

# General Conditions Luxury Château Compact Luxury

For travel from 01/01/2021

To 31/12/2021

## OPENING HOURS, OPENING DAYS AND RENTAL CONDITIONS

### Departures :

Nantes, Poitiers, Lyon: Monday to Saturday from 14:00 to 16:00 (Closed on Sundays)

Paris: Monday to Friday 14:00 to 16:30, Saturday from 9:00 to 11:00 (Closed on Sundays)

Rouen: Monday to Saturday from 14:00 to 17:00 (Closed on Sundays)

### Returns :

Nantes, Lyon: Monday to Saturday 9:00 to 10:00 (Closed on Sundays)

Poitier, Rouen: Monday to Saturday 9:00 to 11:00 (Closed on Sundays)

Paris: Monday to Friday 9:00 to 10:00, Saturday 9:00 to 11:00 (Closed on Sundays)

### Rental centre opening hours :

Nantes, Poitiers, Lyon, Rouen: Monday to Saturday 9:00 to 18:00

Paris : Monday to Friday 8:30 to 17:00, Saturday 8:30 to 17:00

**Minimum rental period:** 5 nights. During the high season (1 July to 31 October for the year 2021) the minimum period is 7 nights.

**Age and driving licence:** minimum 21 years old with 3 years of B licence (car licence). Anyone wishing to drive must be present on the day of departure to register on the rental contract.

## DEPOSIT

By credit card Mastercard or Visa 1 800€ (debitied and refunded on your return)

## MORE, MORE, MORE ON THE CHATEAU MODELS...

**Recent vehicles** (no more than three years old). Motorhomes equipped with **kitchen, refrigerator, gas cooker, heating, bathroom** (except Urban model) with washbasin, shower and chemical toilet.

Fleet made up of vehicles from the main European manufacturers such as **Dethleffs, Hymer and Sunlight, on Fiat, Mercedes or Citroën** chassis.

All vehicles benefit from a **24/7 manufacturer's mobility guarantee and full insurance cover.**

## THE D-DAY...

Be sure to check your flight schedule (departure and return times are limited). It will take 1 to 2 hours to complete the administrative formalities and the presentation of the vehicle. Take the time to go around the vehicle (inside and outside) and make a note of any damage on the departure document (take photos if possible).

## ...AND ON THE LAST DAY

Allow 1 hour to complete the return documents and check the vehicle.

You undertake to return the vehicle in the condition in which it was received (excluding normal wear and tear): clean, with a full tank of fuel and empty grey water and waste water tanks. Otherwise, costs for cleaning and/or emptying the waste tank may be charged at the time of the return of the vehicle.

## GENERAL TERMS AND CONDITIONS

Your contract partner is the respective local rental station that will hand the Vehicle over to you. Therefore, upon conclusion of a contract on the booking of a motorhome, the following Rental Terms and Conditions (to the extent effectively agreed) will become part of the contract coming about between the partners and licensees of Rental Alliance GmbH, i.e. the respective local rental station (herein after referred to as the „Rental Company“) and you. Please read these Terms and Conditions of Business carefully. (\*Translation only. The only legally binding version of this document is the German one.)

## **1. Scope and Subject Matter of the Contract**

1.1 Before making your reservation, please read carefully these general terms and conditions which govern each motorhome rental agreement concluded between the customer and the rental company. These general terms and conditions form an integral part of the rental agreement which the hirer (hereinafter referred to as the "Hirer") concludes with the local agency which hands over the vehicle for rental. Taking possession of the vehicle by the Hirer implies their acceptance without reservation.

1.2 The purpose of the rental agreement is exclusively to provide a motorhome for a fixed period of time. The rental company is not liable for any travel services. The customer alone decides on the tour and uses the vehicle under his own responsibility. All agreements between the hirer and the customer are made in writing.

## **2. Rental Conditions**

2.1 The rented Vehicle may be driven by the Hirer and the drivers named not later than upon collection of the Vehicle. The Hirer is obliged to disclose to the Rental Company the names and addresses of all drivers to whom the Hirer intends to leave the Vehicle, even if only temporarily.

2.2 The minimum age of the Hirer and of every driver is 21 years. Moreover, the Hirer and any other drivers must have been in possession of a valid Class B driver's license for at least three years. The delivery of the motorhome requires the presentation by the Hirer and/or driver(s) of the driver's license and the valid identification card/passport at the time of taking possession. If a delay in taking possession occurs due to the non-presentation of said documents, such delay shall be at the expense of the Hirer. If such documents cannot be presented neither at the agreed time for taking possession, nor within a reasonable grace period thereafter, then the Rental Company shall be entitled to withdraw from the contract. The cancellation provisions set forth in section 5 shall apply. The Rental Company or the official authorities of the country may require the presentation of an international driver's license (for non-EU citizens).

