

Rental Conditions Euromotorhome

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

- Unlimited mileage
- Full Comprehensive Insurance (Own liability of €600,00),
- VAT 16%, leaving costs (first bottle of gas and WC chemical fluid),
- 24-hours road assistance (valid in whole of Europe),
- maintenance (according to the hiring contract norms),
- free parking of your car depot during the rental

Camper is exclusive of

- Optional extra's
- One way rental fees

Driver requirements

Vehicles can only be operated by qualified drivers of 25 years of age or older. All drivers must have a valid and identifiable driver's license, for at least 3 years. 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.

Deposit/credit card

A basic refundable security deposit of €700 will be deducted from a valid credit card plus all local charges. The motor homes are insured according to law, with a €700 deposit. For that reason, if there were any accident during the term of the rental contract, the customer is responsible for that amount. The customer will be responsible of any civil responsibility caused by any fact or circumstances that are not reflected in the voucher. The deposit will be refunded after checking the vehicle by the technical service, who will decide with a detailed note, if there is any damage caused due to incorrect use. If the valuation of damages could not be made immediately, Euromotorhome would have 30 days to refund the remaining deposit, with deduction of costs for the caused damages.

Minimum rental period

The minimum rental period for all rentals is 7 days

One-ways

One Way between Madrid and Barcelona.

Services outside depots, Bilbao, Málaga, Sevilla on request possible.

International one ways on request possible for Rome, Paris, Florence, Milan, Munich, Amsterdam, Frankfurt, Venice, Zurich, Berlin, Lisbonne. (extra charges varies from €600 till € 1000,-)

Changes

If the hirer, by his / her own decision, starts the rental late or finishes earlier as booked, he will have no right to any refund. If the customer wants to extend the rental period of the scheduled days, he /she will have to communicate with the rental center, at least three days prior to the end of the contract. The possible confirmation of extra time will be subject to availability at that moment, without any kind of obligation by the Euromotorhome. A charge of three days rent will apply.

Cancellations

The charge of the supplier is:

More than 30 days prior to pick up	50% of total charges
Between 30 days and 16 days before pick up	80% of total charges
Between 15 days to before pick up or no show	100 % of total charges

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

Transfers

- Euromotorhome offers free transportation from/to Barcelona/ Madrid airport for camper rentals exceeding 7 rental days.
- Transfer services from/to hotels on the cities are always a possibility only when requested beforehand.
- Pick ups or drop offs of vehicles at any other Spanish airport are allowed for an extra fee.
- Free service between Euromotorhome branches subject to availability, in the case of unavailability: extra charge of €200,00 each way.
- Pick ups / drop offs in other cities different than Madrid, Barcelona. Minimum rental period 10 days, extra charge of 400,00 € each way(Subject to availability).

In the case of transfers confirmed in the reservation for airport pickup, the following rules will apply:
a) for domestic flights, Euromotorhome staff meet and greet passengers coming off the flight. Passengers must therefore wait at the arrival gate. Euromotorhome staff will arrive max. 30 minutes after scheduled arrival time, so please wait.

b) In the case of international flights originating in the EU, Euromotorhome staff meet and greet passengers coming off the flight. Passengers must therefore wait at the arrival gate. Euromotorhome staff will arrive max. 30 minutes after scheduled arrival time, so please wait. c) For international flights originating outside the EU, Euromotorhome staff meet and greet passengers coming off the flight. Passengers must therefore wait at the arrival gate. Euromotorhome staff will arrive max. 60 minutes after scheduled arrival time, so please wait. d) If, once the flight has landed, the passenger has not exited in the time specified in the aforementioned sections, Euromotorhome will wait a maximum of 45 minutes, after which the customer will be obliged to contact the Reservations department make his own travel arrangements to the branch, or else pay a €100.00 fee, in addition to being liable for other costs for out-of-hours handover. It is therefore recommended that your passengers be warned of this eventuality, in order that they immediately contact the Reservations department in case of lost luggage or other items, in order to avoid the aforementioned surcharges. In case of lost luggage or other items, in order to avoid the aforementioned surcharges

Picking up the vehicle

From Monday to Friday: Madrid and Barcelona All year between 10,00 to 13,30 hours and on the evening from 16,00 to 19,00 hours (some times it's possible to get some flexibility on request).

Saturdays: From 11,30 to 13,00 hours in Madrid depot and during middle and high season. Low season CLOSED.

Saturdays in Barcelona: From 10,00 to 13,00 hours during middle and high season. Low season CLOSED.

Sundays and festivities: CLOSED all the year.

Delays in deliveries and/or returns who results in opening the branch open outside the normal operation hours including the necessary time to make the transfer services from/to airports or others, costs will be €100, if the excess time is more than 1,5 hours the extra charge will be €200.

Dropping off the vehicle

From Monday to Friday: Madrid and Barcelona All year between 10,00 to 13,30 hours and on the evening from 16,00 to 19,00 hours (some times it's possible to get some flexibility on request).

Saturdays: From 11,30 to 13,00 hours in Madrid depot and during middle and high season. Low season CLOSED.

Saturdays in Barcelona: From 10,00 to 13,00 hours during middle and high season. Low season CLOSED.

Sundays and festivities: CLOSED all the year.

The prices shown include maintenance cleaning of the vehicle interior as well as the whole exterior; nevertheless, when the vehicle is returned with the interior soiled, Euromotorhome may charge the customer a variable amount of between €40 and €100 euros, depending on its general state and the criteria of the Euromotorhome service technicians.

Vehicle size

Euromotorhome will always provide the category or vehicle officially confirmed, in cases of accident, breakdown or late-return of the assigned vehicle; Euromotorhome reserves the right to substitute the reserved vehicle and category with any other category group higher than reserved. The aforementioned will give no right to any entitlement to any reimbursement or compensation, as an upgrade is always to a vehicle with a higher cost per day.

Breakdown assistance and repair reimbursement

In case of damage, if the reparation exceeds not more than 90,00 Euros the customer may perform it directly, if the reparation exceeds this amount, the customer must request authorization to the rental center, being this amount refund with the presentation of the official invoice to the name of the rental center.

Travel restrictions

Road restrictions can change due to conditions, please check at pick up what the possibilities are.

Parking/Traffic Violations

The customer will be responsible of any sanction or fine which contravene the valid dispositions. He will also responsible if the vehicle is retained or seized by his fault and he will have to pay all the costs and losses of profit of the rental center during the time of unavailability of the vehicle. There are one charge of 30,00 Euros for each gestion for traffic penalties. The applied amount will be three times daily charge, according to the model and prices of the vehicle.

Pets and animals

There are no pets allowed inside the vehicles

Smoking

Smoking in not allowed inside the vehicles