

EL MONTE RV[®]

mighty CAMPERS

Rate Release 2027-2028

America, Off the Beaten Path
Making RV Rentals Easy Since 1970

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Highlights and Changes

Vehicle Model Year Guarantee

We are proud to offer the following model year guarantee.

El Monte RV 2025 - 2026 Model Year

- Largest fleet of late Class C model year vehicles
- All vehicles with awnings (as optional bookable extra), TV, and tether anchor for child seat.

MIGHTY Camper 2024 Model Year or Newer

- Available at discounted rates
- All Class C vehicles with awning (as optional bookable extra), TV, and tether anchor for child seat
- All Class A vehicles with awning (as optional bookable extra), 2 TV's and cab-over bed.
- Well maintained vehicles and thoroughly inspected

24/7 On Road Support

El Monte RV and Mighty Camper are offering complete assurance to our guests of 24/7 On Road Support. Guests will have added confidence and reassurance during their trip knowing that they're just a phone call away should the need arise.



Location Information

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

For access to the latest Location Maps and Location addresses, please refer to elmonterv.co/customer

New users will need to create a login.



Los Angeles (LAX)

12818 Firestone Blvd.
Santa Fe Springs, CA 90670

+1 (562) 404-9300

Las Vegas (LAS)

3800 Boulder Highway
Las Vegas, NV 89121

+1 (702) 269-8000

Orlando (MCO)

3800 W Colonial Dr.
Orlando, FL 32808

+1 (407) 872-7730

Seattle (SEA)

1541 S. 96th Street
Seattle, WA 98108

+1 (206) 334-7303

San Francisco (SFO)

6301 Scarlett Ct.
Dublin, CA 94568

+1 (925) 803-0331

Chicago (ORD)

[c/o Art's RV Service Center]
21W700 North Ave
Glen Ellyn (Chicago), IL 60137

+1 (630) 469-1936

Miami (MIA)

[c/o RV Florida Group LLC]
13700 SW 248th Street
Princeton (Miami), FL 33032

+1 (305) 362-2777

Denver (DEN)

6586 Brighton Blvd.
Commerce City, CO 80022

+1 (720) 570-1100

San Diego (SND)

[c/o Santee Rents]
8665 Mission Gorge Road # A1
Santee, CA 92071

+1 (619) 449-1513

Salt Lake City (SLC)

[c/o Full Service Storage]
2222 West 2300
South West Valley City, UT 84119

+1 (801) 256-6818

New York/New Jersey (NYC)

3401 B Tremley Point Rd.
Linden, NJ 07036

+1 (908) 474-9000

Dallas (DFW)

3500 S. Central Expressway (Hwy 75)
McKinney, TX 75070

+1 (972) 562-1900

Location Information

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.

May 31, 2027	Memorial Day
July 3, 2027	Observed Independence Day (SLC + ORD Only)
July 4, 2027	Independence Day
July 24, 2027	Pioneer Day (SLC only)
September 5-8, 2027	Burning Man (SFO only)
September 6, 2027	Labor Day

November 26, 2027	Thanksgiving
December 24, 2027	Christmas Eve (MIA,ORD,SLC,SND)*
December 25, 2027	Christmas Day
December 31, 2027	New Year's Eve (MIA,ORD,SLC,SND)*
January 1, 2028	New Year's Day
*All other locations will have limited opening hours	

Hours of Operation

Some locations have reduced hours of operation. Please refer to the below tables.

01 April 2027 - 30 September 2027		
Branch	Monday - Friday	Saturday - Sunday
LAX	08:00 - 17:00	08:00 - 16:00
SFO	08:00 - 17:00	08:00 - 16:00
MCO	09:00 - 16:00	09:00 - 16:00
LAS	08:00 - 17:00	08:00 - 16:00
DFW	09:00 - 16:00	09:00 - 16:00 (Closed Sundays)
SEA	08:00 - 17:00	08:00 - 13:00 Sat. (Closed Sundays)
DEN	08:00 - 17:00	08:00 - 13:00 Sat. (Closed Sundays)
MIA	09:00 - 16:30	Closed
ORD	09:00 - 16:00	Closed
SND	09:00 - 16:00	08:00 - 16:00 (Closed Sundays)
SLC	09:00 - 16:00	Closed
NYC	08:00 - 17:00	08:00 - 13:00 Sat. (Closed Sundays)

01 October 2027 - 31 March 2028		
Branch	Monday - Friday	Saturday - Sunday
LAX	09:00 - 16:00	09:00 - 16:00
SFO	09:00 - 16:00	09:00 - 16:00
MCO	09:00 - 16:00	09:00 - 16:00
LAS	09:00 - 16:00	09:00 - 16:00
DFW	09:00 - 16:00	09:00 - 16:00 (Closed Sundays)
SEA	09:00 - 16:00 Closed (available on request): Jan 4, 2027 - Feb 1, 2027	Closed
DEN	09:00 - 16:00	09:00 - 13:00 (Saturday On request only Closed Sundays)
MIA	09:00 - 16:30	Closed
ORD	09:00 - 16:00	Closed
SND	08:00 - 16:00	08:00 - 16:00 (Closed Sundays)
SLC	09:00 - 15:30	Closed
NYC	09:00 - 16:00	Closed

Motorhome Rental Fleet: Model Year Guarantee

El Monte RV Fleet: Model Year 2025 - 2026 (1st registration 2024 - 2025) – All locations

Class C Small [C]	Approx. length: 21' – 23'	
Class C Medium [D]	Approx. length: 24' – 26'	
Class C Large [T]	Approx. length: 27' – 29'	
Class C Family Sleeper [FS]	Approx. length: 30' – 32'	Slide-out living area

Mighty Camper: Model Year 2024 or newer (1st registration 2023 or newer)
Available at LAS, LAX, SFO, MCO, DFW, DEN, ORD, SEA and NYC

Class C Medium [MD]	Approx. length: 22' – 26'	
Class C Large [MT]	Approx. length: 27' – 29'	
Class A [MA]	Approx. length: 31' – 34'	Slide-out living area

	El Monte RV				Mighty		
	Class C Small (C)	Class C Medium (D)	Class C Large (T)	Class C Family Sleeper (FS)	Mighty Medium (MD)	Mighty Large (MT)	Mighty Class A (MA)
DEN	✓	✓	✓	✓	✓	✓	
DFW	✓	✓	✓	✓	✓	✓	
LAS	✓	✓	✓	✓	✓	✓	✓
LAX	✓	✓	✓	✓	✓	✓	✓
MCO	✓	✓	✓	✓	✓	✓	
MIA	✓	✓	✓	✓			
NYC	✓	✓	✓	✓	✓	✓	
ORD	✓	✓	✓	✓	✓	✓	
SND	✓	✓	✓	✓			
SFO	✓	✓	✓	✓	✓	✓	
SLC	✓	✓	✓	✓			
SEA	✓	✓	✓	✓	✓	✓	

El Monte RV

El Monte RV continuously strives to provide our international guests with the best possible motorhome 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 motorhomes are equipped with 120V generator, microwave oven, and modestly branded.

Motorhome Specifications

Motorhome photos, drawings and floor plans provided are examples only. Sleeping capacities are recommendations only and do not mean the same 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 Length

Motorhome length 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 motorhome category designations do not represent the exact length. For example, if you designate the Class C Slide-Out model as a Class C Family Sleeper [FS], the lengths within this

Motorhome Availability

Not all vehicle types will be available at all locations throughout the year. Our booking system features live availability and is a convenient way to check vehicle availability.

Current availability: elmonterv.co/customer

Guest Guides and Walkthrough Videos

PDF Guest Guides

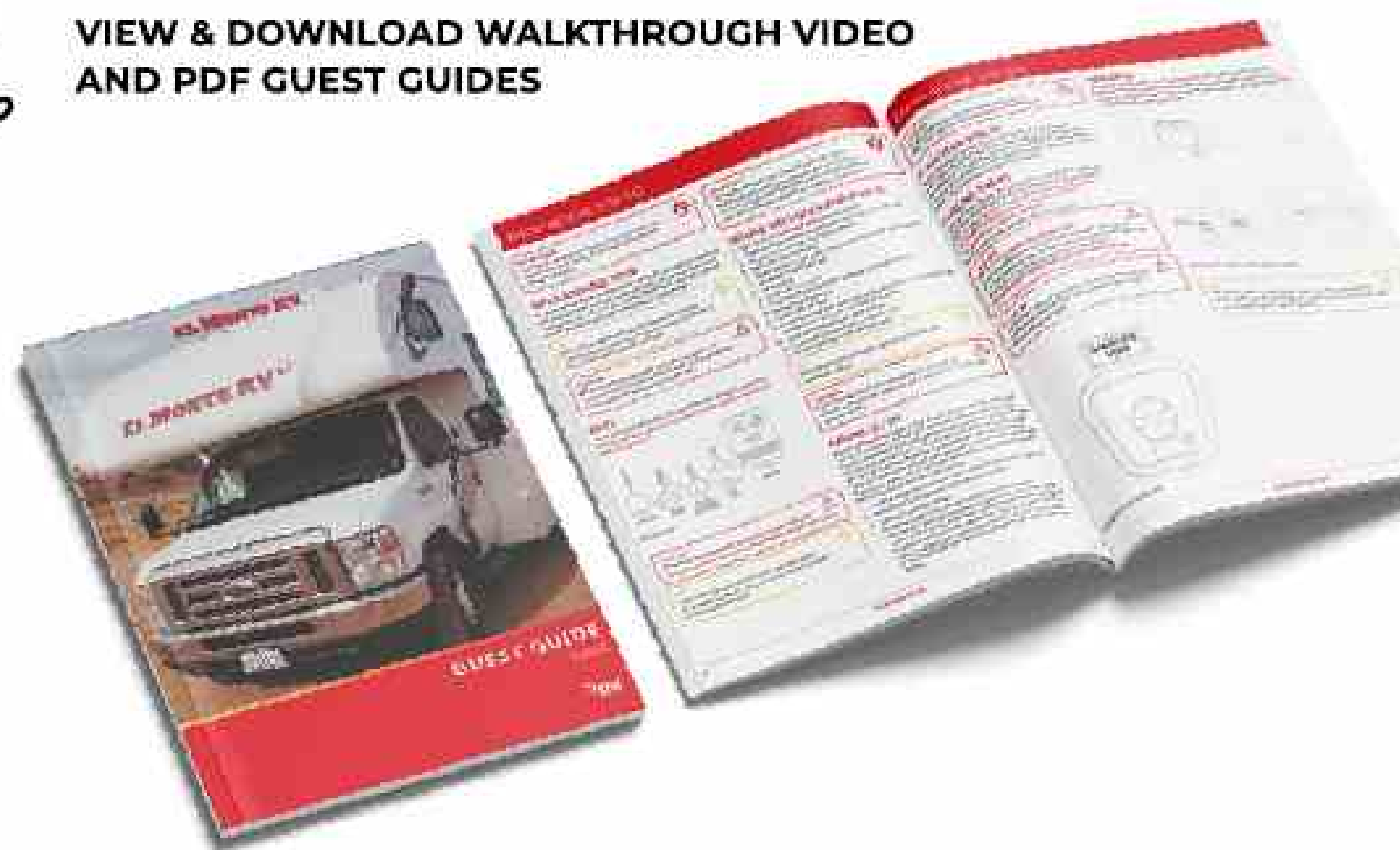
Over the past year, we've been working on the most informative how-to guides for all of rental classes we have in the fleet. The guides include general information about campsite rules, road conditions, driving safely, and details section-by-section operational instructions for every system inside and outside the RVs.

The three PDF guest guides can be viewed online and downloaded before departure at elmonterv.co/customer.



GET ROAD READY NOW

VIEW & DOWNLOAD WALKTHROUGH VIDEO
AND PDF GUEST GUIDES



Walkthrough Videos

All of our units come equipped with a helpful orientation video guide that is available on a QR code found near the control panel. Additionally, you may view the general orientation video guide via the same QR code. All files will be translated to most common languages spoken by our guests.

The videos can be viewed online or downloaded prior to departing our location as well as during the online check-in. Our friendly crew members will point out the QR codes during the pickup process. Wi-Fi is available in the branches in case guests won't have service during the trip on their mobile devices.



