

# General Conditions Motorhome Navajo C21

For travel from 01/04/2025

To 31/03/2026

## RENTAL CENTER HOURS AND GENERAL CONDITIONS

(Please note: one night's rest is recommended on American soil before departure in the motorhome.)

### Pick-up/Drop-off

Pick-ups can be made from 13:00, drop-offs can be made between 9:00 and 11:00.

All rental station open Monday to Saturday. Some rental stations open Sunday. Saturday or Sunday times may vary, as some locations close earlier. Actual departure time may vary depending on local circumstances

When the early bird departure option is chosen, pick-ups can be made from 9:00 to 12:00 and returns can be made up to 15:00 (transfers at a certain distance included, maps on request). The Early Bird option is not available at Reno (RNO), Orange County (SNA), Missoula (MSO), Chicago Northwest (PWK), Pittsburgh (PIT), Cincinnati (CVG) et Ft. Myers (RSW).

### Rental center hours

Monday through Saturday from 9:00 to 17:00 (hours can vary by rental center and season). \*Some rental centers open Sunday in peak season.

Rental centers: Albuquerque (ABQ), Anchorage\* (ANC), Tampa (APA), Atlanta (ATL), Austin (AUS), Billings (BIL), Nashville (BNA), Boston N (BON), Boston S (BOS), Bozeman (BOZ), Chicago (CHI), Charlotte (CLT), Cincinnati (CVG), Denver\* (DEN), Dallas (DFW), Seattle Everett\* (EVT), Newark (EWR), Fort Lauderdale (FLL), Houston (HOU), Washington (IAD), Las Vegas\* (LAS), Los Angeles\* (LAX), Manassas (IAD / WDC), Miami (MIA), Missoula (MSO), Minneapolis (MSP), Baton Rouge/New Orleans (MSY), New York East\* (NYE), New York (NYC), Orlando\* (ORL), Portland (PDX), Philadelphia (PHL), Phoenix\* (PHX), Pittsburgh (PIT), Chicago Northwest (PWK), Reno (RNO), Ft. Myers (RSW), San Diego (SAN), San Francisco\* (SFO), Salt Lake City\* (SLC), Orange County (SNA).

Closed on the following public holidays: January 1st, 2025 (New Year's Day), March 4, 2025 (Mardi Gras in Baton Rouge/New Orleans), April 20, 2025 (Easter Sunday), May 25 and 26, 2025 (Memorial Day), July 4, 2025 (Fourth of July), August 31 and September 1, 2025 (Labor Day), November 27, 2025 (Thanksgiving), December 25, 2025 (Christmas), January 1st, 2026 (New Year's Day), February 17, 2026 (Mardi Gras in Baton Rouge/New Orleans), April 5, 2026 (Easter Sunday), May 24 and 25, 2026 (Memorial Day), July 4, 2026 (Fourth of July), September 6 and 7, 2026 (Labor Day), November 26, 2026 (Thanksgiving), December 25, 2026 (Christmas), January 1st, 2027 (New Year's Day)

Anchorage (ANC) rental center is closed for the winter from October 11, 2025 through April 14, 2026

**Minimum rental period:** 7 days

**License and minimum driver age:** 21 years old with a car license. Anyone wishing to drive must be present on the day of departure with their driver's license to be listed on the rental agreement. All drivers identified as such must sign the rental agreement.

## DEPOSIT

The \$500 security deposit is charged to the tenant's credit card on the day of departure.

Please note that the security deposit is **by credit card only**, cash, prepaid cards or debit cards will not be accepted. Upon return of the vehicle, any additional charges will be deducted from the security deposit and a credit will be issued to cover a refund.

During Burning Man the security deposit charged is \$1000 for departures between August 21 and August 27, 2024. Rental centers in San Diego, Orange County, Los Angeles, San Francisco, Las Vegas, Reno, Salt Lake City, Portland and Seattle are affected.

