

Rental Conditions Roadbear RV

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

- Public Liability Insurance (coverage for up to the state minimum financial responsibility limits against claims made by a third party for bodily injury and/or property damage sustained as a result of an accident while Renter is operating the Rental Vehicle)
- Premium VIP coverage (includes secondary and comprehensive and collision coverage for the rented vehicle with a deductible of \$1500.- per accident)
- All vehicles offer an awning, air conditioning, generator & camping table, all campers feature TV, safety netting for the cab-over beds, largest beds, camping table, fresh water tanks & outside storage (ex. for suitcases with one-way rentals)

Camper is exclusive of

- Mileage
- One way fees,
- 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.
- Other optional extra's
- Applicable local fees and taxes
- Preparation fee (mandatory)

Driver requirements

All drivers must be 21 years of age or older and hold a valid driver's license for at least 1 year. A maximum age of 79 applies. A valid national driver's license is required for each driver. In addition, we recommend that foreign customers have an international driver's license or an English translation of the license issued by their home country.

Deposit/credit card

At pick up the main renter must be present with the original driver license and physical credit card showing his/ her name. A security deposit of \$1,500 will be authorized/ blocked on the main driver's credit card (not charged). When the August Season Surcharge is applied a \$2,000 deposit is charged (and not just authorized. And when an accident happens regardless of the customer being at fault or not, there will be an extra deposit required of \$2,000 this will also be charged.

The security deposit is equal to the deductible and will be issued per accident. Accepted credit cards are: VISA, MasterCard, and American Express. No pre-paid credit cards are accepted. Additional deposits may be required or charged for special events such as a regional festival (i.e.: RAAM, Coachella, Burning Man, Stagecoach, Future Future, NASCAR), when a surcharge applies or when no mileage has been pre-paid.

Vehicles will not be handed out in case of insufficient funds (credit card limit); the reservation will be cancelled and pre-paid funds are forfeit.

Minimum rental period

A 7 night minimum applies to all rentals (14 nights when the All Inclusive package or All Inclusive plus is chosen).

One-ways

One-way rentals are always on request and depend on availability. Additional charges are applicable for one-way rentals

Changes

One free change per booking can be made up to 61 days prior to pick up, any later changes result in a US\$ 50.00 handling charge.

Please note that an amendment is defined as a slight change of extras booked such as mileage/add-on items, the number of passengers as well as vehicle size and dates within a one week time frame after the booking is made.

However, changes requested regarding the vehicle type, travel dates, location, customer name etc. are considered as making a new booking, meaning the original booking will be cancelled in order for the new booking to be entered in our systems and a cancellation fee will be charged. Regardless of when a change of vehicle category, name, date(s) or location(s) is requested, this will result in the recalculation of the amount due. The rates and discounts applicable at the time of the revision will apply. For a request to change date(s) or location(s) less than 61 calendar days prior to the existing pick up date the cancellation terms in the next paragraph apply. No name change is accepted when a surcharge, e.g. Holiday Surcharge, or an extended minimal nightly rent rule applies. Such name change will be handled according to the cancellation terms in the next paragraph and results in a new booking.

Cancellation

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

Transfers are available by request only and must be reserved via the online VIP check-in at least 14 days in advance of the first rental day and confirmed by the branch. Transfers will not be made available if the VIP check-in is not completed 14 days prior to the first rental day. Transfers are not available from any location that is not listed on the VIP check-in page. Transfers can be scheduled



from select gateway airport hotels (see hotel list per branch) and some public transportation points. Many airports only allow for drop off but not pick up. Customers with reserved transfers must contact the branch 4 days prior to the first rental day to schedule the shuttle pick up time.

Picking up the vehicle

At pick up the person under which the reservation had been made must be present with the physical credit card showing his/her name and, if he/she wants to drive, also with the original driver's license. If he/she is not driving we need another government document to confirm the identity. We also require the original driver's license for any additional drivers in order for them to be insured and legally allowed to drive the motorhome. We accept the original driver's license in English, Dutch, German, Spanish, Portuguese, French, or Italian. If the driver's license is in any language other than the above an international driver's license or an official English translation must be presented at pick-up alongside the original. We have the right, and legal obligation, to deny a renter the motorhome when the renter seems not capable to drive a motorhome, e.g. intoxicated, suspicion to be under drug influence, etc. To avoid waiting times, the pre check in is compulsory and has to be completed at least 14 days prior to pick up.

Vehicles cannot be picked up on the day of arrival. Overseas customers are recommended to spend the first night at an airport hotel. Vehicle pick-up time is between 12.30 pm and 4 pm - Monday to Friday and on Saturdays customers need to call for appointment time (generally between 12.00 - 13.00 hours). Staff speaks German & English at all locations - Dutch, French & Spanish at some locations. After completing the paperwork the clients get a very thorough personal walk-thru of the motorhome. In addition every vehicle is equipped with an operation manual in English/German. In case of an emergency, accident or technical problems, clients may call 24-hours a day, 7 days a week the emergency toll free number which is printed on the keychain.