German



Dutch



French



Portuguese



Spanish



English



EL MONTE RV

FLEET

- Largest fleet of late model vehicles, model year 2025 or newer
- Full Range of sizes within our Class C fleet for additional flexibility
- Festival and cross border-friendly travel - into Mexico* and Canada

**with our Mexico Liability Insurance add-on*

FEATURES

- Kitchen kits available with extras that can be added at a cost: coffee makers, toaster, GPS
- Standard upgraded amenities with TVs in all vehicles
- Awnings available through our optional extras
- Bicycle rentals available through our partner Unlimited Biking at certain locations

SERVICE

- A warm American welcome, with fast, friendly service and great local knowledge from our dedicated crew
- We go the extra mile: early pick ups are bookable in advance

SAFETY

- Minimum of one tether anchor as well as safety nets for all cabover beds in all Class C vehicles
- Backup cameras in every vehicle
- Every rental has a thorough pre-hire multi-point inspection
- Multi language pre-travel videos to speed up the pick up process with walk-through of motorhome at pick-up upon request
- Dedicated on-the-road support team

CONVENIENCE

- Wide range of locations across the USA
- 12 international gateway locations for pick-up and drop-off
- One-way rentals and great deals readily available throughout the year

MORE OPTIONS FOR ADVENTURE

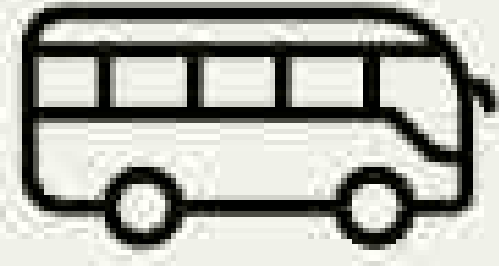
You can travel into Mexico with El Monte RV, with our additional insurance package

50+
years of
experience

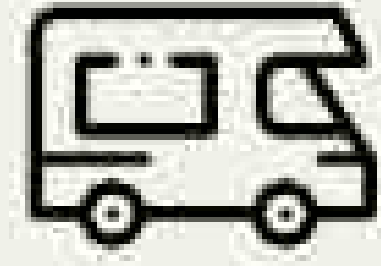


EL MONTE RV.

mighty
CAMPERS



Class A



Class C

RENTAL FLEET 2027-2028





Class C Small (C)

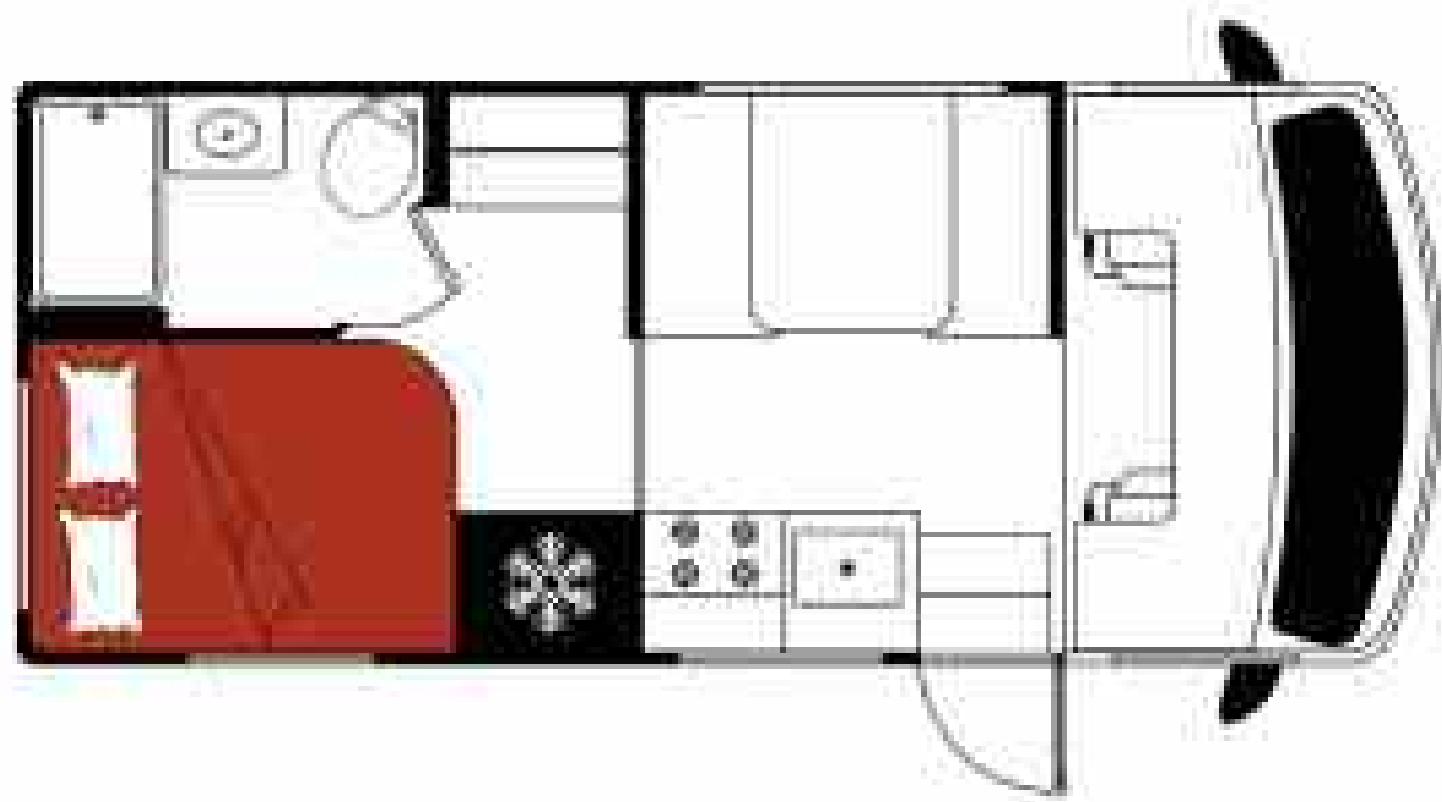
Our Small Class C vehicles offer a compact, easy-to-drive experience ideal for couples, small families or first-time RVers.

They provide essential amenities like sleeping areas, a kitchenette, and a bathroom — delivering comfort and versatility for both short getaways and extended adventures.

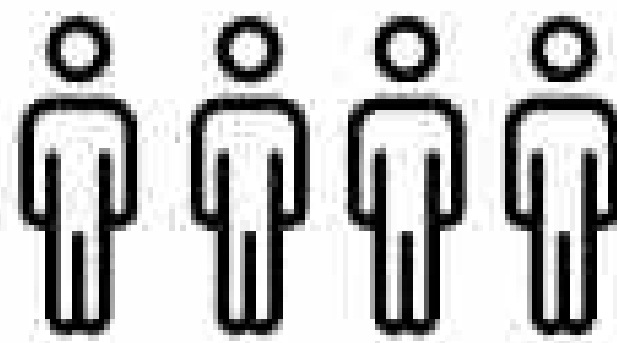
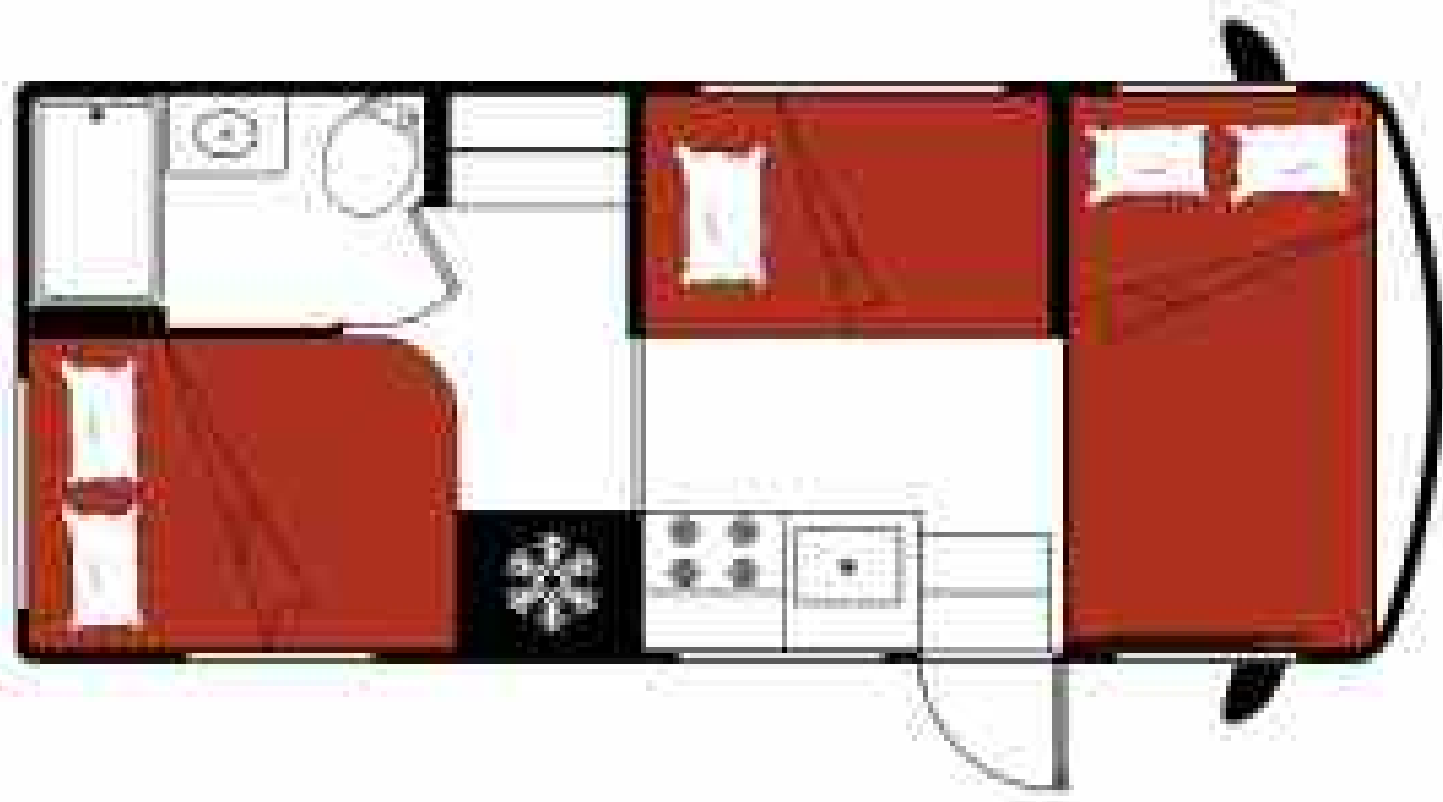
With better fuel efficiency and maneuverability than larger models, they're perfect for exploring scenic routes, urban areas, and campgrounds alike.



Day



NIGHT



Features:

- Compact vehicle for easy handling
- Dinette with child safety tether
- LED TV, USB and/or Bluetooth
- Rear camera
- Full kitchen
- Optional awning

21-23' length

* The above drawings and floorplans 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, or deleted without notice. The numerical vehicle lengths are approximate. Specific floor plans or models will vary and cannot be reserved or guaranteed.

Cab over bed (l x w)	80 x 48in/203 x 121cm
Rear bed (l x w)	74 x 53in/188 x 134cm
Couch/sofa (l x w)	-
Dinette (l x w)	69 x 47in/175 x 119cm



Class C Medium (D)

We love our medium Class C RV's as its a perfect balance between space and drivability. A balance that is ideal for family vacations, couples' retreats, or solo adventures.

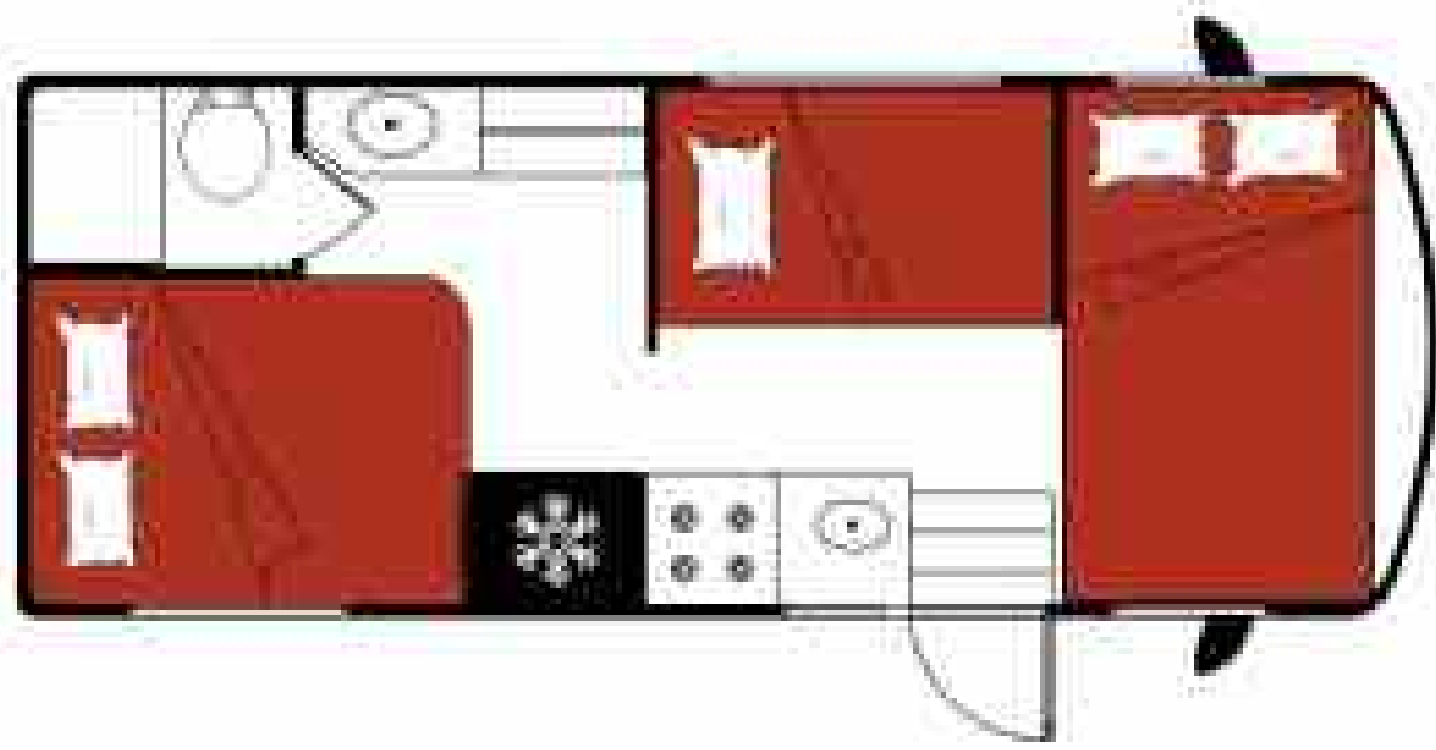
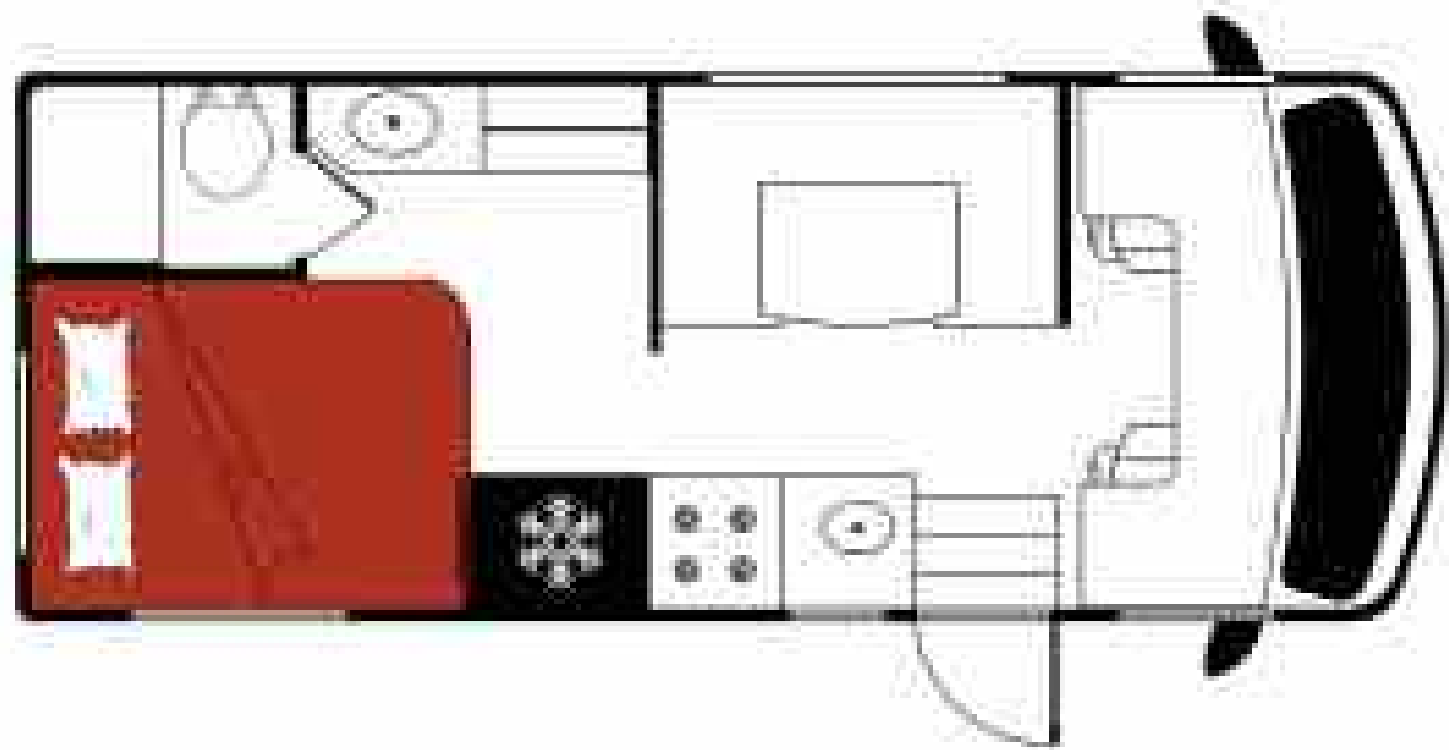
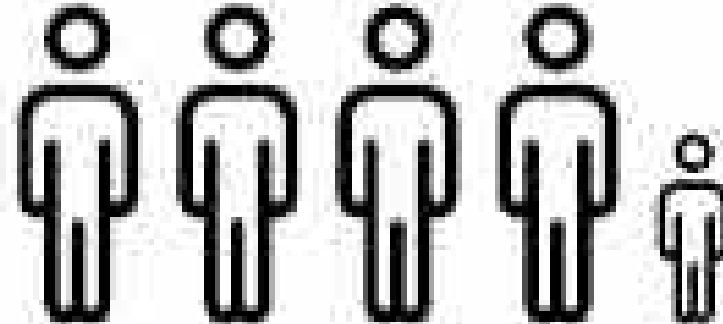
The RV features a cab-over bed, full kitchen, and bathroom, delivering all the comforts of home in a compact, fuel-efficient design.