## EVEN MORE ABOUT NAVAJO MODELS...

**Experience:** With over 50 years of experience in the recreational vehicle rental industry, the Navajo RV Company

has all over the country from the East Coast to the West Coast.

**Fleet:** Each year, new vehicles are added to the fleet, with updates and changes to designs and materials based on feedback.

**Reliability:** Driving a rental motorhome may seem intimidating at first, but Navajo vehicles are very easy (and fun) to operate. A 24/7 support team is available.

**Class C Motorhomes:** These vehicles have more actual sleeping capacity than a "bus" type motorhome, with easy access to the interior of the vehicle through three separate entry doors. They are easier to drive and maneuver in tight areas such as campgrounds, easier to drive in windy conditions due to a lower overall vehicle profile.

Class C motorhomes have better fuel economy than an equivalent "bus" type motorhome (up to 15% better). Chassis components are also higher and more reliable, which means fewer breakdowns.

### DEPARTURE DAY...

Departures are from from 13:00, or from 9:00 with the Early Bird option. These times may change on Saturdays and Sundays from one rental center to another, depending on their opening hours.

**You should allow 1 hour to complete** the administrative formalities and to attend the vehicle inspection.

**It is not recommended to pick up your vehicle the same day you arrive** from overseas or from a transcontinental flight. No allowances can be made for accommodating late arrivals due to flight delays or delays related to clearing US Customs, Passport Control or Baggage Claim. Overnight stays in a hotel before departure are therefore welcome, however, they are NOT mandatory.

### ...AND THE LAST DAY

The vehicle is returned between 9:00 and 11:00 am (until 3:00 pm with the Early Bird option). These times may change on weekends from one rental center to another, depending on their opening hours.

You must **allow 1 hour** to complete the return documents and check the vehicle.

You agree to return the vehicle in the same condition as you picked it up at the time of departure, excluding normal wear and tear, or you will be charged for cleaning and/or oil changes.

You will also be responsible for any charges related to damage or loss of equipment.

Due to the opening hours and the time required to return the vehicle, **we advise against booking a return flight in the morning or early afternoon.**

### GENERAL CONDITIONS

The rental contract itself, regardless of the manner in which the reservation and payment of the rental were executed, brings together the company that owns the fleet, the "lessor", and the person signing the contract, the "hirer".

The exchange of the vehicle by the hirer implies the unreserved acceptance of the following general rental conditions.

**Use of the vehicle:** The hirer agrees to use the vehicle in a prudent and normal manner, to use it only for his personal needs, and not to sublet it, nor to transport people for a fee. The driver must take the utmost care of the vehicle's water and oil levels. The renter is not allowed to participate in any match, race, rally or other competition of any kind, as well as test-drives or training. The hirer agrees not to use the vehicle for any illegal purposes or purposes other than those specified by the manufacturer, and not to overload the rented vehicle by carrying more passengers than indicated on the vehicle's registration document. The renter agrees not to attach a trailer or similar vehicle, not to make any modifications to the vehicle.

**License and minimum driver age:** Vehicles may only be driven by qualified drivers aged 21 or over. All drivers must hold a valid and identifiable driving licence. A foreign driving licence and passport are required as identification and will be checked. All drivers must be identified, authorised and must sign the rental agreement.

There is no charge for additional drivers and no extra charge for under 25 years old.

**Rental center closures on public holidays:** January 1st, 2025 (New Year's Day), March 4, 2025 (Mardi Gras in Baton Rouge/New Orleans), April 20, 2025 (Easter Sunday), May 25 and 26, 2025 (Memorial Day), July 4, 2025 (Fourth of July), August 31 and September 1, 2025 (Labor Day), November 27, 2025 (Thanksgiving), December 25, 2025 (Christmas), January 1st, 2026 (New Year's Day), February 17, 2026 (Mardi Gras in Baton Rouge/New Orleans), April 5, 2026 (Easter Sunday), May 24 and 25, 2026 (Memorial Day), July 4, 2026 (Fourth of July), September 6 and 7, 2026 (Labor Day), November 26, 2026 (Thanksgiving), December 25, 2026 (Christmas), January 1st, 2027 (New Year's Day)

