



EL MONTE RV – 2011 TOUR OPERATOR TERMS & CONDITIONS

Issue Date : July 2010

RENTAL RATES

Rates Include:

- Rates are per night. Pick up date determines rate for the entire rental.
- VIP coverage including public liability insurance (\$1000 deductible per incident) (See Insurance for more details)
- Full tank of propane.
- Maximum rental duration 40 nights - Long term quotations available upon request.
- Rates are for international travellers only
- Please check your agreement for included extras

Insurance

- SLI (Supplemental Liability Insurance) Coverage
- MALI (Mexico Auto Liability Insurance) Only applicable in Mexico

Personal Kits

- Blankets
- Sheets Pillow
- Pillow Case
- Bath Towel
- Hand Towel
- Wash Cloth
- Dish Towel
- Dinner Plate
- Silverware
- Coffee Cup
- Saucer

Vehicle Kits

- Water Pitcher
- Pan Covers
- Frying Pan
- Potato Peeler
- Strainer
- Corkscrew
- Dutch Oven
- Bottle Opener
- Kettle
- Salad Bowls
- 1 qt Saucepan
- Platter
- 4 pc. Cutlery
- 2 qt Saucepan
- Clothes Hangers
- Trash Can
- Mop
- Bucket
- Broom
- Dust Pan

Note: Kit items may vary by location. Items may be substituted without notice.

Generator use \$5 per night \$3 per hour

Transfers (where available)

- Standard transfer** \$15 per person (each way available at LAX, LAS, SFO, DFW, MCO & NYC only)
- Priority AM Departure** Allows pick up of the vehicle before 12 noon (see pick up information for available depots & prices)
- Vancouver Transfer** \$15 per person (each way) Vancouver designated hotels to Bellingham depot (Surcharged each way. No transfer to/from Seattle or SEATAC)
Paid locally – no prepayment option

Other Options (local payment only – no guaranteed availability)

- Toaster \$8/trip
- Coffee machine \$10/trip
- Folding chairs \$10 each
- Iron/Ironing Board \$10/trip
- GPS \$95 per trip (Available at DFW, LAS,LAX, MCO, NYC, SFO & BEL)

One-way Rentals and Fees (available on request only)

Return:	ABQ	ATL	BOS	DEN	DFW	IAD	LAS	LAX	MCO	MIA	NYC	ORD	PHX	SFO	SLC	BEL
Pick up:																
Albuquerque ABQ	--	750	750	500	500	750	500	500	750	750	750	750	350	500	500	750
Atlanta ATL	750	--	500	750	500	500	750	750	350	500	500	750	750	750	750	750
Boston BOS	750	500	--	750	750	250	750	750	500	750	250	750	750	750	750	750
Denver DEN	350	750	750	--	350	750	350	350	500	750	500	350	500	350	350	500
Dallas DFW	350	500	750	350	--	500	350	350	350	500	500	350	350	350	350	500
Wash. DC IAD	750	500	250	750	750	--	750	750	500	750	500	750	750	750	750	750
Las Vegas LAS	350	750	750	350	350	750	--	250	750	750	750	500	350	250	350	350
Los Angeles LAX	350	750	750	350	350	750	250	--	750	750	750	500	350	250	350	350
Orlando MCO	750	350	500	500	350	350	750	750	--	250	350	500	750	750	750	750
Miami MIA	750	500	750	750	500	500	750	750	500	--	500	750	750	750	750	750
New York NYC	750	500	250	500	500	250	750	750	350	500	--	500	750	750	750	750
Chicago ORD	750	750	750	500	500	750	750	750	500	750	500	--	750	750	750	750
Phoenix PHX	350	750	750	500	500	750	350	350	750	750	750	750	--	350	350	750
San Francisco SFO	350	750	750	350	350	750	250	250	750	750	750	500	350	--	350	350
Salt Lake City SLC	500	750	750	500	750	750	500	500	750	750	750	500	350	500	--	500
Bellingham BEL	500	750	750	500	500	750	350	350	750	750	750	500	750	350	500	--

One-way fee is determined by where the desired pick up or return locations' column and row intersect. For example, one-way fee from DFW to NYC is \$500; from MIA to BEL it is \$750.