Whether Guests are planning a weekend escape or a cross-country journey, this versatile RV is ready to take them there in comfort and style.



Day

NIGHT



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The features, bed sizes, and amenities listed are representative and may be changed, added, or deleted without notice. The numerical vehicle lengths are approximate. Specific floor plans or models will vary and cannot be reserved or guaranteed.

Cab over bed (l x w)	80 x 48in/203 x 121cm
Rear bed (l x w)	74 x 53in/188 x 134cm
Couch/sofa (l x w)	-
Dinette (l x w)	69 x 42in/175 x 106cm

Features:

- Roomy 5-person sleeper
- Dinette with child safety tether
- LED TV, USB and/or Bluetooth
- Rear camera
- Optional awning
- Full kitchen
- Large exterior storage

24-26' length



Class C Large (T)

Our Class C Large Vehicle offers a flawless blend of open space and compact convenience—ideal for families, friend groups, or extended getaways.

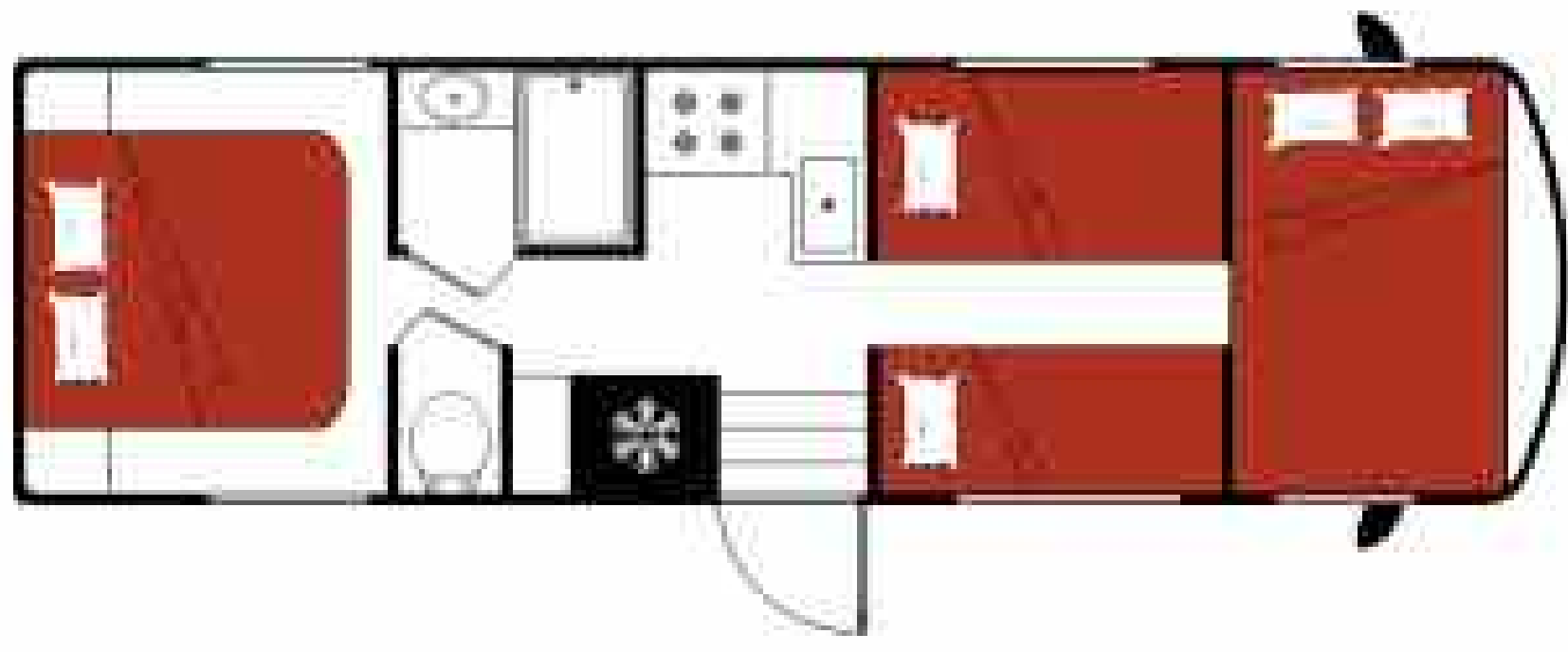
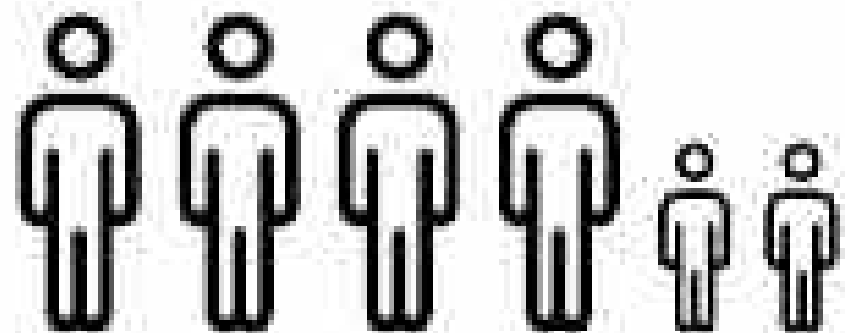
With models up to 29 feet long, the RVs comfortably accommodate up to six people and come equipped with full amenities for a true home-on-wheels experience.

Whether Guests are planning a multi-week adventure, or a weekend getaway, our well-maintained fleet ensures a smooth and memorable adventure.



Day

NIGHT



* The above drawings and floorplans 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, or deleted without notice. The numerical vehicle lengths are approximate. Specific floor plans or models will vary and cannot be reserved or guaranteed.

Cab over bed (l x w)	94 x 48in/238 x 121cm
Rear bed (l x w)	74 x 60in/188 x 152cm
Couch/sofa (l x w)	59 x 41in/150 x 104cm
Dinette (l x w)	63 x 41in/160 x 104cm

Features:

- Spacious 6-person sleeper with sofa bed
- Large dinette with child safety tether
- LED TV, USB and/or Bluetooth
- Rear camera
- Full kitchen
- Optional awning
- Large exterior storage

27-29' length



Class C Family Sleeper (FS)

We love the Family Sleeper as its the ultimate home for families or large groups that don't want to sacrifice comfort while on the road.

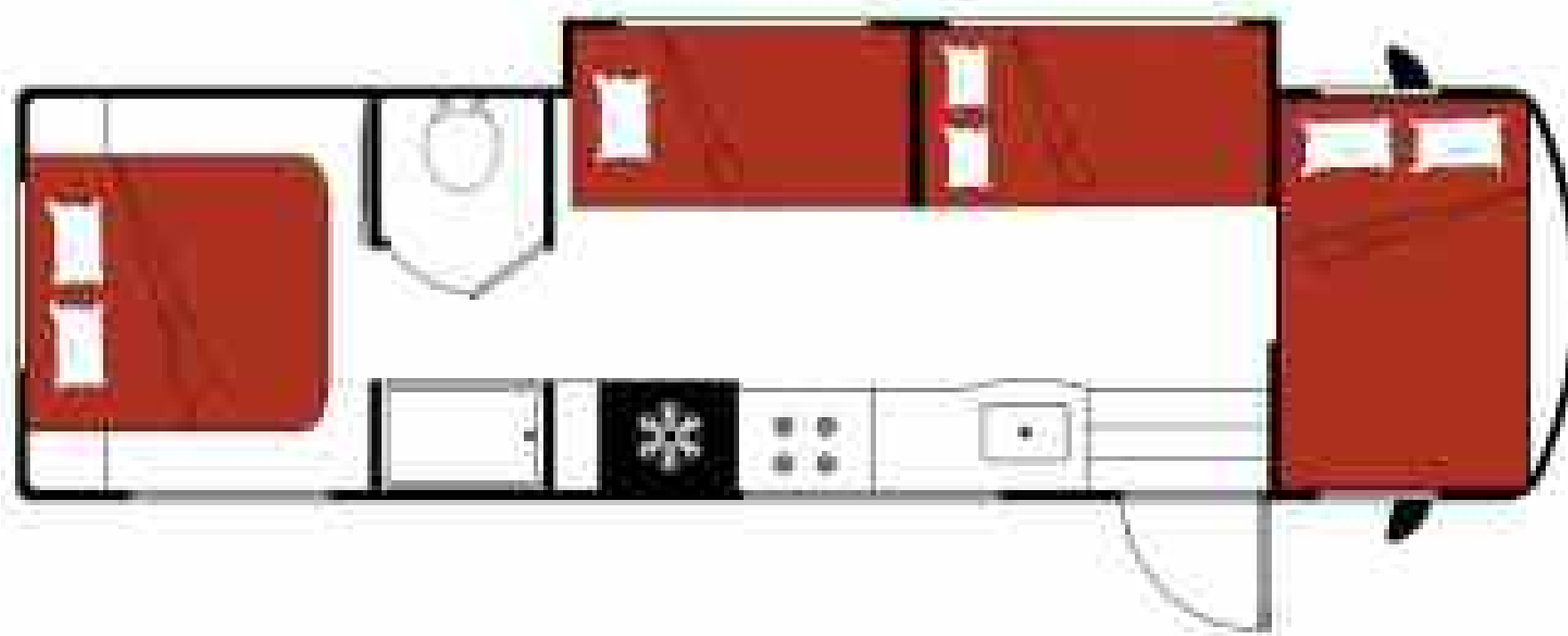
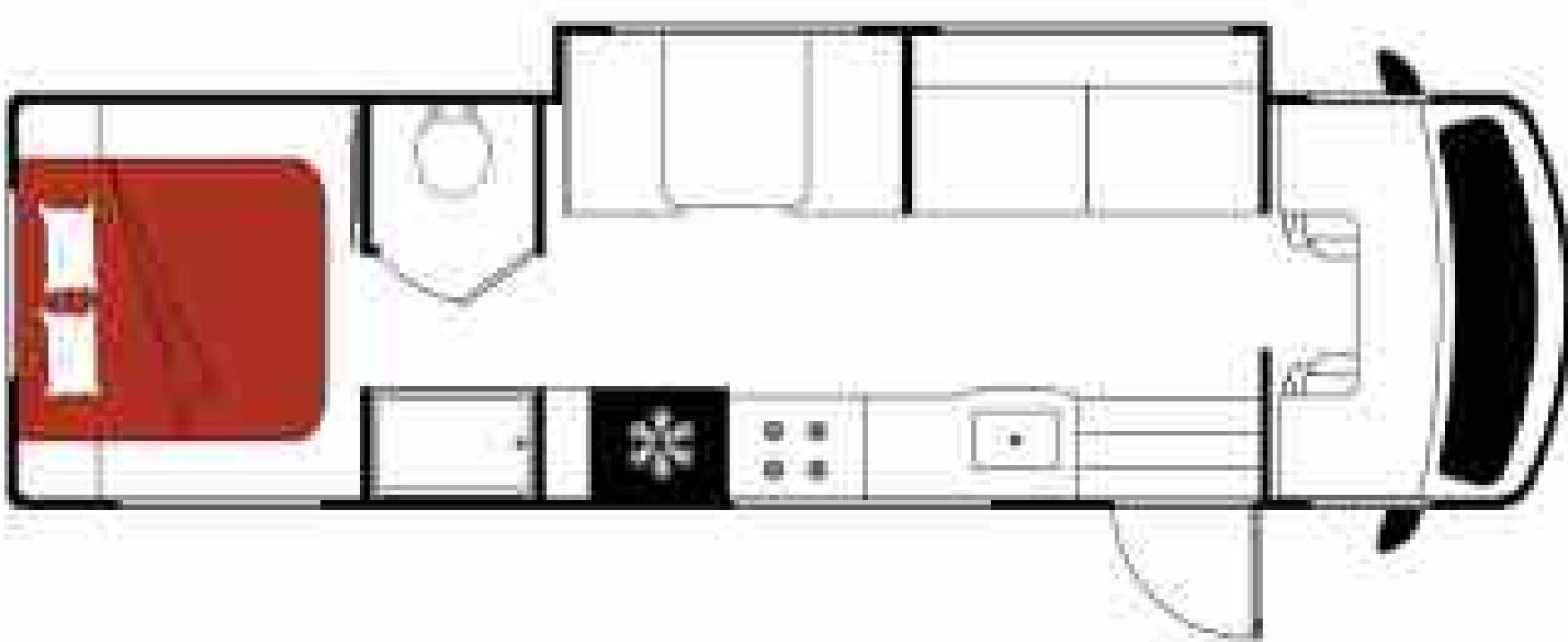
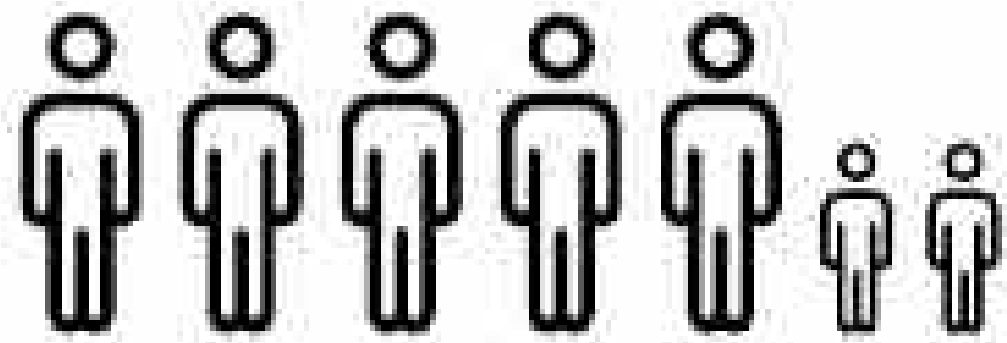
These RV's easily accommodate up to seven travelers, and with its spacious interiors, a signature cab-over sleeping area, a full kitchen, bathroom, and slide-out living space-everyone has an area to lounge in. Bring your family, friends, or neighbors on your next RV adventure.

