

EL MONTE RV.
RENTALS + SALES

mighty
CAMPERS

2021 / 2022

Terms & Conditions



International Program

HIGHLIGHTS AND CHANGES

Vehicle Model Year Guarantee: We are proud to offer the following model year guarantee.

El Monte RV: 2019 - 2022 Model Year

- Largest fleet of late model year vehicles
- All Class C vehicles with awnings, TV, DVD/CD, tether anchor for child seat
- Only supplier offering large Class C with bunk beds
- All Class A vehicles with awnings, 2 TV's, DVD/CD, bunk bed, and motorized cab-over bed.

MIGHTY Camper: 2018 Model Year or newer

- Available at discounted rates
- All vehicles with awnings, TV, DVD/CD
- Well maintained vehicles and thoroughly inspected
- All Class A vehicles with awnings, 2 TV's, DVD/CD, bunk bed, and motorized cab-over bed

24/7 On-The-Road Support:

El Monte RV and Mighty USA is offering complete assurance that our customers are never alone on the road. Customers will have added confidence and reassurance during their trip knowing that they're just a phone call away from help should the need arise.

EI MONTE RV HIGHLIGHTS

Founded in 1970, El Monte RV has grown to become one of the largest, most trusted RV rental companies in the world. With locations throughout the United States and a standard multi-point inspection conducted after every rental, El Monte RV is known for its commitment to offering reliable, high-quality, newer RVs for rent at affordable prices.

- **12 Gateway Locations:** Los Angeles, San Francisco, Las Vegas, San Diego, Bellingham, Salt Lake City, Denver, Dallas, Chicago, New York, Miami, Orlando.
- El Monte RV Premium New Model Year Guarantee **2019 - 2022**.
- Competitive rates and special offers.
- The largest and best equipped motorhome types and specifications in the USA incorporating:
 - Class C (cab over) motorhomes. From 21 to 31 feet in length.
 - All vehicles with full kitchen including stove, oven, microwave, refrigerator with freezer.
 - **All Class C vehicles with awnings, TV, DVD, CD and tether anchor for child seat.**
 - Only supplier offering large Class C with bunk beds.
 - Many El Monte RV vehicles feature slide outs (increasing living space when parked).
 - Premium Class A motorhomes (bus style) featuring slide out, motorized overhead bed and bunk beds.
- Over 30 locations throughout the USA with **12** international gateway locations for international customers.
- Priority morning check in option available (PAD).
- Personal walk-through service during at pick-up time
- An advanced online quotation and booking system.

About El Monte RV

Headquartered in Los Angeles, El Monte RV one of America's leading motorhome and RV rental and sales companies catering to both international and domestic travelers. Thanks to a reputation for exceptional customer service, high quality vehicles and best in class vehicles El Monte RV has experienced rapid growth throughout the United States. El Monte RV is the only nationwide motorhome rental company to offer the larger Class A luxury vehicles for rent.

About Mighty Campers

Mighty Campers is a great value brand that helps travelers kick start stories by providing the best value in campervans that are simple to use, with features you'd expect in more expensive RVs. Mighty proves that you don't need to sacrifice quality.

LOCATION INFORMATION

El Monte RV maintains **12** gateway locations across the United States. Location addresses and details are subject to change.

Los Angeles (LAX)

12818 Firestone Blvd.
Santa Fe Springs, CA 90670
Tel: +1 (562) 404-9300

Orlando (MCO)

3800 W Colonial Dr.
Orlando, FL 32808
Tel: +1 (407) 872-7730

New York / New Jersey (NYC)

3401 B Tremley Point
Rd. Linden, NJ 07036
Tel: +1 (908) 474-9000

Dallas (DFW)

3500 S. Central Expressway (Hwy
75) McKinney, TX 75070
Tel: +1 (972) 562-1900

Miami (MIA)

[c/o RV Florida Group
LLC] 13690 SW 248th
Street
Princeton (Miami), FL 33032
Tel: +1 (305) 362-2777

