



**Voorwaarden El Monte RV**  
**Geldig van 01-04-2020 t/m 31-03-2021**  
**Geldig voor boekingen gemaakt in de periode vanaf 19 juni 2019**

*Let op; teksten in dit document zijn in het Engels weergegeven vanwege het mogelijk verkeerd interpreteren van de algemene informatie en verzekeringsvoorwaarden. Mocht je vragen hebben over deze informatie, kun je contact opnemen met Travelhome.*

**BRANCH INFORMATION AND OPENING HOURS**

**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.

<b>2020</b> 01 January New Year's Day	07 September Labor Day
12 April Easter Sunday	26 November Thanksgiving
25 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
06 – 08 Sept Burning Man (SFO only)	

**2021** 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:**

- DFW, NYC, and YVR are closed Sundays all year.
- DEN, MIA, ORD, PHX, SAN and SLC are closed Saturdays and Sundays all year.
- YVR (Bellingham/Ferndale, WA)
- Open Monday – Friday from 9:00 to 17:00.
- Closed Saturdays and Sundays 01 October 2020 – 31 March 2021.
- Closed every day from 25 January 2020 – 09 February 2020.
- Closed every day from 24 January 2021 – 07 February 2021.
- NYC (Linden, NJ)
- Closed Saturdays and Sundays 01 October 2020 – 31 March 2021.

## **FLEX RATES AND INCLUSIONS**

### **RENTAL CHARGES**

- 2020 Rates and Charges are valid for pickups 01 April 2020 – 31 October 2020.
- 2020/21 Winter Rates and charges are valid for pickups 01 November 2020 – 31 March 2021.
- 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)

### **Value Plan Rates**

- Value Plan levels are based on our fleet capacity and availability according to the unit size and location. For instance, the more units available for a particular size or location the lower will be the Value Plan level, which creates incentive to book early much like an Early Bird Special.
- Value levels are updated weekly

## **THE FLEET**

### **El Monte RV: 2019 - 2021 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.

### **El Monte RV Fleet: Model Year 2019 - 2021 – 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

### **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.

## **DISCOUNTS**

### **Specials & Discounts**

- Valid for pickups: 01 April 2020 - 31 March 2021
- Specials or Discounts must be mentioned at time of booking.
- Specials or Discounts cannot be applied after pickup.

### **Early Bird Discounts**

- 17% off the nightly rate. Valid for bookings taken by 31 October 2019.
- 15% off the nightly rate. Valid for bookings taken by 03 January 2020.
- 10% off the nightly rate. Valid for bookings taken by 31 January 2020.
- 5% off the nightly rate. Valid for bookings taken by 29 February 2020.
- Booking code: **EB-DISC**.
- Discount applied to Standard Value rate and All-Inclusive surcharge only.

### **Southwest One-Way**

- No one-way fees between LAX, SFO, LAS. Valid for bookings taken by 03 January 2020.
- One-ways on request only.
- Booking Code: **SWOW**
- Can be combined with **EB-DISC** and **LTD**.

### **Long Term Discount (LTD)**

- LTD applies to Standard Value rates and All-Inclusive surcharge only.
- 5% off 21 nights or longer.
- Booking Code: **LTD**
- Can be combined with **EB-DISC** and **SWOW**.

## **ADDITIONAL ITEMS & PACKAGES**

### **MILEAGE OPTIONS: Prepaid Only**

#### **500 Miles Package**

- 7 nights minimum
- Additional miles: @ 0.34 due at counter

#### **Unlimited Mileage Package**

- 10 night minimum
- surcharge for each additional rental night beyond 21 nights

### **All-Inclusive Package**

- 12 night minimum charge
- Includes: unlimited miles, all personal kits, kitchen kit, unlimited generator use & Prep Fee.

### **ADD-ON OPTIONS AND KITS**

PAD (Priority AM Departure)	\$145 per motorhome rental
Supplemental Liability Insurance (SLI)*	\$10 per day
Mexico Auto Liability Insurance (MALI)*	\$22 per day
Personal Kit (all locations)*	\$55 per person
Kitchen Kit (all locations)*	\$130 per vehicle
Generator Use	\$3 per hour / \$8 per day
GPS	\$95 per trip
WiFi/GPS Combo	\$180 per trip

### **OTHER OPTIONS: Local payment only - no guaranteed availability**

Toaster	\$8 rental per motor home / trip
Coffee machine	\$10 rental per motor home / trip
Folding chairs	\$12 rental each / trip
Rice Cooker	\$10 rental each/trip

### **TRANSFERS**

Unfortunately, due to social distancing requirements and risks we are no longer able to provide transfers to and from our branches.