Anchorage (ANC) rental center is closed for the winter from October 11, 2025 through April 14, 2026

**Security Deposit:** A refundable security deposit of \$500 USD/CDN is required at departure, along with a credit card to pay for all local charges and deposits. Upon vehicle return, any extra charges are deducted from the deposit and the balance is refunded. Cash is not accepted for security deposits or any additional charges at departure.

**"Burning Man" Rentals** – For all "Burning Man" departures from select locations in 2025 and 2026, the security deposit is increased to \$1,000 USD to ensure vehicles are returned in the same condition as provided (ordinary wear and tear excepted). This \$1,000 deposit (up from the standard \$500) will automatically be collected at departure for all rentals departing on the following dates and from the following locations:

Departure Dates: August 20–26, 2025 and August 19–25, 2026

Security Deposit: \$1,000 USD

Locations: All locations in California, Nevada, Washington, Oregon, and Utah

**Delay:** The rental company is not responsible for late arrivals due to flight delays or delays in clearing U.S. customs, passport control or baggage claim. One-night hotel stays prior to departure are therefore strongly recommended.

**Transfers:** the organisation and cost of transfer(s) to or from the rental centre is the responsibility of the hirer. In the case of an Early Bird Departure Special (EBDS), the hirer must call the rental centre 1 to 3 days in advance to organise the transfer.

**One-way:** One-way rental is possible on request, subject to prior agreement by the rental company and includes a surcharge on the rental amount.

**Automatic tolls:** The implementation of electronic tolls is becoming increasingly widespread in the United States and Canada. This means that it is no longer possible to pay local tolls in cash. The vehicle's license plate is identified to assess the toll charges. It is the responsibility of the hirer to pay all tolls (including road, bridge, tunnel, and congestion charges), parking or traffic violations, fines, penalties, tickets, and related expenses incurred during the use or operation of the vehicle by any authorized driver.

**TOLLSPOT automatic toll payment:** The lessor offers an optional service called TollSpot that allows customers to use electronic toll lanes on highways, bridges, tunnels, congestion zones, and other tolled passages. All vehicles are pre-equipped to electronically process tolls. Unless you directly pay the toll yourself, you will automatically opt-in to TollSpot and pay the fees described herein if you drive through an electronic toll.

**TOLL ADMINISTRATOR :** If you use TollSpot, a third-party toll program administrator ("Toll Administrator") contracted by the lessor, the Toll Administrator will process and charge your credit or debit cards for all electronic tolls incurred during your rental term, along with applicable service fees. These fees apply to both U.S. and Canadian toll charges. You agree that the lessor may share your personal information, including your address, credit or debit card details, and rental information, with the Toll Administrator and any relevant government authority or their agents for toll processing purposes. You authorize the Toll Administrator and lessor to charge your credit or debit card for tolls, fees, and administrative costs associated with TollSpot. The Toll Administrator may contact you directly regarding TollSpot fees, which may take 4–8 weeks after your rental concludes to appear on your credit or debit card. You agree to indemnify and hold harmless the lessor, the Toll Administrator (TollSpot), and any authorized agents for fines, charges, or administrative fees incurred from toll violations for which you are liable.

#### NOTICE REGARDING TOLL AND FINE PROCESSING FEE

The amount of the service fee which you will be charged if the lessor and Tollspot, is required to pay for such an infraction or toll occurrence is up to \$5.00 per toll occurrence or citation. If you do not incur tolls or fines during the rental period, you will not be charged this fee.

For all other cases, the lessor will pay the tolling authority or road agency directly. We will add a \$15 administrative fee and charge the client's credit card used for the rental. Please note our administrative fee is per rental, not per violation. Finally, fines for parking, red light, speeding and other traffic violations are treated similarly to the above, however, the administrative fees charged by the lessor in these cases is \$50 per rental.