Chicago (ORD)

[c/o Art's RV Service Center]
21 W700 North Ave.
Glen Ellyn (Chicago), IL 60137
Tel: +1 (630) 469-1936

San Francisco (SFO)

6301 Scarlett Ct.
Dublin, CA
94568
Tel: +1 (925) 803-0331

Bellingham, WA Seattle (YVR)

Servicing Vancouver (must cross border into USA)
5242 Pacific Hwy.
Ferndale, WA 98248
Tel: (360) 380-3300

Las Vegas (LAS)

3800 Boulder Highway
Las Vegas, NV 89121
Tel: +1 (702) 269-8000

Denver (DEN)

[c/o All Stars RV]
5989 Main St.
Littleton, CO 80131
Tel: +1 (720) 348-0404

San Diego (SAN)

[c/o Santee Rents]
8665 Mission Gorge Road #
A1 Santee, CA 92071
Tel: +1 (619) 449-1513

Salt Lake City (SLC)

[c/o Full Service Storage, LLC]
3490 West 1820 South, Suite B
Salt Lake City, UT 84104
Tel: +1 (801) 256-6818

TIMES OF OPERATION

Holiday & Special Event Schedule:

El Monte RV offices will be CLOSED for the following holidays or special events. No bookings will be accepted for pick up or return on these dates. No exceptions.

2021	01 January	New Year's Day	06 September	Labor Day
	04 April	Easter Sunday	25 November	Thanksgiving
	31 May	Memorial Day	24 December	Christmas Eve
	04 July	Independence Day	25 December	Christmas Day
	24 July	Pioneer Day (SLC only)	31 December	New Year's Eve
	05 - 07 Sept	Burning Man (SFO only)		
2022	01 January	New Year's Day		

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:

Branch	01 April 2021 - 30 September 2021		01 October 2021 - 31 March 2022	
	Monday – Saturday	Sunday	Monday – Saturday	Sunday
LAX	08:00 – 17:00	08:00 – 16:00	09:00 – 16:00	09:00 – 16:00
SFO	08:00 – 17:00	08:00 – 16:00	09:00 – 16:00	09:00 – 16:00
MCO	08:00 – 17:00	08:00 – 16:00	09:00 – 16:00	09:00 – 16:00
LAS	08:00 – 17:00	08:00 – 16:00	09:00 – 16:00	09:00 – 16:00
DFW	08:00 – 17:00	Closed	09:00 – 16:00	Closed
YVR*	08:00 – 17:00	Closed	Monday – Friday 09:00 – 16:00	
NYC	08:00 – 17:00	Closed	Monday – Friday 09:00 – 16:00	
	Monday – Friday	Saturday – Sunday	Monday – Friday	Saturday – Sunday
DEN	08:00 – 17:00	Closed	09:00 – 16:00	Closed
MIA	08:00 – 17:00	Closed	09:00 – 16:00	Closed
ORD	08:00 – 17:00	Closed	09:00 – 16:00	Closed
SAN	08:00 – 17:00	Closed	09:00 – 16:00	Closed
SLC	09:00 – 16:00	Closed	09:00 – 16:00	Closed

*YVR is closed 25 January 2021 - 5 February 2021

MOTORHOME RENTAL FLEET - MODEL YEAR GUARANTEE

El Monte RV Fleet: Model Year **2019 - 2022** - All locations

- C22 Class C Approx. length: 21' - 23'
- C25 Class C Approx. length: 24' - 26'
- C28 Class C Approx. length: 27' - 29'
- FS31 Class C Approx. length: 30' - 32' Slide-out living area & bunk beds
- AF33 Class A Approx. length: 32' - 34' Slide-out living area, bunk beds, motorized overhead bed

Mighty Camper: Model Year **2018** or newer - Available at LAS, LAX & SFO, MCO, DFW

- M22 Class C Approx. length: 21' - 25'
- M28 Class C Approx. length: 27' - 29'
- MS31 Class C Approx. length: 30' - 32' Slide-out living area & bunk beds
- MA33 Class A Approx. length: 32' - 34' Slide-out living area, bunk beds, motorized overhead bed

Model Year Definition

'Model Year' is a standard industry-wide term employed by US automobile and motor home manufacturers to designate annually changing vehicle designs. 'Model Year' does not indicate the year in which a vehicle was manufactured. A 2019 design or 'model', for example, may be manufactured anytime during the 2018 or 2019 calendar year. The model year of an El Monte RV vehicle is always indicated on the vehicle registration.

