

General Conditions Motorhome Navajo C25

For travel from 01/04/2021

To 31/03/2022

RENTAL CENTER HOURS AND GENERAL CONDITIONS

It is required to rest one night on location before taking possession of the motorhome.

Pick-up/Drop-off: Pick-ups can be made from Monday through Saturday between 13:00 and 16:00, drop-offs can be made Monday through Saturday between 9:00 and 11:00

When the early bird option is taken, pick-ups can be made from 9:00 and returns can be made up to 15:00 (at a certain distance, taxi fees will be paid back).

Rental center hours: Monday through Saturday from 9:00 to 17:00 (hours can vary by rental center and season).

Rental centers: Albuquerque (ABQ), Anchorage (ANC), Atlanta (ATL), Billings (BIL), Nashville (BNA), Boston N (BON), Boston S (BOS), Bozeman (BOZ), Chicago (CHI), Charlotte (CLT), Denver (DEN), Dallas (DFW), Seattle Everett (EVT), Newark (EWR), Fort Lauderdale (FLL), Houston (HOU), New York City (JFK), Las Vegas (LAS), Los Angeles (LAX), Miami (MIA), Minneapolis (MSP), Baton Rouge/New Orleans (MSY), Bay Shore (NYE), Orlando (ORL), Portland (PDX), Philadelphia (PHL), Phoenix (PHX), San Diego (SAN), San Francisco (SFO), Salt Lake City (SLC), Tampa (APA), Washington DC (WDC).

Closed on Sundays and the following public holidays: January 1st 2020 (New Year's Day), May 25th 2020 (Memorial Day), July 4th 2020 (Fourth of July), September 7th 2020 (Labor Day), November 26th 2020 (Thanksgiving), December 25th 2020 (Christmas), January 1st 2021 (New Year's Day).

Anchorage (ANC) closed for winter: October 8, 2020 – April 15, 2021 and October 8, 2021 – April 15, 2022

Minimum rental period: 7 days

License and minimum driver age: Drivers must be 21 years of age and have held a valid permit. Each person who wishes to drive needs to be present at the time of pick-up to sign the rental contract.

DEPOSIT

A basic refundable security deposit of 500\$US and the use of a credit card to pay for all local charges and deposits is required at departure.

During Burning Man, from August 26th 2020 to September 1st 2020, and from August 25th to 31st 2021, a 1.000\$US is collected for departures from SFO, LAX, LAS, EVT, SLC and PDX.

EVEN MORE ABOUT NAVAJO MODELS...

Experience: With more than 45 years of experience in the RV rental industry, Navajo's firm has been around the block, quite literally. As the nation's largest RV rental firm, the Navajo models are present in 130 locations in 33 US states and five Canadian provinces.

Fleet: Each year we add new vehicles to our fleet, making updates and modifications to designs and materials based on customer feedback, leading to the creation of many of the safety and user-friendly features on our RVs.

Reliability: Driving an RV rental might seem intimidating at first, but Navajo vehicles are actually very simple (and fun) to use, especially with their reliable support team (24/7 assistance line).

Class C RV: more real sleeping capacity than a "bus" style motorhome, much easier to drive, park, and maneuver in tight areas such as campgrounds, sports better fuel economy than an equivalent bus style motorhome (up to 15 percent better), easier to handle and drive in windy conditions due to lower overall vehicle profile, easier access with three separate entry doors, uses less generator time to power the roof A/C, higher, more reliable, chassis factory component content that means less interruption, service part items such as filters, belts, headlights, and other cab related items.

D DAY...

Departures are from Monday to Saturday between 13:00 and 16:00 or from 9:00 with the early bird option.

Guests should allow 1 hour to complete the paperwork and demonstration process.

You will not be able to pick up your RV the same day you arrive from overseas or from a trans-continental flight,

we recommend staying the first night at an airport hotel or motel.

...AND THE LAST DAY

Return of the vehicle is between 9:00 and 11:00 from Monday to Saturday (up to 15:00 with the 375\$ early bird option). The hirer should allow 1 hour to complete the return documentation and check the vehicle.

You agree to return vehicle in the same condition as it was received, excluding normal wear and tear. Depending on local conditions, a cleaning and/or waste tank evacuation fee may be assessed at vehicle return up to \$150. You will also pay for damages or loss of equipment.

GENERAL CONDITIONS

This contract, regardless of the manner in which the booking and settlement were executed, is an agreement between the company which owns the fleet, the "lessor", and the person signing the contract, the "renter". By taking possession of the vehicle, the renter implies their acceptance of the general conditions of rental below.

Usage of the Motorhome: The renter agrees to use the vehicle in a prudent and respectful manner, driving in a judicious and normal fashion, using the vehicle only for personal travel and never subletting, or transporting other persons for a charge. The renter will make every effort to maintain the fluid and oil levels of the vehicle. The renter agrees to not participate in any game, race, rally or other competition of any nature, as well as test-drives or training. The renter agrees to not use the vehicle for any illegal purposes, or any purposes not outlined by the manufacturer, and to never overload the vehicle by transporting more passengers than have been indicated on the rental agreement. The renter agrees to not tow a trailer or any similar vehicle, and to make no changes to the vehicle.

Flex Rates: A variable rate per rental day. Each week a new daily rental rate is established, based on the vehicle 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

License and minimum driver age: Vehicles can only be operated by qualified drivers 21 years of age or older. All drivers must have a valid and identifiable driver's license. A driver's license and foreign passport are required as identification and will be verified. All drivers must be identified, authorized, and must sign the Rental Contract. There is no cost for additional drivers and no 'under 25' surcharge.