Whether you're housing the family for a weekend, or traveling from coast to coast, the Family Sleeper delivers a home-like experience with the freedom of the open road.



Day

NIGHT



* The above drawings and floorplans are examples only. Sleeping capacities do not mean like number of adults or full size teenagers can be accommodated comfortably.

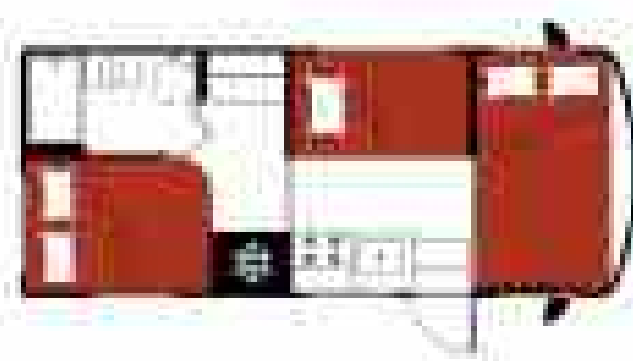
The features, bed sizes, and amenities listed are representative and may be changed, added, or deleted without notice. The numerical vehicle lengths are approximate. Specific floor plans or models will vary and cannot be reserved or guaranteed.

Cab over bed (l x w)	79 x 51in/200 x 129cm
Rear bed (l x w)	73 x 60in/188 x 152cm
Couch/sofa (l x w)	55 x 37in/139 x 93cm
Dinette (l x w)	65 x 41in/165 x 104cm

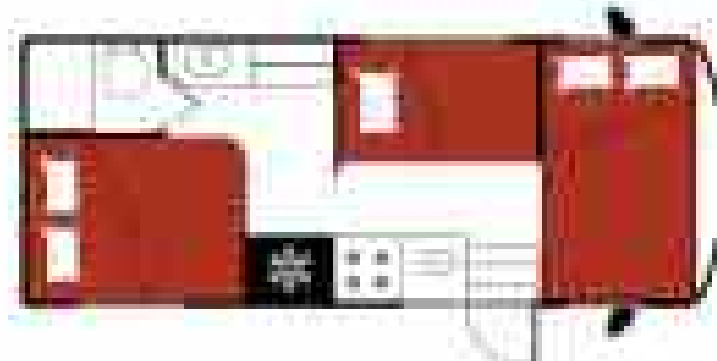
Features:

- Spacious 7-person sleeper with sofa bed
- Large dinette with child safety tether
- LED TV, USB and/or Bluetooth
- Rear camera
- Optional awning
- Full kitchen
- Slide out for extra room

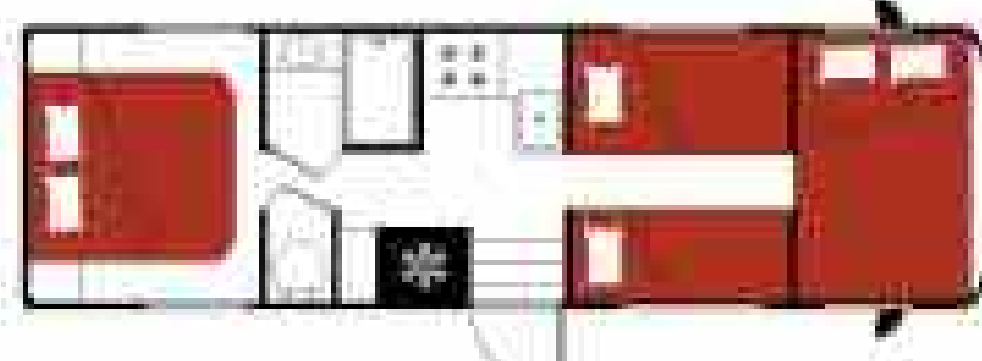
30-33' length



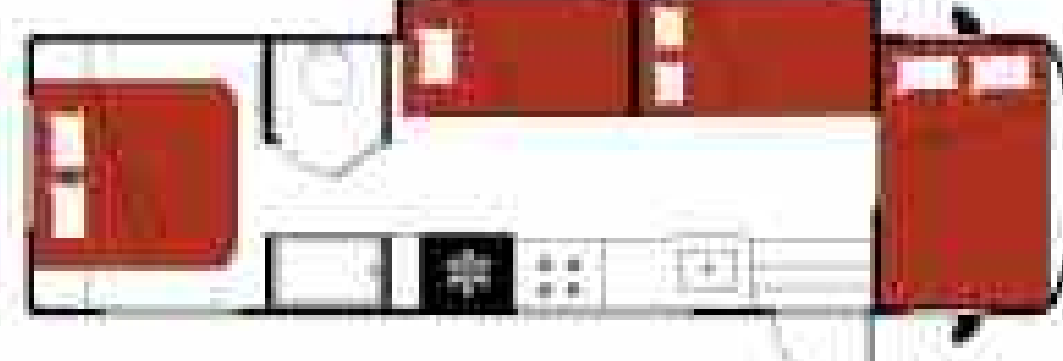
Class C
Small (C)



Class C
Medium (D)



Class C
Large (T)



Class C Family
Sleeper (FS)

First registration year	2024-2025	2024-2025	2024-2025	2024-2025
Motorhome model year	2025-2026	2025-2026	2025-2026	2025-2026
Seat belts / sleeps up to	4	5	6	7
Recommended Adults/Children	4	4/1	4/2	5/2
DIMENSIONS				
Exterior length	21-23 feet / 6.4-7.0 meters	24-26 feet / 7.3-7.9 meters	27-29 feet / 8.2-8.8 meters	30-33 feet / 9.1-10 meters
Exterior height (req. clearance)	12 feet	12 feet	12 feet	12 feet
Interior height (max)	83in / 211cm	83in / 211cm	83in / 211cm	83in / 211cm
Width (excl. mirrors)	95in / 241cm	95in / 241cm	95in / 241cm	95in / 241cm
Cab over clearance	24 in / 60cm	24in / 60cm	23in / 58cm	24in / 60cm
BEDS				
Cab over bed (l x w)	80 x 48in / 203 x 121cm	80 x 48in / 203 x 121cm	84 x 48in / 213 x 121cm	79 x 51in / 200 x 129cm
Rear Bed (l x w)	74 x 53in / 188 x 134cm	74 x 53in / 188 x 134cm	74 x 55in / 188 x 142cm	74 x 50in / 188 x 127cm
Couch/Sofa Bed (l x w)	-	-	59 x 41in / 150 x 104cm	52 x 37in / 131 x 93cm
Dinette Bed (l x w)	69 x 47in / 175 x 119cm	69 x 42in / 175 x 106cm	63 x 41in / 160 x 104cm	65 x 41in / 165 x 104cm
AUTOMOTIVE				
Chassis	Ford/Chovy	Ford/Chovy	Ford/Chovy	Ford
Engine	V8	V8	V8	V8
Transmission	Automatic	Automatic	Automatic	Automatic
Cruise control	✓	✓	✓	✓
Power steering & brakes	✓	✓	✓	✓
Dash AC	✓	✓	✓	✓
Roof AC	✓	✓	✓	✓
Factory roof air-ducted	✓	✓	✓	✓
Large exterior storage bay	✓	✓	✓	✓
Backup Camera	✓	✓	✓	✓
Slide-out	-	-	-	✓
Awning (Optional)	✓	✓	✓	✓
Hitch	✓	✓	✓	✓
Bike carrier possible	✓	✓	✓	✓
Cab over safety net	✓	✓	✓	✓
Child seat tether anchor	1	1	1	1
ELECTRICAL				
Auxiliary battery & generator	✓	✓	✓	✓
TV	✓	✓	✓	✓
AM/FM USB or USB-C	✓	✓	✓	✓
12V interior lighting	✓	✓	✓	✓
120 V hookup	30 Amp	30 Amp	30 Amp	30 Amp
KITCHEN & BATHROOM				
Bathroom sink	✓	✓	✓	✓
Shower (inside)	✓	✓	✓	✓
Flush Toilet	✓	✓	✓	✓
Water Heater	✓	✓	✓	✓
Heater and Thermostat	✓	✓	✓	✓
Kitchen sink	✓	✓	✓	✓
Range (stove)	✓	✓	✓	✓
Microwave	✓	✓	✓	✓
Refrigerator	✓	✓	✓	✓
Furnace	✓	✓	✓	✓
CAPACITIES				
Water heater	6 gal / 22 ltr	6 gal / 22 ltr	6 gal / 22 ltr	6 gal / 22 ltr
Fresh water	31 gal / 117 ltr	31 gal / 117 ltr	31 gal / 117 ltr	40 gal / 151 ltr
Gray water tank	31 gal / 117 ltr	31 gal / 117 ltr	22 gal / 83 ltr	26 gal / 98 ltr
Black water tank	24 gal / 90 ltr	24 gal / 90 ltr	25 gal / 94 ltr	39 gal / 147 ltr
Propane tank	14 gal / 53 ltr	14 gal / 53 ltr	14 gal / 53 ltr	18 gal / 68 ltr
Gasoline tanks	31 gal / 117 ltr	31 gal / 117 ltr	31 gal / 117 ltr	55 gal / 208 ltr
Gas Mileage - MPG	7-10	7-10	7-10	7-10
Gas Mileage - Liters / 100 km	25-35	25-35	25-35	25-35

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WHERE BUDGET MEETS ADVENTURE

AMERICA'S FAVORITE VALUE MOTORHOME RENTAL COMPANY

Travel, relax, socialize, and dine without starving your wallet. Get effortlessly good sleep. Party all you want. With the same great experience you would expect from El Monte RV, Mighty Campers offers unforgettable holidays in a camper that's just 1-2 years older. Bring home road stories and memories, not credit card bills. There is a road somewhere in America that will recharge and reshape you. Let's find that road together.