El Monte RV Motorhome

El Monte RV continuously strives to provide our international guests with the best possible motor home product in the industry. To this end, we purchase units only from top RV manufacturers who make them to our higher than average specifications. All motor homes are 100% walk-through, equipped with 110V generator, microwave oven, stove, CD player, and modestly branded.

Motorhome Specifications

Motor home photos, drawings and floor plans provided are examples only. Sleeping capacities are recommendations only and do not mean like number of adults or full-size teenagers can be accommodated comfortably within every unit of a size category. Features and amenities are representative and may be changed, added to or deleted without notice. Bed sizes vary from unit to unit within size categories and cannot be guaranteed. Specific floor plans or models will vary within a category and cannot be reserved or guaranteed.

Motorhome Lengths

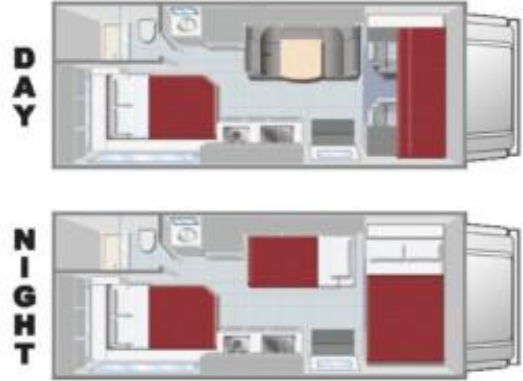
Motor home lengths will vary within each size category. Specific floor plans, models or lengths cannot be reserved or guaranteed. It is the wholesaler's responsibility to explain clearly in their brochure/program that motor home category designations do not represent the exact length. For example, if you designate the Class C Slide-Out model as an FS31, the lengths within this category may range from 30 feet to over 32 feet.

Motorhome Availability

Not all vehicle types will be available at all locations throughout the year.

EL MONTE RV

C22 - Compact Motorhome



C25 - Compact Motorhome



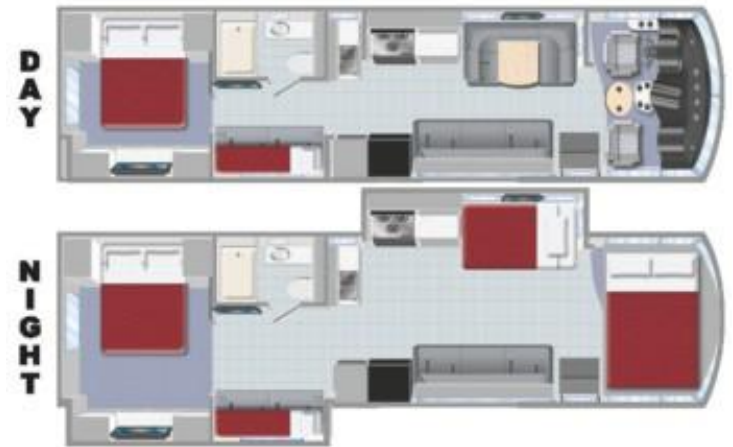
C28 - Midsize Motorhome



FS31 - Midsize Motorhome



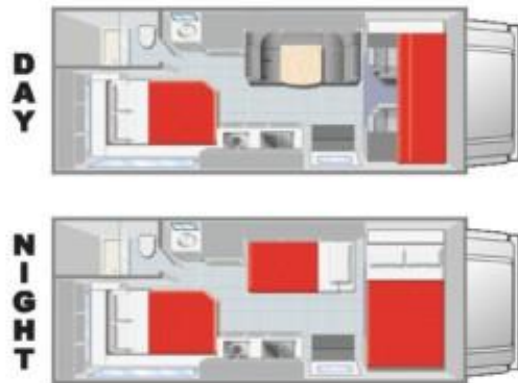
AF33 - Class A Slide-Out





Model Year: 2018 or newer
Available at a lower nightly rate
Vehicles will be available at LAX, LAS, SFO, DFW & MCO

