

# General Conditions Motorhome Kings C 29-31

For travel from 01/04/2025

To 31/03/2026

## OPENING HOURS AND RENTAL CONDITIONS

**Departures>Returns:** Departures are Monday to Friday between 1:00 pm and 4:00 pm, Saturday by appointment between 8:00 am and 1:00 pm. Returns are Monday to Friday between 8:00 am and 10:30 am, Saturday by appointment between 8:00 am and 10:30 am.

**Rental center hours:** (subject to change)

Denver: Monday to Friday from 08:00 am to 5:00 pm, Saturday by appointment

Las Vegas: Monday to Friday from 08:00 am to 5:00 pm, Saturday by appointment

Los Angeles: Monday to Friday from 08:00 am to 5:00 pm, Saturday by appointment

Orlando: Monday to Friday from 08:00 am to 5:00 pm, Saturday by appointment

New York: Monday to Friday from 08:00 am to 5:00 pm (Nov-Feb 9:00-16:00), Saturday by appointment

Seattle: Monday to Friday from 08:00 am to 5:00 pm (Nov-Feb 9:00-16:00), Saturday by appointment

San Francisco: Monday to Friday from 08:00 am to 5:00 pm, Saturday by appointment

Drop-off only destination: Dallas

Closed on Sundays and the following holidays: May 26, 2025 (Memorial Day), July 4, 2025 (Independence Day), September 1, 2025 (Labor Day), November 27, 2025 (Thanksgiving Day), December 24 and 25, 2025 (Christmas Eve and Day), December 31, 2025 (New Year's Eve), January 1, 2026 (New Year's Day). The Denver rental center is closed between December 6, 2025 and February 28, 2026. The Seattle rental center is closed between January 5, 2026 and February 2, 2026.

**Minimum rental period:** 7 to 10 nights depending on the season, 14 nights with the "All-Inclusive" rate.

**Minimum age and driving license:** Drivers must have a valid driver's license (car license) in English or with translation and be at least 21 years old.

## DEPOSIT

The **security deposit of \$1,500** is charged to the tenant's credit card (the amount must be available on the account: it will not be charged but will be blocked and cannot be used). Please note that the security deposit is made by credit card only, prepaid cards or debit cards will not be accepted. When the summer surcharge or special event surcharge applies (such as a regional festival: "Coachella", "Burning Man", "Stagecoach", "Further Future", "NASCAR", "EDC", "RAAM" etc.) the security deposit of \$2,000 is charged (and not just an authorization/hold).

## EVEN MORE ABOUT KINGS MODELS...

Kings models are designed for travelers who want to **experience the great outdoors without giving up comfort**. You'll find plenty of smart storage, privacy curtains, safety nets for little ones, an **awning**, USB connections and more. All vehicles are **between new and 2 years old**, so you can expect **modern design, reliability and peace of mind**. Kitchen and bedding kits make it easy to settle in straight away, while a nationwide support network ensures help is never far away. Assistance staff are available 24/7 to keep your journey smooth and stress-free. **Transfer service is available** at select locations, with a list of partner hotels provided once your vehicle is confirmed.

## D DAY...

**Departures** are Monday to Friday from 1:00 pm to 4:00 pm, Saturday by appointment between 8:00 am and 1:00 pm. **Plan for 1 to 2 hours** to complete the paperwork and vehicle orientation. In high season, departures can take longer, so it's **best not to schedule a long drive on your first day**. Take time to walk around the vehicle, inside and out, and capture a few photos for your records. For safety and comfort, vehicles cannot be collected the same day you arrive from a transcontinental flight. We recommend spending your first night in an airport hotel or motel. An online pre-check is required at least 14 days before departure. You'll receive the link once your booking is confirmed.

## ...AND THE LAST DAY

**Returns** are Monday to Friday between 8:00 am and 10:30 am, Saturday by appointment between 8:00 am and 10:30

am. **Allow around 1 hour for the return process**, including paperwork and inspection. Vehicles must be returned clean, in the same condition as when collected, with full fuel and propane tanks, and empty waste water tanks.

