a hotel after arriving at their destination, before picking up the vehicle. Vehicle departure time begins at 1:00 PM (13:00 hours), however please note if you're departing on a Saturday times may vary due to early closure. Please call the departing station a couple days prior to departure to arrange departure time. ( customer cannot arrive unannounced ) This policy is similar to the "check-in" policy at a hotel. Your actual departure time will vary. There are no refunds for late pick-ups. Early bird departures begin at 9:00AM (09:00 hours).

### Dropping off the vehicle

Vehicles are to be returned by 9:00 AM and in no case later than 11:00 AM. A fee of US\$ 25 per hour will be charged for each hour that the vehicle is overdue without permission. You agree to return vehicle in the same condition as it was received, excluding normal wear and tear. Depending on local conditions, a cleaning and/or waste tank evacuation fee may be assessed at vehicle return up to US\$ 150. You will also pay for damages or loss of equipment. There are no refunds for early returns. With prepaid Early Bird departure special, return times beginning at 9:00 AM up to 3:00 PM unless the clients are returning on a Saturday (as some locations close earlier).

### Vehicle size

You may find the model reserved to be inadequate for your party. Where possible, upgrades to a larger sized model will be allowed at a charge determined from local posted rates. Our policy is to provide you with the model reserved. In some instances, circumstances may require an upgrade to a larger sized motor home to accommodate an immediate departure. The upgrade will be provided at no charge to you and with no further liability to Cruise America.

You may find the model reserved to be too large for your comfort. Where possible, downgrades to a smaller sized model will be allowed at no charge to you. In some instances, circumstances may require a downgrade to a smaller model to accommodate an immediate departure. The downgrade, if accepted, will earn a credit based on the difference in price at the time of reservation and with no further liability to Cruise America.

### Breakdown assistance and repair reimbursement

During a motorhome vacation some aspects of the vehicle or coach systems may fail or be impaired. If a mechanical breakdown should occur, Cruise America will assist to secure over-the-road maintenance from reputable service providers. All repairs require authorization by phone from Travelers Assistance at +1 (800) 334-4110 or by text 001-4804706583 who will document the problem on a customer service log.



### Ferry restrictions

Ferry reservations can be difficult to manage during high season. We recommend your clients make a reservation for at least a 30-foot vehicle on the ferry, irrespective as to the size of the motorhome reserved, to avoid problems due to possible upgrades.

### Travel restrictions

Coverages are invalid if problems occur in the following areas and all recovery expenses are at the client's own cost. Violations of these restrictions void damage waivers and the client will be held liable for all vehicle damages including to tires, towing charges and other related expenses as a result of a breakdown associated with operating in these areas. Clients should consult the Renter Assistance Guide and the departure location personnel for complete information on travel restrictions and local circumstances at the time they collect their motorhome.

**Alaska, Yukon and Northwest Territories & Newfoundland:** Travel on all public and/or numbered roads is permitted. Travel on non-public roads, unpaved back roads, trails and the like – commonly called 'logging roads' or on any surface subjecting the vehicle to unreasonable damage or road hazard is prohibited. Clients may receive further information from Cruise America regarding seasonal travel restrictions as well. We reserve the right to restrict travel, dependent on current road conditions.

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

Vehicles may be operated with EXTREME CARE in Death Valley and other desert areas during the months of July and August. In Summer, clients visit these areas at their own risk and Cruise America will not be held responsible for extraordinary vehicle recovery and other charges. During certain periods, these areas are not habitable and could pose a danger to the driver and passengers.

**Manhattan and New York City:** 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.

**Mexico: The client is strictly forbidden to take Cruise America vehicles across the US border to Mexico.**

### Toll Roads

Please be aware that the implementation of All-Electronic Tolling is becoming more and more prevalent in many popular areas of the USA and Canada. "All-Electronic" Tolling means the Traveler using these roads has no option to pay local tolls with cash. Instead, a picture of the vehicle's license plate is taken and used to assess toll charges. Clients of Cruise America are responsible for the payment of these charges.

### **TOLLSPOT**

Cruise America/Cruise Canada offers an optional service called TollSpot that allows customers to use electronic toll lanes on highways, bridges, tunnels, congestion zones, and other tolled passages. All Cruise America/Cruise Canada vehicles are pre-equipped to electronically process tolls. Unless you directly pay the toll yourself, you will automatically opt-in to TollSpot and pay the fees described herein if you drive through an electronic toll.



