

El Monte RV Terms & Conditions 2019

Valid for travel 01 April 2019 onwards

European Sales & Reservations Office, res@elmonterv.co.uk, +44 (0)1483 500003

Rental Charges

- 7 nights minimum rental required, as standard
- Maximum length of one rental is restricted to 90 nights
- Options and mileage are not included in nightly rates
- All nightly rentals include (unless otherwise stated)
 - Public Liability Insurance (up to the required state financial responsibility limit) - see page 7
 - Premium VIP coverage with \$1000 per incident deductible - see page 7

Rental Locations

Bellingham	5242 Pacific Highway, Ferndale, Washington 98248
Chicago	c/o Art's RV Service Center, 21 W 700 North Ave, Glen Ellyn, IL 60137
Dallas	3500 South Central Expressway (Hwy 75), McKinney TX 75070
Denver	c/o All Stars RV, 5989 Main Street, Loviers CO 80131
Las Vegas	3800 Boulder Highway, Las Vegas, NV 89121
Los Angeles	12818 Firestone Blvd, Santa Fe Springs, CA 90670
Miami	c/o Tires 4 Less, 18645 SW 103rd Ct, Miami FL 33157
New York (Newark)	3401B Tremley Point Rd, Linden, New Jersey 07036
Orlando	3800 W Colonial Drive, Orlando, Florida 32808
Phoenix	TBA
San Diego	c/o Ryder Truck Rental, 8665 Mission Gorge Rd # A1 Santee, CA 92071
Salt Lake City	c/o Hugh's RV, 250 South Hwy 89, North Salt Lake City, UT 84054
San Francisco	6301 Scarlett Court, Dublin, CA 94568

Motorhome Vehicle Options

Standard Fleet

Model	Type	Length (approximate)	Slide-out	TV	Awning	Bunk Beds	Child Seat Tether Anchor	Model Year*
C22	Class C	22' – 23'	No	Yes	Yes	No	Yes	2018-2020
C25	Class C	23' – 25'	No	Yes	Yes	No	Yes	2018-2020
C28	Class C	27' – 29'	No	Yes	Yes	No	Yes	2018-2020
FS31	Class C	31' – 32'	Yes	Yes	Yes	Yes	Yes	2018-2020
AF34	Class A	34' – 35'	Yes	Yes - 2	Yes	Yes	No	2018-2020

Economy Fleet (Mighty Camper)

Model	Type	Length (approximate)	Slide-out	TV	Awning	Bunk Beds	Child Seat Tether Anchor	Model Year*
M22	Class C	22' – 25'	No	No	Yes	No	No	2017 or newer
M28	Class C	27' – 29'	No	No	Yes	No	No	2017 or newer
MS30	Class C	31' – 32'	Yes	No	Yes	No	No	2017 or newer
MA34	Class A	31' – 34'	Yes	Yes - 2	Yes	Yes	No	2017 or newer

Motorhome Year *

'Model Year' is a standard industry-wide term employed by US automobile and motorhome manufacturers to designate annually changing vehicle designs. 'Model Year' does **not** indicate the year in which a vehicle was manufactured. A 2018 design or 'model', for example, may be manufactured anytime during the 2017 or 2018 calendar year. The model year of an El Monte RV vehicle is always indicated on the vehicle registration.

Motorhome Specifications

Motorhome photos, drawings and floor plans provided are examples only. Sleeping capacities do not mean like number of adults or full-size teenagers can be accommodated comfortably. The features, bed sizes and amenities listed are representative and may be changed, added to or deleted without notice. Specific floor plans or models will vary within a category and cannot be reserved or guaranteed.

Motorhome Lengths

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

Note: All rentals are subject to the terms and conditions of the rental contract signed at the El Monte RV depot at the time of vehicle pick up.

Availability

Every effort is made to ensure that the vehicle reserved will be available. However, if due to unavoidable circumstances the reserved vehicle is not available, El Monte RV reserves the right to substitute that vehicle with a vehicle of equal or greater value. Subsequent expenses (additional ferry costs, gasoline, etc.) are the sole responsibility of the renter.

NOTE: In a case where the reserved vehicle type is not available, El Monte reserves the right to select a suitable alternative.