2.3 Please note that some of the Rental Company's Vehicles have a total weight of more than 3.5 tons and that an appropriate Class C driver's license is required for driving such Vehicles. In such a case, the Hirer must inform himself/herself in advance about the technically admissible gross weight of the Vehicle offered to the Hirer. If the Vehicle has a total weight of more than 3.5 tons, the Hirer and the drivers must be at least 25 years old.

## **3. Rental Charges and Rental Period**

3.1 The hire charges applicable are those stated in the version of the Rental Company's price list in force at the time the contract is concluded. Any prescribed minimum rental period applicable during particular travel periods is likewise indicated in the version of the Rental Company's price list current at the time the contract is concluded. The prices applicable are those for the season indicated in the price list within which the rental period booked falls. A one-off lump-sum service charge will be made for each rental. The amount of this is also indicated in the version of the Rental Company's price list current at the time the contract is concluded.

3.2 The relevant hire charge includes:

-In principle, all kilometres travelled are included. However, in some offers it can happen that the mileage is limited. In this case, any additional kilometres travelled will be charged according to the current rate. In this case, additional kilometres will be charged at the applicable rate.

-All accident insurance under the conditions specified in article 13 of these conditions.

-The FIAT guarantee covering the base of the motorhome excluding the cell. If any problem whatsoever due to a defect in material or manufacture should affect the base, the customer undertakes to immediately contact FIAT CAMPER SER- VICES which will provide the necessary indications (free call from all landline telephones. Possible cost from a mobile phone according to the telephone operator's rates). A "FIAT CAMPER ASSISTANCE" manual is given to the client before taking possession of the vehicle.

-External cleaning of the vehicle

-2 gas cylinders, one full and one in use

-Cleaning products for chemical toilets

-The manufacturer's assistance service.

-The vehicles are at least equipped with the following items which are included in the rental price:

-an electric cable on a drum

-a blind

an air-conditioning system for the driver's cab

-a bike rack

-stabilisation wedges

-a CE cable.

3.3 The following accessories and services are offered in addition to the rental price:

-Sleeping set (1 pillow, 1 pillow case, 1 duvet, 1 duvet cover, 1 sheet).

-Camping set (1 table, 4 chairs).

-Crockery (6 soup plates, 6 large dinner plates, 6 dessert plates, 6 saucepans, 1 thermos flask, 1 coffee filter, 1 bread knife, 1 roasting knife, 1 roasting fork, 1 ladle, 1 corkscrew / bottle opener, 1 tin opener, 1 peeler, 1 cutting board, 1 cloth).

-Set of towels (1 towel, 1 bath sheet, 1 tea towel).

-Children's seat.

-Winter chains (use).

-Winter chains (rental).

-Booster seat.

-Toilet emptying.

Bike racks are not suitable for electric bikes.

3.4 The Vehicle is hired out for a minimum period of each season.

3.5 The rental period begins when the keys of the motorhome are handed over to the Hirer and ends upon return of the Vehicle keys and documents to a staff member of the Rental Company rental station. The day of collection (Pick Up) and the day of return (Drop Off) together are charged as one day of hire, provided the time the Vehicle is returned is not later than the time the Vehicle was handed over to the Hirer, except in cases where the Rental Company is solely responsible for the delay.

3.6 The rental period stated in the rental contract is binding without the possibility of a tacit continuation. Extensions are not permitted, unless with our prior approval. The Hirer undertakes to return the Vehicle on the day stated in the rental contract; otherwise the Hirer may be subject to prosecution under civil or criminal law. In the event the Vehicle is returned after the rental period agreed upon in writing, the Rental Company will charge, as a penalty, the prices according to the current price list per broken hour until the return of the Vehicle keys and papers.

3.7 If the Vehicle is returned before the expiry of the agreed rental period, the full contractually agreed rental charge is to be paid.

3.8 One-way rentals including the return of the Vehicle at a Rental Company rental station other than the original rental station are subject to prior separate written agreement.

#### **4. Reservations and changes to bookings**

4.1 Reservations are only binding after they have been confirmed by the Rental Company as described in Subsection 4.2, and then only for Vehicle groups, not for Vehicle types. This will apply even if a specific Vehicle type is mentioned as an example in the description of the Vehicle group. The Rental Company reserves the right to upgrade the client to an equivalent or superior Vehicle.

