

# General Conditions Profile Ranger B 20-22

For travel from 01/04/2025

To 31/03/2026

## HOURS, DAYS OF OPERATION AND RENTAL CONDITIONS

Please note that a night's rest is required on American soil before picking up the motorhome  
Rental center closing dates and times are subject to change

### Departures/Returns:

Departures are between 1:00 pm and 16:00pm

Returns are from 8:00 am to 11:00 am.

**Rental center hours:** (dates and hours of closure of rental centers are subject to change)

#### April through September

- Los Angeles, San Francisco, Orlando and Las Vegas: Monday through Friday from 8:00 am. to 5:00 pm, Saturday & Sunday from 8:00 am. to 4:00 pm.
- Dallas: Monday through Friday from 8:00 am to 5:00 pm, Saturday from 8:00 am. to 4:00 pm. Closed on Sunday
- New York: Monday through Friday from 8:00 am to 5:00 pm, Saturday from 8:00 am. to 1:00 pm. Closed on Sunday
- Denver, Seattle: Monday through Friday from 8:00 am to 5:00 pm, Saturday from 8:00 am to 1:00 pm. Closed on Sunday
- Miami, San Diego: Monday through Friday from 8:00 am. to 5:00 pm., closed on weekends
- Chicago, Salt Lake City: Monday through Friday from 9:00 am. to 4:00 pm., closed on weekends

#### October to March

- Los Angeles, San Francisco, Orlando and Las Vegas: daily from 9:00 am to 4:00 pm
- Dallas: Monday through Saturday from 9:00 am to 4:00 pm, closed on Sundays
- New York, San Diego: Monday through Friday from 9:00 am to 4:00 pm, closed on weekends
- Denver: Monday through Friday from 9:00 am to 4:00 pm, Saturday from 9:00 am to 1:00 pm. Closed on Sunday
- Seattle: Monday through Friday from 9:00 am to 4:00 pm, closed on weekends. Closed (available on request): Jan 4, 2027 – Feb 1, 2027
- Miami: Monday through Friday from 9:00 am to 5:00 pm, closed on weekends
- Chicago, and Salt Lake City: Monday through Friday from 9:00 am to 4:00 pm, closed on weekends

**Minimum rental period:** The minimum rental period is 7 nights.

**Minimum age and driver's license:** Drivers must be at least 21 years old. Anyone wishing to drive must be present on the day of departure with their driver's license and passport in order to be listed on the rental contract and sign it. We recommend that renters bring a translation of their national driver's license or an international driver's license. In all cases, the renter must provide a valid national driver's license at the time of pick-up.

## DEPOSIT

A security deposit of US\$1,500 is required at the time of departure

Please note that **the security deposit can only be made by credit card**, such as Visa, MasterCard or American Express.

Cash, prepaid cards or debit cards will not be accepted. The amount on the credit card is blocked with a credit balance sufficient to cover the amount. Upon return, provided the rental vehicle is returned clean inside, undamaged and on time, this hold is lifted.

When attending the RAAM (Race Across America) event or Burning Man festival a \$2,500 deposit is charged (and not just authorised)

## MORE AND MORE ABOUT RANGER & MIGHTY MODELS...

**Fleet:** a complete range of recreational vehicles across the country, some models of which offer sliding extensions.

The Ranger models are recent (2023-2025) with awning (optional extra) and TV.

**Amenities:** Each rental offers multiple amenities, including air conditioning for the driver and the cabin, a full kitchen, a generator; on some models an extension of the living space when the motorhome is parked (slide-out) and more to discover.

**Roadside assistance:** a team is available 24 hours a day, 7 days a week.

### DAY ONE...

Vehicles can be picked up between 1:00 pm and 4pm.

**Vehicle pick-up takes a long time** as the on-site team introduces you to the general concepts of motorhome use and safety tips, as well as your responsibilities for maintenance and use.

You will not be able to pick up your vehicle the same day you arrive from a transcontinental flight. We recommend that you spend the first night in an airport hotel or motel.

All drivers must be present at the pick-up and must present their full valid driver's license, passport and sign the rental agreement. Photocopies will not be accepted.

### ...AND THE LAST DAY

Returns are between 8:00 am and 11:00 am on the agreed upon return date.