Optional Extras

- Not included as standard, additional rate applies.
- Please check your booking confirmation for optional extras booked
- Items must be booked in advance and are subject to availability

GOLD ALL INCLUSIVE PACKAGE (MIN 7 NIGHTS)	
<ul style="list-style-type: none"> • Unlimited Mileage • Preparation fee • Personal kits for all passengers • Kitchen Kit • Unlimited Generator Use • SLI Insurance 	
Preparation fee (Mandatory one time fee)	
<ul style="list-style-type: none"> • Initial propane fill • 2 rolls of toilet paper • Rubber gloves 	<ul style="list-style-type: none"> • Toilet chemicals • Fresh water and sewer hoses
500 Miles pack(s)	
Unlimited Mileage pack	
PAD (Priority AM Departure)	
Personal Kit	
<ul style="list-style-type: none"> • Blankets • Wash Cloth • Sheets • Dinner Plate • Pillow • Hand Towel 	<ul style="list-style-type: none"> • Silverware • Pillow Case • Coffee Cup • Bath Towel • Saucer
Kitchen kit	
<ul style="list-style-type: none"> • Water Pitcher • Dutch Oven • 4 pc. Cutlery • Dish Towels • Pan Covers • Bottle Opener • 2 qt. Saucepan • Clothes Hangers • Frying Pan • Kettle 	<ul style="list-style-type: none"> • Mop • Potato Peeler • Salad Bowls • Bucket • Strainer • 1 qt. Saucepan • Broom • Corkscrew • Platter • Dust Pan
<i>Kit items and quantities may vary by location. Items may be substituted without notice.</i>	
SLI (Supplemental Liability Insurance) - see page 7	
Generator Use (prepaid option per night)	

GPS (additional security deposit required at pick up, currently \$250)
NYC Midtown hotels transfer fee (per RV)
Vehicle Extra Pack <ul style="list-style-type: none"> • Toaster • Coffee machine • Four camping chairs • Only available at Los Angeles, San Francisco and Las Vegas

Local Payment Options

Items must be booked in advance and are subject to availability.
Please refer to your booking confirmation for current pricing.

Camping Chair	MALI (Mexico Insurance)
Toaster	Generator Use (local payment option per hour)
Coffee Machine	Additional Miles

Taxes - taxes are due on all prepaid and local charges.

DEN - 4%	ORD - 5%	SAN - 7.75%
DFW - 10%	PHX - 16.85%	SLC - 16.35%
LAS - 8.25%	MCO - 6.5%	SFO - 9.25%
LAX - 9.5%	NYC - 6.62%	BEL - 14.6%
MIA - 7%		

Taxes correct as of May 2018 - Determined by departing city and subject to change without notice

Mandatory Fees

New Jersey State Rental Security Fee For all pickups at NYC depot.	\$5 per night (maximum \$140 per rental)
Colorado State Rental Tax For all pickups at DEN depot.	\$2 per night
One Way Rentals Applicable when picking up and dropping off in different locations	Various charges apply

Insurance and Liability

- El Monte RV is not responsible for travel operators' or their agent misrepresentation of facts described in the insurance and liability section below
- All coverage and waivers are subject to the expressed terms and conditions of the rental contract signed by the client on pick up.

Public Liability Insurance (included in all reservations)

Public Liability Insurance to cover collisions in the event that the renter is at fault. The policy protects the renter to Statutory Limits (State mandated minimum liability coverage). Liability Insurance has no deductible.

Premium VIP Coverage (included in all reservations)

VIP includes secondary Comprehensive and Collision coverage for the rented vehicle with a deductible of US\$1,000.00 per incident.

Coverage includes but is not limited to:

- Accidental damages to the vehicle (renter's or 3rd party's fault)
- "Uninsured Motorist" in case the renter is involved in a collision with a non-insured driver
- Windshield & glass damage
- Vehicle theft and fire (personal property and items in the vehicle are always excluded)
- Vandalism

Security Deposit: US\$1,000.00 (authorized on a major credit card)

No insurance coverage is provided (liability or comprehensive & collision) while traveling into non-authorized areas including but not limited to Death Valley (June – September), the inner cities of New York, Montreal and Quebec (Canada). Northern Canada, Alaska Highway, Alaska.

Non-covered damages

Customer has full legal and financial responsibility in case of:

- Renter's negligence, e.g. backing up, following incorrect GPS directions, etc.
- Breach or violation of the rental contract
- Damages to the interior of the vehicle
- Damages caused by freezing or overheating of vehicle or systems (please refer to "Winterization" as well)
- Deliberate and willful damages caused by the renter or his guests
- Damages caused to the vehicle by abuse or misuse for illegal activities
- Damages caused by neglecting proper operating procedures, e.g. incorrect fuel type & quality, ignoring oil or coolant levels, tire pressure, ignoring height limits (bridges, parking structure, drive thru, or hotel marquees) etc.
- Damages and losses caused during travel in or thru restricted areas and damages due to "off-road" usage

- Damages and collisions caused under the influence of alcohol, drugs or other controlled substances
- Damages and injuries caused by overloading the vehicle and/or exceeding the legal towing capacity (towing limit – 1500 lb. maximum with proper equipment)
- Carrying more passengers than having seat belts available
- Operation of the vehicle by anyone not listed on the rental contract or not having a valid driver license
- Operation of the vehicle by anyone not meeting the age requirements as shown on the rate sheets and rental terms & conditions
- Personal damages and personal property are never covered

VIP - Vacation Interruption Protection (included in all reservations)

If the renter's motorhome vacation is interrupted by an automotive mechanical breakdown (not collision or damages caused by others or the renter) for more than 12 business hours after reporting such incident to El Monte RV/Mighty Campers, the renter will be reimbursed for the greater of: (1) the gross daily rate or (2) 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 up to a maximum of US\$1,500.00 per trip.