4.2 To confirm the booking a deposit of 30% of the rental charge, with a minimum of € 300 must be paid. After receiving the payment, a booking confirmation will be sent to the Hirer. Only then will the reservation become binding on both parties. If the Hirer exceeds this deadline written in the offer the Rental Company will cease to be bound by the reservation.

#### **5. Cancellation fees :**

If the client cancels a firm and definitive reservation, he will be liable to pay the following sums as penalties:

Cancellation notified more than 55 days before departure: €300

Cancellation notified between 54 and 20 days before departure: 50%.

Cancellation notified between 19 and 5 days before departure: 80%.

Cancellation notified less than 5 days before departure: 95%.

All cancellations must be notified by e-mail with acknowledgement of receipt.

#### **6. Change of Reservation**

The reservation confirmed to the Hirer can be changed until three days before the beginning of the rental at the latest, provided the Rental Company disposes of free capacity and the desired alternative reservation corresponds to the features of the reservation originally agreed. Any later changes of the reservation are not possible. Per change of a condition of the rental contract, a handling charge is to be paid by the Hirer (see current price list). There is no legal right to a change of the conditions

#### **7. Terms of payment, security deposit**

7.1 The rental charge calculated on the basis of the booking details must be transferred into an account specified by the Rental Company, free of any charges, not later than 40 days before the commencement of the hire.

7.2 The Hirer must make a security deposit to an amount of € 1,800 (under certain circumstances the amount can be reduced to € 1,000 - see conditions on the website or at the rental station) to be paid exclusively by credit card not later than upon Pick Up over the Vehicle. No other mode of payment will be accepted. That security deposit is collected. The security deposit will be reimbursed not later than 1 month from the return of the Vehicle keys and documents, minus possible amounts to be paid by the Hirer in addition to the rental charge, if any.

7.3 In the case of short-notice bookings (less than 40 days before the beginning of the rental), the total rental charge will be due immediately.

#### **8. Collection, return**

8.1 Before taking the wheel, the Hirer is obliged to take part in a detailed introduction to the Vehicle by the local Rental Company rental station. On that occasion, there is performed a delivery check (Pick Up) and drawn up a record of delivery describing the condition of the Vehicle and its equipment that is to be signed by both parties. The Rental Company is entitled to refuse to hand over the Vehicle until that introduction has taken place. If the handover is delayed due to the fault of the Hirer, the Hirer must bear any costs incurred as a result. On that occasion, the Hirer must check the operating condition of the Vehicle equipment.

8.2 On returning the Vehicle, the Hirer is obliged to carry out a final examination of the Vehicle together with rental station staff, with a written return report (Drop Off) to be jointly prepared and signed by the Rental Company and the Hirer. Any damage not specified in the report of delivery that is detected upon return of the Vehicle shall be at the Hirer's expense.

8.3 Vehicles can be collected from Monday to Friday between 2 pm and 5 pm (except on public holidays) at a time to be agreed upon with the rental station. In any case, the Vehicle must be returned on the agreed day between 9 am and 11 am (Monday to Friday, except on public holidays) at a time to be agreed upon with the rental station. A return on Saturdays is possible, subject to prior arrangement with the Rental Company and against payment of an additional charge (see current price list).

8.4 All motorhomes are delivered to the Hirer in a clean and perfect operating condition and are to be returned in the same condition. If upon return, it should turn out that a cleaning is unavoidable, the respective costs are to be borne by the Hirer. The Hirer moreover obliges himself/herself to pay to the Rental Company the costs for the replacement of

any missing or damaged accessories. The same rule applies to tires, unless their deterioration is attributable to normal wear.

8.5 The motorhome is delivered to the Hirer with a full tank and must be returned in the same condition. Otherwise the Rental Company will charge a lump-sum price for every liter of fuel missing (see current price list). Fuel costs incurred during the rental period are borne by the Hirer.

8.6 In case of a loss of the documents, the Hirer must bear the costs for the issue of new documents in addition to the rental charge.

8.7 In general, all costs, in particular service, cleaning and repair costs, incurred as a result of an error or negligence on part of the Hirer or as a consequence of a failure to comply with these Standard Terms and Conditions are to be borne by the Hirer in addition to the rental charge.

## 9. Utilization of the Vehicle

9.1 The Hirer is responsible for the Vehicle rented by the Hirer during the time from receiving the keys until their return.