Dropping off the vehicle

Vehicles must be returned at the agreed date of drop off between 8 and 10.30 AM plus free transfer to the airport hotels/airport. Note: In order to guarantee an early pick up or late drop off the customer has to extend, if availability allows, the reservation by one night prior respectively afterwards and pay for this extra night(s)

Unauthorized late returns after 11 AM will be charged \$50 per hour. Unauthorized extensions will be charged double the applicable nightly rental rate.

Should the customer not return the vehicle at the branch which was agreed in writing, for example on the rental agreement, we will charge the customer for transferring the motorhome to the branch agreed in writing. The clients are responsible to return the vehicle with the interior clean and holding tanks dumped. The vehicles exterior does not require cleaning by the customer. Cleaning and dumping charges apply as posted at the drop-off location.

Vehicle size

If for any reason the booked vehicle should not be available, ROAD BEAR RV reserves the right to substitute a higher-rated vehicle at no additional cost. Should a lower-rated vehicle be substituted, the liability is limited to the refund of the gross rate difference of the two vehicles.

Breakdown assistance and repair reimbursement

For maintenance & repairs exceeding \$100 the customer must call the ROAD BEAR RV 24-hour toll free telephone assistance as soon as possible, and no later than 24 hours after any incident, to get an

authorization. Non-authorized invoices over \$100 will not be reimbursed. Receipts and replaced parts must be presented for reimbursement. Customer will be held responsible for mechanical damage due to negligence in operation and/or maintenance.

Regardless of the customer being at fault or not, before handing out a replacement unit we request from the customer an additional US\$ 2,000 charged on the credit card. Such amount will be reimbursed at drop-off (minus any fees/charges). There is a liability of \$1500,-

Vacation Interruption Protection (VIP) Coverage

Should the renter's motorhome vacation be interrupted by an Emergency as defined above, not accident or damages caused by the renter, for more than 12 working hours after reporting this to Road Bear 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. Such reimbursement is only possible if we have been given the chance to take care of the problem and the customer has cooperated to allow us to do so. Defects and repairs of Wi-Fi, GPS, radio, TV, generator, AC, refrigerator, heater, water heater, slide-out room, awning, cruise control, etc. are not considered mechanical breakdowns and are excluded from VIP reimbursement. Refund of expenses is in any case only possible upon provision of proper receipts.

Non-Covered Incidents (including but not limited to)

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

- Damages to the interior of the vehicle;
- Personal injury, personal items and property;
- Carrying more passengers than the number of 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. vehicle 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 by the driver being under the influence of alcohol, drugs or any other controlled substance;
- Damages as a result of the customer using a levelling system (if reconnected by the 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.
- Damages where the customer demonstrates gross 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) (see "Travel Restrictions" in section 4").

Please take note: In case of a claim, Road Bear RV will not act as an adjuster for any third-party insurances purchased by the renter that are not offered by Road Bear RV (such as \$ 0.00 deductible insurance, etc.)

Travel restrictions



Mexico: Traveling into Mexico is not permitted.
Death Valley: Traveling into Death Valley is not permitted between June 1th and September 30th
Alaska: Traveling within Alaska, Yukon and/or NWT is permitted. ROAD BEAR must be advised at the time of reservation.
Other: Private-, gravel-, dirt- or logging roads and other non-public roads, beaches, etc.
Inner city of New York / Montreal & Quebec City (Canada)
>>ROAD BEAR RV will hold the customer responsible for accidents or mechanical breakdowns and thefts occurring in a travel restricted area.

Colorado Road Safety Fee

All vehicle pick-ups in Denver are subject to a Colorado Road Safety fee of \$2,5 per night with a maximum charge of \$67 per rental.

New Jersey Security Fee

All vehicle pick-ups in New York are subject to a New Jersey Security Fee of \$5 per night with a maximum charge of \$140 per rental

Parents or guardians are responsible that the applicable laws in regards to child or booster are followed. Road Bear RV cannot provide child or booster seats nor can our staff provide installation instructions nor help with the installation.

There is Season Surcharge to will be added to the reservation for specific travel periods **\$ 200.00 LAS, 500.00 LAX, \$ 1,000.00 SFO** must be **pre-paid for ALLpickups** from 8 AUG to 26 AUG. **\$ 300.00 NYC** must be **pre-paid for ALL pickups** from 4 SEP to 05 OCT

Parking/Traffic Violations

The client is responsible for all fines, charges and court costs associated with road tolls, traffic and parking violations, or any other violations that occur and will be charged accordingly. An administrative fee of \$25 will be charged. For toll roads/ bridge tolls, the renter's credit card will be charged for the toll amount, late fees, and an additional administration fee of \$25 per toll.

For traffic citations, the renter is responsible for the full amount of the citation, including any late fees, and will be charged a \$100 administrative processing fee per citation.

Pets and animals

Pets are not allowed. A \$ 250.00 minimum cleaning/deodorizing fee applies with either violation.

Smoking

Smoking is prohibited in all Roadbear vehicles. A \$ 250.00 minimum cleaning/deodorizing fee applies with either violation.

Winterized vehicles

In areas with temperatures below freezing point the fresh and waste water systems will be drained and CANNOT be used. A re-winterization fee and damages caused by freezing will be charged if customer de-winterizes system on the road. When dropping off at a branch with sub-freezing temperatures a re-winterization fee will be applied. Any damages caused by liquid freezing in the



pipes will be charged to the rental customer