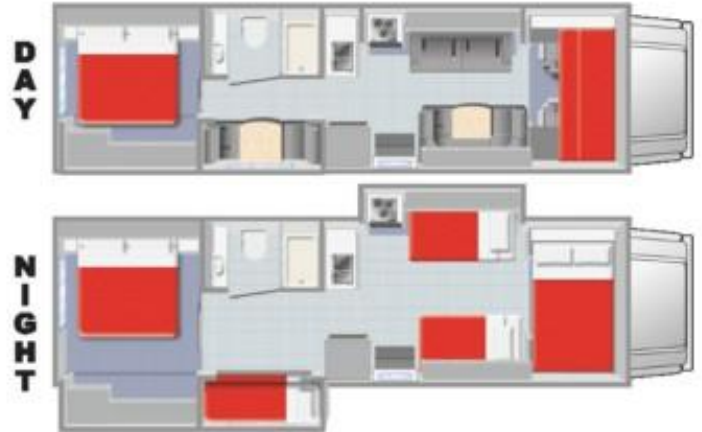
M22 - Compact Motorhome



M28 - Midsize Motorhome



MS31 - Midsize Motorhome



MA33 - Class A Slide-Out



RENTAL CHARGES

- 2021 Rates and Charges are valid for pickups 01 April 2021 - 31 October 2021.
- 2021/22 Winter Rates and charges are valid for pickups 01 November 2021 - 31 March 2022.
- 7 nights minimum rental required.
- Mileage is not included.
- Taxes are not included in the rental charges, mileage options or a la carte charges.
- No tax applies to New Jersey State Rental Security Fee or Colorado State Rental Fee
- All nightly rates include:
 - Primary Liability Coverage (up to the required state financial responsibility limits (see Insurance and Coverage)
 - VIP coverage with \$1000 per incident deductible (see Insurance and Coverage)

MILEAGE OPTIONS: Prepaid Only

500 Miles Package

- Per package price
- Additional miles: @ 0.34 due at counter

Unlimited Mileage Package

- Per rental price
- Surcharge for each additional rental night beyond 21 nights

All-Inclusive Package

- Per night price
- Minimum charge applies
- Includes: unlimited miles, all personal kits, kitchen kit, and Prep Fee.

All-Inclusive Plus Package

- Per night price
- Minimum charge applies
- Includes: SLI and ZDO Insurances, unlimited miles, all personal kits, kitchen kit, and Prep Fee.

ADD-ON OPTIONS AND KITS

PAD (Priority AM Departure)	per motorhome rental
Supplemental Liability Insurance (SLI)*	per day
Zero Deductible Option (ZDO)*	per night
Personal Kit (all locations)*	per person
Kitchen Kit (all locations)*	per vehicle
Generator Use	per hour
GPS.....	per trip
Mobile WiFi	per day

OTHER OPTIONS: Local payment only - no guaranteed availability

Toaster	per rental
Coffee machine.....	per rental
Folding chairs.....	per chair, per rental
Rice Cooker	per rental
Mexico Auto Liability Insurance (MALI)*	per day while in Mexico

Personal Convenience Kit*

Blankets	Pillow Case	Wash Cloth	Coffee Cup
Sheets	Bath Towel	Dinner Plate	Saucer
Pillow	Hand Towel	Silverware	

Kitchen Kit*

Water Pitcher	Corkscrew	1 qt. Sauce Pan	Platter	Broom
Pan Covers	Dutch Oven	4 pc. Cutlery		Dust Pan
Frying Pan	Bottle Opener	2 qt. Sauce Pan		Dish Towels
Potato Peeler	Kettle	Mop		Clothes Hangers
Strainer	Salad Bowls	Bucket		

* Important Note:

- Kit items and quantities may vary by location. Items may be substituted without notice.
- Kit items are for rent and must be returned to rental locations.