**Please allow up to one hour** for inspection and documentation.

**The vehicle must be returned clean, in the same condition as when it left**, with full fuel and propane tanks, an empty and clean waste water tank, empty gray water tanks (if applicable), otherwise a fee will be charged.

### 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 hirer agrees not to attach a trailer or similar vehicle, not to make any modifications to the vehicle.

#### Vehicle Specifications

The occupancy capacities indicated for each vehicle are only recommendations and do not mean that the same number of adults, teenagers, and children can be comfortably accommodated in the same way. Features and amenities are representative and may be changed, added or removed without notice. Bed sizes vary from unit to unit and cannot be guaranteed. Specific layouts or models vary within a category and cannot be reserved or guaranteed. Similarly, vehicle lengths vary within each category. Specific models or lengths cannot be reserved or guaranteed. Not all vehicle types may be available at all rental centres throughout the year.

### INSURANCE AND EXCLUSIONS

#### Insurance and coverage

Liability Insurance: (included in the daily rate)

Liability insurance provides the hirer with automobile liability coverage up to the state's minimum financial responsibility limits against claims made by a third party for bodily injury and/or property damage sustained as a result of an accident while the hirer is driving the rental vehicle.

SLI: (Supplemental Liability Insurance)

Optional excess liability insurance provides the hirer with automobile liability coverage for amounts in excess of state limits and up to \$500,000 against third party claims for bodily injury and/or property damage.

VIP Coverage: (included in the daily rate)

VIP coverage reduces the hirer's financial responsibility for covered physical damage (exclusions apply) to the rental vehicle to \$1500.

It includes, but is not limited to, the following:

- "uninsured motorist" in the event the hirer is involved in an accident with an uninsured driver;
- accidental damage to the vehicle (either at the fault of the hirer or a third party);
- damage to the windshield, windows or tires;
- theft and fire of the vehicle;

- vandalism.

The security deposit is \$1,500 (authorized on a credit card).

No insurance coverage is provided (liability or comprehensive and collision) when traveling in unauthorized areas including, but not limited to, Death Valley (June through September), downtown New York, Montreal and Quebec City (Canada), Northern Canada, Alaska Highway, Alaska.

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

Defective comfort equipment such as Flat tires and defective non-mechanical equipment including but not limited to radio, TV, Bluetooth, USB, GPS, generator, batteries, air conditioner, refrigerator, heater, water heater, cruise control, awning, slide-out are not considered mechanical breakdowns and are excluded from VIP reimbursement. are not considered mechanical failures and are excluded from reimbursement. Reimbursement is only possible upon presentation of appropriate receipts.

#### VIP Plus Upgrade

With a standard rental with the lessor, you are responsible for any and all loss or damage to the vehicle from any cause regardless of fault to a maximum of \$1,500 per incident. The optional VIP Plus Upgrade is not mandatory. VIP Plus reduces the Renter's financial responsibility for covered physical damage (exclusions apply) to the Rental Vehicle to \$0.

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

The Advantages of the VIP Plus Upgrade are:

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

#### **Damage not covered**

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

- Damage to the interior of the vehicle;
- Damage to personal property and belongings;
- Carrying more passengers than the number of seat belts available;
- Intentional or deliberate damage caused by the hirer or his/her guests;
- Damage to the vehicle caused by abuse or detour for illegal activities;
- Damage for which the hirer is charged by local authorities with negligence;
- Damage caused by freezing, e.g., of an unwintered vehicle, or overheating of the vehicle or systems;
- Driving the vehicle without a rental agreement, or in violation of the rental agreement;
- Damage and accidents caused by the driver being under the influence of alcohol, drugs or any other controlled substance;
- Damage resulting from the use of a leveling system (if reconnected by the renter);
- Damage resulting from driving with an awning deployed or slide out
- Undercarriage damage, including entry step due to negligent driving
- Damage to the Wheel Rim (Tire is included if Peace of Mind has been purchased)
- Damage caused to the windshield except where Peace of Mind has been purchased and applies.
- Damage caused by failure to maintain the Vehicle (e.g. checking engine oil and coolant levels etc.)
- Damage caused from backing up the Vehicle
- Driving into, under, or through a height restricted structure, road, or sign which is lower than the height of the vehicle. Including, but not limited to parking structures, drive-throughs, drive-in or other covered entry ways, and any roads or structures with height restricted access is not permitted.
- Damage and injury caused by neglecting proper operating procedures, such as improper fuel type or grade, failure to maintain proper oil or coolant levels, air pressure, etc., overloading the vehicle and/or exceeding the legal towing capacity (towing limit is 1,500 pounds with proper equipment - trailers, boats or enclosed vehicles are not allowed);
- Damage when the hirer is negligent or intentional in failing to follow local laws and rules or in disregarding common sense, resulting in damage to the vehicle or to the property of another;
- Operation of the vehicle by any person not meeting the age requirements as stated in the rental documents, rental conditions, not listed on the rental agreement or not possessing a valid original driver's license;
- Damage and loss due to "off-road" use of the vehicle, or caused while traveling in or through restricted areas, as a result of improper GPS guidance, traveling in unauthorized areas, including but not limited to Mexico, downtown New York, Montreal and Quebec City (Canada) (see "Travel Restrictions" section).