### **DRIVER'S LICENCE AND MINIMUM AGE**

#### **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.

### **BOOKING DURATION**

- 7 nights minimum rental required.
- Maximum length of one rental is restricted to 45 nights.
- For requests 46 nights or longer, please contact International Reservations for a quote.

### **PICK-UP AND DROP-OFF**

#### **Motor Home Takeover and Return Policies**

- Takeover time: After 1:00 pm. Subject to vehicle readiness.
- Clients may be picked up or arrive earlier on their own (except PAD).
- Latest motor home takeover time is 1 hour before station's official closing time.
- Day of departure: No refund if client picks up later than the booked day of departure.
- Return time: Between 8:00 am and 11:00 am.
- A \$50+ per hour penalty will be charged for returns after 11:00 am without prior authorization from rental station.
- Early returns: No refund for any reason if rental is terminated by clients before the scheduled return date.

### **Customer Orientation**

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

### **CREDITCARD COSTS, EXCHANGE RATES, FEES AND TAXES**

A major credit card such as Visa, MasterCard, Amex (no ATM/debit cards such as EuroCard) with available credit is required for all charges paid at the counter. Cash or Travelers Checks are not accepted.

Taxes are due on all prepaid and local charges and vary depending on the pickup location.

Tax rates as of May 2019 - **Subject to change without notice.**

**DEN** 4.00 %

**DFW** 10.00 %

**LAS** 8.25 %

**LAX** 10.50 %

**MCO** 6.50 %

**MIA** 7.00 %

**NYC** 6.63 %

**ORD** 5.00 %

**PHX** 14.55 %

**SAN** 7.75 %

**SFO** 9.25 %

**SLC** 17.25 %

**YVR** 14.60 %

### **MANDATORY FEES**

#### **New Jersey State Rental Security Fee:**

Mandatory \$5 / night (maximum \$140) for all pickups at NYC station. Please indicate whether this fee will be pre-paid or payable at the counter.

#### **Colorado State Rental Tax:**

Mandatory \$2 / night for all pickups at DEN station. Please indicate whether this tax will be pre-paid or payable at the counter. No maximum.

#### **Prep Fee:**

Per vehicle at all locations. Prep fee includes: Full tank of LPG, 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. Please indicate whether this fee will be pre-paid or payable at the counter.

### **ONE-WAY BOOKINGS**

One-Way Rentals are on request only - No Free Sale. Prices are in US dollars. One-way fee is determined by where the desired Pickup and Return locations' row and column intersect. For example, one-way fee from SFO to SLC is \$350; from

MIA to YVR it is \$750.

Return:	DEN	DFW	LAS	LAX	MCO	MIA	NYC	ORD	PHX	SFO	SLC	SAN	YVR
Pickup:													
DEN	--	350	350	350	500	750	500	350	500	350	350	500	500
DFW	350	--	350	350	350	500	500	350	350	350	350	350	500
LAS	350	350	--	250	750	750	750	750	350	250	350	250	350
LAX	350	350	250	--	750	750	750	750	350	250	350	250	350
MCO	500	350	750	750	--	250	350	750	750	750	750	750	750
MIA	750	500	750	750	500	--	500	800	750	750	750	750	750
NYC	500	500	750	750	350	500	--	750	750	750	750	750	750
ORD	750	750	800	800	750	800	750	--	750	750	750	750	750
PHX	500	500	350	350	750	750	750	750	--	350	350	500	750
SFO	350	350	350	350	750	750	750	500	350	--	350	350	350
SLC	500	750	500	500	750	750	750	500	350	500	--	350	500
SAN	500	500	350	350	750	750	750	500	350	350	350	--	500
YVR	500	500	350	350	750	750	750	500	750	350	500	350	--

## INSURANCE

### 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.

### 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.

### 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, 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; 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)

### **Security Deposit**

- A \$1,000 security deposit is required at the time of departure.
- We require that the deposit be guaranteed by a major non-debit credit card such as Visa, MasterCard or American Express with sufficient credit balance to cover this amount.
- We do not accept ATM/debit cards such as EuroCard/Check Cards or pre-paid credit cards.
- We do not accept Cash or Traveler’s Checks, Stored Value/Pre-paid cards or gift cards.
- The security deposit is not charged on the customer’s credit card on pick up, but rather the amount is on ‘hold’. Upon return provided that the rental vehicle is returned clean inside, undamaged and on time this ‘hold’ is removed.