Defective comfort equipment such as radio, TV, DVD, CD, 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. Refund of expenses is only possible with proper receipts.

SLI - Supplemental Liability Insurance – Charge applies

The optional SLI coverage 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\$ 1,000,000.00 toward covered 3rd party damage claims.

Mexico Auto Liability Insurance (MALI)

El Monte RV's Mexico Auto Liability Insurance is required protection which the renter must obtain from El Monte RV when renting an El Monte RV vehicle and will be travelling in Mexico. El Monte RV's Mexico Auto Liability Insurance policy provides excellent coverage and eliminates the hassles of trying to obtain insurance at the border.

A written permit from El Monte RV is required for border crossing.

El Monte RV's Mexico Auto Liability Insurance must be purchased at the rental counter. Client may purchase coverage only for the specific days that they will be in Mexico. There is no reimbursement for repairs or lost use incurred while vehicle is in Mexico.

Jurisdiction: Mexico Auto Liability Insurance is only valid when travelling in Mexico and according to the laws of Mexico.

Coverage: This insurance provides coverage for physical damage to or total theft of the El Monte RV rental vehicle, third party liability and medical payments. Coverage also includes legal assistance to aid in the prevention of the driver from going to jail.

Limits:

Physical damage: Maximum \$100,000 for collision, upset, overturn, etc.

Total theft: Maximum \$100,000 Coverage excludes partial theft.

Auto liability: \$1,000,000 combined single limit for property damage and bodily injury.

Medical payments: \$3,000 per person and \$15,000 per accident.

Legal assistance: Maximum limit of \$43,000.

Deductible:

Physical damage: The deductible for physical damage is 3% of the actual cash value of the RV with a minimum deductible of \$600.

Total theft: The deductible for total theft is 5% of the actual cash value of the RV with a minimum deductible of \$600. Coverage excludes partial theft.

Auto liability: No deductible

Medical payments: No deductible

Legal assistance: No deductible

Exclusions:

Included but are not limited to the following:

- Use of a rental vehicle in violation of the terms and conditions of the rental contract.
- Accidents which occur while renter is under the influence of any amount of alcohol and /or narcotics.
- Accidents arising out of the use of a rental vehicle by an unauthorized driver.
- Coverage excludes partial theft.

Insurance Coverage through a third party

If the renter is covered for damages through a third party insurer, he/she agrees to pay El Monte RV for all damages upon return. It is the renter's responsibility to re-claim the amount from his/her third party insurer. El Monte RV will not claim the amount on the customer's behalf. It is the renter's responsibility to examine his/her own policy to ensure that all damages are covered.

Reporting of damages / accidents

Any damages and/or injuries involving a third party (vehicle, person and/or property) must be reported to the police immediately. All damages must be reported to El Monte as soon as possible.

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.
- 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:
 - **Off-road:** Travel on non-public, unpaved and/or 'logging' roads is not permitted at any time.
 - **Death Valley:** Traveling in or traversing Death Valley is not permitted in July and August. In May, June and September travel is permitted, however, customer is fully responsible for all mechanical problems and/or towing or vehicle recovery costs. Ground temperatures can reach 140°F or 60°C. During July / August clients may be required on pick up to sign and acknowledge Death Valley restrictions.
 - **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.
 - **New York City / Manhattan:** Travel is not permitted.
 - **Alaska / Northern Canada:** Travel is permitted at client's own risk. However, there is no reimbursement for repairs or lost use.
 - **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. 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 \$150 to re-winterize or de-winterize the vehicle. **Note: Winterizing or de-winterizing cost, typically up to \$150, are responsibility of renter.**
 - **Summer:** Travel in summer months and/or in extreme temperatures can strain motorhome systems such as roof and dash air conditioners, generator and refrigerator. We maintain our motorhome 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 motorhome up to a maximum of 20 degrees cooler than the outside temperature.
 - **Ontario / Quebec:** Due to the increased incidence of theft motorhomes are not allowed to be left unattended within the cities of Montreal, Ottawa and Quebec City. We recommend leaving the motorhome parked at a campground and use a taxis or public transportation. Details available at pick up location. Clients planning on traveling in these areas must inform rental station prior to departure.