- Guaranteed, well-maintained model year 2024 or newer
- Lower nightly rate
- Vehicles available at LAX, LAS, SFO, DEN, DFW, MCO, NYC, ORD and SEA locations
- Great customer service
- All vehicles with optional awnings, TV and full kitchens
- Great selection including Class A vehicles with slide-outs



mighty
CAMPERS

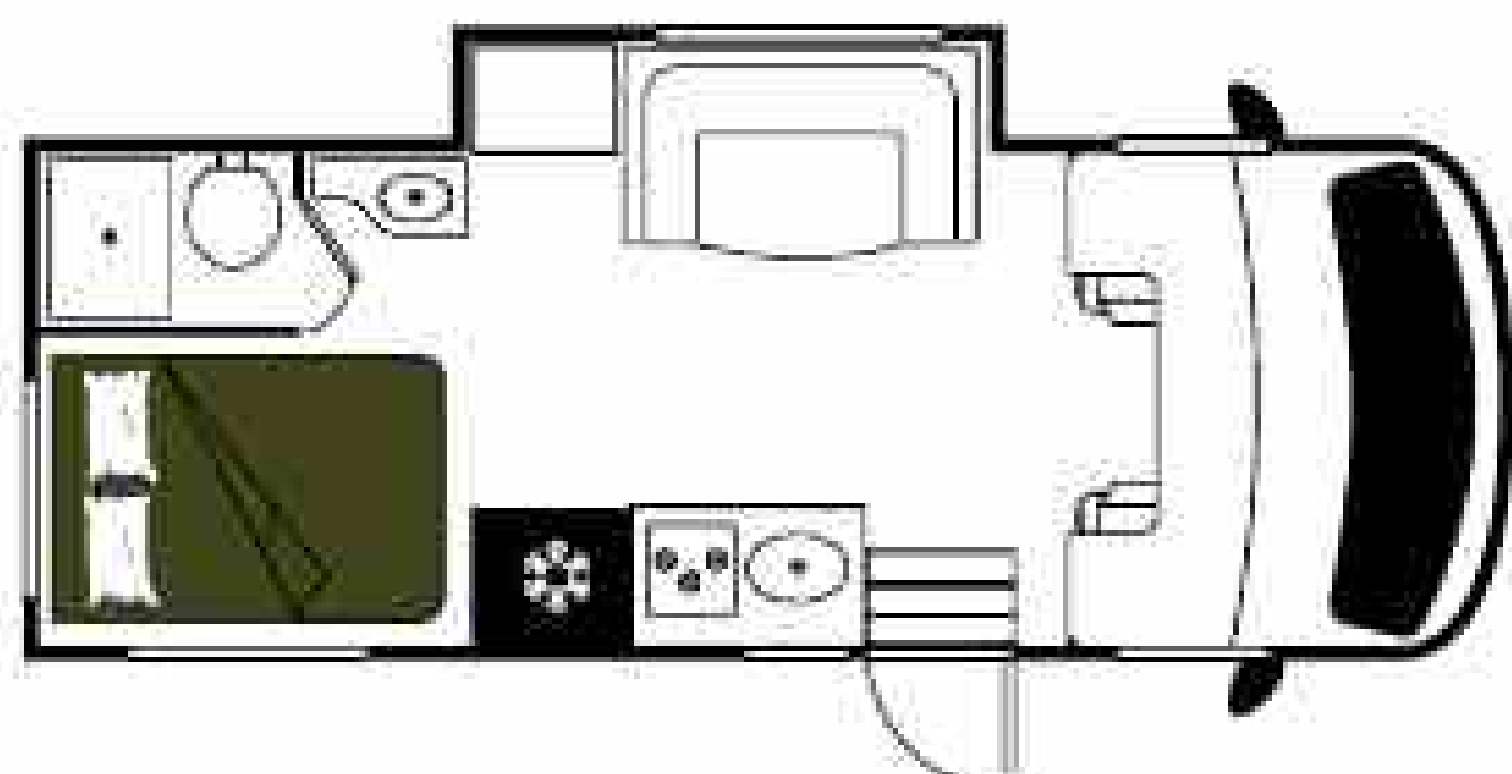
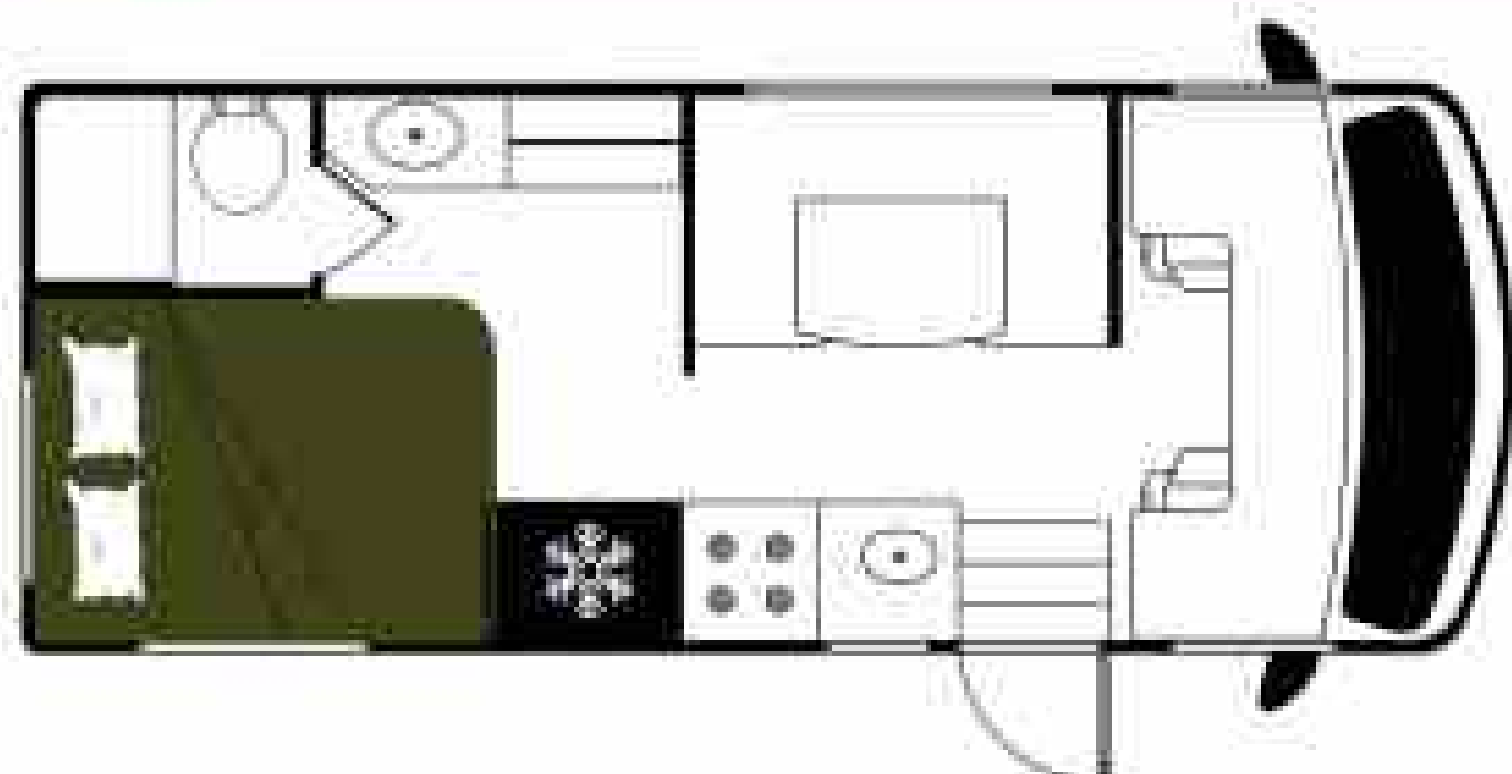
VEHICLE SPECIFICATIONS



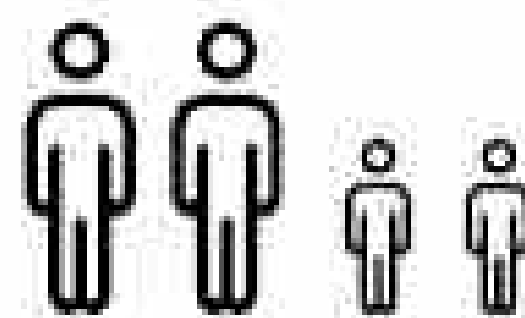
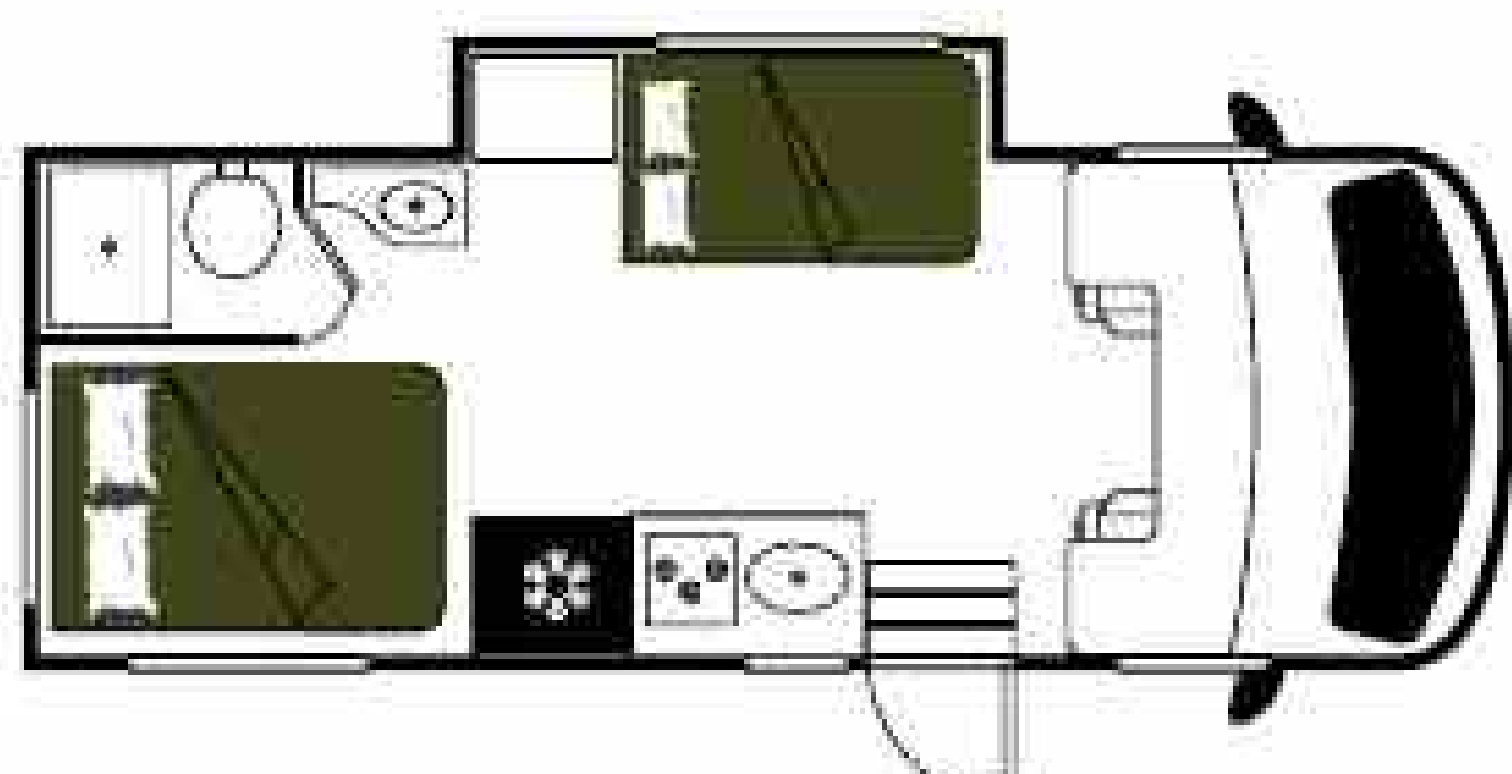
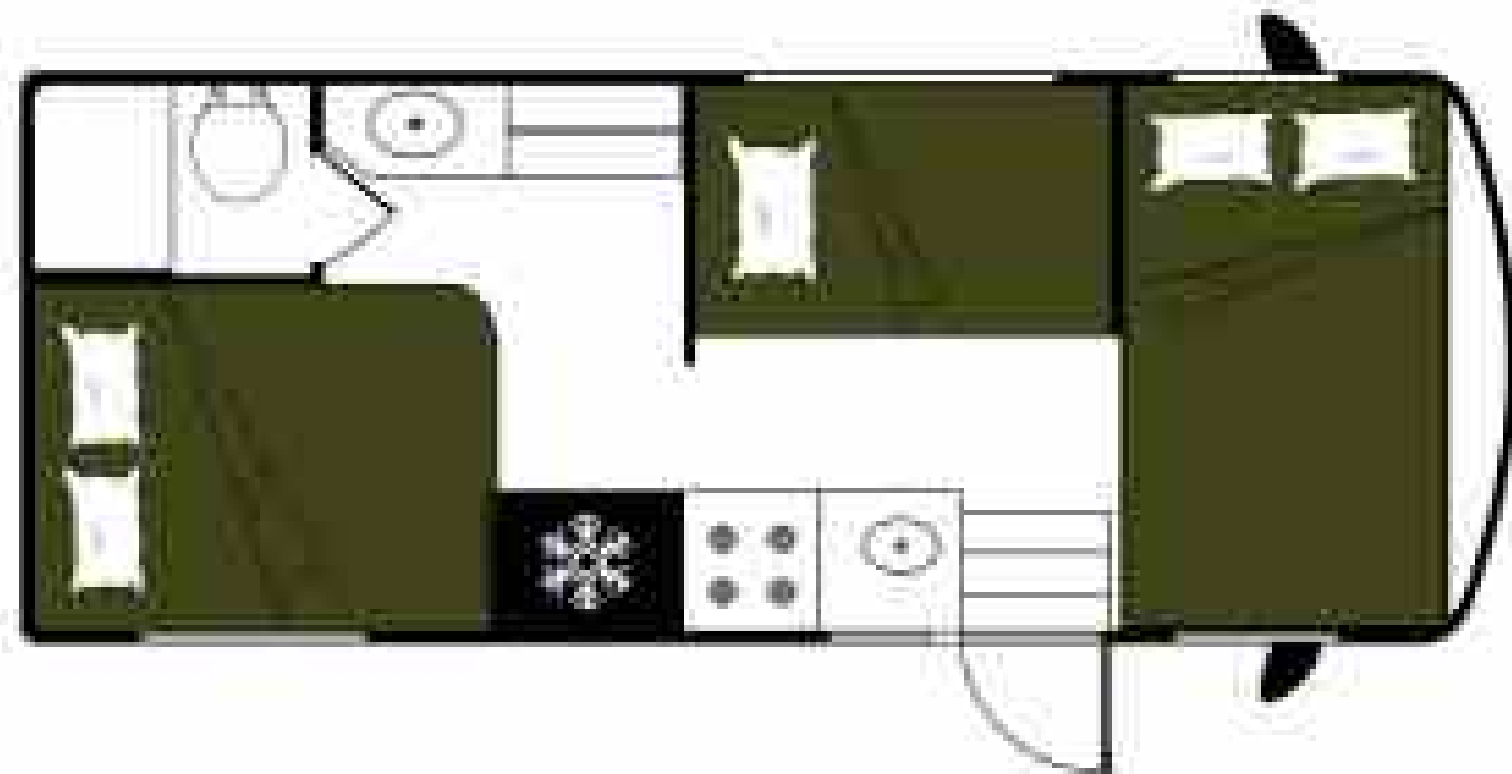
Class C Medium (MD)



Day



NIGHT



Features

- 2 adults and 2 children sleeper
- Dinette with child safety tether
- LED TV, USB and/or Bluetooth
- Rear camera
- Optional awning
- Full kitchen
- Slide-Out not guaranteed

23-26' length

* The above drawings and floorplans 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, or deleted without notice. The numerical vehicle lengths are approximate. Specific floor plans or models will vary and cannot be reserved or guaranteed. Spec Sheet 26.27