**Booking a ferry trip:** neither the lessor nor CampingCar Online can be held responsible for any overbooking when booking a ferry trip, especially during the high season.

**Child seats:** the lessor does not provide child seats.

**Mandatory Extras** All mandatory surcharges must be paid at the rental counter.

- Preparation Fee – \$50 USD per rental
- Colorado Road Safety Fee – \$5.23 per day (Denver/DEN bookings only, must be paid locally, applies only for the first 30 nights)
- New Mexico LV Surcharge – \$2 per day (Albuquerque, NM/ABQ bookings only, C30 rentals excluded)
- Philadelphia Surcharge – \$2 per day (applies only for the first 29 days)
- Allegheny County VR Tax / Pennsylvania MVR Fee – \$4 per day (Pittsburgh, PA/PIT rentals only, applies only for the first 29 nights)
- Environmental Fee – \$9.95 per rental (all USA and Canada departures, designed to offset environmental expenses including but not limited to proper disposal of oil, filters, tires, batteries, and shop waste)

All mandatory surcharges above, excluding the Environmental Fee and Preparation Fee, are local government-imposed charges and subject to change without notice.

**Early Bird Departure Special (EBDS)** – Reminder: EBDS is not available at our Modified Service Locations.

Must be reserved and prepaid 35 days or more in advance. Guests will be first on the road — even during the busy high season. Guests must call the departure location 1–3 days before they are scheduled to depart so transfer details can be arranged.

What's included with this special: – Beginning at 8:30 AM (0830 hours), transfers from area hotels\* are included – Vehicle departures begin at 9:00 AM (0900 hours) and are completed by no later than 12:00 PM (1200 hours) – Late Return Option up to 3:00 PM (1500 hours): guests can return as late as 3:00 PM without penalty, avoiding long waits at the airport or for hotel rooms to be ready – Return transfer to hotel\* or airport arranged and paid for by the rental center.

\*Hotels in designated areas only – contact us for maps of transfer areas.

The time saved at departure and gained at return means between four and eight extra daytime hours of holiday time.

Please note: Guests must call the rental center 1–3 days before they are scheduled to travel/depart in order to arrange

transfer details directly with the rental center.

### Insurance

**THIRD PARTY LIABILITY:** The lessor provides the renter with statutory auto liability coverage for the rented vehicle/equipment, protecting against third-party claims for bodily injury and property damage. The limits of this coverage are determined by the financial responsibility laws of the state or province where an accident occurs, meaning the coverage amount will reflect the minimum required by local laws. Liability coverage is void if the rental vehicle is not operated in accordance with all applicable laws, regulations, and the terms and conditions of the rental agreement.

**DAMAGE LIABILITY INSURANCE:** When the vehicle/equipment is used in compliance with the rental agreement, the renter's financial responsibility for loss or damage to the vehicle from any cause (regardless of fault) is capped. For departures on or after April 1, 2026, **the maximum amount payable by the renter is \$3,000.00 (plus applicable taxes) per occurrence.** This cap provides renters with a clear understanding of their maximum financial exposure and applies only if the renter adheres to all permitted uses outlined in the rental agreement; violations may result in greater financial liability.

**SUPPLEMENTAL LIABILITY INSURANCE:** Supplemental Liability Insurance (SLI) provides renters in the United States with additional liability coverage beyond the basic statutory limits included with the rental. SLI covers the difference between the basic liability coverage provided by the lessor and up to a total limit of \$500,000 for damages related to bodily injury (including death) and property damage to third parties.

This coverage also includes uninsured/underinsured motorist protection, covering damages caused by drivers who are uninsured or underinsured, up to the \$500,000 limit. SLI is not optional and is automatically included in the base nightly flex rates for rentals in the United States. The value of this benefit is up to \$21 USD per rental day.

