

# General Conditions Profile Lakka Medium

For travel from 01/01/2018

To 31/12/2018

## ADVANTAGES

**Personalized pick-up appointments 7 days a week**, and vehicle orientation on departure

**24 Hour Assistance**

**Transfers**: free to and from Helsinki, Rovaniemi and Turku Airports, or payed from downtown

**Updated Fleet** with less than 100,000 km

**Unlimited km**

**Full kitchen equipment** of high quality cookware and dishes

**One Way Trips** possible between Sweden and Norway.

## PROMOTIONS AND DISCOUNTS

**Long term discount**: 2% off the daily rental rate for trips between 15 and 29 days, 11% for 30 to 44 days, and 20% for 45 days or more. Discount only applies to the daily rental rate.

**Early bird discount**: Discount of 4% on the daily rental rate for any 2018 trip reserved before 30 Nov 2017, 2% if reserved before 31 Jan 2018. Please note that payment must be received in full before these dates to benefit from the discount.

## RENTAL CENTER HOURS AND GENERAL RENTAL CONDITIONS

**Pick-up/Drop-off**: vehicle pick-up and drop-off can be made 7 days a week, between 8:00 and 18:00 by appointment. (A fee will apply for any pick-up or drop-off outside of these times) All days are counted in the total number for a trip. **IMPORTANT**: Please indicate at your earliest convenience your flight numbers and times so that we can organize your transfer from the airport or Malaga.

**Rental center hours**: From 8:00 to 18:00, 7 days a week in Helsinki and Turku. Rovaniemi open from 01/May to 30/Sept. Centers closed on national holidays.

**Minimum rental duration: 1 day**

**License and minimum driving age**: 19 years and have held a permit for 1 year. Each person who wishes to drive during the rental must be present on the day of pick-up to be included on the rental contract.

## DEPOSIT

**Made by credit card the day of pick-up** (authorized hold on card) **amount depends on level of insurance** (see insurance info below) :

2,800€ with basic insurance / 1,200€ with the insurance "Plus"

600€ with insurance "Premium" / 600€ with insurance "Total"

Visa, Amex and Mastercard are accepted

## OFFER DETAILS

### The daily rental rate includes:

**Unlimited km**

**Exterior cleaning**

**Third party collision insurance** included in the daily rate as well as coverage for damage, theft, and fire, with a deductible of 2,800€.

**24 hour national assistance network**

**Local taxes**

**Transfer fees** to and from Helsinki, Rovaniemi, and Turku airports

### Other charges contained in your offer:

**Preparation fees:** Covers pre-trip orientation session, full fuel, gas, and water tanks, vehicle hook-up accessories, dishes, cookware, first aid kit, adaptors, and tourist guide.

### Insurance options available:

Additional insurance packages for reducing the deductible:

**TC Plus:** deductible reduced to 1,200€, minimum 7 day rental (tyres and windscreen not included)

**TC Premium:** deductible reduced to 600€, minimum 7 day rental (tyres and windscreen not included)

**TC Total:** deductible reduced to 0.00€, minimum 10 day rental, authorized hold of 600€ on credit card. Tyres and windscreen not included. Zero deductible applies to initial claim, each supplementary claim will have a 600€ deductible.

**Windsheild and tire protection:** daily fee covering one windshield or tire damage, additional damages payable up to the limit of the deductible.

Please Note: The collision insurance does not cover damages to the interior of the vehicle not caused by a road accident. The deductible is applied per damage, per incident, per lost object, or per sanction. At the time of pick-up the renter will be provided a document indicating all previous damage to the vehicle. The renter is fully responsible to check over the vehicle and mark down any damage on this document. Any damage on vehicle return that is not included on this document will be charged to the renter.

### Optional additions to your rental:

**Essentials kit:** including the initial charge of toilet chemicals, a propane bottle, and one extra driver fee

**Extra driver fees:** Daily fee and maximum charge of 7 days. Max 2 extra drivers (total 3)

**Bedding kit for first person:** One time fee for comforter, pillow, towels, pillow case, and sheets

**Bedding kit for additional passengers:** One time fee

**Booster seat/Baby seat:** One time fee, please inform office of height and weight of each child

**Pre-paid propane bottle:** included in the essential pack, otherwise charged on return

**Coffee maker:** One time fee (only functions when the motorhome is connected to electricity)

**Converter 12V-230V:** One time fee

**Barbecue kit:** One time fee, includes grill, charcoal, matches, and utensils

**Camping table and chairs:** Daily fee

**Toilet chemicals:** One time fee per bottle

## 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.

**Minimum driver age:** The minimum driving age is 19 years old, and the driver must have held a valid permit for at least one year. Additional drivers agree, as a proxy of the renter, to be entirely responsible for the vehicle from the moment of pick-up.

**State of vehicle:** At time of pick-up, the renter will receive a document from the lessor stating all damage previously done to the vehicle. The renter agrees to conduct a complete check over the vehicle and signal any damage to the lessor that is not on the document. The renter will be responsible for any damage to the vehicle that is not indicated on the departure document. On return of the vehicle, an inspection will be made and compared to the departure document. In the case that the inspection reveals damage that was not indicated previously, the new damages (body damage, missing accessories, etc.) will be charged to the renter, to the maximum extent indicated on the rental contract.

**Insurance:** Only drivers who are indicated on the rental contract are covered by insurance. There are two insurance policies included in the daily rental rate:

- Third-party collision insurance: covers any damage or accidents caused to a third party by the renter.
- Damage insurance: covers theft, fire, as well as a damage caused to the vehicle by accident. This policy does not apply to internal damage, unless caused by a traffic accident, damage that was caused by a driver under the influence of alcohol or drugs, damage caused if the vehicle is operated in a deliberately unsafe manner, or if the terms of this contract are deliberately breached or breached by negligence.