Import / Export Fee: We try to confirm all One-way requests. However, there are times when the direction of the drop or time of year a vehicle is not available. Therefore, El Monte RV will consider accepting a specific one-way request for the standard one-way fee PLUS an additional cost to import or export the motor home to or from the location needed.

Local & Prepaid Sales Tax:

Taxes are due on all prepaid and local charges and vary depending on the pick up location. (Tax rate as of July 2010 and subject to change without notice on all prepaid and local payments up to pick up date).

ABQ	6.87 %	NYC	7.00 %	IAD	10.00 %
MCO	6.50 %	DFW	10.00 %	SFO	9.75 %
ATL	7.00 %	ORD	6.00 %	LAS	8.10 %
MIA	7.00 %	DEN	5.10 %	BEL	14.40 %
BOS	6.25 %	SLC	16.10 %	PHX	11.55 %
LAX	9.75 %				

New Jersey State Rental Security: Mandatory \$5 / night (maximum \$140) for all pick ups at NYC station. Payable at pick up counter.

Colorado State Rental Tax: Mandatory \$2 / night for all pickups at DEN station. Payable at counter.

Generator: (included with all-inclusive)

All motor home sizes are outfitted with a 110 Volt generator.

The use of the generator is not required for normal vehicle operation. Customers will be charged \$5 per rental night or \$3 per hour as determined by a time meter.

Charges payable at the counter.

If All-Inclusive Package is purchased unlimited generator usage is included.

Prepaid daily generator charges are non-refundable.

Pre-planning Your Route

If at all possible you should calculate your approximate mileage before you book your El Monte RV Motorhome. This will prevent you having either excess mileage charges at the end of your rental or pre-purchasing more miles than you actually need. (Not applicable if all-inclusive option chosen)

Amendments and Cancellations

Amendments:

Any amendment to the booking arrangements may require a revised costing and may be subject to any tax changes, cancellation charges and new booking process.

The first amendment is free of charge. Subsequent changes may be charged at \$50 per change.

The following changes will result in a re-calculation of Value Rate. The rate will be calculated using the most current Value Rate and compared to the existing Value Rate the higher rate will be used. Change of party name, Change of vehicle size, Change of departure location, Change in departure or drop off date, Cancellation and rebooking, Change in one-way drop-off location.

Cancellations:

For all cancellations the following charges will apply:-

For cancellations made 45 days or more prior to departure there will be no charge (unless one way).

For cancellations made 44 days to 16 days prior to departure there will be a charge of US\$350

For cancellations made 15 days to 1 day prior to departure there will be a charge of US\$750

For cancellations made on departure day and for no shows the full cost of the rental will be charged.

One way rentals will always incur a charge of US\$250 (in addition to applicable above fee)

All plus tax

* A client who declines vehicle at departure is classified as a 'Departure Day' and not eligible for any refund.

* Important: In the event of a natural disaster or other Acts of God every reasonable attempt will be made to accommodate clients' schedule changes and travel disruptions. However, no refunds for cancellations will be given and no waiver of any fees will be allowed. ALL applicable fees will be assessed and invoiced to the travel wholesaler accordingly.

Please note: In the case of billing errors, we reserve the right to re-invoice with correct pricing.

MOTORHOME VEHICLE OPTIONS:

VEHICLE EXAMPLES

C 22	Class C motor home. Approximate length:	22ft
C 25	Class C motor home. Approximate length:	23-25ft
CS 25	Class C motor home. Approximate length:	23-25ft Slide-out living area.
C 28	Class C motor home. Approximate length:	26-29ft
CS 30	Class C motor home. Approximate length:	30ft-Slide-out living area.
AS 32	Class A motor home. Approximate length:	31-34ft Slide-out living area and electric stabilizers.
AF34	Class A motor home. Approximate length:	33-35ft Slide-out living area and electric stabilizers.

Other specialist vehicles may be available.

Model Year Definition:

'Model Year' is a standard industry-wide term employed by US automobile and motor home manufacturers to designate annually changing vehicle designs. 'Model Year' does not indicate the year in which a vehicle was manufactured. A 2008 design or 'model', for example, may be manufactured anytime during the 2007 or 2008 calendar year. The model year of an El Monte RV vehicle is always indicated on the vehicle registration.