In case of a claim, the lessor will not act as an adjuster for any third-party insurance purchased by the hirer from which are not offered by the lessor.

#### **SCHEDULES**

**Rental center hours:** (dates and hours of closure of rental centers are subject to change)

#### **Departures/Returns:**

Departures are between 1:00 pm and 16:00pm

Returns are from 8:00 am to 11:00 am.

**Rental center hours:** (dates and hours of closure of rental centers are subject to change)

#### **April through September**

- Los Angeles, San Francisco, Orlando and Las Vegas: Monday through Friday from 8:00 am. to 5:00 pm, Saturday & Sunday from 8:00 am. to 4:00 pm.
- Dallas: Monday through Friday from 8:00 am to 5:00 pm, Saturday from 8:00 am. to 4:00 pm. Closed on Sunday
- New York: Monday through Friday from 8:00 am to 5:00 pm, Saturday from 8:00 am. to 1:00 pm. Closed on Sunday
- Denver, Seattle: Monday through Friday from 8:00 am to 5:00 pm, Saturday from 8:00 am to 1:00 pm. Closed on Sunday
- Miami, San Diego: Monday through Friday from 8:00 am. to 5:00 pm., closed on weekends
- Chicago, Salt Lake City: Monday through Friday from 9:00 am. to 4:00 pm., closed on weekends

#### **October to March**

- Los Angeles, San Francisco, Orlando and Las Vegas: daily from 9:00 am to 4:00 pm
- Dallas: Monday through Saturday from 9:00 am to 4:00 pm, closed on Sundays
- New York, San Diego: Monday through Friday from 9:00 am to 4:00 pm, closed on weekends
- Denver: Monday through Friday from 9:00 am to 4:00 pm, Saturday from 9:00 am to 1:00 pm. Closed on Sunday
- Seattle: Monday through Friday from 9:00 am to 4:00 pm, closed on weekends. Closed (available on request): Jan 4, 2027 – Feb 1, 2027
- Miami: Monday through Friday from 9:00 am to 5:00 pm, closed on weekends
- Chicago, and Salt Lake City: Monday through Friday from 9:00 am to 4:00 pm, closed on weekends

### **DEPARTURE, RETURN**

#### **Guest Requirements**

- Renter (this should also be the named major credit card holder) and all authorized drivers must be at least 21 years of age and in possession of valid driver's license
- We recommend the guest has an international driver's license (photocopies not accepted) along with the original license if the license is in any language other than English.
- We require a physical driver's license to be presented at pick-up, we do not accept digital driver licenses.
- A major credit card such as Visa, MasterCard, Amex (no ATM/debit cards such as EuroCard or visa debit cards, etc) with available credit is required for all charges paid at the counter
- Cash or Travelers Checks are not accepted

#### **First Night on American Soil**

We recommend hirers spend the first night in the United States in a hotel before they can pick up their vehicle.

#### **Transfers**

The rental company does not provide transfers to or from the rental center.

#### **Online Guest Checkin**

We require our mutual guests to complete the online self-check-in prior to the vehicle pick- up date at [www.elmonterv.sci.thlonline.com](http://www.elmonterv.sci.thlonline.com)

Self checkin opens 30 days before pick-up

Guest email addresses must be provided at the time of booking to receive the online checking invitation email and convey and potential changes. All guests are required to complete the online checkin process prior to pickup.