The collision insurance does not cover any interior damages that are not caused by a traffic accident.

The renter is responsible for an amount up to 2,800€ per accident, damage, or equipment loss. The renter can subscribe to one of the following insurance options to decrease the deductible:

TC Plus: deductible reduced to 1,200€ minimum 7 day rental

TC Premium: deductible reduced to 600€, minimum 7 day rental

TC Total: deductible reduced to 0.00€, minimum 10 day rental (authorized hold of 600€ on credit card)

Windshield and tire protection: daily fee covering one windshield or tire damage, minimum 7 day rental

The renter is released from his or her liability towards the rental company with regard to own risk as well if the rental company receives full indemnification from a potential third party that caused the damage or his or her insurance company.

**Exclusions:** The following exclusions are applicable and bring complete responsibility onto the renter to pay for any damages to the vehicle, loss of vehicle equipment, or days of lost rental in the case that the vehicle is immobile up to 30 days:

- Vehicle is loaded over the limits supplied by the manufacturer
- Smoking inside the vehicle
- Damages to the upholstery of seats or benches in the vehicle
- Loss of keys
- Operating the vehicle with insufficient or excessive tire pressure
- Fill the fuel tank with an improper or contaminated fuel, or introducing fuel to the fresh water tank
- All damage caused by snow
- All damage caused by a collision with an obstacle that does not possess the correct clearance for the vehicle, or an improper evaluation of the size of the vehicle
- Vehicle is driven on roads that are not in the proper condition for the passage of the vehicle

The renter will be obligated to pay all cleaning fees for a vehicle that has been abnormally used, deteriorated, or dirtied.

**In the case of an accident:** In order to maintain the coverages afforded by the insurance policy, the renter must:

- Inform the rental center as well as the authorities within 24 hours of any accident, theft, or fire, however small or large.
- Record in a statement the circumstances, date, place, and time of the accident, the name and address of any witnesses, the license number of the third party, the insurance company of the third party, and the police number of the third party.
- Combine this statement with any police report, first-responders report, if one was filed.
- The renter will not admit any responsibility, or discuss any details of the accident with an involved third party.

The renter gives right of subrogation to the lessor for exercising any recourse against a third party for material damage. The eventual indemnification received by the lessor will always be first used to pay for any fees that have been caused, the remaining balance will be returned to the renter. In a damage situation, the renter shall always fill in a written damage report and submit it to the lessor. The renter is fully liable for any damage resulting from the neglect of the aforementioned reports.

**Travel restrictions:** Motorhomes are authorized to operate in Norway, Finland, Sweden, Denmark, and Iceland. It is forbidden to enter Russia or any other Eastern European country. Authorization must be obtained from the lessor to enter any country that is not authorized. In the case of a vehicle being taken into a country outside of the authorized zone, and in which the renter obtained permission from the lessor, the deductible will be multiplied by 2. To operate vehicles in central or western Europe, a supplementary insurance policy must be taken. The minimum level of deductible for travel in central or eastern Europe is 1,200€.

**Penalties:** Vehicles must be returned with a clean interior and empty waste water tanks. A penalty of 170€ will be applied in the case that one of these conditions is not met. All vehicles are non-smoking, a penalty of 850€ will be applied. Animals are not allowed into the vehicles unless otherwise authorized by the lessor. A penalty of 400€ will be applied if violated. All citations, tickets, or fines received during the rental period shall be charged to the card of the renter with an added surcharge of 20€. A penalty will also be applied if the vehicle is not returned by the time and date previously agreed upon.

**Breakdowns:** The renter is held responsible for monitoring the levels of oil and coolant at each fuel refill. Any breakdown must be immediately signaled to the lessor. Instructions and maintenance procedures will be given to the renter at time of pick-up. The renter will be held responsible if there is proven negligence to the maintenance of the vehicle or the operation. In the case of a breakdown of more than 24 hours which is not at the fault of the renter, the lessor will only be responsible for reimbursing the daily rental rate during the down-time. The renter will bring the vehicle to the closest garage as indicated by the assistance service. No reimbursement will be made if the renter has breached any part of the rental contract.

**Registration:** The reservation is not considered definitive until a payment of 30% of the total rental fee has been made, with a minimum of 153€. The account must be settled 30 days before departure. If account is not settled 30 days before departure, CampingCar-Online reserves the right to cancel the reservation. Any form of payment to an account is considered an agreement to the terms and conditions.

**Cancellation policy:**

Cancellation notified more than 35 days before departure: 200€

Cancellation notified between 35 and 25 days before departure: 25%

Cancellation notified between 25 and 18 days before departure: 50%

Cancellation notified 18 days or less before departure: 100%

CampingCar-Online can propose trip cancellation and interruption insurance. All cancellations must be notified by certified letter with delivery confirmation. No refunds will be given for a vehicle returned before the due date.

**Surcharges:** If one of the two propane bottles has been opened on drop-off of vehicle, the renter will be charged 95€(+13€ fee), unless the renter has signed up for the pre-pay option. If the vehicle is not returned with a full fuel tank, the renter will be charged 2€ per liter of diesel to fill the tank, as well as a fee of 26€.

**Modifications:** Each modification requested by the renter, other than a cancellation, will be subject to a fee of 39€. A modification requested less than 30 days before departure will be considered a cancellation.

**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.