Cab over bed (l x w)	-
Rear bed (l x w)	74 x 53in / 188 x 134cm
Couch/sofa (l x w)	-
Dinette (l x w)	68 x 42in / 172 x 106cm

VEHICLE SPECIFICATIONS

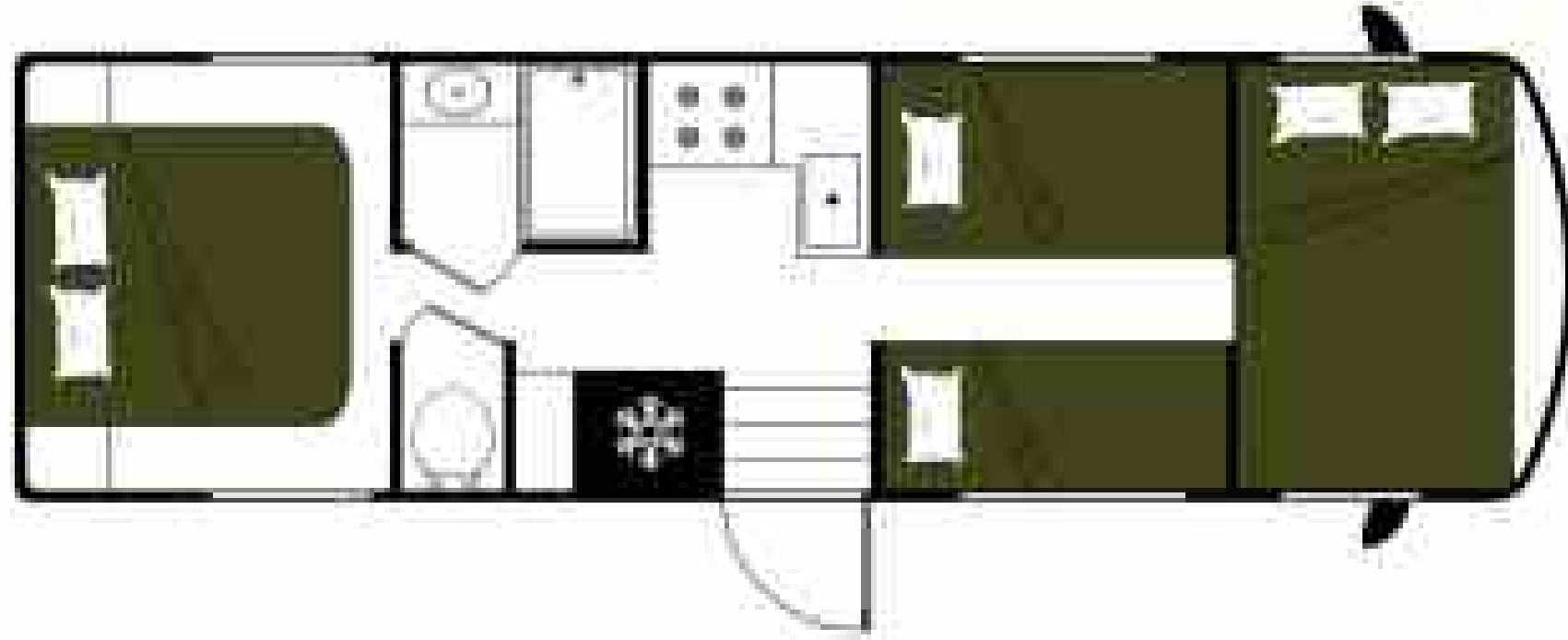
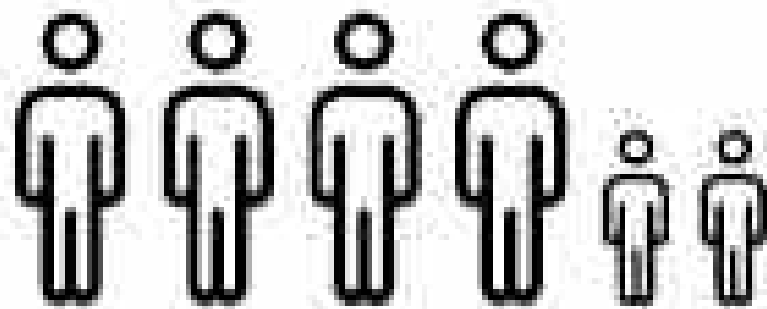


Class C Large (MT)



 Day

 NIGHT



* The above drawings and floorplans 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, or deleted without notice. The numerical vehicle lengths are approximate. Specific floor plans or models will vary and cannot be reserved or guaranteed. Spec Sheet 26.27

Cab over bed (l x w)	94 x 48in/238 x 121cm
Rear bed (l x w)	74 x 60in/188 x 152cm
Couch/sofa (l x w)	59 x 41in/141 x 104cm
Dinette (l x w)	63 x 41in/160 x 104cm

Features

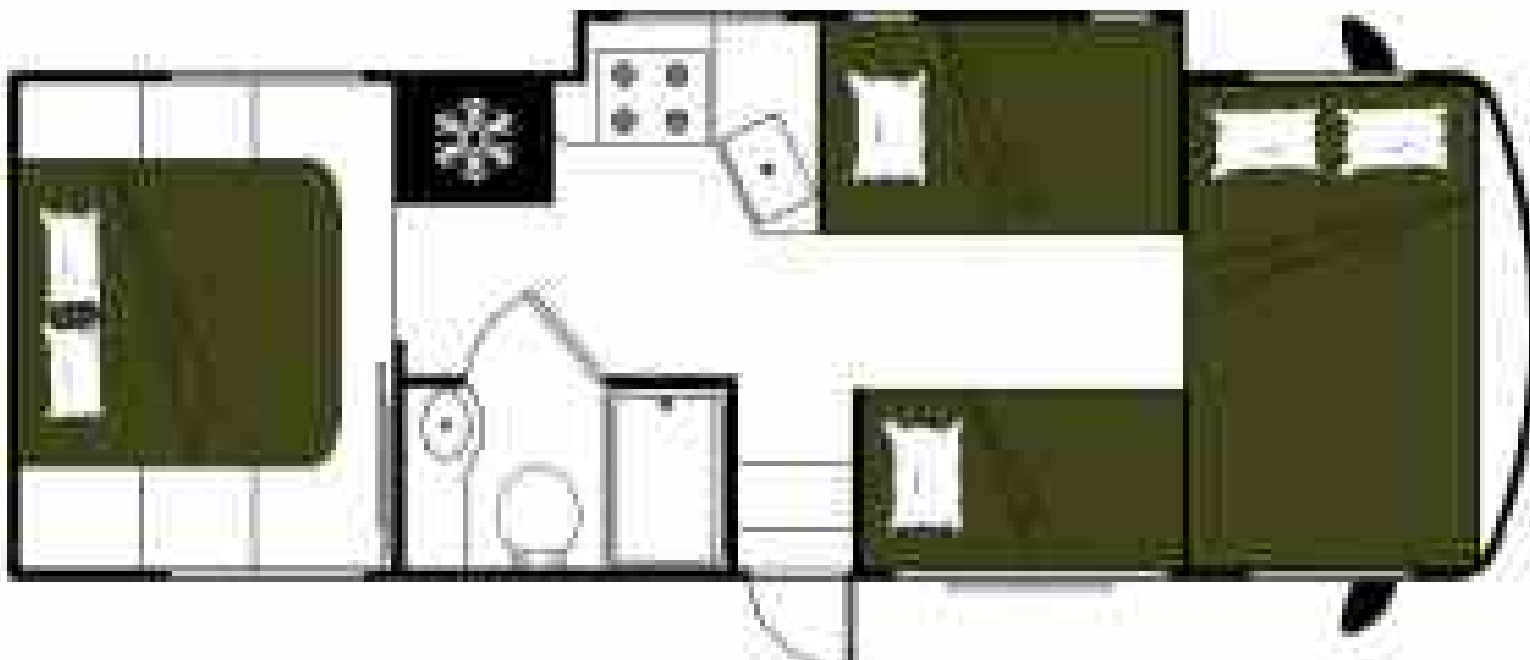
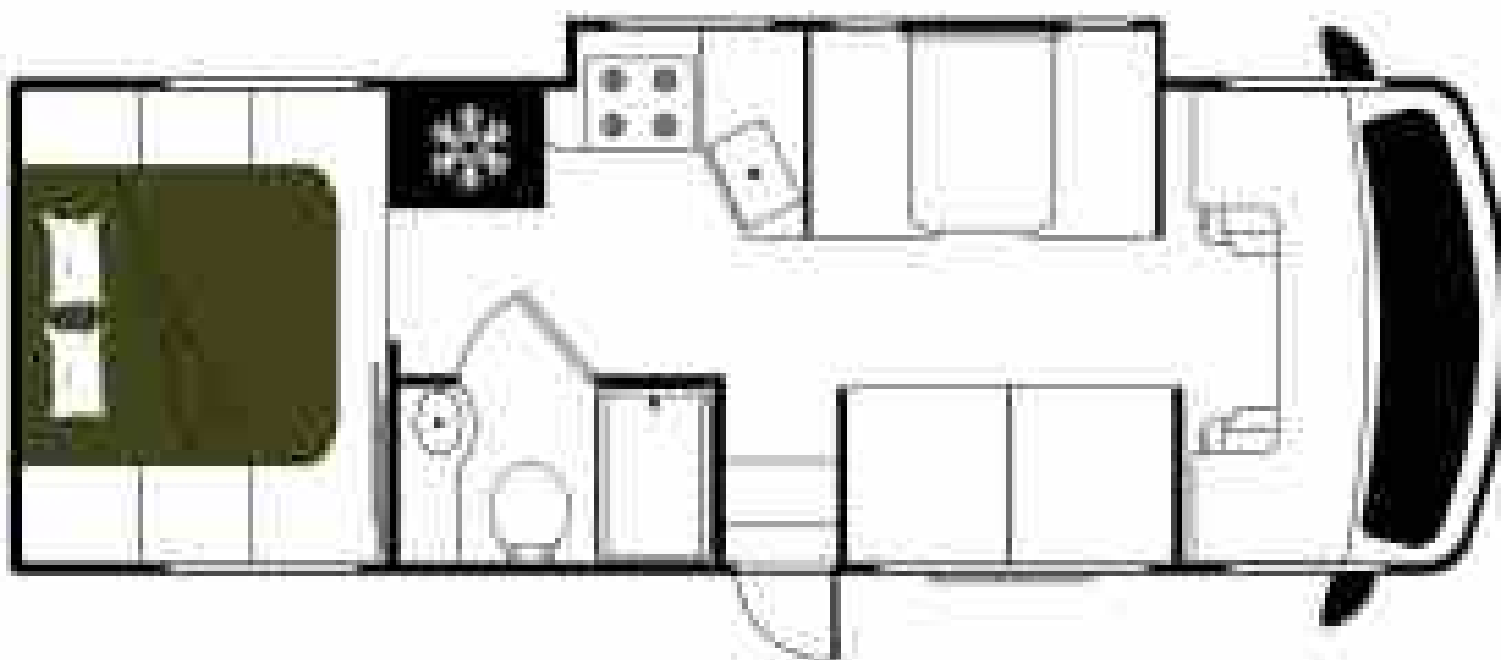
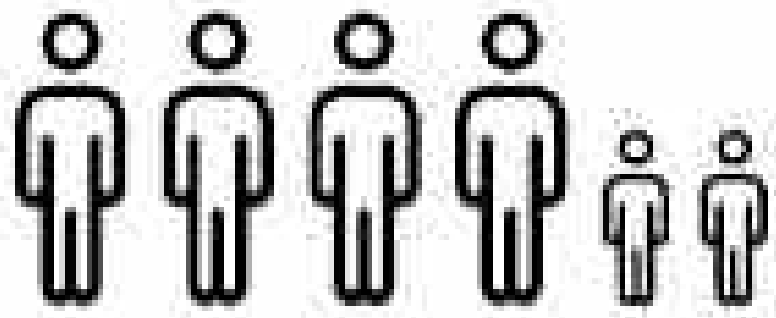
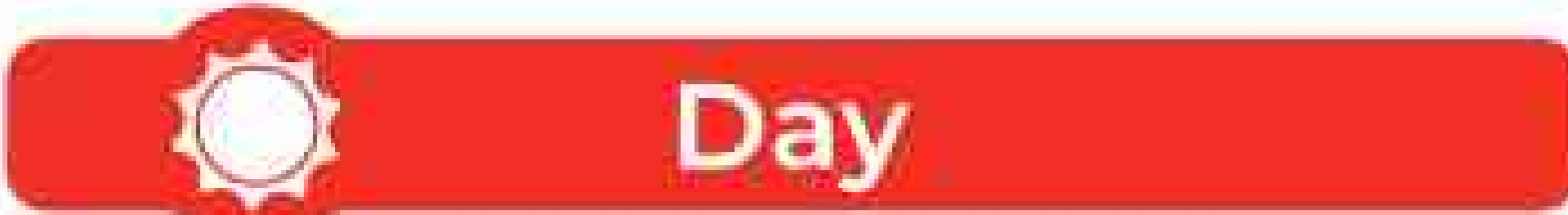
- Spacious 6-person sleeper with sofa bed
- Large dinette with child safety tether
- LED TV, USB and/or Bluetooth
- Rear camera
- Optional awning
- Full kitchen
- Large exterior storage

27-29' length

VEHICLE SPECIFICATIONS



Class A (MA)



* The above drawings and floorplans 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, or deleted without notice. The numerical vehicle lengths are approximate. Specific floor plans or models will vary and cannot be reserved or guaranteed. Spec Sheet 26.27

Rear bed (l x w)	76 x 70in/193 x 177cm
Couch/sofa (l x w)	54 x 40in/137 x 101cm
Dinette (l x w)	64 x 42in/162 x 106cm
Pull down (l x w)	74 x 32in/188 x 81cm

