

Terms & Conditions															
Payment Policy															
Reservation Deposit															
<ul style="list-style-type: none"> • Minimum USD\$300 or 15% non-refundable deposit • Plus non-refundable one way fees, if applicable <ul style="list-style-type: none"> ◦ One way fees are non-transferable 															
Payments															
<ul style="list-style-type: none"> • Remaining balance of reservation is payable by credit card 45 days prior to departure date 															
Security Deposit															
<ul style="list-style-type: none"> • Minimum USD\$1,000 refundable security deposit at time of pick up • All security deposits must be made by credit card: Visa, MasterCard or American Express • Fluctuating deposit for Burning Man, Bonnaroo and other special events • All Deposits may be increased at the discretion of the depot 															
Taxes & Currency															
<ul style="list-style-type: none"> • USD • Local city and state taxes are subject to change 															
Cancellation Policy															
<ul style="list-style-type: none"> • Must be made in writing, and are effective once received - no exceptions NUMBER OF DAYS PRIOR TO DEPARTURE DATE & RESULTING CANCELLATION CHARGE There is a minimum of USD\$300 or 15%, plus one-way fees if applicable <table style="margin-left: 40px; border: none;"> <tr> <td style="padding-right: 10px;">45+ days</td> <td style="padding-right: 10px;">=</td> <td>15% of total rental</td> </tr> <tr> <td>30-44 days</td> <td>=</td> <td>60% of total rental</td> </tr> <tr> <td>15-29 days</td> <td>=</td> <td>80% of total rental</td> </tr> <tr> <td>0-14 days</td> <td>=</td> <td>100% of total rental</td> </tr> <tr> <td>No Show</td> <td>=</td> <td>100% of total rental</td> </tr> </table> • We strongly recommend purchasing trip cancellation insurance. You may provide your own insurance information, or you can visit Travel Guard Insurance • In the unlikely event that we must cancel a rental due to circumstances beyond our control, all payments received to date will be refunded to the customer, which constitutes full settlement. 	45+ days	=	15% of total rental	30-44 days	=	60% of total rental	15-29 days	=	80% of total rental	0-14 days	=	100% of total rental	No Show	=	100% of total rental
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15-29 days	=	80% of total rental													
0-14 days	=	100% of total rental													
No Show	=	100% of total rental													
Minimum Rental Period															
<ul style="list-style-type: none"> • 3 nights - Low Season • 7 nights - Peak Seasons • 7 nights - all one way rentals • Other minimums during special events and holidays 															
Depot Hours															
<ul style="list-style-type: none"> • Monday to Friday: 8:00 am to 5:00 pm • Saturday: 8:00 am to 1:00 pm <ul style="list-style-type: none"> ◦ Sundays & all Holidays: Closed ◦ Other closures near holidays may be in effect, call for applicable dates 															
Pick Up RV															
<ul style="list-style-type: none"> • Monday to Friday: 12:00 pm to 4:00 pm • Saturday: 11:00 am to 1:00 pm <ul style="list-style-type: none"> ◦ Appointments mandatory ◦ Please call depot directly - 24 - 48 hours prior to departure date • International customers must overnight in US prior to taking possession of RV <ul style="list-style-type: none"> ◦ International customers responsible for their hotel expense 															
Drop Off RV															
<ul style="list-style-type: none"> • Monday to Saturday: 8:00 am to 10:30 am • Late Return: Steep penalties will apply 															
Transfers - To/From Hotel, To Airport only															

