

Rental Conditions El Monte Japan

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

- 150 miles per day
- Bodily Injury / death and injury of third-party: USD 1 Million
- Property Damage / damage to properties of third-party: USD 1 Million
- Under most circumstances if client for any reason was at fault in causing incapacitation of their motor home they will be required to pay the costs incurred in delivering a replacement unit to them as well as any damage deductible up to \$5,000

Camper is exclusive of

- Optional extras
- Extra mileage surcharge
- Taxes
- One-way rental fees

Driver requirements

Renter (contract signer) must be at least 20 years of age and in possession of valid identification (driver's license and passport, etc.). All drivers must be present at pick up of the rental vehicle and sign the rental agreement. There is no charge for additional drivers. Either an International drivers's license or official Japanes translation by duly authorities is requested.

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\$ 1,000 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. The removal may take up to 8 weeks to return. Currency conversion fees are client's responsibility.

Minimum rental period

A 7 night minimum applies to all rentals

One-ways

One-ways are not possible with El Monte Japan

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
- Change of party name

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

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

Cancellations

The charge when cancelling is:

45 days or more before pick up	100 euro
Between 44 days and 16 days before pick up	10% of total charges
Between 15 days and 2 days before pick up	20% of total charges
The day before pick up	80% of total charges
Departure day (no show)	100 % rental charges

Transfers

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

Fuel

Vehicles must be returned with the same level of fuel or the difference will be estimated and charged to the client.

Picking up the vehicle



Takeover time: After 1:00 pm. Subject to vehicle readiness. Clients may arrive earlier on their own. Latest motor home takeover time is 2 hours before station's official closing time. We strongly recommend that clients spend their first night in a hotel.

Dropping off the vehicle

Return time: Between 8:00 am and 11:00 am. A \$50+ per hour penalty will be charged for returns after 11:00 am without prior authorization from rental station. Early returns: No refund for any reason if rental is terminated by clients before the scheduled return date.

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

- Clients must have contacted El Monte RV Japan's On-The-Road Support if there are any troubles during their rental period and must have followed their instructions, self-help tips, and/or recommendations for repair.
- Under certain circumstances clients may be provided a replacement vehicle. El Monte RV Japan, at its sole discretion, reserves the right to determine if, where and when a vehicle exchange will take place.
- In the event of an accident involving an El Monte RV Japan rental vehicle, no matter who was at fault, El Monte RV Japan reserves the right to determine if, where and when a vehicle exchange will take place.
- Under most circumstances if client for any reason was at fault in causing incapacitation of their motor home they will be required to pay the costs incurred in delivering a replacement unit to them as well as any damage deductible up to \$5,000 for basic and \$1,000 for package rates.
- Should clients violate applicable laws or the terms and conditions by driving intoxicated, under the influence of drugs, or should they fall asleep at the wheel or drive negligently the deductible is voided and the customer will be responsible for all costs involved in replacing, towing and repairing of damaged motor home. Client's financial responsibility includes but is not limited to the rental vehicle. Clients may be charged 'Loss of Rental' for the time needed for recovery and/or repair.

Travel restrictions

- Clients are restricted from traveling to certain regions due to road conditions, extreme weather, acts of God, security alerts and/or availability of support. Restrictions are subject to change without notice and are determined solely by El Monte RV Japan
- Clients are responsible for knowing and following the travel restrictions and for informing themselves of possible changing conditions. El Monte RV Japan 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:
 1. **Off-road:** Travel on non-public, unpaved and/or 'logging' roads is not permitted at any time.
 2. **Narrow Road:** Many roads in Japan are very narrow without signage, and many have many low hanging trees. It is the customer's responsibility to know the vehicle size and road conditions/restrictions.
 3. **Winter:** 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.
 4. **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.

Parking/Traffic Violations

Client is responsible for all traffic violations, fines, toll charges and/or citations incurred during the rental period. Client may either pay for the fines 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 \$25 administrative processing fee per infraction.

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

There are many toll roads in Japan. ETC (electronic tol collection) card can be arranged. Clients instead can easily pay cash at all tollbooths, or by credit cards at certain toll booths.

Pets and animals

Pets are allowed, but it MUST be specified when making their reservation. Client is responsible for all damage and may be surcharged for special cleaning.

Smoking

Smoking is not allowed in any vehicle.