**ZERO DAMAGE PLAN (ZDP)** – The Zero Damage Plan (ZDP) is an optional protection available to renters of the lessors RVs in the United States and Canada. When purchased, ZDP removes the renter's financial responsibility for loss of or damage to the rented vehicle/equipment, provided the vehicle is used in compliance with the rental agreement and all applicable laws.

If the RV or any rented equipment is damaged or stolen, the renter who has elected ZDP will not be responsible for repair or replacement costs, as long as the damage or loss did not result from prohibited uses. ZDP does not cover damage or loss arising from prohibited activities or uses as outlined in the rental agreement or contrary to applicable laws.

The maximum chargeable period for ZDP is 30 days. For rentals exceeding 30 days, coverage continues without additional daily fees. Renters may elect ZDP in advance or at the rental counter at the time of pickup. Purchase of ZDP is entirely voluntary and is not a requirement for renting an RV.

**Flexrates and changes:** Each week a new daily rental rate is established, based on the vehicle, the location and the dates of travel (rate applicable to the entire length of the rental). Based on this variable rate, your daily rental rate is established. At the time of reservation (and payment of the account), the daily rental rate is locked in for the reservation.

The following changes will result in a re-calculation of the Flexrates. The rate will be calculated using the most current Flexrates and compared to the existing Flexrates; the higher rates will prevail thus preventing unscrupulous changes due to reductions in Flexrates for normal scheduling reasons.

1. Change of party name
2. Change of vehicle size
3. Change of departure location
4. Change in departure date
5. Cancellation and rebooking
6. Change in drop-off date
7. Change in one-way drop-off location

Once confirmed, the following changes will not affect the Flexrates.

1. Change in party size
2. Adding prepaid items

International rates in this program are strictly for international travelers visiting North America and are not available to North American driver's license holders or residents.

Flexrates include:

- Supplemental Liability Insurance – Supplemental Liability Insurance (SLI) is included with all U.S. rentals.
- Statutory Liability Coverage Statutory auto liability coverage is included with all rentals, meeting the minimum financial responsibility limits required by the state or province where an accident occurs.
- VIP Coverage VIP Coverage limits the renter's financial responsibility for loss of or damage to the rental vehicle/equipment to \$3,000 per incident, regardless of fault, when the vehicle is used in accordance with the rental agreement. This coverage applies to all departures on or after April 1, 2026.

Flexrates Do Not Include: Mileage/Kilometer Charges, Optional Extras, Taxes, One-Way Rental Fees, Preparation Fees

**Travelers Assistance 24/24 et 7/7:** For any concerns, whether they are mechanical breakdowns, service problems or

disruptions during the trip, the renter must call travellers assistance +1 (800) 334-4110 to establish a Customer Service

Log. The lessor accepts no responsibility for any dispute where a customer service log was not established. Calling the originating rental center is not recommended. If the customer calls Travelers Assistance, they should have the Renter Assistance Guide available. The Travelers Assistance representative will refer to specific pages in the guide.

**In the event of an accident:** In the event of an accident the renter agrees to:

Record the name(s), address(es), number plate(s), make(s) and model(s) of the vehicle(s) of the third party(ies) involved or of the property(ies) damaged if no third party was involved - Register the name of the third party's insurance - The hirer must not admit any liability - Make a police report within 24 hours - Complete and sign the "Accident report" which is in the vehicle - Obtain a copy of the police report and forward it immediately to the lessor - Inform the lessor within 24 hours.

Any failure to comply with the above obligations will result in the cancellation of the insurance cover. All provisions are detailed in the departure document (the contract) which will be signed by the hirer at the rental centre on the day of departure.

**Traffic Restrictions:** Insurance cover is not valid if problems arise under the conditions set out below and all recovery costs are the responsibility of the customer. Violation of these restrictions voids damage waivers and the customer will be held responsible for all damage to the vehicle including tires, towing and other related expenses due to a breakdown related to the operation of the vehicle under the conditions listed.