Guest will be asked for their drivers information to read and accept the rental agreement, insurance coverage and other important information. They will watch the vehicle walkthrough video so they do not need to watch this on the day of pick up and will select their arrival time at the branch, their preferred drop off time and be able to select any additional travel extras. This results in less administration at the pick up and means the guest needs less time at the branch.

Please be advised any credit card used for payment in the online checkin must be in the name of the main renter.

- Once Online Check-in is completed, they will receive an email summary Online Check-in with a copy of their accepted documentation and links to the walkthrough videos, so they can watch the videos again if desired. Online Checkin is a simple process and takes up to an hour to complete. Guests who arrive at the branch without having checked in will be required to perform the checkin at the branch on a tablet device.

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

#### **Motorhome collection**

- To pick up their motorhome, the person who made the reservation must be present with the physical credit card that shows their name. If they plan to drive, they must also present their original driver's license. If they are not driving, they need to provide another government- issued document to confirm their identity.

- Additionally, all drivers who plan to drive the motorhome must be present at the time of pick-up with their original driver's license. We recommend the guest presents an international license at pick-up along with the original license if the license is in any language other than English.

- We reserve the right to deny a guest the motorhome if they appear to be unable to drive, such as if they are

intoxicated or suspected of being under the influence of drugs.

- If the main guest is not deemed fit to drive, they will not be listed on the rental agreement as a driver and will not be covered by insurance. However, the main guest remains fully responsible for the motorhome. If the main renter wants to be added as a driver, they must return to one of our branches at a later time to obtain an updated rental agreement.
- Guests will select their pick-up time during online check-in. Only available time slots will show, and these are controlled by the branch and based on the operational schedule of the units.
- Standard pick up times are between 1pm and 4pm
- Subject to availability guest may be able to select an earlier pick up time during the online checkin. Guest who would like to arrange early pick up ahead of time are advised to choose the option Priority AM Pick up.
- Guests are advised against turning up earlier than their scheduled arrival time. The arrival times are based on the pre booked pick up/ drop off schedules and vehicle prepping and availability, therefore an early arrival is unlikely
- Guests who arrive at the branch without having checked in, will be required to perform Check-in at the branch on a tablet device. Those who have already completed the check-in will be accommodated first.

On arrival at their branch:

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

### Motorhome Return

- RV Drop off takes around 15-30 minutes to complete, slightly longer if there has been an incident with the unit.
- Guests will select their Drop-off time during Online Check-in. Standard Drop-off Times are between 8.00AM and 11.00AM (9.00AM from 01 Oct - 31 Mar)
- Guests will be able to select their preferred drop off time during online check in. Only available time slots will show, and these are controlled by the branch and based on the operational schedule of the units.
- Guests should have their belongings packed before arriving at the branch and must vacate their vehicle before the end of the hour to avoid late drop off fees of \$50 per hour. Unauthorized extensions will be charged double the applicable nightly rental rate.

### Security Deposit

- A \$1,500 security deposit is required at the time of departure and will be authorized on the credit card.
- We require that the deposit be guaranteed by a major nondebit credit card such as Visa, MasterCard or American Express with sufficient credit balance to cover this amount
- We do not accept ATM/debit cards such as Check Cards, Visa debit cards or pre-paid credit cards
- We do not accept Cash or Traveler's Checks, Stored Value/Prepaid cards or gift cards
- The security deposit is not charged on the guest's credit card on pick-up, but rather the amount is held in the form of an authorization upon return, if the rental vehicle is clean inside, undamaged, returned on time, and any fines are paid, no charges will be deducted from the credit card hold.
- When attending the RAAM (Race Across America) event or Burning Man (estival a \$2,500 deposit is charged (and not just authorized)
- In the event of an accident, before a replacement unit is provided to a guest, we require an additional charge of \$2,000 to be made on the guest's credit card, regardless of whether the guest is at fault or not. This amount will be refunded at drop-off (minus any fees/charges) provided there are no further damages to the vehicle.

### International Address Requirement

- The lessor reserves the right to not accept reservations from renters residing in the United States.
- The lessor reserves the right not to accept bookings from guests residing within the United States even though they may have reserved through an international trade partner/travelagency
- The lessor reserves the right to rebook guests residing within the United States using standard domestic rates and conditions
- The lessor reserves the right to cancel the booking if it is in violation of this requirement

### Lost and Found

The hirer is not responsible for items left in the vehicle after it has been returned and reserves the right to donate or dispose of them as it sees fit. Items left behind cannot be mailed to the hirer.