### **TRAVEL RESTRICTIONS**

- Clients are restricted from traveling to certain regions due to road conditions, extreme weather, acts of God, security alerts and/or availability of support. Restrictions are subject to change without notice and are determined solely by El Monte RV.
- Clients are responsible for knowing and following the travel restrictions and for informing themselves of possible changing conditions. El Monte RV, to the best of its ability, will provide clients

as much information at time of pick up as possible, but is not liable for any delays or detours client may encounter.

- Violation of these travel restrictions voids insurance and coverage options under the terms and conditions of the rental contract.

**Please note the following restrictions:**

- **Off-road:** Travel on non-public, unpaved and/or 'logging' roads is not permitted at any time.
- **Death Valley:** Traveling in or traversing Death Valley is not permitted in July and August. Ground temperatures can reach 140° F or 60° C. Clients may be required on pick up to sign and acknowledge Death Valley restrictions.
- **Mexico:** Travel is permitted at client's own risk and only with purchase of El Monte RV's Mexico Auto Liability Insurance (MALI), available at all southwest locations. However, there is no reimbursement for repairs, lost use or deductibles for damage when in Mexico.
- **New York City / Manhattan:** Travel is not permitted.
- **Alaska / Northern Canada:** Travel is permitted at client's own risk. However, there is no reimbursement for repairs or lost use.
- **Winter:** Travel during winter months is permitted. However, freezing conditions may occur in spring and fall at higher elevations and should be anticipated and precautionary measures taken. Clients are responsible for any damage due to systems freezing due to cold weather. As a precautionary measure at certain locations water may be replaced by anti-freeze to prevent water systems from freezing. Clients are then not allowed to use any water systems, including the toilet or shower, until they have traveled to areas with consistently above zero temperatures. In the event the clients want to replace the anti-freeze with water, they may re-winterize or de-winterize the vehicle.

**Note:** Winterizing or de-winterizing cost, typically up to \$150, are responsibility of renter.

- **Summer:** Travel in summer months and/or in extreme temperatures can strain motor home systems such as roof and dash air conditioners, generator and refrigerator. We maintain our motor home fleet to accommodate all weather conditions; however, clients should be made aware that performance of motor home systems under extreme conditions cannot be guaranteed. Roof A/C units will only cool the interior of the motor home up to a maximum of 20 degrees cooler than the outside temperature.
- **Ontario / Quebec:** Due to the increased incidence of theft motor homes are not allowed to be left unattended within the cities of Montreal, Ottawa and Quebec City. We recommend leaving the motor home parked at a campground and use a taxis or public transportation. Clients planning on traveling in these areas must inform rental station prior to departure.
- **Vehicle Return:** Clients who return the rental vehicle to any location other than the one booked and confirmed without prior authorization or who abandon the rental vehicle will be charged a recovery fee and penalty.

**INVENTORY**

**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.

**ACCIDENTS, BREAKDOWN & REPAIRS**

**VEHICLE SUPPORT & USE**

**Maintenance and Use Responsibility**

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 performing normal maintenance. Tools for vehicle repair and tire change are not provided since 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. Contact can be made also at: [roadsidegroup@elmonterv.com](mailto: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 motor home such as a water hose, sewer hose, etc., the client may purchase these items without prior approval and will be refunded at return upon presentation of valid receipts, provided they 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 >>> see 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 affect 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 45 days after rental return to be eligible for compensation consideration. El Monte RV reserves the right to take up to 60 days after receipt of the complaint to investigate and respond. Please email claims to: [intl.claims@elmonterv.com](mailto:intl.claims@elmonterv.com)
- 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 unit to return office as booked or a recovery fee and penalty will be charged.

- Non-essential items: Radio, air-conditioning, refrigerator, generator, microwave, appliances, automatic step and cruise control, are not considered mechanical breakdowns.
- Cell-phone charges: Clients are responsible for all cell-phone charges. Clients are encouraged to use On-the- Road-Support's toll free number as the primary contact telephone number.