El Monte RV Motor Homes:

El Monte RV continuously strives to provide our international guests with the best possible motor home product in the industry. To this end, we purchase our units only from top RV manufacturers who make them to our higher than average specifications. All motor homes are 100% walk-through and are equipped with 110V generators.

Motor Home Specifications:

Motor home photos, drawings and floor plans provided are examples only. Sleeping capacities do not mean like number of adults or full-size teenagers can be accommodated comfortably. The features, bed sizes and amenities listed are representative and may be changed, added to or deleted without notice. Specific floor plans or models will vary within a category and cannot be reserved or guaranteed.

Motor Home Lengths:

Motor home lengths will vary within each size category. Specific floor plans, models or lengths cannot be reserved or guaranteed.

Note: All rentals are subject to the terms and conditions of the rental contract signed at the El Monte RV depot at the time of vehicle pick up.

INSURANCE & LIABILITY

- El Monte RV is not responsible for travel operators' or their agent misrepresentation of facts described in the insurance and liability section below
- All coverage and waivers are subject to the expressed terms and conditions of the rental contract signed by the client on pick up.
- This outline is not a complete description of the various coverage plans. The El Monte RV rental Agreement contains the complete legal provisions of any insurance plans.

In the event of an accident, renter and / or driver must disclose to El Monte RV any insurance coverage they may have.

Public Liability

El Monte RV maintains insurance coverage for liability claims, property damage and / or personal injuries resulting from the operation of an El Monte RV vehicle. Our coverage provides third party legal limits to protect the renter and authorized drivers. Liability coverage is limited to the minimum financial limits determined by the US state or Canadian province in which the incident occurred. Claims in excess of the state or province limits may arise. These claims are the responsibility of the renter. El Monte RV assumes no responsibility for such liability claims unless the client has purchased the Supplemental Liability Insurance.

Vehicle Incident Protection (VIP) Jurisdiction: USA and Canada.

Cost: Included in nightly rate.

Coverage: VIP coverage reduces the renter's responsibility from \$5,000 to \$1000 per occurrence in case of overhead damage, undercarriage damage, damage from vehicle back up, vandalism, theft or windshield damage regardless of fault and for costs incurred in transporting damaged vehicle to the rental station, including towing and storage, provided renter is in compliance with the terms and conditions of the rental contract.

Certain exclusions apply, see below. VIP only covers damage to the motor home or vehicle itself while under the rental contract and does not in any way limit the renter's responsibility for liability claims, property damage, and / or personal injuries (see Public Liability above).

VIP is not an insurance, rather an agreement between renter and El Monte RV to limit renter's financial responsibility for damage to motor home. Third party claims are not covered or accepted.

If purchasing El Monte RV's Mexico Auto Liability Insurance (MALI), the VIP will cover the difference between the applicable VIP deductible and the 3% Mexico Auto Liability Insurance physical damage deductible if the renter is involved in an accident while travelling in Mexico and is in compliance with the terms and conditions of the rental contract.

Deductible:

Per occurrence \$1000 - provided the following exclusions have not occurred. (This deductible is non-refundable under any circumstances).

Exclusions: Include but are not limited to the following:

- Use of a rental vehicle in violation of the terms and conditions of the rental contract.
- Motor home or vehicle damage caused while driving under the influence of alcohol and/or narcotics.
- Accidents arising out of the use of a rental vehicle by an unauthorized driver.
- Motor home or vehicle damage caused by driver falling asleep at the wheel, or inattentive driving.
- Costs incurred in transporting damaged vehicle to the rental station, including towing and storage, while travelling in Alaska or Northern Canada.
- Interior damage.
- Damage during off-road use.
- Overheating or freezing of rental vehicle systems.

Supplemental Liability Insurance (SLI) Jurisdiction: USA and Canada.

Cost: Included with all-inclusive package or see price guide

Coverage:

Supplemental Liability Insurance provides excess auto liability insurance that protects the renter for the difference between the underlying insurance and up to \$1,000,000 against claims by a third party for bodily injury and / or property damage sustained as a result of an accident while operating the El Monte RV rental vehicle.

If the renter resides outside the United States and is covered by a foreign Liability Insurance policy, the foreign Liability Insurance coverage will be excess / secondary over the SLI purchased pursuant to the rental contract.

Deductible:

There is no deductible with the Supplemental Liability Insurance.