### Luggage Storage

We don't offer luggage storage at our locations.

To facilitate the pick-up and drop off procedures, we recommend that guests carry their luggage in their vehicle and soft-sided or collapsible bags are recommended for easier storage.

### Long Term Rentals

For bookings over 50 nights, please contact for special rates. Hirers may be required to accept charges for normal maintenance; examples include, but are not limited to, adding engine oil, transmission fluid or brake fluid, oil changes, tire rotation or tire replacement.



## VEHICLE USE AND ASSISTANCE

### Responsibility for maintenance and use

The hirer is responsible for maintaining the vehicle during the trip (checking coolant, oil, tire pressure, etc.), as well as reporting mechanical failures immediately. The hirer may be held responsible for mechanical damage due to negligent use or maintenance. Tools for repairing vehicles and changing tires are not provided, as renters are not permitted to make repairs.

### Refunds

- Refunds for mechanical issues: In the event of a mechanical problem requiring repairs over \$100 guests must call On Road Care Support for authorization
- A toll-free number is provided for assistance with problems, questions, etc.: at 1-800-367-4707 / 1-562-661-9842 and contact can be made also at: onroadcareUSA@thlonline.com
- Guests will be reimbursed on return and upon presentation of receipts and any replaced parts; no repair receipts over \$100 will be reimbursed without prior authorization
- Note: The \$100 reimbursement does not apply to de-winterization or winterization fees.
- In the event that items are missing from the kitchen or individual kits, or for example if a hirer needs an additional blanket or needs to replace an item for the vehicle such as a water hose, sewer hose, etc., the hirer may purchase these items without prior authorization and will be reimbursed upon return upon presentation of valid receipts, provided the total does not exceed \$100.
- In the event of a mechanical breakdown requiring the vehicle to be repaired for more than 12 hours, please refer to the section entitled "VIP Vacation Interruption Protection".
- Escort vehicles are not eligible for compensation.
- Any communication for the repair, breakdown, replacement of one or more elements during the trip must be done with the rental company's roadside assistance. Any related compensation must be discussed with the lessor's team at the rental center on return of the vehicle.
- Travel Agent Assistance: Contacting one's travel agency or will have no effect on the availability and/or speed of vehicle towing, repairs and/ or replacement and no compensation of any kind will be given for communication costs incurred
- Claims: Claims must be received in writing with all supporting documentation no later than 30 days after the return of the vehicle to the rental center to be considered for compensation.
- The lessor reserves the right to take up to 30 days after receiving a complaint to investigate and respond.
- To be eligible for reimbursement for loss of use of the vehicle during the rental period, hirers must contact the lessor's roadside assistance and initiate a customer service log and must have followed all instructions, self-help tips, and/or recommendations for repairs.
- Hirers who refuse instructions, recommendations, or appointments from the lessor's roadside assistance for repairs will not be eligible for loss of use compensation.
- All loss of use issues must be verified and validated by a pre-authorized repair facility and/or rental center personnel upon return of the vehicle.
- No refunds for loss of use will be given if it is determined that the problems were due to hirer error.
- Return without prior authorization: to be eligible for a loss of use refund, hirers must return the rental vehicle to the reserved return station or be charged a recovery fee and penalty.
- To qualify for a loss-of-use refund, hirers must return the vehicle to the reserved return rental station in the condition in which they received it or a recovery fee and penalty will be charged.
- Malfunctions of the radio, air conditioning, refrigerator, generator, appliances, automatic step, GPS, automatic cruise control are not considered mechanical failures.
- Cell-phone charges: guests are responsible for all cell-phone charges incurred and guests are encouraged to use On-the-Road-Care's 24-hour toll free number as the primary contact telephone number

### Roadside Assistance

Roadside assistance (OTRS) is available 24 hours a day, 7 days a week 1-800-367-4707 / 1-562-661-9842.

Assistance personnel can also be contacted by e-mail: onroadcareUSA@thlonline.com

To be eligible for loss of use reimbursement during the rental period, hirers must contact the lessor's roadside assistance service and open a customer service log, have followed all instructions, self-help tips and/or repair recommendations.