<ul style="list-style-type: none"> • Pick up <ul style="list-style-type: none"> ○ Transfers between 11:00 am and 1:00 pm ○ No airport pickup provided ○ Contact depot to arrange pick-up time and location for transfers before your arrival day ○ International customers <ul style="list-style-type: none"> ▪ Are required to spend one night in the US prior to picking up the RV ▪ Must call the rental station immediately upon arrival but no later than 10 am of the departure day to schedule pick up • Drop off: Transfers shuttle leaves promptly at 11:00 am <ul style="list-style-type: none"> ○ Late return voids complementary transfer ○ Depot will drop off at most International Airports and designated hotels only (see list at bottom of terms and conditions) <ul style="list-style-type: none"> ▪ No transfers to JFK or LaGuardia airports
General Conditions
<ul style="list-style-type: none"> • We accept no responsibility or liability while acting as an agent for other rental companies, other than the supply of the rental vehicle as agreed upon with the renter/customer. • Every effort was made to ensure that the information contained herein is accurate. All the information here is generalized and is subject to change without notice. Once, however the vehicle has been booked the prices will remain constant (local tax rates may still be subject to change) • We reserve the right to substitute a vehicle equivalent or larger at no extra cost to the customer. If a smaller or less expensive vehicle is offered, the refund shall be limited to the nightly rate difference between the vehicles • Renter agrees to return motorhome in the same condition in which it was received • No refund for early return, or unused prepaid miles • Model or layout may vary from unit shown on website • Extensions to a rental after departure may attract a higher nightly rate
Driver
<ul style="list-style-type: none"> • Minimum 25 years of age • Valid National driver's license for each driver • International driver's license recommended for foreign customers
Restricted Areas
<ul style="list-style-type: none"> • Accidents and mechanical breakdowns occurring in a travel restricted area are the customers full responsibility
Mexico
<ul style="list-style-type: none"> • All parts of Mexico prohibited
Death Valley
<ul style="list-style-type: none"> • Death Valley prohibited June 15th to September 15th
Northern Travel
<ul style="list-style-type: none"> • Traveling to Alaska, Yukon, and the Territories, Canada is permitted <ul style="list-style-type: none"> ○ Must be pre-authorized
Other
<ul style="list-style-type: none"> • Gravel roads, dirt roads , beaches, logging roads and other non-public roads and beaches prohibited • Travel is not allowed in the inner city of New York
Canada
<ul style="list-style-type: none"> ▪ No travel in Montreal or Quebec City
Pets & Smoking
<ul style="list-style-type: none"> • No pets allowed • No smoking in vehicles • \$250 cleaning fee if smoke or pet odor is detected • Smoke damage can be charged to the customers' credit card at the depot's discretion
Fees Summary
Preparation Fee

Includes: <ul style="list-style-type: none"> • First supply of toilet chemicals • Vehicle outside cleaning • Detailed orientation (allow 60-90 minutes) • Transfers from designated hotels and airports • Starter kit <ul style="list-style-type: none"> ○ Water hose, sewer hose, operator's manual, campground guide, road atlas, KOA atlas, KOA discount card, 110v adaptor, levelers, first aid kit, fire extinguisher
Vehicle Return/Cleaning Fees
<ul style="list-style-type: none"> • Return vehicle with the interior cleaned to avoid cleaning charges <ul style="list-style-type: none"> ○ Subject to minimum \$50 charge • Return vehicle with holding tanks empty to avoid dumping charges <ul style="list-style-type: none"> ○ Subject to minimum \$50 charge • Vehicles must be returned with full propane/fuel or the customer will be charged the cost of the fuel/propane plus a filling fee • Late returns will incur a late fee
Modification Fees
<ul style="list-style-type: none"> • Modifications/Changes to a booking: <ul style="list-style-type: none"> ○ 3 Days, or less, prior to departure: \$150 ○ All other modifications: \$50
One-Way Fees
<ul style="list-style-type: none"> • One way fees apply for all one way rentals unless otherwise specified on special offers • One way fees are payable at the time of reservation and are non-refundable and non-transferable
Additional Items
<ul style="list-style-type: none"> • Generator use is available at \$3/hour • Camping chairs available
Mileage
<ul style="list-style-type: none"> • 500 mile packages, \$190; must be pre-booked; • Extra mileage payable at drop-off, charged at <ul style="list-style-type: none"> ○ \$0.39/mile • Rentals may not exceed mileage of 250 miles/night for each rental period • No refund for unused, prepaid mileage
Convenience Kits
<ul style="list-style-type: none"> • Kits \$65/each • 7 kits/vehicle, maximum available • Under age 6, no charge for kit • \$260 maximum charge for kits <ul style="list-style-type: none"> ○ Each kit Includes sheet, pillow, pillow protector, pillowcase, comforter, comforter cover, bath towel, hand towel, wash cloth, kitchen towel, cleaning towel, paper towel roll, broom, dustpan, brush, bucket/trashcan, clothes hangers, flash light, lighter/matches, glass, cup, dinner plate, salad plate, mixing bowl, knife, fork, spoon, teaspoon, roaster, cookware set, can opener, cork puller, bottle opener, vegetable peeler, turner, basting spoon, slotted spoon, ladle, grill fork, whisk, percolator/coffee maker, toaster, measuring cup, colander, cutting board, and plastic containers
Winterization of Vehicle
<ul style="list-style-type: none"> • RVs are winterized between from November to April in order to prevent freezing. • This means <ul style="list-style-type: none"> ▪ No water is available in the RV - all plumbing is also drained of water ▪ If de-winterized for a trip to warmer temperatures, the renter must re-winterize the vehicle at his/her own expense before returning the RV ▪ Failure to re-winterize will result in an additional fee ▪ The security deposit refund is delayed until the vehicle is thawed and pressurized in the shop ▪ Renter will be responsible for any burst or damaged water pipes, water tanks, etc. occurring due to freezing • Check with each depot for further winterization instructions
Traffic Violations & Parking Tickets