## 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 personal needs, and not to sublet it nor transport people for a fee. The driver must take the utmost care of the vehicle's water and oil levels. The hirer 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. Towing is limited to 1,500 lbs with proper equipment; enclosed trailers, boats, or vehicles are not allowed.

**One-way rentals** One-way trips are available between the lessor's various rental centers, for a specific fee and always subject to availability.

**Reservation change, cancellation, unused days and "no show"** Change of reservation: All reservation changes must be made in writing and will be confirmed in writing. There is no charge for processing a change up to 61 calendar days prior to the pick-up date. Any subsequent changes will incur a \$50.00 handling fee. Changes are for extras booked such as mileage/added items, number of passengers, and vehicle size and dates within one week of booking. However, any changes to vehicle type, travel dates, location, name etc. will be considered as a new booking which means that the original booking will be canceled so that the new booking can be recorded and a cancellation fee will be charged. Whenever a change in vehicle category, name, date(s) or location(s) is requested, it will result in a recalculation of the amount due. The rates and discounts applicable at the time of the revision will apply. For a request to change date(s) or location(s) less than 61 calendar days prior to the existing pick-up date, the cancellation conditions in the following paragraph apply. Any name change will result in a cancellation and the need for a new reservation.

**Cancellation terms:** All cancellations must be made in writing (e-mail) and will be confirmed in writing. Cancellation fees will be calculated as follows:

Cancellation notified more than 64 days before departure: \$120

Cancellation notified between 64 and 34 days before departure: 20% of total

Cancellation notified between 33 and 20 days before departure: 50% of total

Cancellation notified less than 20 days before departure: 100% of total

In the case of a one way rental, the one way fee is charged no matter when the cancellation is made.

Refund of unused portion of confirmed reservation: No refunds will be given for delayed pick-ups, early returns, unused mileage or for "no shows".

Release of the vehicle after a "no show": If the lessor is unable to establish communication with the hirer, the vehicle may be reused in the afternoon of the 3rd calendar day, with the day of pickup counting as the first calendar day.

**Driver's license and age** A valid, original national driver's license is required and must be presented for each driver (no photocopies). Foreign hirers must have an International Driver's License or an English translation of the license issued by their home country. All drivers must be present at pick-up. Digital driver's licenses are not accepted; an International Driver's License must be presented if a digital license is used in the home country. All drivers must meet the age requirement indicated on the rate sheet.

**Payment due date** Rental fees and other charges must be received no later than 30 calendar days prior to vehicle pick-up. The lessor reserves the right to cancel the reservation if payment is not received in full on or before the due date. In this case, the above cancellation fee schedule applies.

Full payment is not received at the time of pick-up: Without receiving full payment, no vehicle will be released to the hirer; no exceptions.

**Security deposit** A \$1,500.00 security deposit is required at the time of departure, authorized on a major non-debit credit card (Visa, MasterCard or American Express) with sufficient credit balance; the amount is held as an authorization and not charged. Hirers are asked to return the vehicle with a clean interior and emptied holding tanks. Please note that a minimum \$250.00 cleaning and deodorization fee applies if there has been smoking or pets; the hirer is responsible for these charges in the event of a policy violation. For special events such as regional festivals, Coachella, Burning Man, Stagecoach, Further Future, NASCAR, EDC, RAAM and other events where a surcharge applies or if no mileage has been pre-paid, additional deposits may be required or charged. If there are insufficient funds, the vehicle will not be released to the hirer and the reservation will be canceled, with any prepaid funds forfeited.

Additional deposit after an accident: Before a replacement vehicle is issued, the lessor will charge the hirer an additional \$2,000.00 on the hirer's credit card, whether or not the hirer is at fault. This amount will be refunded at drop-off (minus any fees/charges) provided there are no further damages to the vehicle.