## **TOLL ADMINISTRATOR**

If you use TollSpot, a third-party toll program administrator ("Toll Administrator") contracted by Cruise America/Cruise Canada, the Toll Administrator will process and charge your credit or debit cards for all electronic tolls incurred during your rental term, along with applicable service fees. These fees apply to both U.S. and Canadian toll charges. You agree that Cruise America/Cruise Canada may share your personal information, including your address, credit or debit card details, and rental information, with the Toll Administrator and any relevant government authority or their agents for toll processing purposes. You authorize the Toll Administrator and Cruise America/Cruise Canada to charge your credit or debit card for tolls, fees, and administrative costs associated with TollSpot. The Toll Administrator may contact you directly regarding TollSpot fees, which may take 4–8 weeks after your rental concludes to appear on your credit or debit card. You agree to indemnify and hold harmless Cruise America/Cruise Canada, the Toll Administrator (TollSpot), and any authorized agents for fines, charges, or administrative fees incurred from toll violations for which you are liable.

## **NOTICE REGARDING TOLL AND FINE PROCESSING FEE**

The amount of the service fee which you will be charged if Cruise America/Cruise Canada and Tollspot, is required to pay for such an infraction or toll occurrence is up to \$5.00 per toll occurrence or citation. If you do not incur tolls or fines during the rental period, you will not be charged this fee.

For all other cases, Cruise America will pay the tolling authority or road agency directly. We will add a \$15 administrative fee and charge the client's credit card used for the rental. Please note our administrative fee is per rental, not per violation.

Finally, fines for parking, red light, speeding and other traffic violations are treated similarly to the above, however, the administrative fees charged by Cruise America in these cases is \$50 per rental.

### **Parking/Traffic Violations**

Client is responsible for reporting and payment of all parking/traffic violations at rental return. The credit card will be charged for any charges/fines/penalties issued to Cruise America in addition to an administrative fee of up to US\$ 250 as a result of your not reporting a parking/traffic violation at return. Fines for parking, red light, speeding and other traffic violations are treated similarly to the above, however, the administrative fees charged by Cruise America in these cases is US\$ 50 per rental.

### **Pets and animals**

Pets are welcomed at Cruise America, but have to be confirmed in advance. Customer agrees to clean up after their pet and return unit in same condition as received, or be subject to a cleaning fee up to \$250,-

### **Smoking**

Smoking is not allowed in any vehicle.

## Winterization

Vehicle operating systems are not fully operable during subfreezing temperatures. Check the Renter Assistance Guide or Customer Service for winter operations but be aware that in Canada and northern US cities, vehicles are likely to have anti-freeze in holding tanks meaning that vehicle water facilities will not be available.

## PRIMARY COVERAGE UP TO \$1,000,000 CDN (Canadian rentals only) - INCLUDED SUPPLEMENTAL LIABILITY INSURANCE USA ONLY – INCLUDED

What is Supplemental Liability Insurance (SLI)?

SLI is insurance coverage for renters of vehicles, in this case, RVs from Cruise America. It offers additional liability coverage beyond the basic liability limits that come standard with the rental. Here's what it covers:

**Excess Liability:** SLI covers the difference between the basic liability coverage provided by Cruise America and up to a \$500,000 limit for damages related to bodily injury (including death) and property damage to third parties.

**Uninsured/Underinsured Motorist Protection:** It also covers damages caused by drivers who are uninsured or underinsured, up to the \$500,000 limit, filling the gap between the statutory minimum and the limit of the SLI coverage.

**Electing Coverage:** SLI is NOT an optional coverage - it is INCLUDED in the base nightly flex rates when renting from Cruise America in the United States.

## ZERO DAMAGE PLAN (OPTIONAL)

**What is the Zero Damage Plan (ZDP)?**

ZDP is a plan available to renters of Cruise America RVs that absolves renters from the financial responsibility for

damage or loss of the rented vehicle/equipment, assuming compliance with the terms of the Rental Agreement and applicable laws. Specifically, it means:

**No Financial Responsibility:** Should the RV or any rented equipment from Cruise America be damaged or stolen, the renter who has opted for ZDP will not be responsible for the costs of repair or replacement, given that the damage or loss did not result from prohibited uses. Other exclusions also apply - see below. Charges 25\$ per day (max 30 days)

**Exclusions Apply: Non-Covered Damage includes:**

- **Damage to the interior of the Vehicle**
- **Damage caused while reversing or backing up the vehicle**
- **Damage caused by striking overhead objects**
- **Damage caused by incorrect fueling or filling of potable water tank (e.g., wrong fuel,**



fuel in water tank, water in fuel tank)

- Damage caused by freezing
- Damage caused by Prohibited Use of the Vehicle as outlined in the Rental Agreement.