Insurance:

AUTO LIABILITY: Basic minimum statutory auto liability coverage is included in the rental rates on a secondary basis. All coverages are subject to the Terms and Conditions of the Rental Contract.

SUPPLEMENTAL LIABILITY INSURANCE (SLI) – INCLUDED WITH USA & CAN RENTALS: SLI provides excess liability coverage up to a total of \$1,000,000 combined single limit of coverage per occurrence against claims made by third parties for bodily injury, death, and/or property damage caused by operation of the vehicle. **EXCLUSIONS APPLY.** A partial list is contained in the Rental Contract. Please check at departure.

COVERAGE SUMMARIES – USA DEPARTURES: Provided you abide by the Terms and Conditions of the Rental Agreement, report accidents and/or damage promptly, and avoid prohibited vehicle uses, your coverages include:

- Auto Liability Statutory and excess Supplemental Liability Insurance up to \$1,000,000.
- Vehicle Damage/Loss Per occurrence or incident, only \$1,500 of responsibility. You are covered for amounts in excess of \$1,500 under most conditions.
- Trip Reimbursement Travel Expenses incurred as a result of mechanical breakdown up to \$3,000 per tour.

In the Case of an Accident: In the case of an accident, the renter will: record the time date and place of the accident, record the names, addresses, license numbers, makes and models of third party vehicles involved, or damage caused if no third party is involved, record the insurance of the third party. The renter should not admit responsibility. The renter will inform the police and the lessor of the accident within 24 hours, and provide the lessor with the "accident report" found in the vehicle, as well as the police report from the accident, testimonies and photographs. Failing to inform the lessor of any accident within 24 hours voids all deductible reduction and the renter is liable for all costs incurred. Costs of delivery of a replacement vehicle are charged to the renter.

In the case of a breakdown: If a breakdown causes the vehicle to be immobile for more than 12 hours, lessor will provide the renter with \$30 per day, per person for lodging and up to \$30 per day for travel. Limit of \$3,000. Exclusions

from this policy are breakdowns of individual equipment such as refrigerators, air conditioning, stoves or microwaves, radios, and cruise control. With a proper receipt, any repair made to the vehicle will be reimbursed up to \$75. For any repair above that amount, permission must be obtained from the lessor.

Driving Restrictions: Coverages are invalid if problems occur in the following areas and all recovery expenses are at the client's own cost. Violations of these restrictions void damage waivers and the client will be held liable for all vehicle damages including to tires, towing charges and other related expenses as a result of a breakdown associated with operating in these areas.

Clients should consult the Renter Assistance Guide and the departure location personnel for complete information on travel restrictions and local circumstances at the time they collect their motorhome.

ALASKA, YUKON, NORTHWEST TERRITORIES AND NEWFOUNDLAND

Travel on all public and/or numbered roads is permitted. Travel on non-public roads, unpaved back roads, trails and the like — commonly called 'logging roads' — or on any surface subjecting the vehicle to unreasonable damage or road

hazard is prohibited. Clients may receive further information from the lessor regarding seasonal travel restrictions as well. The lessor reserves the right to restrict travel, dependent on current road conditions.

DEATH VALLEY

Vehicles may be operated with EXTREME CARE in Death Valley and other desert areas during the months of July and

August. In Summer, clients visit these areas at their own risk and the lessor will not be held responsible for extraordinary vehicle recovery and other charges. During certain periods, these areas are not habitable and could pose a danger to the driver and passengers.

MANHATTAN, NEW YORK CITY

Due to restrictions on vehicle heights, propane gas and parking, vehicles with propane are not permitted in Manhattan and are not permitted to travel through any underground or underwater tunnels.

MEXICO

The client is strictly forbidden to take the lessor's vehicles across the USA border to Mexico.

WINTER WARNING

Vehicle operating systems are not fully operable during subfreezing temperatures. Check the Renter Assistance Guide for winter operations but be aware that in Canada and northern USA cities, vehicles are likely to have antifreeze in holding tanks meaning that vehicle water facilities will not be available to you.

Vehicle Maintenance: The renter is responsible for checking the levels of oil, coolant, and tire pressure and must inform the rental center of any mechanical problem or accident.

Registration: A reservation is considered as booked once a payment of 30% of the total rental is made (minimum of €153). the remaining balance must then be paid 30 days before departure. If account is not settled at this point, Campingcar-Online reserves the right to cancel the rental. Any payment towards the rental is considered an acceptance of the rental conditions.

Modifications: No fee is charged for the first modification. For each additional modification, a fee of \$50 will be charged.

Tickets and fines: It is required to inform the rental center of any ticket or fine incurred on the day of drop-off. If rental center is not informed, a penalty of \$250 will be charged in addition to any fines owed.

Cancellation policy: Any cancellation must be notified by certified letter with delivery notice.

Cancellation notified more than 47 days before departure: No fee

Cancellation notified between 47 and 17 days before departure: 440\$ net

Cancellation notified between 16 and 9 days before departure: 715\$ net

Cancellation notified less than 9 days before departure, on departure day or no-show: 100% of total

Early returns: No refund will be given for a vehicle returned before the scheduled drop-off date.

Domestic animals: allowed only with prior approval from the rental center.

Late returns: Each hour that the vehicle is not returned after the agreed upon time will be charged a late fee.

Litigation: The present general conditions are subject to French law. Any litigation arising from the execution, interpretation, or use of the rental contract will be brought before the court of jurisdiction where CampingCar-Online is located.

Vehicle Replacement: If, for reasons beyond the lessors control, the reserved vehicle is not available, the lessor reserves the right to substitute a comparable vehicle in accordance with the number of occupants. This does not constitute a breach of contract and does not entitle the renter to any form of refund. Any photos are not contractual and the choice of vehicles is made by category, not model.