

## Rental conditions Holiday Rent

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

- 200 kilometers daily,
- bed sheets or sleeping bags (as preferred),
- towels,
- kitchen appliances,
- outdoors tables and chairs,
- roadmap (with camping guide if available),
- Appliances like: spare tire, tool box, tow rope, reflective vest, wheel wrench, fire extinguisher, warning triangle, first aid kit, jumper cable, extension cable and high voltage adaptor 220V, water hose, full gasoline tank, full water tank, propane gas cylinder,
- 24 hours emergency phone service and emergency cell phone.

### Camper is exclusive of

- Optional extra's
- CDW Insurance (see page 5 for explanation about insurances)
- Transfers
- One way fees
- Cross border fees

### Driver requirements

Vehicles can only be operated by qualified drivers of 25 years of age or older. Only for renting the Alitplano's the minimum age is 23 years. All drivers must have a valid driver's license and we recommend an international driver's license.

### Deposit/credit card

A deposit of 1.400,- EUR will be blocked on your credit card, and at drop off this will be released if no extra charges have been made.

### Minimum rental period

15 days in High Season, 7 days in Low and Shoulder Season.

### One-ways

One-way rentals are on request. Please contact WorldWide Campers to request a one-way and the total fees.

### Changes

Shall the client wish to change the category of the camper for a higher one, they are obliged to pay the difference. Shall the client wish to change the category of the camper for a lower one, no refund will be given.

### Cancellations

**The charge of the supplier is:**

46 days prior to pick up	30 % of total charges
Between 45 days 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

Transfers from Santiago, Puerto Varas and Punta Arenas to the rental station can be pre-arranged with an additional fee.

### Picking up the vehicle

Pick-ups can be arranged outside of Santiago (but inside Chile), on January 1 and on December 24, 25 and 31 campers will neither be rented out nor received. The usual drop-off location for the campers outside of Santiago is either the local airport or a previously agreed upon place, usually a hotel.

It is also possible to start your journey in Arica the closest city to Peru. The normal cost for pick-up or drop-off there is 1.140EUR. But in low season normally a discount on pick up/drop off cost is possible. Holiday Rent will arrange assistant to cross the border

### Dropping off the vehicle

The vehicle and the camper are to be returned in a clean swept state from the inside and cleaned from the outside, fuelled up and in the same state as they have been found upon rental. In case that the vehicle or the camper are returned in an unacceptable state of tidiness, Holiday Rent reserves the right to charge the renter a cleaning fee of 70 EUR.

In case that the previously established mileage has been exceeded, a charge of 0,60 EUR per km applies. And 0,30 EUR per km for the Alitplano. We highly recommend notifying us as soon as the usage of excess mileage becomes apparent.

From now on pick up and drop off on Sundays or Public Holidays will incur a surcharge of EUR150

### Vehicle size

Should the camper be not available due to unforeseen circumstances, Holiday Rent reserves the right to replace the vehicle by a comparable or superior one. This will be at no additional costs for the customer. Shall there be no vehicle of equal or higher value available, the client will be reimbursed with a partial amount of the rental, if they are content with the rental of a vehicle of a lower value. Shall this not be the case, the client will be reimbursed the total amount of the rental plus a non-monetary compensation, usually in form of two overnight stays in a mid-range hotel. Shall the client not agree with the form of compensation, Holiday Rent are at disposition to discuss other forms of compensation on site.

### Breakdown assistance and repair reimbursement

In the case of a breakdown, the renter is asked to call us immediately. We have a 24-hour emergency breakdown service in Chile and Argentina. In the event of a serious problem a tow truck will be send to take the renter to the nearest car repair station in order to solve the problem. The renter is allowed to carry out repairs up to a value of 100 EUR without prior authorization. The possibility of reimbursement of these costs will be evaluated upon return of the camper. Repairs which exceed this amount require the previous approval of Holiday Rent.

### Travel restrictions

Leaving Chilean territory is only possible to Peru, Paraguay, Uruguay and Brazil.

Before border crossing, it is possible to get the mandatory CDW and vehicle insurance for abroad through us. The costs of this coverage will be charged 9 EUR per day (independently from the time actually spent in Argentina, Uruguay ore Peru).

The minimal charge will be equivalent to 15 days 135EUR

the maximum charge will be equivalent to 60 days 540EUR

In case of Peru, Paraguay, Uruguay and Brazil besides of the international vehicle insurance, there is an additional payment of 150 EUR.

This CDW insurance is only effective on these territories. The client is at liberty to enter and exit the country as many times as he pleases. The vehicle insurance covers damages to the own vehicle as well as the camper up to total loss. The CDW covers material damages to third parties up to an amount of US\$ 20.000,- and personal damages to third parties up to an amount of US\$40.000,-.

Smoking as well as pets are strictly prohibited in the campers of Holiday Rent. In Chile and cross border only public roads and roads that can be clearly identified as such can be used, since in case of an accident on these grounds, the insurance company will not assume liability. Hence driving off-road is not permitted.

### Parking/Traffic Violations

It is the customers 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 per violation plus the fine (including all late charges) to the customers credit card.



#### Pets and animals

Pets and animals are not allowed inside the vehicles

#### Smoking

Smoking is not allowed inside any vehicles

**\*\* Specific information of Holiday Rent \*\***

## **Coverage in Chile:**

**Collision and theft (CDW):** Covers the costs associated with fire, collision and theft claims with a deductible of 1.400 Eur per event, regardless of whether or not you were at fault in the accident.

**Damage to Third Parties (RC):** Covers material and personal damage to third parties in the event of a collision, for up to 150.000 Eur.

## **Coverage outside of Chile (Argentina, Brasil, Peru, Uruguay y Paraguay):**

**Collision and theft (CDW):** Covers the costs associated with fire, collision and theft claims with a deductible of 1.400 Eur per event, regardless of whether or not you were at fault in the accident.

**Damage to Third Parties (RCI):** Covers up to 30.000 Eur for material damage and up to 150.000 Eur for personal injury in the event of a collision with third parties.

**Insurance Exclusions (\*):** Insurance coverage will not take effect under the following conditions or circumstances:

- Driving under the influence of alcohol and/or drugs
- Driving without the corresponding license or if it is expired
- If the driver was not included in the rental contract
- Travel on paths or tracks that are not suitable for traffic or in poor condition.
- Tires, rims, glass and windshield unless they come from an accident that causes

compensable damage to the rest of the vehicle.

- Mechanical damage due to misuse of the vehicle and camper
- Personal injuries to the driver and/or passengers.

**(\*) The holder of the rental, therefore, must be responsible for 100% of the costs and damages caused by the accident, both those of the rented vehicle and/or vehicle and the affected third parties that exist.**