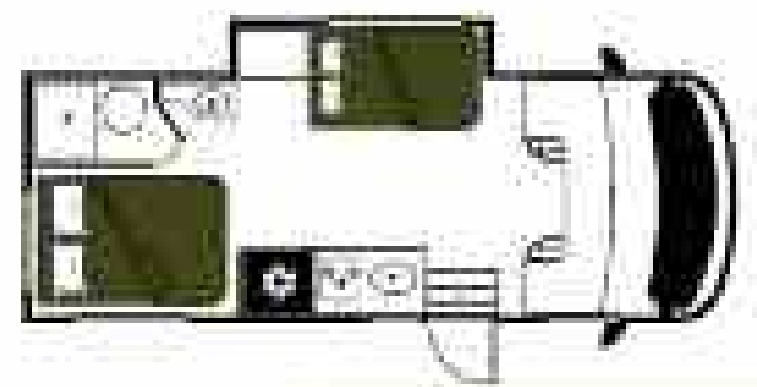
Features

- Spacious 6-person sleeper with sofa bed
- Large dinette with child safety tether
- LED TV, USB and/or Bluetooth
- Rear camera
- Optional awning
- Full kitchen
- Large exterior storage

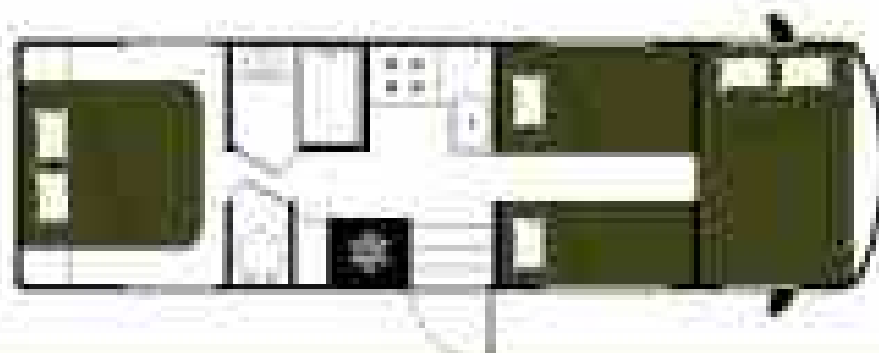
30-34' length



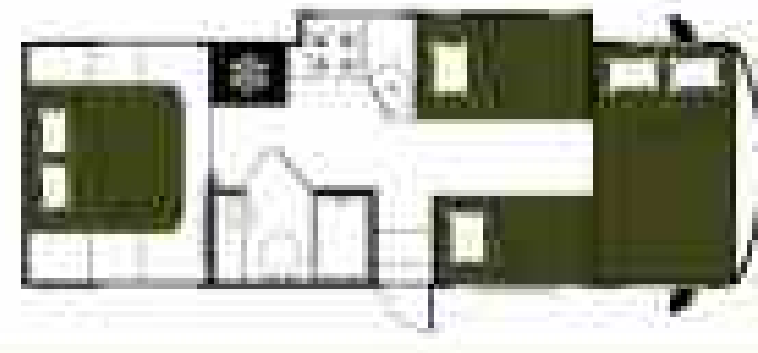
VEHICLE SPECIFICATIONS



Class C
Medium (MD)



Class C
Large (MT)



Class A
(MA)

First registration year	2023-2025	2023-2025	2023-2025
Motorhome model year	2024-2025	2024-2025	2024-2025
Seat belts / sleeps up to	4	6	6
Recommended Adults/Children	2/2	4/2	4/2
DIMENSIONS			
Exterior length	25-26 feet / 7.0-7.9 meters	27-29 feet / 8.2-8.8 meters	30-34 feet / 9.4-10.3 meters
Exterior height (req. clearance)	12 feet	12 feet	13 feet
Interior height (max)	83in / 211cm	83in / 211cm	83in / 211cm
Width (excl. mirrors)	95in / 241cm	95in / 241cm	98in / 244cm
Cab over clearance	24in / 60cm	23in / 58cm	-
BEDS			
Cab over bed (l x w)	-	94 x 48in / 238 x 121cm	-
Rear bed	74 x 53in / 188 x 134cm	74 x 60in / 188 x 152cm	76 x 70in / 193 x 177cm
Couch/Sofa (l x w)	-	59 x 41in / 141 x 104cm	54 x 40in / 137 x 101cm
Dinette (l x w)	68 x 42in / 172 x 106cm	83 x 41in / 160 x 104cm	64 x 42in / 162 x 106cm
Pull down (l x w)	-	-	74 x 32in / 188 x 81cm
AUTOMOTIVE			
Chassis	Ford/Chevy	Ford/Chevy	Ford
Engine	V8	V8	V8
Transmission	Automatic	Automatic	Automatic
Cruise control	✓	✓	✓
Power steering & brakes	✓	✓	✓
Dash AC	✓	✓	✓
Roof AC	✓	✓	✓
Factory roof air-ducted	✓	✓	✓
Large exterior storage bay	✓	✓	✓
Backup Camera	✓	✓	✓
Slide-out	-	-	-
Awning (Optional)	✓	✓	✓
Hitch	✓	✓	✓
Bike carrier possible	✓	✓	✓
Cab over safety net	✓	✓	✓
Child seat tether anchor	1	1	1
ELECTRICAL			
Auxiliary battery & generator	✓	✓	✓
TV	✓	✓	✓
AM/FM USB or USB-C	✓	✓	✓
12V interior lighting	✓	✓	✓
120 V hookup	30 Amp	30 Amp	50 Amp
KITCHEN & BATHROOM			
Bathroom sink	✓	✓	✓
Shower (inside)	✓	✓	✓
Flush Toilet	✓	✓	✓
Water Heater	✓	✓	✓
Heater and Thermostat	✓	✓	✓
Kitchen sink	✓	✓	✓
Range (stove)	✓	✓	✓
Microwave	✓	✓	✓
Refrigerator	✓	✓	✓
Furnace	✓	✓	✓
CAPACITIES			
Water heater	6 gal / 22 ltr	6 gal / 22 ltr	6 gal / 22 ltr
Fresh water	31 gal / 117 ltr	31 gal / 117 ltr	50 gal / 189 ltr
Gray water tank	31 gal / 117 ltr	27 gal / 83 ltr	38 gal / 143 ltr
Black water tank	26 gal / 90 ltr	25 gal / 94 ltr	38 gal / 143 ltr
Propane tank	14 gal / 53 ltr	14 gal / 43 ltr	20 gal / 75 ltr
Gasoline tanks	31 gal / 117 ltr	31 gal / 117 ltr	80 gal / 302 ltr
Gas Mileage - MPG	7-10	7-10	5-8
Gas Mileage - Liters / 100 km	25-35	25-35	30-45

*The above drawings and floorplans are examples only. Sleeping capacities do not mean the same 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, or deleted without notice. The numerical vehicle lengths are approximate. Specific floor plans or models will vary and cannot be reserved or guaranteed.

Rental Charges

Flex Rates

Rates are quoted per vehicle, per night in US dollars. The applicable weekly Flex level determines the nightly rental charge.

- Flex levels are valid Monday through Sunday for each published week.
- Where a rental crosses more than one weekly date range, the nightly rate changes with the week.
- If the vehicle, location or travel dates change, the applicable Flex rate may also change.

Inclusive Option

- Includes unlimited mileage, unlimited generator use, preparation fee, personal and vehicle kits, Gold Package, SLI and VIP Plus.
- The Gold Package is included. Platinum and Platinum Plus are available as paid upgrades when purchased with the Inclusive option.

Mandatory Charges

State and Event Charges

New Jersey security fee	\$5/night; max \$140
Colorado road safety fee	\$5.34/night; max \$160.20
Burning Man surcharge	\$1,000 per rental

The Colorado fee does not apply to rentals longer than 30 nights. Taxes apply as shown on the following page.

Important

- Rates and charges are subject to applicable tax.
- There is no refund for late pickup, early return or unused mileage.
- All products and options are subject to availability.

Taxes, Mileage Options and Kits

Taxes

- DEN 11.75% | DFW 10% | LAS 8.38% | LAX 11%
- MCO 6.5% | MIA 7% | NYC 6.63% | ORD 6%
- SND 7.75% | SFO 10.25% | SLC 8.45%
- SEA 24.2%

Taxes are due on all prepaid and local charges and vary according to pickup location. Rates are subject to change without notice.

Mileage and Kits

- 500-mile package
- Unlimited mileage
- Additional mileage
- Personal kit
- Vehicle kit
- GPS
- Generator use

Add-On Options

Protection Packages

Gold Package

Includes awning usage, Peace of Mind and additional driver fees.

Platinum Package

Includes awning usage, Peace of Mind, additional driver fees and unlimited generator usage.

Platinum Plus Package

Includes awning usage, Peace of Mind, additional driver fees, unlimited generator usage and Drop & Go.

Package products are subject to availability. Drop & Go is not available for Burning Man bookings.

Additional Options

Peace of Mind

Awning use

Priority AM Departure

Drop & Go

Toaster*

Coffee maker

Camping chair

Wi-Fi hotspot**

MALI

Additional driver

Far North surcharge

*Not available from MIA, SLC, ORD or SND.

**Available from MCO, DEN, SEA and LAS only.

One-Way Rentals

One-way rentals may be available between selected El Monte RV locations. A one-way fee applies according to the confirmed pickup and return locations.

Participating Locations

Denver | Dallas | Las Vegas | Los Angeles | Orlando | Miami | New York / New Jersey | Chicago | San Francisco | Salt Lake City | San Diego | Seattle

Important

- One-way rentals are subject to availability and confirmation at the time of booking.
- The applicable one-way fee will be confirmed with the reservation.
- Occasionally, an additional one-way surcharge may be applied to help manage fleet movements.
- Any additional surcharge will be communicated separately and will apply to new bookings only.

Insurance and Coverage

No insurance coverage or damage waiver 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).

Primary Liability Coverage **(included in the nightly rate)**

PLC provides the Renter auto liability 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 Guest is operating the Rental Vehicle.

SLI (Supplemental Liability Insurance)

The optional Supplemental Liability Insurance provides the Guest auto liability coverage for amounts over the state limits and up to **\$500,000** against claims made by a third party for bodily injury and/or property damage.

VIP (Vacation Interruption Protection) **(included in the nightly rate)**

VIP reduces Guest's financial responsibility for covered physical damage (exclusions apply) to the Rental Vehicle to \$1500. Coverage includes but is not limited to:

- "Uninsured Motorist" in case the Guest is involved in an accident with a non-insured driver
- Accidental damages to the vehicle (Guest's or 3rd party's fault)
- Vehicle theft and fire, and
- Vandalism

Security Deposit: US **\$1,500** (authorized on a major credit card)

Ensuring the safety of our guests is our top priority. Prior to each rental, all units undergo thorough mechanical and technical inspections. Although rare, malfunctions may occur. In such cases, we are committed to swiftly resolving any On Road Support issues. If a Guest's motorhome vacation is interrupted by an emergency (excluding accidents or damages caused by the Guest) and lasts for more than 12 hours after reporting it to El Monte RV, the Guest will be reimbursed for the greater of the gross nightly rental rate or expenses for hotel rooms up to \$25.00 per person per night, and car rental up to \$50.00 per day per motorhome, with a combined maximum of \$1,500.00 per rental agreement.

Flat tires and defective non-mechanical equipment including but not limited to radio, TV, Bluetooth, USB, GPS, generator, batteries, air conditioner, refrigerator, heater, water heater, cruise control, awning, slide-out are not considered mechanical breakdowns and are excluded from VIP reimbursement.

VIP Plus Upgrade

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 \$1,500 per incident.

The optional VIP Plus Upgrade is not mandatory. VIP Plus reduces the Renter's financial responsibility for covered physical damage (exclusions apply) to the Rental Vehicle to \$0.

VIP Plus Upgrade is not an insurance and only reduces the financial responsibility of the Guest if the rented vehicle is damaged or stolen.

The Advantages of the VIP Plus Upgrade are:

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

Non-covered damages outlined in the next section.



Non-Covered Damages

No liability, comprehensive or collision insurance coverage is provided and the guest has full legal and financial responsibility in case of:
Please refer to our **Rental Terms and Conditions** for a full list of exclusions:

- 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 other guests;
- Damages caused to the vehicle by abuse or misuse for illegal activities;
- Damages where the guest 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 as a result of using a leveling system (if reconnected by a guest and used improperly)
- Damages as a result of driving with an extended awning or slide-out
- Undercarriage damage, including entry step
- Damage to the wheel rim and/or tire (tire is included in the Peace of Mind, Gold, Platinum and Platinum Plus Package)
- Damage caused to the windshield (windshield damage is included in the Peace of Mind, Gold, Platinum and Platinum Plus Package- refer to page 25 for more details)
- Damage caused by failure to maintain the Vehicle (e.g. checking engine oil and coolant levels etc.)
- Damage caused from backing up the Vehicle
- Driving into, under, or through a height restricted structure, road, or sign which is lower than the height of the vehicle. Including, but not limited to parking structures, drive-throughs, drive-in or other covered entry ways, and any roads or structures with height restricted access is not permitted.
- 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 guest is showing 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)

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



Guest Information

Guest Requirements

- Renter (this should also be the named major credit card holder) and all authorized drivers must be at least 21 years of age and in possession of valid driver's license
- We recommend the guest has an international driver's license (photocopies not accepted) along with the original license if the license is in any language other than English.
- We require a physical driver's license to be presented at pick-up, we do not accept digital driver licenses.
- 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.

First Night Accommodation

We recommend guests travelling from overseas spend their first night in the United States in a hotel.

Transfers Are Not Provided By El Monte RV or Mighty Campers.

All our locations are an easy taxi or Uber ride from the airport, and public transport options are available.

Online Guest Check-in

Guests must complete Online Guest Check-in before the vehicle pickup date at elmonterv.co/customer. Online Check-in opens 30 days before pickup.

Guest email addresses must be provided at the time of booking to receive the Online Check-in invitation email and to communicate any potential pick-up changes. Online Check-in is mandatory for all guests.

- Guests will provide driver information, read and accept the Rental Agreement and Insurance Coverage, review other important information and watch the vehicle walkthrough video.
- Guests select their arrival time, preferred drop-off time and any additional travel extras during Online Check-in.
- Any credit card used for Online Check-in payments must be in the same name as the main renter.
- Once completed, guests receive an email summary, accepted documentation and walkthrough-video links. Online Check-in can take up to one hour.
- Guests arriving without completed Online Check-in must complete it on a tablet at the branch.

- To access the online self-check in system and enter their information the guest requires
 - The El Monte Booking Number (e.g. ABC123456-1) - it is important guests include the "-1" at the end of their booking reference number
 - The Last name of the guest

Please make the link above, the branch address and pick-up times available to our mutual guests and enclose such information with the documents you send out to your guests.