MANDATORY FEES

New Jersey State Rental Security Fee:

Mandatory \$5 / night (maximum \$140) for all pickups at NYC station.

Colorado State Rental Tax:

Mandatory \$2 / night (maximum \$88) for all pickups at DEN station.

Prep Fee:

Per vehicle at all locations. Prep fee includes: Thorough hygienic cleaning and disinfection of vehicle and regular branch sanitization, supply of toilet chemicals and tissue, full fresh water tank, fresh water hose and waste water hose, instruction manual, personal instruction on use of motor home and appliances, campground guides and maps, and external cleaning upon return.

INSURANCE AND COVERAGE

Public Liability Insurance (included in the daily rate for El Monte RV and Mighty)

The Public Liability Insurance covers a 3rd party collision in the event that the renter is at fault. The insurance has no deductible. The policy protects the rental company up to US\$ 1,000,000 and the renter to Statutory Limits (state mandated minimum liability coverage which can be changed by a state anytime without notice - you find the current limits online). Liability Insurance has no deductible.

SLI (Supplemental Liability Insurance)

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 agreement for up to US\$ 1,000,000 toward 3rd party damage claims. This is a chargeable add-on per night.

Premium VIP Coverage (included in the daily rate)

Premium VIP coverage includes secondary comprehensive and collision coverage for the rented vehicle with a deductible of US \$1,000 per incident.

Coverage includes but is not limited to:

- “Uninsured Motorist” in case the renter is involved in an accident with a non-insured driver,
- Accidental damages to the vehicle (renter’s or 3rd party’s fault),
- Windshield, glass or tire damage,
- Vehicle theft and fire, and
- Vandalism

Security Deposit: **US \$1,000** (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.

ZDO (Zero Deductible Option)

With a standard rental with El Monte RV, you are responsible for any and all loss or damage to the vehicle from any cause regardless of fault to a maximum of \$1,000 per incident.

The optional Zero Deductible Option (ZDO) is not mandatory. ZDO reduces the customer’s liability for damage to the rental vehicle in the case of an accident to \$0 (unless otherwise specified under notes 1-5 below). Clients can either purchase ZDO in advance or at the branch (sales tax applies). ZDO is included with the ALL IN PLUS rate.

ZDO is not an insurance and only reduces the financial responsibility of the renter if the rented vehicle is damaged or stolen.

The Advantages of the ZDO are:

- Eliminates the deductible in case of a loss to the rented vehicle, provided that the renter is not in violation of the Rental Agreement;
- No need to file a claim with your personal car insurance

INSURANCE AND COVERAGE (Continued)

Please note that the ZDO will not apply if:

1. The renter uses the vehicle in violation of the rental agreement;
2. The renter fails to remove the keys or lock all doors and close windows and the vehicle is stolen;
3. The renter fails to notify us and the police immediately after loss; and
4. The renter fails to pay charges under the Rental Agreement; or
5. As allowed by the applicable state or provincial law

Before deciding to purchase ZDO, the renter may wish to determine whether their own vehicle insurance provides coverage for rental vehicle damage or loss and can determine the amount of deductible under their own insurance policy. This is a chargeable add-on per night.

VIP-Vacation Interruption Protection

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, mobile WiFi, 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.

Non-Covered Damages

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

- Damages to the interior of the vehicle;
- Personal injury, personal items and property;
- Carrying more passengers than having 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. unit 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 under the influence of alcohol, drugs or any other controlled substance;
- 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 and/or exceeding the legal towing capacity (towing limit is with proper equipment 1,500 lbs. - enclosed trailers, boats or vehicles are not allowed);
- Damages where the customer is showing 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;
- 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)

Please Note: In case of a claim, El Monte RV will not act as an adjuster for any third-party insurances purchased by the renter from which are not offered by El Monte RV (such as \$0 deductible insurance, etc...)