- **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.

Prohibited Use of the Rental Vehicle

Any use of the Rental Vehicle that is prohibited by the Rental Contract or failure to fulfil Renter obligations will be a breach of the Rental Contract, will void any limitation of Renter's responsibility under the Rental Contract, and make Renter fully responsible for El Monte RV's actual and consequential damages, costs, and attorney's costs and fees resulting from that breach. To the extent permitted by law, VIP, SLI, MALI, and any liability protection will also be void.

Under this Rental Contract, with respect to the Rental Vehicle, RENTER MAY NOT:

- Operate, occupy or use the Rental Vehicle in a negligent or careless manner. Leave the Rental Vehicle unattended in a negligent or careless manner.
- Operate the Rental Vehicle in violation of any federal, state, provincial, or local laws, rules, regulations or ordinances.
- Push or tow any vehicle or other object with the Rental Vehicle except as permitted in writing by El Monte RV.
- Renter may not, under any circumstances, tow anything weighing more than a gross vehicle weight of 3,000 pounds.
- Allow operation of the Rental Vehicle by anyone except Renter and/or Authorized Drivers.
- Drive the Rental Vehicle during adverse weather conditions, and/or road conditions.
- Drive Rental Vehicle through any tunnel or area restricting propane tanks.
- Drive, ferry or transport the Rental Vehicle to any areas outside the 48 contiguous United States or Provinces of Canada (except Newfoundland) or to certain areas prohibited by El Monte RV as inhospitable and dangerous, except with El Monte RV's prior written approval. The Rental Vehicle may be operated in designated areas of Mexico, Alaska, Yukon and Northwest Territories upon securing a pre-approved written permit from El Monte RV.
- Drive while under the influence of alcohol or drugs/narcotics.
- Transport more people than the manufacturer of the unit recommends for the specific vehicle type, or more than there are seatbelts in the vehicle.
- Disconnect and/or tamper with the odometer and/or speedometer.
- Carry persons or property for compensation.
- Engage in any race, test, training or contest.
- Operate in connection with or during any period of strike, riot, or civil commotion.
- Operate the Rental Vehicle if Rental Vehicle is obtained from El Monte RV by fraud or misrepresentation.
- Use for any illegal purpose or to carry explosives or other hazardous wastes and/or hazardous materials.
- Drive on unpaved roads, trails, and the like, commonly called "logging" roads or any surface subjecting the Rental Vehicle to damage or road hazard.

- Operate or occupy the Rental Vehicle in a reckless or abusive manner which causes damage to the Rental Vehicle whether interior, exterior, or mechanical.
- Operate, maintain, or refuel the Rental Vehicle if Renter has doubts about safe operation and cannot obtain professional assistance or access the El Monte RV's customer service assistance by telephone.
- Operate or use the Rental Vehicle when signs of apparent problems (monitoring panel gauges, flat tires, steam arising from engine, abnormal noise, and the like) indicate damage to the Rental Vehicle from continued use.
- Allow the transport of any persons in a trailer or in the camper portion of camper homes or allow the detachment of the camper from the truck chassis.
- Allow placement of objects or persons for any purpose on the roof, including in a parking position for viewing.
- Operate if improperly loaded, or, if load is improperly secured, or if Rental Vehicle door steps are not properly stowed.
- Allow placement of signs, lettering, painting, or other legend or loudspeakers or other sound apparatus on the Rental Vehicle.
- Further operate the Rental Vehicle after it has been involved in an accident or is damaged, regardless of fault, until the vehicle has been properly repaired or otherwise certified to be road worthy and in compliance with all applicable safety Standards
- Fall asleep or use in any other inattentive manner while operating the Rental Vehicle.

Abandonment

The renter may not return the rental vehicle at a time other than El Monte RV's hours of operation. Abandoned vehicles will be subject to recovery and damages' charges. Abandonment will void any insurance coverage. The renter will be responsible for any damages / recovery fees that occur during the entire length of the rental including the period of abandonment. Additional abandonment fees may apply.

Rental Procedures

Client/Driver Requirements

- Renter (contract signer) must be at least 21 years of age and in possession of valid identification (Driver's license, passport, etc.).
- Additional drivers must be at least 21 years of age and be present at pick up of the rental vehicle and sign the rental agreement. There is no charge for additional drivers.
- The international driving permit (IDP) is a special license which allows motorists to drive internationally, when accompanied by a valid driver's licence from their country. El Monte does not require an IDP, but recommends renters having one in case they get stopped by the police.

