

Rental Conditions El Monte

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

- Primary Liability Coverage up to the required state financial responsibility limits
- VIP Coverage with a deductible of USD 1,500 per incident.

Camper is exclusive of

- Optional extras
- Mileage charges
- Taxes
- One-way rental fees
- Preparation fee of \$195 will be charged per rental (mandatory)
- Supplement Liability Insurance, this provides the customer with an increased limit of liability protection. SLI protects the renter and any authorized driver listed on the rental contract for up to US\$ 500,000 toward covered 3rd party damage claims.

Driver requirements

Renter (named major credit card holder) must be at least 21 years of age and in possession of valid identification including driver's license and passport.

Renter and all additional drivers must be present at pick up of the rental vehicle and sign the rental agreement. There is no charge for additional drivers.

Authorized drivers must be at least 21 years of age with a valid driver's license and identification and be listed on the rental agreement.

An International Driver's License is recommended but 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 major credit card such as Visa, MasterCard, Amex (no ATM/debit cards such as EuroCard) with available credit is required for all charges paid at the counter. Cash or Travelers Checks are not accepted. The credit card has to be issued on name of the main driver.

A US\$ 1,500 security deposit is required at the time of departure. The security deposit is not charged on the customer's credit card on pick up, but rather the amount is on 'hold'. Upon return provided that the rental vehicle is returned clean inside, undamaged and on time this 'hold' is removed.

Minimum rental period

A 7 night minimum applies to all rentals

One-ways

One-way fees between rental locations within America 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

Changes may be charged US\$50 per change.

The following changes will result in a re-calculation of Value Rate. The rate will be calculated using the most current Value Rate for the pickup week and the current rate will be used.

- Change of vehicle size
- Change of departure location
- Change in departure date
- Cancellation and rebooking
- Change in drop-off date
- Change in one-way drop-off location

Once confirmed, the following changes will not affect the Value Rate:

- Change in party size (unless larger vehicle type is required)
- Change of party name
- Adding pre-paid items

Cancellations

The charge when cancelling is:

60 days or more before pick up	\$200,- **
Between 59 days and 30 days before pick up.	20% of the total charges **
Between 29 days and 15 days before pick up	50% of the total charges **
Between 14 days and no show	100 % rental charges **

**** One way fee will also be charged if applicable (amount depending on location) and minus any applied discounts**

Transfers

Vehicles must be collected and returned to our branches (no airport returns). Transfers to and from the El Monte Campers depot are not included in the rental price. It is the renter's responsibility to get to and from the branch.



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.

After 1:00 PM subject to vehicle readiness. Latest motor home takeover time is 1 hour before station's official closing time.

Client is required to call the rental office between 9 AM – 3 PM the day before scheduled pick-up and arrange vehicle pick-up time. Under no circumstances should clients arrive unannounced. Customers must use a land based telephone (hotel, car rental, pay phone etc.) in order to be directed to the correct pick up location.

Dropping off the vehicle

Between 8:00 AM and 11:00 AM.

A US\$ 50+ per hour penalty will be charged for returns after 11:00 AM without prior authorization from rental station.

Clients with an early flight must make prior arrangements with rental station for possible earlier transfer to airport. Clients may have to return by 11:00 AM a day prior to obtain the transfer shuttle, or arrange other means of transportation. No refunds for early returns.

Early returns

No refund for any reason if rental is terminated by clients before the scheduled return date.

Clients who return the rental vehicle to any location other than the one booked and confirmed without prior authorization or who abandon the rental vehicle will be charged a recovery fee and penalty.

Vehicle size

Motor home lengths will vary within each size category. Specific floor plans, models or lengths cannot be reserved or guaranteed.

Clients who decline vehicle at departure is classified as a 'Departure Day' and not eligible for any refund.

Breakdown assistance and repair reimbursement

In the event of a mechanical problem requiring repairs over \$100 clients must call El Monte RV's On-The-Road Support for authorization. A toll free number is provided for assistance with problems, questions, etc.: at 1-800-367-4707. Contact can be made also at: onroadcareUSA@THLonline.com. Clients will be reimbursed on return and upon presentation of receipts and any replaced parts. No repair receipts over \$100 will be reimbursed without prior authorization.

- On-The-Road Support Contact requirement: in order to be eligible for any lost-use refund during their rental period clients must contact El Monte RV's On-The-Road Support and start a Customer Service Log and must have followed all instructions, self-help tips, and/or recommendations for repairs



VIP-Vacation Interruption Protection

We take the safety of our clients very seriously. All units are thoroughly inspected mechanically and technically prior to each and every rental. Nonetheless, malfunctions may happen at times. In such cases, we promise not to spare any efforts to resolve any on the road issues very rapidly. Should the renter's motorhome vacation be interrupted by an Emergency, not accident or damages caused by renter, for more than 12 hours after reporting this to El Monte RV, 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. Defective comfort equipment such as radio, TV, Bluetooth, USB, GPS, generator, batteries, air conditioner, refrigerator, heater, water heater, cruise control, awning, slide-out, etc. are not considered mechanical breakdowns and are excluded from VIP reimbursement. A refund of expenses is only possible with proper receipts.