Exclusions: Include but are not limited to the following:

- Use of a rental vehicle in violation of the terms and conditions of the rental contract.
- Motor home or vehicle damage caused while driving under the influence of alcohol and / or narcotics.
- Accidents arising out of the use of a rental vehicle by an unauthorized driver.
- Renter's liability for damage to the rental vehicle.

Mexico Auto Liability Insurance (MALI)

EI Monte RV's Mexico Auto Liability Insurance is required protection which the renter must obtain from EI Monte RV when renting an EI Monte RV vehicle and will be travelling in Mexico. EI Monte RV's Mexico Auto Liability Insurance policy provides excellent coverage and eliminates the hassles of trying to obtain insurance at the border.

A written permit from EI Monte RV is required for border crossing.

EI Monte RV's Mexico Auto Liability Insurance must be purchased at the rental counter.

Client may purchase coverage only for the specific days that they will be in Mexico.

There is no reimbursement for repairs or lost use incurred while vehicle is in Mexico.

Jurisdiction: Mexico Auto Liability Insurance is only valid when travelling in Mexico and according to the laws of Mexico.

Coverage: This insurance provides coverage for physical damage to or total theft of the EI Monte RV rental vehicle, third party liability and medical payments. Coverage also includes legal assistance to aid in the prevention of the driver from going to jail.

Limits:

Physical damage:	Limited to \$100,000 for collision, upset, overturn, etc.
Total theft:	Limited to \$100,000. Coverage excludes partial theft.
Auto liability:	\$1,000,000 combined single limit for property damage and bodily injury.
Medical payments:	\$3,000 per person and \$15,000 per accident.
Legal assistance:	Maximum limit of \$43,000

Deductible:

Physical damage: The deductible for physical damage is 3% of the actual cash value of the RV with a minimum deductible of \$600.

Total theft: The deductible for total theft is 5% of the actual cash value of the RV with a minimum deductible of \$600. Coverage excludes partial theft.

Auto liability: No deductible

Medical payments: No deductible

Legal assistance: No deductible

Exclusions: Included but are not limited to the following:

- Use of a rental vehicle in violation of the terms and conditions of the rental contract.
- Accidents which occur while renter is under the influence of alcohol and /or narcotics.
- Accidents arising out of the use of a rental vehicle by an unauthorized driver.
- Coverage excludes partial theft.

RENTAL LOCATIONS:

- Dallas - DFW
- Las Vegas - LAS
- Bellingham (Vancouver) - BEL
- Denver - DEN
- Los Angeles – LAX
- Atlanta – ATL
- Albuquerque – ABQ
- Boston - BOS
- Salt Lake City – SLC
- Washington - IAD
- San Francisco - SFO
- New York - NYC
- Miami - MIA
- Orlando – MCO
- Chicago - ORD
- Phoenix - PHX

RENTAL PROCEDURES

Client/Driver Requirements

Renter (contract signer) must be at least 21 years of age and in possession of valid identification (Driver's license, passport, etc.).

Additional drivers must be present at pick up of the rental vehicle and sign the rental agreement.

There is no charge for additional drivers.

Authorized drivers must be at least 21 years of age with a valid driver's license and identification, and be listed on the rental agreement.

An International Driver's License is recommended, though not required.

A major credit card (no ATM/debit cards) with available credit is required for the Security Deposit and all charges paid at the counter. The credit card must be issued to the signer or co-signer of the contract.

First Night Accommodation

We strongly recommend that clients spend their first night in the U.S.A. in a hotel.

Transfers are restricted to designated hotels advised at time of booking.

No refunds are given for self-transfer.

No transfers are provided for same day flight arrivals.

Motor Home Takeover and Return Policies

Takeover time: After 1:00 pm. Subject to vehicle readiness. (Even if clients may be picked up or arrive earlier on their own at the depot). (except PAD – Priority AM Departure)

Latest motor home takeover time is 1 hour before station's official closing time.

Day of departure: No refund if client picks up later than the booked day of departure.

Return time: Between 8:00 am and 11:00 am.

A \$50+ per hour penalty will be charged for returns after 11:00 am without prior authorization from rental station.

Clients with an early flight must make prior arrangements with rental station for possible earlier transfer to airport.

Clients may have to return by 11:00 am a day early to obtain courtesy shuttle, or arrange other means of transportation. No refunds for early return.