Security Deposit

- A \$1,000 security deposit is required at the time of departure.
- We require that the deposit be guaranteed by a major **non-debit** credit card such as Visa, MasterCard or American Express with sufficient credit balance to cover this amount.
- We do not accept ATM/debit cards such as EuroCard/Check Cards or pre-paid credit cards.
- We do not accept Cash or Traveler's Checks, Stored Value/Pre-paid cards or gift cards.
- 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.
- El Monte RV cannot be held responsible for exchange rate variations while a security deposit is being held.

Customer Orientation

Clients will receive a full orientation of their motorhome, including client's maintenance and use responsibilities. Orientation consists of a 30 minute video in English, German, Spanish or Japanese introducing the general concepts of motorhome use and safety tips, as well as a personal walk-around of motorhome with the client by a qualified instructor.

Operator manuals are provided for clients to take with them. Additionally, clients receive from the rental station location maps with directions to nearest supermarket and gas stations.

First Night Accommodation

- We strongly recommend that clients spend their first night in the USA in a hotel.
- Transfers are restricted to designated hotels advised at time of booking (see El Monte RV pick up information).
- No refunds are given for self-transfer.
- No transfers are provided for same day flight arrivals.

Pick Up / Drop off Options - see El Monte RV Pick up Information document for details

- **Pick Up time:** After 1:00 pm. Subject to vehicle readiness. (Even if clients may be picked up or arrive earlier on their own at the depot). (except PAD – Priority AM Departure)
- Latest motorhome pick up time is 1 hour before station's official closing time.
- Day of pick up: No refund if client picks up later than the booked day of departure.

- **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.
- 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 early to obtain courtesy shuttle, or arrange other means of transportation.
- Holding tanks must be emptied & flushed prior to return or there will be a minimum charge of \$75
- Gasoline tank(s) must be full or the shortage will be estimated and charged at double the current market rate per gallon.
- Early returns: No refund for any reason if rental is terminated by clients before the scheduled return date.

Transfers - see El Monte RV Pick up Information document for details

- Complimentary shuttle transfers are available at DFW, LAS, LAX, MCO, NYC*, SFO, and YVR location
- Transfers from **New York City*** (Midtown Manhattan) – there is an additional \$80 per direction transfer fee, (see El Monte RV pick up information for details of these hotels). Pick up is after 1pm.
- Transfers to or from rental station may be subject to restrictions or limitations beyond El Monte RV's control. In such circumstances transfers may be the financial and logistical responsibility of the renter.
- Transfers are provided as a courtesy and are not financially negotiable or refundable.
- Contact number: Client must call 1-800-367-6507* no later than 9:00 am the morning of motor home takeover to schedule pick up time and confirm hotel entrance. Under no circumstances should clients arrive unannounced.
- Toll Free Transfer Telephone numbers are area code directed. Customers must use a land based telephone (hotel, pay phone etc) in order to be directed to the correct pick up location. Cell phone users must use the direct telephone numbers for each location (see El Monte RV Pick Up Information document). Clients using a cell phone to call El Monte RV's toll-free number while in NYC, for example, for a pick up the next day in MCO would be connected to the NYC station.

Priority AM Departure (PAD) Transfer

PAD locations: Las Vegas, Los Angeles, San Francisco, New York, Dallas and Orlando.

PAD hotels: Restricted solely to those hotels designated as PAD hotels & advised at time of booking.

Pick up time of RV is between 8:00 am and 12 noon

Transfer time: PAD Shuttle arrives between 7.00 am - 8:00 am.

Procedure: Customer or Agent must inform El Monte RV of a PAD. PAD pre-registration MUST be completed in our customer zone at least 14 days before pick up date.

PAD is for early preparation and pick up of the motorhome and transfers are offered as a courtesy only. In the event client or agent fails to notify El Monte RV, or notifies us less than 14 days prior to takeover, client will either have to accept standard transfer, or provide their own transfer at their own cost. No Exceptions.

Bellingham Depot: Pick up and Transfer Procedure (between Vancouver transfer hotels and Bellingham depot)

- Pick up time is usually after 12 noon.
- US Border Crossing Fee of \$6 per person is required at the border. Clients should be aware that a visa to enter the United States may be required. (fee subject to change)
- Due to increased security and traffic, delays crossing into the US are possible. El Monte RV is not responsible for refunds of any type as a result of border crossing delays.
- Seattle (SEA) transfer: No transfer provided in either direction. Clients must arrange and pay for their own transfer.
- Courtesy transfer to and from Bellingham airport by El Monte RV is provided at no charge.

Bellingham Depot: Drop off and Transfer Procedure

- Shuttle departs Bellingham location at approximately 11 am
- Due to increased security and traffic, delays crossing into Canada are possible. El Monte RV is not responsible for any refunds of any type as a result of border crossing delays.