Non-Covered Damages

No liability, comprehensive or collision insurance coverage is provided and the customer has full legal and financial responsibility in case of:

- Damages to the interior of the vehicle;
- Personal injury, personal items and property;
- Carrying more passengers than having 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. unit 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 under the influence of alcohol, drugs or any other controlled substance;
- Damages as a result of using a levelling system (if reconnected by a 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 is showing 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)



Please Note: In case of a claim, El Monte RV will not act as an adjuster for any third-party insurance purchased by the renter from which are not offered by El Monte RV (such as \$0 deductible insurance, etc...)

Travel restrictions

Clients are restricted from traveling to certain regions due to road conditions, extreme weather, uncontrollable natural forces, security alerts and/or availability of support. Restrictions are subject to change without notice and are determined solely by El Monte RV.

Clients are responsible for knowing and following the travel restrictions and for informing themselves of possible changing conditions. El Monte RV, to the best of its ability, will provide clients as much information at time of pick up as possible, but is not liable for any delays or detours client may encounter.

Violation of these travel restrictions voids insurance and coverage options under the terms and conditions of the rental contract.

Please note the following restrictions:

- a. **Off-road:** Travel on non-public, unpaved and/or 'logging' roads is not permitted at any time.
- b. **Death Valley:** Traveling in or traversing Death Valley is not permitted in July and August. Ground temperatures can reach 140° F or 60° C. Clients may be required on pick up to sign and acknowledge Death Valley restrictions.
- c. **Mexico:** Travel is permitted at client's own risk and only with purchase of El Monte RV's Mexico Auto Liability Insurance (MALI), available at all southwest locations. However, there is no reimbursement for repairs, lost use or deductibles for damage when in Mexico.
- d. **New York City / Manhattan:** Travel is not permitted.
- e. **Alaska / Northern Canada:** Travel is permitted at client's own risk. However, there is no reimbursement for repairs or lost use.
- f. **Summer:** Travel in summer months and/or in extreme temperatures can strain motor home systems such as roof and dash air conditioners, generator and refrigerator. We maintain our motor home fleet to accommodate all weather conditions; however, clients should be made aware that performance of motor home systems under extreme conditions cannot be guaranteed. Roof A/C units will only cool the interior of the motor home up to a maximum of 20 degrees cooler than the outside temperature.
- h. **Ontario / Quebec:** Due to the increased incidence of theft motor homes are not allowed to be left unattended within the cities of Montreal, Ottawa and Quebec City. We recommend leaving the motor home parked at a campground and use a taxis or public transportation. Clients planning on traveling in these areas must inform rental station prior to departure.
- i. **Vehicle Return:** Clients who return the rental vehicle to any location other than the one booked and confirmed without prior authorization or who abandon the rental vehicle will be charged a recovery fee and penalty.

Toll roads

El Monte RV will charge the customer the amount of the toll PLUS an additional handling fee of up to US\$ 25 using the credit card we have on file. This service does NOT include traffic citations or parking infractions.



Burning Man rentals

Due to the high volume of rentals going to Burning Man, there is a US\$ 2,000 surcharge for pickups starting the end of August and returning by beginning of September. SFO location only.

Colorado State Rental Tax

A mandatory fee of \$2,59/day with a maximum of \$67 for all pickups at DEN branch.

Parking/Traffic Violations

The client is responsible for all traffic violations, fines, toll charges and/or citations incurred during the rental period. **Traffic Citations:** Client may either pay the traffic citations themselves or opt to hand the citation over to the rental office upon return for processing and payment. In addition to the citation amount clients will be charged a **\$100** administrative processing fee per infraction.

In the event of customer non-payment or failure to turn over any citations to El Monte RV, clients are responsible for the fine amount plus late penalties. Additionally, clients may be charged up to \$250 per infraction for increased administrative processing.

Toll Roads / Golden Gate Bridge tolls: El Monte RV will charge the customer the amount of the toll PLUS an additional handling fee of up to \$25 using the credit card we have on file. This service does NOT include traffic citations or parking infractions.

Pets and animals

Pets and animals are allowed in the vehicle. Client is responsible for all damage and may be surcharged for special cleaning.

Smoking

Smoking is not allowed in any vehicle.

Winterization

Travel during winter months is permitted. However, freezing conditions may occur in spring and fall at higher elevations and should be anticipated and precautionary measures taken. Clients are responsible for any damage due to systems freezing due to cold weather. As a precautionary measure at certain locations water may be replaced by anti-freeze to prevent water systems from freezing. Clients are then not allowed to use any water systems, including the toilet or shower, until they have traveled to areas with consistently above zero temperatures. In the event the clients want to replace the anti-freeze with water they may be charged up to US\$ 150 to re-winterize or de-winterize the vehicle.

Note: Winterizing or de-winterizing cost, typically up to US\$ 150, are responsibility of renter.