The Hirer should consult the Hirer Assistance Guide and the staff at the point of departure for full information on travel restrictions and local circumstances when collecting the vehicle.

#### ALASKA, YUKON, NORTHWEST TERRITORIES AND NEWFOUNDLAND

Travel is permitted on all public and/or numbered roads. Travel on non-public roads, unpaved side roads, trails and the like - commonly referred to as "logging roads" - or any surface that exposes the vehicle to damage or an unreasonable or unsafe route is prohibited. The hirer may receive additional information from the lessor regarding seasonal travel restrictions. The lessor reserves the right to restrict travel, depending on road conditions.

#### DEATH VALLEY

Vehicles may be used with EXTREME CARE in Death Valley during July and August. During the summer months, hirers visit these areas at their own risk and the hire company will not be held responsible for any costs incurred, including the cost of recovering a vehicle or vehicles. At certain times, these areas are not habitable and may be dangerous for the driver and passengers.

#### MANHATTAN, NEW YORK CITY

Due to vehicle height, propane and parking restrictions, propane vehicles are not permitted in Manhattan and are not permitted to travel in underground or underwater tunnels.

#### MEXICO

It is strictly forbidden for the renter to cross the U.S.-Mexico border with a renter's vehicle.

#### WINTER WARNING

Vehicle operating systems are not fully operational during freezing weather. The lessee is advised to consult the Winter Operations Assistance Guide. In addition, in Canada and northern U.S. cities, vehicles are likely to have antifreeze in the tanks, which means that the vehicles' water systems will not be in working order.

**Maintenance of the vehicle:** the renter must check the water and oil levels and the pressure of the tires, and must report any mechanical incident or accident to the rental center immediately.

**Cleaning fees:** Smoking is not allowed in the vehicles. Cleaning fees may be charged upon return of the vehicle. It is the renter's responsibility to return the vehicle with a clean interior and all waste water tanks emptied, or risk being charged an oil change fee.

**Returns:** No refunds are made for early returns. Any time exceeding the agreed upon return time will be subject to late fees.

**Reservation:** The reservation is final after the payment of a deposit of 30% of the rental amount - with a minimum of 153€. The balance must be paid 35 days before departure. After this period, CampingCar-Online reserves the right to cancel the rental. The payment of a deposit implies acceptance of the rental conditions.

**Modifications:** no fee is charged for the first modification. For the following modifications 50€ per modification.

**Cancellation policy:** Any cancellation must be notified by email with delivery notice.

Cancellation notified 66 calendar days or more prior to the rental date: no charge / no charge with One-Way.  
Cancellation notified between 51 and 65 calendar days prior to the rental date: no charge / \$450 with One-Way.  
Cancellation notified between 21 and 50 calendar days prior to the rental date: \$450 / \$850 with One-Way.  
Cancellation notified between 13 and 20 calendar days prior to the rental date: \$700 / \$1,350 with One-Way.  
Cancellation notified between 9 and 12 calendar days prior to the rental date: \$900 / \$1,750 with One-Way.  
Cancellation notified between 8 and 0 calendar days prior to the rental date: 100% of the rental amount / 100% of the rental amount with One-Way.

Refusal to take the vehicle on the scheduled departure date is considered a "departure day" and no refund will be

issued.

All cancellations must be notified exclusively by email and will be subject to an acknowledgment of receipt and reading.

**Complaints:** All complaints must be in writing. Copies of all available relevant documents, such as rental agreements, receipts, etc., must also be included.

#### **Dispute**

The provider reserves the right to change the vehicle for another appropriate to the number of occupants. This does not constitute a breach of contract and does not authorize the tenant to claim any compensation. The photos are not contractual and the choice of vehicles is made by category and not by model.

The present general conditions are subject to French law. Any dispute arising from the execution, interpretation or application of the travel contract shall be brought before the competent court in the place of the registered office of the company CampingCar online.