Self-Transfer: Clients can make their own way to all depots at their own expense.

- Self Transfer is mandatory at Denver, Miami, Salt Lake City, Chicago, Phoenix, San Diego and for Bellingham to and from Seattle / SEATAC area.
- Customer must not arrive at depot without calling first.

Hours of operation

Many locations are open 7 days a week Monday to Saturday 8:00 to 17:00, and Sunday from 8:00 to 16:00 April to September. The El Monte RV locations are open 7 days a week 9:00 to 16:00 from October to March unless otherwise noted. **Location closing dates are subject to change.**

Some locations have reduced hours of operation:

- DFW, NYC and YVR - closed Sundays all year.
- DEN, MIA, ORD, PHX, SAN and SLC - closed Saturdays and Sundays all year.
- YVR (Bellingham/Ferndale, WA)
 - Open Monday – Friday from 9:00 to 17:00.
 - Closed Saturdays and Sundays 01 October 2019 – 31 March 2020.
 - Closed every day from 26 January 2019 – 10 February 2019.
 - Closed every day from 25 January 2020 – 09 February 2020.
- NYC (Linden, NJ)
 - Closed Saturdays and Sundays 01 October 2019 – 31 March 2020.

Holiday Schedule (Closed Dates)

01 January 2019	New Year's Day	02 September 2019	Labor Day
21 April 2019	Easter Sunday	28 November 2019	Thanksgiving
27 May 2019	Memorial Day	24 December 2019	Christmas Eve
04 July 2019	Independence Day	25 December 2019	Christmas Day
24 July 2019	Pioneer Day (SLC Only)	31 December 2019	New Year's Eve
01 - 03 September	Burning Man (SFO Only)	01 January 2020	New Year's Day

Lost Items

El Monte RV is not responsible for items left in the motorhome after client's return and reserves the right to donate or dispose of them as it sees fit. Left items cannot be mailed to client.

Luggage Storage

- Luggage storage is available on a limited basis at limited locations only.
- To facilitate the pick up and drop off procedures, we recommend that clients store their luggage in their vehicle. Soft-sided or collapsible bags are best for storage.
- Luggage storage is at the client's own risk and is not available for one way rentals.
- Luggage capacity in courtesy shuttles is limited, clients with excess luggage or oversized items may be required to store and later retrieve them from their hotel.

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

Vehicle Support and Use

Maintenance and User Responsibility

Renter is responsible for checking engine oil at each refuelling; and coolant levels and tyre pressure in the morning when the engine is cold. Renter is also responsible for checking into and reporting any problems. Renter notices with the Rental Vehicle (fluid leaks, smoke, warning lights lit, etc. Clients may be held responsible for mechanical damage due to negligence in operation and /or in performing normal maintenance. Tools for vehicle repair are not provided since clients are not authorized to make repairs.

Reimbursements and Refunds

- **Refunds for Mechanical Problems**

El Monte RV operates one of the newest fleets in the industry. Yet as motorhomes are mechanical devices they do occasionally develop problems.

- In the event of a mechanical problem requiring repairs under \$75 clients will be reimbursed upon presentation of receipts and any replaced parts.
- For needed repairs over \$75 clients must call El Monte RV's On-The -Road Support department for prior authorization. A toll free number is provided for assistance with problems, questions, etc: 1-800-367-4707. Contact can also be made at roadsidegroup@elmonterv.com Mobile phone charges will not be reimbursed.

- **Additional Items**

In the unlikely event that items are missing from kitchen or personal kits, or for example client needs an additional blanket, or client needs to replace an item for the motor home such as a water hose, sewer hose, etc, the client may purchase these items without prior approval and will be refunded at return upon presentation of valid receipts, provided they do not total more than \$75.

- **Breakdowns:**

In the event of a mechanical breakdown requiring the vehicle to be in repair for more than 12 hours, please refer to VIP Interruption Protection

- **Accompanying vehicles:**

Accompanying vehicles are not eligible for compensation.

- **Travel Agent Assistance:**

Contacting one's travel agency or tour operator will have no effect on the availability and/or speed of vehicle towing, repairs and/or replacement and no compensation of any kind will be given for communication costs incurred. Clients should be instructed by their travel agency/tour operator to coordinate the repair efforts only with El Monte RV's On-The-Road Support and to discuss compensation with the staff at the return rental counter.

- **Non-essential items:**

A Rental Vehicle provides multiple features including transportation, lodging, cooking facilities, toilet, shower, etc. An equipment malfunction resulting in the loss of one or more of these facilities may cause certain inconvenience but does not constitute complete loss of the Rental. Radio, air conditioning, fridge, generator, microwave, appliances, auto step and cruise control are not considered mechanical breakdowns.