Early returns: No refunds for any reason if rental is terminated by clients before the scheduled return date.

Times of Operation

The following El Monte RV locations are open 7 days a week

Monday – Saturday 8am-5pm and Sundays 8am-4pm

Los Angeles - San Francisco - Orlando - Las Vegas

The following El Monte RV Locations are open 6 days a week

Monday – Saturday 9am-5pm

Dallas – New York – Bellingham

(Some locations reduce operation times during the off season, which will be advised to you when we provide your travel documents. Bellingham is closed Saturday and Sunday October to 22 January and closed everyday 23 January through 7 February)

The following locations are open 5 days a week.

Monday – Friday 9am-5pm

Albuquerque – Denver – Miami – Salt Lake City – Atlanta – Washington – Chicago – Boston – Phoenix

(Denver and Salt Lake City are closed November through to 31 March)

All stations are also closed on key national holidays.

No bookings will be accepted for pick up or return on these days. No exceptions.

Location closing dates are subject to change.

Security Deposit

Clients are required to leave a \$1000 security deposit at the time of vehicle pick up. We require that the deposit be guaranteed by a credit card with sufficient credit balance to cover this amount (major credit cards only - no ATM/debit cards accepted). The security deposit guarantee is valid only for the duration of the rental contract and will not appear on the client's credit card statement; therefore, it will not necessitate a 'refund'. The security deposit capture is automatically released upon completion of the return contract provided that the rental vehicle is returned clean inside, undamaged and on time.

Customer Orientation

Clients will receive a full orientation of their motor home, including client's maintenance and use responsibility.

Orientation consists of a video in English, German, Spanish or Japanese introducing the general concepts of motor home use and safety tips, as well as a personal walk-around of motor home with the client by a qualified

instructor. Operator manuals are provided for clients to take with them in English and German. Additionally, clients receive from the rental station regional campground directory and location map with directions to nearest supermarket and gas stations.

Luggage Storage

Luggage storage is available on a limited basis at limited locations only. However, to facilitate the pick up and drop off procedures, we recommend that clients store their luggage in their vehicle. Soft-sided or collapsible bags are best for storage.

Luggage storage is at the client's own risk.

Luggage capacity in courtesy shuttles is limited and may require clients with excess luggage or oversized items to store and later retrieve them from their hotel.

Lost Items

El Monte RV is not responsible for items left in the motor home after client's return and reserves the right to donate or dispose of them as it sees fit. Left items cannot be mailed to client.

TRANSFER PROCEDURES

Clients must call the depot on the morning of scheduled pick-up to arrange vehicle takeover time. Even if clients arrange their own transfers, they still must call for time of vehicle readiness. Under no circumstances should clients arrive unannounced.

Standard takeover time: After 1:00 pm, even if clients arrive earlier. Subject to vehicle readiness.

PAD (Priority AM Departure) takeover time: 8:00 am and 12:00 noon (charge/restrictions applies).

Courtesy transfer to and from Bellingham airport to Bellingham depot by El Monte RV is provided at no charge.

Transfers are provided as a courtesy and are not financially negotiable or refundable. Transfers to or from rental station at times may be subject to restrictions or limitations beyond El Monte RV's control. In such circumstances, transfers may be the financial and logistical responsibility of the renter.

PICK UP

Standard Transfer: (CHARGE APPLIES)

Pick up transfers are available from a selection of airport hotels charged per person.

Locations with transfers option: Los Angeles, San Francisco, Las Vegas, New York, Orlando, Dallas.

Locations with NO transfers: Albuquerque, Atlanta, Washington, Denver, Miami, Salt Lake City and Chicago

Bellingham special transfer from/to Vancouver (see below).

Contact number: Client must call 1-800-367-6507 no later than 9:00 am the morning of motor home takeover to schedule pick up time and confirm hotel entrance. Under no circumstances should clients arrive unannounced.

Transfer charges may only be paid locally

Transfer time:

Shuttle arrives between 10:00 am and 2:00 pm at designated hotels only. (Guide only) Customer must call depot morning of pick up to confirm expected vehicle pick up time.

Note: Delays may occur during peak season and certain holiday periods. No refunds are given for transfer delays.

Vancouver transfer for Bellingham location: (CHARGE APPLIES)

Pick up from Vancouver airport area hotels only. Must be prebooked

Pick up time approximately 10:00-12:00 am.