CLIENT INFORMATION

First Night Accommodation

We strongly recommend that clients spend their first night in the United States in a hotel.

Motorhome Collection and Return Policies

- Motorhome collection time: after 1:00 pm; Subject to vehicle readiness
- Latest motorhome collection time is one hour before station's official closing time
- Date of departure: No refund if client picks up later than the booked date of departure
- Motorhome return time: Between 8:00 am and 11:00 am
- A 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

Client Requirements

- Renter (named major credit card holder) must be at least 21 years of age and in possession of valid identification including driver's license and passport.
- Renter and all additional drivers must be present at pick-up of the rental vehicle and sign the rental agreement.
- There is no charge for additional drivers.
- Authorized drivers must be at least 21 years of age with a valid driver's license and identification and be listed on the rental agreement.
- An International Driver's License is recommended but not required.
- A major credit card such as Visa, MasterCard, Amex (no ATM/debit cards such as EuroCard or visa debit cards, etc) with available credit is required for all charges paid at the counter.
- Cash or Travelers Checks are not accepted.

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 with sufficient credit balance to cover this amount.
- We do not accept ATM/debit cards such as EuroCard/Check Cards, visa debit 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 'held' in the form of an authorization; Upon return provided that the rental vehicle is returned clean inside, undamaged and on time with any fines paid this 'hold' is removed.

CLIENT INFORMATION (Continued)

International Address Requirement

- El Monte RV's 2021/2022 International Rental Program and rates are designated exclusively for non-domestic clientele, i.e. for those clients living outside of the United States and having no US address
- El Monte RV reserves the right not to accept bookings from clients residing within the United States even though they may have reserved through an international tour operator / travel agency
- El Monte RV reserves the right to rebook clients residing within the United States using standard domestic rates conditions
- It is strongly recommended that tour operators / travel agencies and their representatives inform their reservation department of this policy
- It is the responsibility of the tour operator / travel agency to identify the customer's residency

Customer Orientation

- Clients receive a full orientation of their motorhome, including clients' responsibilities for maintenance and use
- Orientation consists of a 30 min. video in English, German, Spanish or Japanese introducing the general concepts motorhome use and safety tips, as well as a personal walk-through of the motorhome with the client by a qualified instructor
- Operator manuals are provided for clients to take with them in English and German
- Clients also receive a regional campground directory and location map from the rental station with directions to the nearest supermarkets and gas stations

Rental Vehicle Abandonment

The rental vehicle cannot be returned outside of office hours. Any attempt to return the rental vehicle outside of office hours is defined under the terms and condition of the rental contract as Abandonment of the rental vehicle. Abandonment of the rental vehicle is subject to a \$1000 - \$5000 fine in addition to any incidentals that may be due for miles traveled over the pre-purchased allotment, fuel tank refill, flush-out of waste water tanks, cleaning and/or damage. The clients will also forfeit the security deposit.

CLIENT INFORMATION (Continued)

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.

Pets

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

Luggage Storage

- Luggage storage is available on a limited basis (one standard suitcase per person, no sports equipment) at the following locations: DFW, LAS, LAX, MCO, NYC, SFO & YVR
- No guarantee of luggage storage is made for these locations: DEN, MIA, ORD, PHX, SAN and SLC
- To facilitate the pick-up and drop off procedures, we recommend that clients carry their luggage in their vehicle and soft-sided or collapsible bags are recommended for easier storage
- Luggage storage is at the client's own risk and is not available for one-way rentals
- capacity of courtesy shuttle is limited and may require clients with excess luggage or oversized items to store and later retrieve them from their hotel

Client Contact Information

- Please use the direct telephone number for each branch location (see Locations - page 4)
- 24/7 On-The-Road Support: [1-800-367-4707](tel:1-800-367-4707) and roadsidegroup@elmonterv.com

VEHICLE SUPPORT & USE

Maintenance and Use Responsibility

The client is responsible for routine maintenance while traveling (checking coolant, oil, tire pressure, etc.) as well as immediately reporting mechanical failures. Clients may be held responsible for mechanical damage due to negligence of operation and/or due to not performing normal maintenance. Tools for vehicle repair and tire change are not provided because clients are not authorized to make repairs.