- Report and pay all tickets at vehicle termination
- Failure to do so will result in a \$100 administrative charge, plus the cost of fine and late charges, to be applied to customers' credit card

Maintenance & Breakdowns

- Customers are to call the 24 hour toll free number
- Repairs or maintenance exceeding \$50 must be pre-authorized in order to be reimbursed
 - Original receipt must be presented at drop off
- Customer is responsible for reporting mechanical failures immediately to depot
- Customer is responsible for checking engine oil and coolant levels at each refueling
 - Coolant refills will be reimbursed at drop off, provided receipts are presented
- Customer will be held responsible for mechanical damage due to negligence in operation/maintenance of vehicle
- It is the drivers responsibility to operate the vehicle in a safe manner and to exercise all caution possible

Accidents

- Customer must provide a police report from the officer investigating the accident
 - Fill out the accident form provided at time of registration
 - Notify the depot directly
 - A full written report including the name, address, phone number, license plate and insurance details of the other party must be given to depot at rental termination end
 - All documents relating to the accident must include a police report or identifying number
 - Insurance coverage may be void if the above instructions are not followed

Repairs

- For repairs or maintenance exceeding \$50 the customer must telephone the 24 hour hotline for approval
- Non authorized repairs or maintenance exceeding \$50 will not be reimbursed
- Customers are responsible for mechanical damage due to negligence.
- Defects in Radio/CD/Tape/TV/VCR/DVD, air conditioning, refrigerator, generator, awning, slide out, and cruise control are not considered a technical defect in the vehicle and no refund or reimbursement will be made for lost time

Insurance

Please Note:

- In case of a claim, the supplier will not act as an adjuster for any third party insurances purchased by the renter (such as \$0.00 deductible insurance, etc.)

Public Liability Insurance - Premium VIP Insurance

- Included in the base rental rate are:
 - Public liability insurance to cover accidents in the event that the renter is at fault.
 - The policy protects the company to \$1,000,000 and the renter to statutory limits
 - \$1,000 deductible for accidental damage:
 - "Accidental damage" includes but is not limited to, motor vehicle accident, vehicle theft, vandalism, fire, windshield and glass damage
 - If renter's RV vacation is interrupted by an automotive mechanical breakdown for more than 12 working hours after reporting such to depot, the renter will be reimbursed for the greater of the gross nightly rate, or expenses for hotel rooms up to \$25/person/night and car rental up to \$50/day/RV to a maximum of \$1,500/tour. Receipts for all incurred expenses must be presented for refund. Radio, TV,VCR,DVD, generator, air conditioning, fridge, cruise control, awning, slide-out and automatic entry step malfunctions are not to be considered a mechanical breakdown
- The following losses are not covered if damage is caused by:
 - Deliberate or willful damage caused by renter or guests
 - Interior Damages
 - Failure to maintain all fluid levels
 - Failure to use specified fuel
 - Damage caused by freezing of the vehicle's systems (when temperatures are below freezing, it is not permitted to fill the water tanks)
 - Driving under the influence of alcohol or drugs
 - Traveling off-road or in restricted areas
 - Carrying more passengers than available seatbelts
 - Operation by anyone not listed on the rental contract
 - Operation by anyone not meeting the age requirement shown in the "Driver" section above

- Personal contents are never covered

Supplemental Liability Insurance

- Additional insurance; can be requested through booking agent or purchased at depot for \$9/day
- Provides customers with increased liability protection up to \$1,000,000

Towing

- Towing is permitted
- 1,500 lb limit
- No additional charge

Storage & Parking

- No storage on roof
- Parking at depot may be available, call specific depot to arrange

Hotel List

- Los Angeles
 - Transfer from/to LAX airport hotels
 - No Transfers from LAX International Airport
 - Return transfer to LAX International Airport
 - \$50/trip surcharge for Marina Del Rey/Santa Monica transfers