Surcharge applies in each direction. (paid locally)

US Border Crossing Fee of \$6 per person is required at the border. Clients should be aware that a visa to enter the United States may be required. (fee subject to change)

Due to increased security and traffic, delays crossing into the US are possible. El Monte RV is not responsible for refunds of any type as a result of border crossing delays.

Priority AM Departure (PAD) Transfer (see rates for cost)

PAD locations: Restricted to the following: Las Vegas, Los Angeles, San Francisco, New York and Orlando.

Not offered at Albuquerque, Atlanta, Washington, Denver, Miami, Salt Lake City, Chicago, Boston, Phoenix and Bellingham.

Hotel transfer restrictions: PAD is restricted solely to those hotels designated as PAD hotels and advised at time of booking.

Hotel notification: Client or agent must inform El Monte RV of PAD hotel no fewer than 14 days prior to vehicle takeover date.

PAD is for early preparation and pick up of the motorhome and transfers are offered as a courtesy only.

In the event client or agent fails to notify El Monte RV, or notifies us less than 14 days prior to takeover, client will either have to accept standard transfer, or provide their own transfer at their own cost. No Exceptions.

PAD Transfer instructions

Contact numbers:

A pre-recorded message is available at 1-800-337-2199 which instructs at what time and at which entrance clients should wait for transfer shuttle.

It is recommended that clients also call 1-800-367-6507 the day before motor home takeover to confirm pick up time and hotel entrance.

Transfer time: PAD Shuttle arrives between 7:15 am - 8:00 am.

PAD surcharge: This option guarantees a departure-ready motor home before 12:00 noon.

Please indicate PAD hotel at time of booking, or at least 14 days in advance.

A 'Client Information' form is available for clients and must be filled out and faxed to us in advance of motor home takeover indicating PAD hotel.

There are no refunds for PAD surcharge if we do not receive PAD hotel information 14 days prior to pick up. No exceptions.

Self-Transfer: Clients can make their own way to all depots at their own expense.

Self Transfer is mandatory at Atlanta, Washington, Denver, Miami, Salt Lake City, Chicago, Phoenix, Boston and for Bellingham to and from Seattle / SEATAC area. Customer must not arrive at depot without calling first.

Takeover scheduling:

Clients must call 1-800-367-6507 on the morning of scheduled pick-up to arrange vehicle takeover time. Even if clients arrange their own transfers, they still must call for time of vehicle readiness. Under no circumstances should clients arrive unannounced.

* **Toll Free Transfer Telephone numbers are area code directed.** Customers must use a land based telephone (hotel, car rental, pay phone etc) in order to be directed to the correct pick up location. Cell phone users must use the direct telephone numbers for each location (see 'Pick Up Information' on website www.elemonterv.co.uk).

Clients using a cell phone to call El Monte RV's toll-free number while in NYC, for example, for a pick up the next day in MCO would be connected to the NYC station.

Standard takeover time: After 1:00 pm, even if clients arrive earlier. Subject to vehicle readiness.

PAD takeover time: 8:00 am and 11:00 am if participating in the PAD.

Seattle (SEA) transfer: No transfer provided in either direction. Clients must arrange and pay for their own transfer. We recommend that clients rent a car to and / or from Bellingham airport. In most cases the charge for one-way rental car is less than \$80. Courtesy transfer to and from Bellingham airport by El Monte RV is provided at no charge.

RETURN

Standard Transfer: (CHARGE APPLIES)

Locations with transfer option: Los Angeles, San Francisco, Las Vegas, New York, Orlando, Dallas.

Locations with NO transfers: Albuquerque, Atlanta, Chicago, Washington, Denver, Miami, Salt Lake City, Phoenix, Boston and Bellingham (see below).

Transfer time: Shuttle departs from rental station between 10:00 am and 2:00 pm

No transfers are available for drop offs after 11:00am

Vancouver transfer for Bellingham location:

Shuttle departs Bellingham location at approximately 8:30 am.

Local surcharge applies.

Due to increased security and traffic, delays crossing into Canada are possible. El Monte RV is not responsible for any refunds of any type as a result of border crossing delays.