Reimbursements & Refunds

- Refunds for Mechanical issues: In the event of a mechanical problem requiring repairs over \$75 clients must call El Monte RV's On-The-Road Support for authorization
- A toll free number is provided for assistance with problems, questions, etc.: at [1-800-367-4707](tel:1-800-367-4707) and contact can be made also at: roadsidegroup@elmonterv.com
- Clients will be reimbursed on return and upon presentation of receipts and any replaced parts; no repair receipts over \$75 will be reimbursed without prior authorization
- Note: \$75 reimbursement does not apply to de-winterizing or winterizing cost
- Additional Items: In the unlikely event that items are missing from kitchen or personal kits, or for example if a client needs an additional blanket, or needs to replace an item for the motorhome 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 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 see the section titled '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
- Client Complaints: client refund or reimbursement requests must be received in writing with all supporting documentation no later than 30 days after rental return to be eligible for compensation consideration
- On-The-Road Support Contact requirement: in order to be eligible for any lost-use refund during their rental period clients must contact El Monte RV's On-The-Road Support and start a Customer Service Log with them and must have followed all instructions, self-help tips, and/or recommendations for repairs
- Customers declining On-The-Road Support instructions, recommendations or appointments for repairs will not be eligible for lost-use compensation
- All vehicle lost-use issues must be verified by a pre-authorized repair facility and/or by location staff upon return and only after issues are validated will compensation be given
- No consideration for lost-use will be given if it is determined any issues were operator error
- Return without prior authorization: in order to be eligible for a lost-use refund, clients must return rental vehicle to the booked return station or a recovery fee and penalty will be charged
- Non-essential items: radio, air-conditioning, refrigerator, generator, microwave, appliances, automatic step, GPS, mobile WiFi and cruise control are not considered mechanical breakdowns
- Cell-phone charges: clients are responsible for all cell-phone charges incurred and clients are encouraged to use On-the- Road-Support's 24-hour toll free number as the primary contact telephone number

VEHICLE SUPPORT & USE (Continued)

On-The-Road Support

- On-The-Road Support (OTRS): [1-800-367-4707](tel:1-800-367-4707) is available 24 hours and 7 days
- Support staff may also be reached via email: roadsidegroup@elmonterv.com
- In order to be eligible for any lost-use refund during the rental period client must have contacted El Monte RV's On-The-Road Support and start a Customer Service log with them and must have followed all 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 and this team is not authorized to determine refunds which is the sole responsibility of the return station 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 the customer will be responsible for all costs involved in replacing, towing and repairing of the damaged motorhome whereby the client's financial responsibility includes but is not limited to the rental vehicle

Travel Restrictions

- Clients are restricted from traveling to certain regions due to road conditions, extreme weather, acts of God ('force majeure'), 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 adhering to 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 where ground temperatures can reach 140° F or 60° C and clients may be required to sign and acknowledge Death Valley restrictions on pick-up
- Mexico: travel is permitted at client's own risk and only with the purchase of El Monte RV's Mexico Auto Liability Insurance (MALI), available at all southwest locations. Note: 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 but 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 re-winterize or de-winterize the vehicles with the help of an expert. Note: Winterizing or de-winterizing costs - typically up to \$150 - are the responsibility of renter

VEHICLE SUPPORT & USE (Continued)

- 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 the performance of motorhome 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 regular 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 taxi or public transportation. Clients planning on traveling in these areas must inform the 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.