Motorhome Collection

- To pick up their motorhome, the person who made the reservation must be present with the physical credit card that shows their name and credit card number. If they plan to drive, they must also present their original driver's license. If they are not driving, they need to provide another government- issued document to confirm their identity.
- All drivers who plan to drive the motorhome must be present at pick-up with their original driver's licence. We recommend the guest presents an international driver's licence at pick-up along with the original licence if the licence is in any language other than English.
- El Monte RV may deny the motorhome if a guest appears unable to drive, including where intoxication or drug impairment is suspected.
- If the main guest is not deemed fit to drive, they will not be listed as a driver or covered by insurance. The main guest remains responsible for the motorhome and must return to a branch to be added as a driver later.

Pickup Times and Online Check-in

- Guests select their pick-up time during Online Check-in. Only available time slots are shown; these are controlled by the branch and the operational schedule of the vehicles.
- Standard pick-up times are between 1pm and 3pm or 4pm, depending on season. Saturday times, where applicable, are between 11am and 1pm.
- Subject to availability, guests may select an earlier pickup time during Online Check-in. Guests wishing to arrange early pickup ahead of time may use P.A.D. (see page 22).
- Guests who have not completed Online Check-in will automatically be assigned a pickup time slot 24 hours before pickup.
- Guests should not arrive earlier than their scheduled time. Arrival times reflect the pre-booked pickup and drop-off schedule and vehicle preparation availability.
- Guests arriving without completed Online Check-in must check in on a branch tablet. Guests who completed it in advance will be accommodated first.

- On arrival at their branch:
 - Guests will verify their identity with their driving license.
 - They will process payment for the security deposit – payment only by credit card.
 - They will be taken to their RV to complete a vehicle walkthrough tour and a vehicle condition inspection.
 - If any additional Travel Extra items are required, these can be purchased prior to the completion of pick-up process.
 - A member of our Guest Services team will be on hand to help and answer any questions Guests may have during pick-up.

Motorhome Return

- RV Drop off takes around 15-30 minutes to complete, slightly longer if there has been an incident with the unit. **The vehicle must be returned with the interior clean, all kitchenware clean, fridge and freezer empty, all trash removed, holding tanks emptied and propane and fuel filled (Please see Drop & Go for options). Please note that a minimum cleaning/deodorizing fee of \$250 applies if there is any smoking in the vehicle.**
- Guests will select their Drop-off time during Online Check-in. Standard Drop-off Times are between 8.00AM and 10.00AM (9.00AM from 01 Oct - 31 Mar). Subject to availability guests may be able to select a later drop-off time during the online check-in at an additional cost.
- Guests will be able to select their preferred drop off time during online check in. Only available time slots will show, and these are controlled by the branch and based on the operational schedule of the units.
- Guests should have their belongings packed before arriving at the branch and must vacate their vehicle before the end of the hour to avoid late drop off fees of \$50 per hour + difference in time slot. Unauthorized extensions will be charged double the applicable nightly rental rate.

Security Deposit

- A \$1,500 security deposit is required at the time of departure and will be authorized on the credit card.
- 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 Check Cards, Visa debit cards or pre-paid credit cards. **We do not accept digital credit card, Apple Pay or Google Pay.**
- 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 guest's credit card on pick-up, but rather the amount is 'held' in the form of an authorization; Upon return, if the rental vehicle is clean inside, undamaged, returned on time, and any fines are paid, no charges will be deducted from the credit card hold.
- When attending the RAAM (Race Across America) event or Burning Man Festival a \$2,500 deposit is charged (and not just authorized)
- In the event of an accident, before a replacement unit is provided to a guest, we require an additional charge of \$2,000 to be made on the guest's credit card, regardless of whether the guest is at fault or not. This amount will be refunded at drop-off (minus any fees/charges) provided there are no further damages to the vehicle.

International Address Requirement

- El Monte RV's 2027/2028 International Rental Program and rates are designated exclusively for non-domestic guests, i.e. for those guests living outside of the United States and having no US address or drivers license.
- El Monte RV reserves the right not to accept bookings from guests residing within the United States even though they may have reserved through an international trade partner/travel agency
- El Monte RV reserves the right to rebook guests residing within the United States using standard domestic rates and conditions
- El Monte RV reserves the right to cancel the booking if it is in violation of this requirement
- It is strongly recommended that trade partners/ travel agencies and their representatives inform their reservation department of this policy
- It is the responsibility of the trade partners/travel agency to identify the guest's residency

Lost Items

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

Luggage Storage

- We don't offer luggage storage at our locations.
- To facilitate the pick-up and drop off procedures, we recommend that guests carry their luggage in their vehicle and soft-sided or collapsible bags are recommended for easier storage



Vehicle Support & Use

Maintenance and Use Responsibility

- The guest is responsible for routine maintenance while traveling (checking coolant, oil, tire pressure, etc.) as well as immediately reporting mechanical failures.
- Guests 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 guests are not authorized to make repairs.
- Snow Chains will be provided for pick-up or drop-off in Seattle for the winter months. (only charged when used - we urge the guests to NOT drive on snow/ice).

Reimbursements & Refunds

- Refunds for mechanical issues: In the event of a mechanical problem requiring repairs over \$100 guests must call El Monte RV's On Road Care Support for authorization
- **A toll-free number is provided for assistance with problems, questions, etc.: at 1-800-367-4707 / 1-562-661-9842 and contact can be made also at: onroadcareUSA@thlonline.com**
- Guests will be reimbursed on return and upon presentation of receipts and any replaced parts; no repair receipts over \$100 will be reimbursed without prior authorization
- Note: \$100 reimbursement does not apply to de-winterizing or winterizing cost
- Additional Items: In the unlikely event that items are missing from kitchen or linen kits or guest needs to replace an item for the motorhome such as a water hose, sewer hose, etc., the guest may purchase these items without prior approval and will be refunded at return upon presentation of valid receipts, provided they not total more than \$100
- 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 trade partner 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
- Guests should be instructed by their travel agency/ trade partner to coordinate the repair efforts only with El Monte RV's On road care support and to discuss compensation with the staff at the return rental counter

Guest Complaints

Guest 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.

El Monte RV reserves the right to take up to 30 days after receipt of any complaint to investigate and respond. Claims should be emailed to res@elmonterv.co.uk.

On-road Care Support Requirement

To be eligible for compensation consideration or any lost-use refund during the rental, guests must contact El Monte RV's On-road Care Support, start a Guest Service Log and follow all instructions, self-help tips and recommendations for repairs.

- Guests who decline On-road Care Support instructions, recommendations or repair appointments will not be eligible for lost-use compensation.
- All vehicle lost-use issues must be verified by a pre-authorized repair facility or location staff upon return. Compensation is considered only after validation.
- 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, guests must return rental vehicle to the booked return branch or a recovery fee and penalty will be charged
- Flat tires and defective comfort equipment including but not limited to radio, TV, Bluetooth, USB, GPS, generator, batteries, air conditioner, refrigerator, heater, water heater, cruise control, awning, slide-out are not considered mechanical breakdowns and are excluded from VIP reimbursement.
- Cell-phone charges: guests are responsible for all cell-phone charges incurred and guests are encouraged to use On-the-Road-Care's 24-hour toll free number as the primary contact telephone number



On Road Care support

- On road care support (OTRS): 1-800-367-4707 / 1-562-661-9842 is available 24 hours and 7 days
- Support staff may also be reached via email: onroadcareUSA@thlonline.com
- In order to be eligible for any lost-use refund during the rental period guest must have contacted El Monte RV's On Road Care Support and start a Guest Service log with them and must have followed all instructions, self- help tips, and/or recommendations for repair
- On road care support is a courtesy service provided by El Monte RV for our guests and this team is not authorized to determine refunds which is the sole responsibility of the return branch manager
- In certain circumstances guests may be provided with 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 guests 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 guest will be responsible for all costs involved in replacing, towing and repairing of the damaged motorhome whereby the guest's financial responsibility includes but is not limited to the rental vehicle

Note: We understand it is important our mutual guests receive support when they need it. Our team has limited availability outside regular business hours, so we request that not-urgent matters can wait until business hours to resolve. This way we can prioritize after-hours support for situations that truly can't wait.

Travel Restrictions

- Guests 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
- Guests 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 guests as much information at time of pick-up as possible, but is not liable for any delays or detours guest may encounter
- Violation of these travel restrictions voids insurance and coverage options under the terms and conditions of the rental contract and guest will be held responsible for accidents, mechanical breakdowns and thefts occurring in a restricted travel area.

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 June 1 to September 30 where ground temperatures can reach 140° F or 60° C and guests may be required to sign and acknowledge Death Valley restrictions on pick-up
- **Mexico:** travel is permitted at guest'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, Montreal and Quebec (Canada):** travel is not permitted
- **Alaska/Northern Canada:** There is a surcharge \$400 Net (\$450 Retail) to travel on/in:
 - Alaska Highway north of Fort St. John, British Columbia
 - Nisga'a Hwy – Highway 113 – North of Terrace
 - Cassiar Highway (#37) north of Kitwanga, British Columbia
 - Highway 35 north of Peace River, Alberta
 - Québec & Labrador north and east of Sept-Îles
 - Northwest Territories, Yukon, Nunavut, Newfoundland

You can view an interactive google Far North Surcharge map and see exactly where the [Far North Surcharge](#) comes into force.

Far North Surcharge can also be added on during online check-in. Guests who travel to a Northern area covered by the surcharge without paying the surcharge will be fully responsible for all costs should an accident or damage occur to the RV.

We recommend vehicles for northern travel be requested and confirmed at the time of reservation.

- **Dempster Highway:** travel is not permitted between 15 September and 15 May
- **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. Guests 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. Guests 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 guests want to replace the anti-freeze with water, they may re-winterize or de-winterize the vehicles with the help of an expert. Click [here](#) for our Winterization Form.
- **Note:** Winterizing or de-winterizing costs - typically up to \$200 - are the responsibility of the guest

- **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, guests 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 Fahrenheit 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 and Ottawa. We recommend leaving the motorhome parked at a campground and using taxi or public transportation. Guests planning on traveling in these areas must inform the rental branch prior to departure.
- **Vehicle Return:** Guests 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.

Vehicle Substitutions

- If the booked vehicle is not available for any reason, El Monte RV reserves the right to provide a higher-rated vehicle at no extra cost. If a lower-rated vehicle is provided, El Monte RV's liability is limited to refunding the retail rate difference between the two

Vehicle substitution does not entitle the guest to further compensation beyond any stated refund.

Traffic Citations and Tolls

Guests are responsible for all traffic violations, fines, citations and toll charges incurred during the rental period.

A third-party vendor may process unpaid tolls. Guests will be charged the toll amount, applicable late fees and an administrative processing fee.

Traffic citations may be paid directly to the issuing authority or provided to the rental office on return for processing and payment. Guests remain responsible for the full citation amount, any late fees and a USD \$50 administrative processing fee per citation.

Traffic Citations and Tolls

- If a guest fails to pay or report a citation or toll, the guest is responsible for the amount plus late penalties. A processing fee of up to USD \$250 may also apply.
- For unpaid tolls or bridge charges, El Monte RV will charge the toll, late fees and a one-time USD \$25 handling fee to the guest's card on file.

Fuel Consumption: Gasoline and LPG

- Fuel costs are the guest's responsibility.
- Gasoline and LPG tanks are full at pick-up and must be returned full. Any shortfall will be estimated and charged at El Monte RV's refuelling rate.
- Fuel consumption varies according to where and how a vehicle is driven. No claims are accepted regarding fuel consumption, including where a guest is upgraded to a larger unit.

Generator

- All motorhome types are equipped with a 120 Volt generator.
- Generator use is not required for normal vehicle operation. Usage may be charged per rental night or by the hour on return.
- Generator charges are payable at the counter.
- The generator is required for devices operating on 120V, including roof A/C, microwave and power outlets.
- Prepaid generator charges are non-refundable on vehicle return.

El Monte Rental Agreement

- A copy of the Rental Agreement should be presented with each booking so guests can review the full terms before their trip.
- The Rental Agreement is available at elmonterv.co/customer.
- During Online Check-in, guests must read and accept the document and will receive a copy by email.

Release of Vehicle after No-Show and Changes

If we cannot establish communication with the guest or trade partner, the vehicle may be released for other use during the afternoon of the third calendar day. The pickup day counts as the first calendar day.

Changes to Reservations

Please send all written change requests to res@elmonterv.co.uk. A change will be calculated using the higher of the original Flex rate or the Flex rate current at the time of alteration.

The following are classified as booking alterations:

- Change of the main renter's name.
- Change of vehicle type.
- Change of pick-up location.
- Change in drop-off location.
- Change in the pick-up date, excluding a booking extension.
- Change in the drop-off date, excluding a booking extension.

If the guest wishes to change the vehicle booked, pick-up or drop-off dates, or pick-up or drop-off location, the following charges apply:

- If amended 15 or more nights before pick-up: USD \$50 plus any increase in vehicle charges.
- If amended 14 nights or fewer before pick-up: 100% of the previous rental charges will still apply and new booking charges will be calculated additionally.

Please Note

- There is no refund for late pickup, early return, unused mileage, or an amendment reducing the booked nights.
- Changing the rate plan or RV category is treated as a new booking; cancellation fees may apply to the original booking.
- Party-size changes and added prepaid items do not change a confirmed Flex rate.
- Travel changes may be made up to 12 months ahead. Credits remain valid for 12 months from the original pickup date.
- A relocation fee may apply if locations change within 14 nights of pickup or during the rental.

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.

Cancellations

For all cancellations the following charges will apply:-

- For cancellations made 60 days or more prior to departure - \$200 / £200 / €200 (plus one-way fee if applicable)
- For cancellations made 59 to 30 days prior to departure - charge of 25%,
- For cancellations made 29 to 15 days prior to departure - charge of 60%,
- For cancellations made 14 to 1 days prior to departure - full rental cost,
- For cancellations made on departure day* and for no shows the full cost of the rental will be charged.

One way rentals will incur a further charge of the one way fee, (in addition to applicable above fee).

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. In this situation every reasonable attempt will be made to accommodate client's schedule changes and travel disruptions. However, no refunds for cancellations will be given and no waiver of any fees will be allowed.