- **Return**

Without prior authorisation in order to be eligible for any lost-use refund clients must return rental unit to return office as booked or a recovery fee and penalty will be charged.

- **Cell Phone Charges**

Clients are responsible for all cell phone charges. Clients are encouraged to use on-the road-support's toll free number as the primary contact number.

On-The-Road-Support

On-The-Road Support (OTRS): **1-800-367-4707**

Open every day during business hours and most holidays, and extended hours in peak season.

- Support staff may also be reached via email: roadsidegroup@elmonterv.com
- In order to be eligible for a lost-use refund client must have contacted El Monte RV's On-The-Road Support department during their rental period and must have followed their instructions, self-help tips, and/or recommendations for repair.
- On-The-Road Support is a courtesy service provided by El Monte RV for our customers. They are not authorized to determine refunds. Any refund consideration can only be made by the return location manager.
- In certain circumstances clients may be provided a replacement vehicle. El Monte RV, 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 rental vehicle, no matter who was at fault, El Monte RV reserves the right to determine if, where and when a vehicle exchange will take place.
- 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 and the customer will be responsible for all costs involved in replacing, towing and repairing of damaged motorhome. Client's financial responsibility includes but is not limited to the rental vehicle.

Accidents

In the event of an accident resulting in injury to Rental Vehicle occupants or third parties, or damage, loss, or theft of the Rental Vehicle or third party vehicle or property, whether or not due to Renter fault, Renter agrees to file an accident / Rental Vehicle damage report immediately with the police and secure copy of police report and provide to El Monte RV within five (5) days following incident. In addition, Renter will complete an accident / Rental Vehicle damage report with El Monte RV by toll free telephone, 1-800-367-4707 within 24 hours after the accident or Renter returning the Rental Vehicle to El Monte RV. Renter will obtain at the time of accident and deliver to El Monte RV, the name, address, telephone number, driver's licence, description, location, owner's name and address of injured parties, damaged property description and all witnesses names and contact information. Failure to comply with this provision will deny El Monte RV the opportunity to properly investigate the accident, mitigate the claim and will void VIP, SLI or MALI coverage if provided under the Rental Contract.

Cleaning of Vehicles

Clients must return the rental vehicle in a clean condition or a cleaning fee will be estimated and charged. Rental vehicles returning from special events, e.g. music festivals and race events may require additional cleaning.

Flush Out

A minimum charge as a flush out fee if the waste and/or holding tanks have not been drained by client prior the rental vehicle being returned to El Monte RV.

Fuel Consumption

- Fuel costs are client's responsibility. Gasoline tanks are generally full at pick up and must be returned full or the difference will be estimated and the clients charged; or if not full the gasoline tank must be returned at the same level as at takeover or the difference will be estimated and the clients charged.
- No claims are accepted as to fuel consumption. Fuel consumption will vary according to where and how a vehicle is driven. No claims are accepted as to fuel consumption if client is upgraded to a larger unit.

Generator

- All motor home unit types are outfitted with a 110 Volt generator.
- The use of the generator is not required for normal vehicle operation. Customers have the option of being charged a per rental night fee for unlimited use, or a per hour fee calculated upon return. Charges are payable at the counter. Use of power outlets for charging phones, etc., are at clients own risk.
- Prepaid generator charges upon vehicle return are **non-refundable**.

Group Reservations

Special group rates are available. A group consists of 5 or more motorhomes and are priced differently than our standard rates. Requests for group bookings should be made as soon as possible and at least 90 days before the scheduled pick up date. El Monte RV must receive the lead names for each motorhome before travel.

Long Term Rentals

Maximum length of one rental is restricted to 90 nights.

For requests for 90 nights or longer please contact our office for a quotation

Customers may be required to accept charges for normal maintenance; examples include but are not limited to: adding motor oil, transmission fluid or brake fluid; oil changes, tyre rotation or tyre replacement.

Maximum Passenger Numbers

You may not transport more people than the manufacturer of the unit recommends for the specific vehicle type, or more people than there are seatbelts in the vehicle. Should you transport more people than recommended, you may be in violation of traffic safety laws and the excess weight could cause an accident or mechanical failure. In either case, Renter will be held fully responsible.

Seatbelts

Renter must comply with passenger seating "seat belt" law and "child restraint" law of any state or province in which Rental Vehicle may be operated. Renter acknowledges that in the event of any non-compliance with such laws, Renter shall be liable for any injury, damages, cost or loss and fines and penalties resulting from such non-compliance.

Smoking

Smoking is not allowed in any of our vehicles. El Monte reserves the right to charge an additional cleaning fee of \$250.00 if a vehicle returns smelling of smoke.