9.2 The hirer and the authorized drivers are strictly prohibited from:

- using the Vehicle for a participation in motor sport events or in tests;
- using the Vehicle for the transport of inflammable, explosive, corrosive, fire-promoting, poisonous or other dangerous substances;

- using the Vehicle for the commercial transport of passengers;

- hiring the Vehicle out to a third party;

- Smoking in the Vehicle. In case of a failure to comply with this prohibition, the Hirer must pay to the Rental Company, in addition to the rental charge, the costs for cleaning, ventilation and decontamination as well as a loss of profit caused by a temporary non-availability of the Vehicle for rental caused by such circumstances;

- Transporting any pets without the prior express approval of the Rental Company. In case of a failure to comply with this prohibition, the Hirer must pay to the Rental Company, in addition to the rental charge, the costs for cleaning, ventilation and decontamination as well as a loss of profit caused by a temporary non-availability of the Vehicle for rental caused by such circumstances;

9.3 The Vehicle must be treated carefully and appropriately and kept properly locked while it is parked, even if for a short time only. The Hirer must keep the Vehicle documents in a safe place on his/her own person. 9.4 The Hirer must check oil and water levels and tire pressure. The Hirer is obliged to check regularly whether the Vehicle is in a roadworthy condition. 9.5 The Hirer undertakes to treat the Vehicle with all due care and to observe the recommendations for utilization given by the manufacturer and the Rental Company. 9.6 In case of a failure to observe the provisions of the above item, the Rental Company is entitled to terminate the rental contract automatically, with immediate effect and without any further formalities due to the Hirer's fault. Moreover, the amounts of cover under the insurance are excluded. 9.7 We draw the Hirer's attention to the dimensions of the Vehicle that will require increased attention for certain maneuvers and may make it impossible to pass certain traffic infrastructures (bridges, tunnels, etc.) with a limited height.

## 10. What to do in the event of an accident

After an accident, theft or fire damage (even in case of a minor damage) that the Vehicle is affected by or involved in, the Hirer must carefully comply with the following regulations - otherwise, the Hirer will forfeit any insurance and will be obliged to fully settle the damage:

- The Hirer must report the matter to the police and inform by telephone the rental station mentioned in the rental contract not later than in the course of the working day following the day of the respective incident.

- The Hirer must not recognize any claims of the adverse party.

- Even in case of a minor damage, the Hirer must submit a written report to the Rental Company, stating the circumstances, the date, the place and the time of the case of damage as well as the names and addresses of the witnesses and persons involved. After an accident, the Hirer must submit a written report, stating the circumstances, the date, the place and the time of the case of damage as well as the names and addresses of the witnesses and persons involved, their policy numbers and the names of their insurance companies as well as the registration numbers of the Vehicles involved. These documents are to be handed over to the Rental Company upon return of the Vehicle at the latest. After a theft of the Vehicle, the Hirer must be able to return the keys, otherwise the Hirer will forfeit the insurance cover and must refund the total value of the Vehicle to the Rental Company. A document entitled „Déclaration de sinistreaide à la rédaction du constat amiable“(European accident report) is handed over to the Hirer upon delivery of the Vehicle. The Hirer must strictly observe the provisions of that document.

## 11. Journeys abroad

For security and insurance reasons, the motorhome may only be used for journeys within the European Union, in Switzerland and Norway. Any journeys to third countries are subject to the prior written approval of the Rental Company. In any case, the respective countries must be stated on the valid international insurance card.

## 12. Repair

12.1 In case the Hirer detects any technical problems in the superstructure (body shell) of the Vehicle, the Hirer must go to the nearest authorized Dethleffs dealer. A list of these authorized dealerships is handed over upon receipt of the Vehicle.

12.2 Any repairs that are necessary in order to maintain the Vehicle in a good working and roadworthy condition during the rental period may be ordered by the Hirer without consultation up to an amount of € 150, including labor costs and all repairs together. Repairs going beyond this are subject to the prior consent of the Rental Company.

12.3 The Rental Company will bear the repair costs against submission of the original invoices, unless such repair becomes necessary due to a fault or negligence of the Hirer.

## 13. Insurance

13.1 Our Vehicles are covered by a third party motor insurance valid in the countries of the European Union, in Switzerland and Norway.