Roadside assistance is a service provided by the lessor to the hirers. Its staff is not authorized to determine refunds.

Any consideration of refunds can only be made by the Rental Return Center Manager.

Under certain circumstances, hirers may receive a replacement vehicle. The lessor, at its sole discretion, reserves the right to determine if, where and when a vehicle exchange will take place.

If hirers violate applicable laws or the terms and conditions of the rental by driving while intoxicated, under the influence of drugs, or if they fall asleep at the wheel or drive negligently, they will be responsible for all costs associated with the replacement, towing and repair of the damaged vehicle. The hirer's financial responsibility includes, but is not limited to, the rental vehicle.

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

### Travel Restrictions

Hirers are not permitted to travel to certain areas due to road conditions, extreme weather conditions, acts of God, safety alerts and/or availability of assistance. Restrictions are subject to change without notice and are determined

solely by the hirer.

Hirers are responsible for knowing and complying with travel restrictions and for informing themselves of any changing conditions. The lessor, to the best of its ability, will provide the hirer with as much information as possible at the time of pick-up, but is not responsible for any delays or detours the hirer may encounter.

Violation of these travel restrictions voids insurance and coverage options under the terms and conditions of the rental agreement and guest will be held responsible for accidents, mechanical breakdowns and thefts occurring in a restricted travel area.

Travel on non-public, unpaved and/or "forest" roads is not permitted at any time. Travel in or through Death Valley is not permitted from June 1 through September 30, as ground temperatures can reach 60°. Renters may be required to sign and accept Death Valley restrictions upon departure. Trips are permitted at the hirer's own risk and only with the purchase of the lessor's Mexico Auto Liability Insurance (MALI), available at all Southwest locations. However, there is no reimbursement for repairs, loss of use of the vehicle, or deductibles for damage incurred in Mexico. Travel is not permitted to New York City and Manhattan. Travel is permitted at the hirer's risk in Alaska and northern Canada. However, there is no reimbursement for repairs or loss of use of the vehicle. Travel during the winter months is permitted. However, freezing conditions may occur in the spring and fall at higher elevations and should be anticipated and precautions taken. Hirers are responsible for any damage due to freezing of systems by cold weather. As a precautionary measure, in some locations, water may be replaced with antifreeze to prevent water systems from freezing. Hirers are then not allowed to use the water systems, including toilets or shower, until they have moved to areas with temperatures consistently above zero. In the event that the hirer wishes to replace the antifreeze with water, they may re-winterize or de-winterize the vehicle. Note: The cost of winterizing or de-winterizing, usually up to \$150, is the responsibility of the hirer. Traveling during the summer months or in extreme temperatures can put a strain on vehicle systems such as the roof and dash air conditioners, generator and refrigerator. The lessor maintains its fleet of vehicles to accommodate all weather conditions, however, hirers should be aware that the performance of motorhome systems in extreme conditions cannot be guaranteed. Rooftop air conditioners only cool the interior of the motorhome to a maximum of 20 degrees cooler than the outside temperature. Due to the increased incidence of theft, vehicles should not be left unattended in Montreal, Ottawa and Quebec City. It is recommended to leave the vehicle parked in a campground and use cabs or public transportation. Hirers planning to travel in these areas must inform the rental center prior to departure. Hirers who return the rental vehicle to a location other than the one reserved and confirmed, without prior authorization, or who abandon the rental vehicle, will be charged a recovery fee and a penalty.

### **Golden Gate Bridge Traffic, Toll Roads, Fines**

- Hirer is responsible for all traffic violations, fines, tolls or tickets incurred during the rental period. Guests will also be responsible for each individual toll charge unless they have purchased our Unlimited Toll Product.

- A third party vendor will integrate with toll authorities to pay the tolls immediately, eliminating the need for paper invoices. This means guests will not have the option to pay online. It is becoming increasingly difficult for guests to pay online for vehicles owned by rental companies, so it is important the guests understand the risk if they decline the unlimited tolls product.

- Traffic tickets: hirers may pay the tickets themselves, or choose to return the ticket to the rental center for processing and payment. In addition to the ticket amount, the hirer will be charged a \$100 administrative processing fee per violation.

In the event of non-payment or non-delivery of any ticket to the lessor, the hirer is responsible for the amount of the fine plus late penalties. In addition, hirers may be charged up to \$250 per violation for administrative processing.