Traffic Citations, Golden Gate Bridge, Toll Roads

- The client is responsible for all traffic violations, fines, toll charges and/or citations incurred during the rental period.
- Traffic Citations: Client may either pay the traffic citations 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, clients are responsible for the fine amount plus late penalties. Additionally, clients may be charged up to \$250 per infraction for increased administrative processing.
- Toll Roads / Golden Gate Bridge tolls: El Monte RV will charge the customer the amount of the toll PLUS an additional handling fee of up to \$25 using the credit card we have on file. This service does NOT include traffic citations or parking infractions.

Fuel Consumption: Gasoline and LPG (Liquid Propane Gas)

- Fuel costs are the client's responsibility
- Gasoline and LPG (Liquid Propane Gas) tanks are 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 and LPG (Liquid Propane Gas) 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 with regards to fuel consumption; fuel consumption will vary according to where and how a vehicle is driven and no claims are accepted as to fuel consumption if client is upgraded to a larger unit

Vehicle Substitutions

- We make every effort to provide the clients with the model reserved
- El Monte RV reserves the right to substitute models which are similar, higher rated, or longer; e.g. a Class A motorhome may be substituted for a cab-over Class C model; a C28 may be substituted for a C22
- No refunds for any reason (such as increased fuel consumption, ferry charges, campground fees, etc.) will be given due to increased length or size of the 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 pick up
- No refund will be given should a smaller or lower rated vehicle be requested by the client at pick up
- When pre-booking campgrounds clients should consider that a larger unit may be substituted

VEHICLE SUPPORT & USE (Continued)

Generator

- All motorhome unit types are outfitted with a 110 Volt generator
- The use of the generator is not required for normal vehicle operation and customers have the option of being charged a per-rental-night fee for unlimited use, or a per hour fee calculated upon return
- Generator 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

RESERVATIONS

Tel: +44 (0)1483 500003
E-mail: res@elmonterv.co.uk

Reservation requests

- Reservations can be made via e-mail or through our website.
- One-way and long-term rental requests may take 48 hours to confirm

Reservation requests must contain:

- Customer's last and first name, **home address** and e-mail address
- Pick-up and return date
- Pick-up and return station
- Mileage option being booked
- **All Inclusive or All Inclusive Plus Option if required**
- Name of Special and/or any other discount if applicable **MUST** be mentioned at time of booking to be honored
- Number of persons in the traveling party (important for personal kit preparation)
- Size and type of motorhome
- Clear information about which charges will be prepaid

Group reservation requests:

- Special group rates are available. Please note that booking requests for groups or convoys of 3 or more vehicles travelling together are on request until confirmed by the reservations team.
- Requests for group bookings should be made as early as possible
- A group is defined as consisting of 3 or more motorhomes
- Please contact res@elmonterv.co.uk for special group rates

Long Term Rentals

- Maximum length of one rental is restricted to 45 nights on our website.
- For requests 46 nights or longer, please contact reservations for a quote.
- 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, tire rotation or tire replacement.

Amendments, Cancellations and Complaints

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 rental.

Amendments

Any amendment to the booking arrangements, either travel dates, duration or vehicle size will require a service fee of USD £40 / €45 / \$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.

Bookings are not transferable to other customers. Customers name changes will be treated as a cancellation and a new booking unless the customer who initially placed the booking will be present at the time of departure.

Consecutive rentals for one customer will be considered two separate rentals. A customer cannot book 2 consecutive rentals for the reason of benefitting from lower taxes or specials that would not otherwise apply.

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 / €150 / \$200
- For cancellations made 59 to 30 days prior to departure - £600 / €700 / \$800
- For cancellations made 29 to 16 days prior to departure - £900 / €1100 / \$1200
- For cancellations made 15 to 0 days prior to departure - 100% of rental charges plus tax
- For cancellations made on departure day, for no shows or for customers who decline a vehicle at departure - the full cost of the rental will be charged plus tax.

One way rentals will always incur a charge of £150 / €200 / \$300 (in addition to applicable above fee).

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

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.