**Credit cards** Visa, MasterCard, and American Express cards are accepted. No pre-paid credit cards are accepted.

**Taxes and government fees** Local sales taxes are included for all pre-paid items. Local sales taxes apply to all pick-up and drop-off charges and may change at any time. Newly assessed governmental fees (other than sales tax or DMV fees) not known at the time of production will be collected from the hirer at pick-up.

**Transfers** Transfers are available by request only and must be reserved via the online self check-in at least 14 days in advance of the first rental day and confirmed by the branch. Many airports only allow drop-off but not pick-up. Guests with reserved shuttle transfers must contact the branch 4 days prior to the first rental day to schedule the shuttle pick up time. Transfers are available from select airport hotels and some public transportation points listed by the branch.

**Vehicle not returned to the originally agreed upon depot** Should the hirer not return the vehicle at the branch which was agreed in writing (e.g., in the Rental Agreement), the hirer will be charged for transferring the motorhome to the branch which was agreed in writing.

**Picking up and returning the vehicle** At the time of pick-up, the person in whose name the reservation was made must be present with the credit card indicating his/her name and, if he/she wants to drive, also with his/her original driver's license. If they are not driving, another official document must be presented to confirm their identity. It is also necessary to present the original driver's license for any additional driver so that they are insured and legally authorized to drive the vehicle. The original driver's license in English, Dutch, German, Spanish, Portuguese, French or Italian is acceptable. If the driver's license is in a language other than those mentioned above, an International Driver's License or an official translation into English must be presented at the time of pick-up, together with the original. The lessor has the right, and legal obligation, to deny a hirer the motorhome if the hirer seems not capable of driving a motorhome, e.g. intoxicated, suspicion to be under drug influence, etc. If someone else in the party will be driving, they must also present their original driver's license at pick-up to ensure they are legally allowed to drive the motorhome. If the main hirer 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 hirer remains fully responsible for the motorhome. If the main hirer wants to be entered as a driver, he/she needs to return at a later time to one of the lessor's branches and obtain an updated rental agreement.

To avoid waiting times, all hirers are asked to register online and contact the branch to arrange the exact pick-up time. A limited number of advance appointments may be available free of charge by calling the pick-up branch two or three working days before the pick-up.

**Vehicle pick-up and drop-off times** The usual hours for picking up the vehicle are as follows:

Monday to Friday from 1:00 pm to 4:00 pm

Saturday by appointment between 8:00 am and 1:00 pm Vehicle drop-off times begin at 8:00 am and end at 10:30 am. Note: In order to ensure early or late pick-up or drop-off, the hirer must extend, if availability permits, the reservation by one night before or after and pay for the additional night(s).

**Rental center hours of operation** Monday through Friday from 8:00 am to 5:00 pm (New York and Seattle: November to February from 9:00 am to 4:00 pm) Saturday: 8:00 am to 1:00 pm (or in high season as needed) (New York and Seattle: November to February by appointment) Sunday: closed The Denver rental center is closed between December 6, 2025 and February 28, 2026. The Seattle rental center is closed between January 5, 2026 and February 2, 2026.

**Delay due to external circumstances** Although external circumstances may cause changes to the trip, such as flight arrival times, these do not entitle the hirer to a complimentary cancellation or change or to a pick-up/drop-off service outside of normal business hours.

**Hirer orientation** The lessor has German and English speaking staff at all locations. Dutch, French, Spanish and Portuguese are spoken at some rental centers. After completing the paperwork, hirers receive a thorough personal tour of the vehicle. In addition, a digital user manual is available in German and English. In the event of an emergency, accident or technical problem, hirers can call the toll-free assistance number 24 hours a day, 7 days a week.

**Child seat/booster** Parents or guardians are responsible for complying with applicable laws regarding child seats or booster seats. The lessor cannot provide child seats or booster seats, nor can the lessor's staff provide installation instructions or assist with the installation.