13.2 This insurance covers motor Vehicle third-party liability without limitation for bodily injury, to an amount of €



100,000,000 for damage to property and economic loss, € 1,530 thereof for economic loss only, and to an amount of € 1,500,000 for damage caused by inexcusable gross negligence. This insurance does not apply to bodily injury of the driver. Damage to the Vehicle (fire damage, climatic events, theft, damage, damage caused by accident and technological disasters) are covered by the insurance minus a gross excess of € 1,800 per damage to be borne by the Hirer. The gross amount of the excess is reduced from € 1,800 to € 1,000 when the Hirer chooses the option „reduction T&C France page 3 of 3 of the excess“ at the price according to the current price list before receiving the Vehicle. We draw your attention in particular to the dimensions of the Vehicle that will require increased attention for certain maneuvers and may make it impossible to pass certain traffic infrastructures (bridges, tunnels, etc.) the maximum height of which is shown in advance according to applicable law. ATTENTION: In case of damage to the Vehicle caused by a failure to observe height limits, the admissible total Vehicle weight, by a poor assessment of the dimensions and, in general, in case of damage to the superstructure (body shell) of the Vehicle hired-out to you, you are liable for all repair costs within the maximum liability limit for that kind of damage.

13.3 Our insurance does not cover:

- damage to high part of the motorhome (roof, alcove, as well as all parts of the Vehicle in a height of more than 2.50 m);
- tires;
- Vehicle radio;
- personal effects;
- damage to the interior of the Vehicle;
- Frost damage.

13.4 The Vehicle is only insured for the contractually agreed rental period. After the expiry of that period, the Hirer must take care of any damage and incident that the Vehicle is affected by or involved in personally, unless an extension was expressly accepted by the Rental Company in advance.

13.5 Moreover, the insurance cover is excluded and the Hirer is liable for fully settling any damage in the following cases:

- in case of damage caused by intent or fraud on part of the Hirer or the driver;
- when damage is caused while the Hirer is under the influence of alcohol or drugs;
- if the Hirer or the driver have given false information and were not of the required age or were not in the possession of the legally prescribed required and valid licenses and permits;
- if the Hirer or a driver to whom the Hirer has let the Vehicle has committed hit-and-run driving;
- when the Hirer violated duties under Item 10, unless the breach of duty has not had any influence on the determination of the cause of the damage and the amount of the damage;
- when the damage was caused as a consequence of a use of the Vehicle in breach of Item 9;
- when any damage is caused by a driver who was not named upon renting the Vehicle;
- when damage is caused by a failure to observe the Vehicle dimensions;
- when damage is caused by a failure to observe the regulations as to additional load and total Vehicle weight.

13.6 According to the principle of limitation of penalty claims to the author, the Hirer is solely liable for any infringements under penal law that are committed during the time the Hirer has the Vehicle in the Hirers possession. The Hirer must pay the respective fines.

13.7 The Hirer is jointly and severally liable, together with the drivers, for the conditions of the contract and its appendices.

#### 14. 24-Hour Assistance

In case of mechanical, electrical and/or electronic breakdown/defects or of accidents as a consequence of which the Vehicle cannot be operated, you must contact by telephone the rental station mentioned in the rental contract or the Rental Company Hotline under +33 3 88 82 68 25 within 24 hours. You will receive the assistance service of the manufacturer that is included in the price of your rental contract and the conditions of which are set forth on the Vehicle information sheet. In case of technical defects, our liability is limited to the assumption of the costs of the transport back home of the Hirer and of the passengers not exceeding limits of the number specified in the Vehicle registration document. It covers the assistance for the Vehicle and the persons transported in case of a mechanical defect or an accident. The assistance is applicable in all countries specified on the international insurance card. It is available 24 hours a day, 7 days a week. The Hirer has the option to choose an additional assistance service as described in the leaflet „Conditions d'assurances et d'assistance“ (additional accident and breakdown cover) that is handed over to the Hirer together with his/her contract. Costs: according to the current price list.

#### 15. Data Protection Act

According to the Data Protection Act of 6 January 1978, every hirer has the right to access to and correction of the data referring to the Hirer. If you want to exercise this right and receive information about the information referring to you, please contact the firm McRent France in 1b rue de la Porte Brisach à 67600 SELESTAT

#### 16. Effective Date

These Standard Terms and Conditions enter into effect on 01.01.2020 In case of amendments to the Standard Terms and Conditions of Business of Rental Company, there apply the Standard Terms and Conditions of Business in force on the date the Hirer submits his/ her request for reservation on the Rental Company website.

#### Litigation

These general conditions are subject to French law. Any dispute resulting from the execution, interpretation or application of the travel contract shall be brought before the competent court of the place of the registered office of the company CampingCar-Online.