- Toll Roads / Bridge tolls: The lessor will charge the Guest the amount of the toll plus any late fees and an additional one-time handling fee of \$25 using the Guest's credit card on file unless the Unlimited Toll Product has been purchased.

### **Fuel consumption and LPG**

The cost of fuel is the responsibility of the hirer. The gasoline and liquid propane gas tanks are full when the vehicle is picked up and must be returned full. If not, the difference will be estimated and charged at the lessor's refueling rate; if not full the gasoline and LPG (Liquid Propane Gas) tank must be returned at the same level as at takeover or the difference will be estimated and the guests charged at the lessor's refueling rate.

No claims are accepted for fuel consumption. Fuel consumption will vary depending on where and how the vehicle is driven. No claims are accepted for fuel consumption if the hirer is upgraded to a larger unit.

### **Vehicle Changes**

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

Please note that vehicle substitution does not entitle the hirer to any additional compensation beyond the refund mentioned above.

### **Generator**

All vehicle types are equipped with a 110-volt generator.

The use of the generator is not required for the normal operation of the vehicle. Hirers have the option of being charged per night of rental for unlimited use, or per hour, which is calculated upon return. Fees are payable at the rental center. The generator is required for devices operating on 120V (e.g. roof AC, microwave) and the use of power outlets for charging phones, etc., when no electrical hook up is available.

Prepaid generator fees upon return of the vehicle are non-refundable.

### **Complaints**

All claims must be submitted to the renter no later than 30 days after the end of the rental period.

## Changes

Any changes made to a booking will be calculated by using the higher one of the two rates, either the original Flex Rate or the Flex Rate current at the time of the booking alteration.

The following are classified as booking alterations:

- Change of vehicle type
- Change of pick-up location
- Change in drop-off location
- Change in the pick-up date, excluding booking extension.
- Change in the drop-off date, excluding booking extension.

In the event the guest wishes to make changes to the following: vehicle booked, pick up or drop off dates, pick up or drop off location the following charges will apply:

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

Please note:

- There is no refund for late pickup or early return of the RV.
- No refunds for an amendment which reduces the number of booked nights.
- If the rate plan or RV category is changed, it is considered a new booking and cancellation fees may apply to the original booking.
- The Flex Rate of a confirmed booking will not change with requested changes to party size and/or adding prepaid items.
- Changes can be made for travel up to 12 months.
- Any credits applied to a booking will have 12 months validity from the original date of pick up.
- A relocation fee may apply if the collection or return location is amended within 14 nights of RV pick-up or if notification occurs during the hire.

## Cancellation fees

All cancellations must be made in writing and will be confirmed in writing:

Cancellation notified more than 65 days before pick-up: \$100

Cancellation notified between 65 and 35 days before pick-up: 20%

Cancellation notified between 34 and 20 days before pick-up: 50%

Cancellation notified less than 20 days before pick-up: 100%

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

If a guest declines the vehicle at departure this is classified as a 'Departure Day' and guest is not eligible to receive a refund.

## Release of Vehicle after "No Show"

- If the lessor are unable to establish communication with or hear from the guest directly or the trade partner, we can re-use the unit in the afternoon of the 3rd calendar day (the pick-up day counts as the first calendar day)

## Remarks :

One-way rental systematically entails a surcharge in addition to the applicable fees above.

The case of a hirer not appearing on the day of departure or refusing a vehicle on departure is considered as a cancellation and does not allow any refund.

If a hirer refuses the vehicle upon departure, it is a "departure day" and they are not entitled to a refund.

The lessor shall assume no liability whatsoever in the event a booking is canceled, rescheduled, changed, postponed or interrupted due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of the rental impracticable, illegal or impossible.

## Cancellation fees for group reservations

For any cancellation, the hirer must notify CampingCar Online, special charges apply.

- Over 95 calendar days prior to departure \$100
- 36 to 94 calendar days prior to departure \$500
- 35 calendar days or less prior to departure: 100% of the nightly rental charge minus any applied discount and "no show" plus season surcharge plus preparation fee plus one-way fee if applicable

## 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 hirer to claim any compensation. The photos are not contractual and the choice of vehicles is made by category and not by model. These general conditions are a translation and the rental conditions that apply are the conditions of the lessor.

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.

updated 09/30/25