**Vehicle substitution** If, for any reason, the reserved vehicle is not available, the lessor reserves the right to replace it with a vehicle of the same or higher category at no additional charge. In the event of a replacement with a less expensive vehicle, the lessor's liability is limited to the difference in price of the two vehicles. No vehicle substitution shall entitle the hirer to any compensation other than that mentioned above.

**Vehicle length** If a hirer needs exact measurements to make arrangements with a ferry or other service, he/she should contact the lessor directly.

#### **Travel restrictions**

- Mexico: Travel to Mexico is not permitted.

- Death Valley: Travel to Death Valley is prohibited between June 1 and September 30.

- Other: Travel on private roads, gravel, dirt or logging roads and other non?public roads, beaches, etc., as well as in

downtown New York, Montreal and Quebec City (Canada) is prohibited.

- **Alaska:** Travel to Alaska, the Yukon and Northwest Territories is permitted provided the lessor has been notified at the time of booking. The lessor will hold the hirer responsible for failure to comply with these restrictions, including accidents, mechanical breakdowns and theft in a restricted area.

**Gas and propane** The cost of gasoline and propane is not included in any rental and the lessor does not assume responsibility for consumption estimates. All vehicles are delivered with full tanks and the hirer is expected to return the vehicle with full tanks or be charged accordingly.

**Maintenance, repair and reimbursement responsibilities** Maintenance responsibilities: The hirer is responsible for checking engine oil and coolant levels at each refueling and for immediately notifying the lessor of mechanical failures. Coolant refills and authorized repairs will be reimbursed upon return of the vehicle and presentation of all receipts. It is the driver's responsibility to operate the vehicle in a safe and prudent manner.

Maintenance, repairs and reimbursement: For maintenance and repairs exceeding \$100.00, the hirer must call the lessor's toll-free 24/7 hotline for authorization. Unauthorized bills over \$100.00 will not be reimbursed. Receipts and replaced parts must be presented for reimbursement. The hirer will be held responsible for mechanical damage due to negligence in the operation and/or maintenance of the vehicle.

**Technical difficulties with the vehicle and its features** Each vehicle comes with a vehicle owner's manual and the phone number of the lessor's 24/7 assistance service, which is free of charge from any landline in the United States. The lessor does not return phone calls or accept callback requests from a hirer, as the hirer may be hiking, visiting a museum, etc. and not be in the vehicle when the call is made. Hirers must call when they are in or near the vehicle. When the lessor receives a phone call, it differentiates between an inconvenience and an emergency:

- An inconvenience is defined as an event that requires the hirer to spend time finding an alternative solution or when a non-safety related feature is not available. For example, buying ice because the refrigerator does not work, the DVD player does not work or the sliding extension does not extend and therefore the interior space is not increased.
- An emergency is defined as when the vehicle can no longer be driven safely. For example, when the engine has stopped working. In this case, the Vacation Interruption Protection Insurance (VIP) applies (see next paragraph).

**Vacation interruption protection insurance (VIP)** If the hirer's motorhome vacation is interrupted by an emergency as defined above, and not by an accident or damage caused by the hirer, for more than 12 hours after notifying the lessor, the hirer will be reimbursed the greater of the gross daily rental rate or hotel room expenses up to \$25.00 per person per night and car rental up to \$50.00 per day per vehicle, with a combined maximum of \$1,500.00 per rental agreement. This reimbursement is only available if the lessor has had the opportunity to fix the problem and the hirer has cooperated in doing so. Excluded from VIP reimbursement are defective comfort equipment, such as radio, Bluetooth, GPS, generator, batteries, air conditioner, refrigerator, heater, water heater, cruise control, awning, slide-out, etc., which are not considered as mechanical breakdowns.