Substitutions

- We make every effort to provide the clients with the model reserved. However, El Monte RV reserves the right to substitute models which are similar, higher rated or longer; i.e. a Class A vehicle may be substituted for a cab-over Class C model; a C28 may be substituted for a C22.
- No refunds for any reason (additional fuel consumption, ferry charges or campground fees, etc.) will be given due to increased length or size of motorhome substituted.
- Should a smaller or lower rated vehicle be offered and accepted, liability will be limited to a refund of the price difference between the model booked and paid for and the model received at the time the booking was made. No refund will be given should a smaller or lower rated vehicle be requested by the client.
- Clients should take into consideration a larger unit may be substituted when pre-booking campgrounds.
- Clients should automatically reserve the next size motorhome length when making ferry reservations.

Suitcase Storage

- Luggage storage is available on a limited basis at limited locations only.
- To facilitate the pick up and drop off procedures, we recommend that clients store their luggage in their vehicle. Soft-sided or collapsible bags are best for storage.
- Luggage storage is at the client's own risk and is not available for one way rentals.
- Luggage capacity in courtesy shuttles is limited, clients with excess luggage or oversized items may be required to store and later retrieve them from their hotel.

Theft:

Renter agrees to report any theft of the Rental Vehicle or it's equipment immediately to the appropriate public law enforcement agency and to El Monte RV, and to call the appropriate public law enforcement agency to the scene of the theft where required by law, to file the required law enforcement reports and El Monte RV reports and to return the Rental Vehicle keys to the nearest El Monte RV office in the event of total theft. Renter agrees to fully cooperate with El Monte RV and El Monte RV's agents and insurer with respect to any such theft.

Traffic Tickets, Toll Roads, Golden Gate Bridge

- Client is responsible for all traffic violations, fines, toll charges and/or citations incurred during the rental period.
- Clients may either pay for the fine 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.

- In the event of non-payment or failure to turn over any citation to El Monte RV, clients are responsible for the fine amount plus late penalties. Additionally, clients may be charged up to \$250 for increased administrative processing. El Monte RV will charge the customer the amount of the citation using the credit card we have on file. This process is automatic, this may be up to 6 months after the customer has dropped off.
- Golden Gate Bridge tolls: El Monte RV will charge the customer the amount of the toll PLUS an additional \$25 handling fee, using the credit card we have on file. This process is automatic. Clients must indicate upon pick up if they wish to opt out of this process. This service does NOT include traffic or parking infractions.

Customer Relations

Customer relations issues should be addressed where possible with the El Monte RV rental depot at the beginning or end of your stay. Should any matter remain unresolved, issues should be addressed with the El Monte RV UK / European Office no later than 30 days after your return to the UK.

UK / EUROPEAN SALES AND RESERVATION CENTRE

Tel: +44 (0)1483 500003

Email: res@elmonterv.co.uk

5 Bramley Business Centre, Station Road, Bramley, Surrey, GU5 0AZ, UK

All details subject to change without notice

Amendments & Cancellations

Amendments

Any amendment to the booking arrangements, either travel dates, duration or vehicle size will require a service fee of USD \$50 plus tax. We reserve the right to make a revised costing and your booking may be subject to a cancellation and new booking process and therefore incur the appropriate cancellation charges.

In the event of a date change, the new travel dates must fall within the same calendar year. Moving the rental date to the following calendar year will be treated as a cancellation and will be subject to fees.

The cancellation fee applied will be based on the originally requested travel dates.

Cancellations

For all cancellations the following charges will apply:-

- For cancellations made 60 days or more prior to departure - £100 / \$200 / €150
- For cancellations made 59 to 30 days prior to departure - £600 / \$750 / €700
- For cancellations made 29 to 16 days prior to departure - £900 / \$1200 / €1100
- For cancellations made 15 to 0 days prior to departure - full rental cost plus tax
- For cancellations made on departure day * and for no shows the full cost of the rental will be charged.
- **One way rentals** always incur a minimum charge of £150 / \$300 / €200 (in addition to applicable above fee)

* A client who declines vehicle at departure is classified as a 'Departure Day' and not eligible for any refund.

Important: In the event of a natural disaster or other Acts of God every reasonable attempt will be made to accommodate clients' schedule changes and travel disruptions. However, no refunds for cancellations will be given and no waiver of any fees will be allowed. ALL applicable fees will be assessed and invoiced to the travel wholesaler accordingly.

Cancellation of Special and Group Reservations

Please see confirmation invoice.

El Monte RV shall assume no liability whatsoever in the event a booking is cancelled, rescheduled, changed, postponed or interrupted due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of the rental impracticable, illegal or impossible.