Four Points Hotel Sheraton	9750 Airport Blvd Los Angeles, CA 90045	310.645.4600 900.LAX.HOTEL
Marriott Hotel - LAX	5855 W. Century Blvd Los Angeles, CA 90045	310.641.5700
Crowne Plaza - LAX	5985 W. Century Blvd Los Angeles, CA 90045	310.642.7500
Holiday Inn - LAX	9901 La Cienega Blvd Los Angeles, CA 90045	310.649.6151
Radisson Hotel at LAX	6225 W. Century Blvd Los Angeles, CA 90045	310.670.9000
Los Angeles Airport Hilton and Towers	5711 W. Century Blvd Los Angeles, CA 90045	310.410.4000

San Francisco

- Transfers from/to airport hotels
- No transfers from airports
- Return transfer to SFO or OAK airports
- \$50/trip surcharge for SFO downtown transfers

Clarion Hotel San Francisco Airport	401 East Millbrae Avenue Millbrae, CA 94030	650.692.6363
North Travelodge San Francisco Airport	326 South Airport Blvd SFO, CA 94080	650.583.9600 800.578.7878
San Francisco Airport Marriott Hotel	1800 Old Bayshore Highway Burlingame, CA 94010	650.692.9100
Ramada Inn San Francisco Airport North	245 S Airport Blvd S San Francisco, CA 94080	650.589.7200 800.452.3456
Vegabond Inn	1640 Bayshore Hwy Burlingame, CA 94010	650.692.4040 800.522.1555

- Las Vegas
 - Transfers from/to airport hotels, downtown hotels and hotels on Las Vegas Boulevard - "The Strip"
 - No transfers from airport
 - Return transfer to LAS airport

America's Best Value (formerly Roadway Inn) Las Vegas	1213 Las Vegas Blvd S Las Vegas, NV 89104	702.312.7912
Best Western Mardi Gras	3500 Paradise Rd Las Vegas, NV 89109	702.731.2020 800.634.6501
Mandalay Bay	3950 Las Vegas Blvd S Las Vegas, NV 89119	702.632.7777 877.632.7800
Luxor	3900 Las Vegas Blvd S Las Vegas, NV 89119	702.262.4444 877.777.0188

- Denver
 - Transfers from/to Denver airport hotels
 - No transfers from the Denver airport
 - Return transfer to the Denver airport
 - \$50/trip surcharge for Denver downtown transfers

Holiday Inn Denver International Airport	15500 E 40 th Ave Denver, CO 80239	303.371.9494 800.511.2118
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Sleep Inn	12101 Grant St. Denver, CO 80241	303.280.9818 888.388.5678
Red Lion Hotel Downtown Denver	1975 Bryant St Denver, CO 80204	303.433.8331 800.388.5381
Comfort Inn	16921 E 32 nd Ave Aurora, CO 80011	303.367.5000
Hilton Garden Inn	16475 E 40 th Circle Aurora, CO 80011	303.371.9393
Courtyard by Marriott	6901 Tower Road Denver, CO 80249	303.371.0300
Amerisuites	16250 E 40 ^t Avenue Aurora, CO 80011	303.371.0700
Downtown:		
Holiday Inn Denver Central	4849 Bannock Street Denver, CO 80261	303.292.9500 888.465.4329
Best Western Denver Central	200 W 48 th Avenue Denver, CO 80216-1802	303.296.4000 800.780.7234
Comfort Inn	401 E. 58 th Ave Denver, CO 80216	303.297.1717
Crowne Plaza Denver International Airport	15500 E 40 th Avenue Denver, CO 80239	Ph: 303.371.9494 Fax: 303.371.9528
Courtyard by Marriott	7415 E. 41 st Street Denver, CO 80216	303.333.3303 888.238.8240
<ul style="list-style-type: none"> • New York City <ul style="list-style-type: none"> ○ Transfers from/to airport hotels ○ No transfers from any airport ○ Return transfers to Newark Airport (EWR) ONLY ○ No return transfers to JFK or La Guardia Airports 		
Hilton Newark Airport	1170 Spring St. Elizabeth, NJ 07201	908.351.3900 800.445.8667
Hampton Inn JFK Airport	14410 135 th Ave Jamaica, NY 11436	718.322.7500 800.HAM.PTON
Four Points	160 W 25 th St. New York, NY 10001	212.627.1888 212.924.3902
Ramada Inn	550 Route 1 South Newark, NJ 07114	973.824.4000
Country Inn and Suites	100 Glimcher Realty Way, Elizabeth, NJ 07201	908.282.0020