**In the event of an accident** Insurance coverage may be void if the following instructions are not followed. The hirer must:

Obtain a local police report from the police officer investigating the accident,

Notify the lessor as soon as possible, but no later than 24 hours after the accident,

Provide the completed accident report form no later than at the return of the vehicle. This form is provided and is kept in the vehicle with the registration and insurance papers. The complete written report must contain the name, address, telephone number, driver's license number, date of accident, etc. of the other party. All accident documents must include a police report or identification number.

**Parking and traffic violations** The hirer assumes responsibility for all fines, charges and court costs associated with road tolls, traffic violations, or any other infraction, and will be billed accordingly. An administrative fee of at least \$25.00 will be added to each such charge. For traffic violations, the hirer is responsible for the full amount of the violation, including late fees, and will be charged an administrative fee of \$100.00 per violation. For road or bridge tolls, the hirer's credit card will be charged the amount of the toll, late fees and an additional processing fee of \$25.00 per toll.

**Toll road system in the Florida Keys** As of February 2011, the Florida Turnpike Enterprise has implemented a fully electronic road toll system for the 47-mile southern section of the Turnpike from US1 in Florida City to the Miami-Dade/Broward County line. The old toll booths have been removed and tolls can no longer be paid in cash. The following payment options are available for travel on the Turnpike:

Hirers picking up their vehicle at Orlando International Airport can rent a SunPass transponder from the rental center.

A SunPass transponder can be obtained by calling 1-888-865-5352 or visiting [www.SunPass.com](http://www.SunPass.com).

The "TOLL-BY-PLATE" program can be used as an alternative. This program captures an image of the vehicle's license plate and charges the toll to the registered owner of the vehicle. The TOLL-BY-PLATE program allows the hirer to call to register for a TOLL-BY-PLATE account and pay the tolls before an invoice is issued. Payments can be made by cash, online credit/debit card or through new payment kiosks located in major retail stores. Be aware: Florida state law (Statute 316.1001) requires payment of prescribed tolls for the use of toll facilities. Failure to comply with this

law may result in the imposition of a civil fine of \$100.00 or more, the imposition of court costs, and the suspension of the vehicle registration and/or suspension of the driver's license. It is important that the hirer notify the vehicle drop-off center of their trip on the Florida Turnpike, regardless of the option chosen. In the event that an invoice for a toll charge is sent to the lessor as the registered owner of the vehicle, all charges due will be charged to the hirer's credit card on file and processed in accordance with the rental provisions for traffic tickets (including administrative fees).

**Cleaning fees** Hirers are responsible for returning the vehicle with the interior clean and the gray and waste water tanks emptied. The exterior of the vehicle does not require cleaning by the hirer (with the exception of events such as Burning Man, RAAM, EDC etc.). Cleaning and emptying fees apply as posted at the drop-off center.

**Minimum rental period and rate calculation** Nightly rates are pro-rated when overlapping multiple seasons. Minimum rental period of 7 nights and 14 nights minimum with the "All Inclusive" rate. 12 nights minimum when August season supplement applies. When attending the RAAM (Race Across America) event or when the August Season Surcharge is applied a \$2,000.00 deposit is charged (and not just authorized). All drivers must be at least 21 years old. All necessary mileage must be booked in advance. No additional mileage or "All Inclusive" upgrades are available upon pick-up. For all one-ways, prepayment of the minimum required mileage between the pick-up and drop-off location is mandatory. In areas where there is freezing weather, the clean water and waste water systems will be drained and cannot be used. If the vehicle is dropped off at a rental location where it is freezing, a \$100.00 winterization fee will apply. Any damage due to freezing will be charged.

**Holidays and seasonally closed branches** The Denver branch is closed for rental business from December 6, 2025 to February 28, 2026 and the Seattle branch from January 5, 2026 to February 2, 2026. Bookings are possible on special request basis only. All branches are closed on Sundays and on the following holidays: May 26, 2025 (Memorial Day), July 4, 2025 (Independence Day), September 1, 2025 (Labor Day), November 27, 2025 (Thanksgiving Day), December 24 and 25, 2025 (Christmas Eve and Day), December 31, 2025 (New Year's Eve), January 1, 2026 (New Year's Day).