### **On-The-Road Support**

- On-The-Road Support (OTRS): 1-800-367-4707 is available 24 hours and 7 days.
- Support staff may also be reached via email: [roadsidegroup@elmonterv.com](mailto: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, selfhelp tips, and/or recommendations for repair.
- On-The-Road Support is a courtesy service provided by El Monte RV for our customers. They are not authorized to determine refunds. Any refund consideration can only be made by the return location manager.
- In certain circumstances clients may be provided a replacement vehicle. El Monte RV, at its sole discretion, reserves the right to determine if, where and when a vehicle exchange will take place.
- In the event of an accident involving an El Monte RV rental vehicle, no matter who was at fault, El Monte RV reserves the right to determine if, where and when a vehicle exchange will take place.
- Should clients violate applicable laws or the terms and conditions by driving intoxicated, under the influence of drugs, or should they fall asleep at the wheel or drive negligently and the customer will be responsible for all costs involved in replacing, towing and repairing of damaged motor home. Client's financial responsibility includes but is not limited to the rental vehicle.

### **WINTERIZATION**

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 vehicle.

**Note:** Winterizing or de-winterizing cost, typically up to \$150, are responsibility of renter.

### **ONLINE CHECK IN**

#### **Online Customer Check-in**

Customers may take advantage of El Monte RV's new online self-check-in at the following website:

**Please refer to: [MyElMonteRV.com/check-in](http://MyElMonteRV.com/check-in)**

By filling out their customer information in advance clients will speed up their motorhome pick up procedure. Please provide clients with the above website. They will require either their Agency booking number, or El Monte RV's reference number, as well as last name, pick up and return locations, and pick up and return dates.

### **CHANGES & CANCELLATIONS**

#### **Cancellation Fees / Changes**

- |                                    |                                       |
|------------------------------------|---------------------------------------|
| • Over 45 days prior to departure  | \$0 (no fee)                          |
| • 44 to 16 days prior to departure | \$350                                 |
| • 15 to 1 days prior to departure  | \$700                                 |
| • Departure day and No Show        | Full Rental *                         |
| • One-way rentals                  | \$200 (in addition to applicable fee) |

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

**Cancellation of Group Reservations: per booking**

- Over 90 days prior to departure \$100
- 31 to 89 days prior to departure \$200
- 30 days or less prior to departure \$500

**Changes to Reservations**

- Changes may be charged \$50 per change.
- The following changes will result in a re-calculation of Value Rate. The rate will be calculated using the most current Value Rate for the pickup week and the current rate will be used.
- Change of vehicle size
- Change of departure location
- Change in departure date
- Cancellation and rebooking
- Change in drop-off date
- Change in one-way drop-off location
- Once confirmed, the following changes will not affect the Value Rate:
- Change in party size (unless larger vehicle type is required)
- Change of party name
- Adding pre-paid items.

**TERMS & CONDITIONS**

**First Night Accommodation**

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

**Lost Items**

El Monte RV is not responsible for items left in the motor home 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. Client is responsible for all damage and may be surcharged for special cleaning.

**Luggage Storage**

- Luggage storage is available on a limited basis 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 pickup and drop off procedures, we recommend that clients carry their luggage in their vehicle. 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.
- Luggage 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**

- Customer information: **MyElMonteRV.com**
- Please use the direct telephone number for each branch location
- 24/7 On-The-Road Support: 1-800-367-4707 and **roadsidegroup@elmonterv.com**

**Traffic Citations, Golden Gate Bridge, Toll Roads**

- 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.

### **Florida SunPass**

- Florida SunPass is no longer available at our Florida locations. However, they can be purchased at certain retailers. Please see: <https://www.sunpass.com/sunPassRetailers>

### **Fuel Consumption**

- Fuel costs are client's responsibility. Gasoline 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 tank must be returned at the same level as at takeover or the difference will be estimated and the clients charged.
- No claims are accepted as to fuel consumption. Fuel consumption will vary according to where and how a vehicle is driven. No claims are accepted as to fuel consumption if client is upgraded to a larger unit.

### **Vehicle Substitutions**

- We make every effort to provide the clients with the model reserved. However, El Monte RV reserves the right to substitute models which are similar, higher rated, or longer; i.e. a Class A 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 motor home 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 a larger unit may be substituted.

### **Generator**

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

### *Disclaimer*

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