**Burning Man reservations** Anyone planning to attend Burning Man is required to advise the intention at the time of reservation as special terms and conditions apply to all Burning Man attendees.

**Unauthorized late return (or "unauthorized extension of rental period")** If the hirer returns the rental vehicle after 11:00 am without prior authorization from the lessor, the hirer will be charged \$50.00 per hour. Unauthorized extensions will be charged at double the applicable rental rate. To avoid these charges, the hirer must contact the lessor at least one business day prior to the vehicle return date and obtain written authorization to extend the rental period. In this case, the normal rental rate (gross) will apply and will be due at the time of the extension.

**Smoking and pet restrictions, cleaning fees** Smoking is not permitted. Pets are not permitted. A minimum cleaning and deodorization fee of \$250.00 applies for each violation. Hirers are required to return the vehicle with the interior clean and holding tanks emptied. The exterior of the vehicle does not require cleaning by the hirer (except for events such as Burning Man, RAAM, EDC, etc.). Cleaning and emptying fees apply as posted at the drop-off center.

**Insurance overview** The following text is for reference only. The rental agreement is binding and takes precedence over all forms.

Liability insurance (secondary coverage included in the daily rate): Liability insurance provides the hirer with 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 using the rental vehicle.

Supplemental Liability Insurance (SLI): The optional Supplemental Liability Insurance provides the hirer auto liability coverage for amounts over the state limits and up to \$1,000,000.00 against claims made by a third party for bodily injury and/or property damage.

Premium VIP coverage (included in daily rate): Premium VIP coverage includes comprehensive secondary and collision coverage for the rented vehicle with a \$1,500.00 deductible per incident. Coverage includes, but is not limited to, the following:

"Uninsured driver" in the event the hirer is involved in an accident with an uninsured driver,

Accidental damage to the vehicle (at the fault of the hirer or a third party),

Damage to the windshield, windows or tires,

Theft, fire of the vehicle,

Vandalism.

VIP Plus upgrade: On a standard rental, the hirer is responsible for any loss or damage to the vehicle, regardless of the cause or person responsible, up to \$1,500.00 per incident. The VIP Plus option reduces the hirer's liability for damage to the rental vehicle in the event of an accident to \$0.00 (unless otherwise stated, see below). The VIP Plus option is not mandatory. The hirer may purchase the VIP Plus option both in advance and at the rental center (sales tax applies). The VIP Plus option is not insurance; it only reduces the hirer's financial responsibility if the rented vehicle

is damaged or stolen. The deductible is waived as long as the hirer is not in violation of the rental agreement. The VIP Plus option does not apply if:

- the hirer uses the vehicle in violation of the rental agreement;
- the hirer fails to remove the keys or lock all doors and windows and the vehicle is stolen;
- the hirer fails to immediately notify the rental center and the police of any incident;
- the hirer fails to pay charges under the rental agreement;
- applicable local or national law does not allow it.

Incidents not covered (non-exhaustive list): No liability, comprehensive or collision insurance is provided and the hirer is fully responsible legally and financially for:

- Damage to the interior of the vehicle;
  - Damage to persons, personal items and property;
  - 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 hirer's use of a leveling system (if the hirer reconnects it);
  - Damage resulting from driving with the awning open;
  - Damage and injury caused by neglect of 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 permitted);
  - Damage to the vehicle or property of a third party due to the hirer's grossly negligent or willful disregard for local laws and regulations or lack of common sense;
  - Driving 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).
- Note: In the event of a claim, the lessor will not act as an adjuster for third-party insurance policies purchased by the hirer (such as \$0 deductible insurance, etc.).

### 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 allow the hirer to claim any compensation. The photos are not contractual and the choice of the vehicles is done 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.