VEHICLE SUPPORT & USE

Maintenance and User Responsibility

Client is responsible for routine maintenance while travelling (coolant, oil, tire pressure), as well as immediately reporting mechanical failures. Clients may be held responsible for mechanical damage due to negligence in operation and /or in performing normal maintenance. Tools for vehicle repair are not provided since clients are not authorized to make repairs.

Reimbursements & Refunds

El Monte RV operates one of the newest fleets in the industry. Yet as motor homes are mechanical devices they do occasionally develop problems.

In the event of a mechanical problem requiring repairs under \$75 clients will be reimbursed upon presentation of receipts and any replaced parts. For needed repairs over \$75 clients must call El Monte RV's Roadside Assistance department for prior authorization. A toll free number is provided for assistance with problems, questions, etc: 1-800-367-4707.

In the unlikely event that items are missing from vehicle or personal kits, or for example client needs an additional blanket, or client needs to replace an item for the motor home such as a water hose, sewer hose, etc., the client may purchase these items without prior approval and will be refunded at return upon presentation of valid receipts, provided they do not total more than \$75.

In the event of a mechanical breakdown requiring the vehicle to be in repair for more than 12 hours, El Monte RV will refund lost-use rental charges only. El Monte RV's maximum liability shall be for the refund of nightly rental charges or fractions thereof. No claims for rental car, hotel, telephone, etc., will be accepted.

Radio, air-conditioning, refrigerator, generator, microwave, appliances, automatic step and cruise control, are not considered mechanical breakdowns.

Client refund or reimbursement requests must be received in writing with all supporting documentation no later than 45 days after rental return to be eligible for compensation consideration.

In order to be eligible for a lost-use refund client must have contacted El Monte RV's Roadside Assistance department during their rental period and must have followed Roadside's instructions, self-help tips, and / or recommendations for repair.

Deductible: Clients will be charged \$1000 deductible ... per incident ... for damage to motorhome.

Loss of Rental: Clients will be charged 'loss of use' fees for company's lost rental revenue, up to the amount of the deductible, based on estimated time of motorhome repair.

In the event of client accepting a refund at the drop off or earlier, no future refund requests will be considered. A refund is considered accepted when client accepts a payment from El Monte RV.

Vehicle Support

Roadside Assistance: 1-800-367-4707. Open every day during business hours and most holidays.

In order to be eligible for a lost-use refund client must have contacted El Monte RV's Roadside Assistance department during their rental period and must have followed Roadside's instructions, self-help tips, and / or recommendations for repair. No refund is offered for calls made from mobile phones.

Roadside Assistance is a courtesy service provided by El Monte RV for our customers. They are not authorized to determine refunds. Any refund consideration can only be made by the return location manager.

Under certain circumstances a replacement vehicle may be provided to the client. El Monte RV reserves the right to determine if, where and when a vehicle exchange will take place.

In the event of an accident involving an El Monte RV rental vehicle, no matter who was at fault, El Monte RV reserves the right to determine if, where and when a vehicle exchange will take place.

Under most circumstances, if client for any reason was at fault in causing incapacitation of their motor home they will be required to pay the costs incurred in delivering a replacement unit to them of up to \$5,000.

Should clients violate the terms and conditions by driving intoxicated, under the use of drugs, or should they fall asleep at the wheel or drive negligently the \$5000 deductible is voided and the customer will be responsible for all costs involved in replacing, towing and repairing of damaged motorhome. Client's financial responsibility includes but is not limited to the rental vehicle. Clients may be charged 'lost use' for the time needed for recovery and / or repair.

Travel Restrictions

Clients are restricted from travelling to certain regions due to road conditions, extreme weather, acts of God, security alerts and /or availability of support. Restrictions are subject to change without notice and are determined solely by El Monte RV.

Clients are responsible for knowing and following the travel restrictions and awareness of changing conditions.

El Monte RV, to the best of its ability, will provide clients as much information at time of pick up as possible, but is not liable for any delays or detours client may encounter.

Please note the following restrictions:

- Off-road: Travel on non-public, unpaved and / or 'logging' roads is not permitted at any time.
- Death Valley: Travelling in or traversing Death Valley is not permitted in July and August. In May, June and September travel is permitted, however customer is fully responsible for all mechanical problems and/or towing or vehicle recovery costs. Ground temperatures can reach 140° F or 60°C.
- Mexico: Travel is permitted at client's own risk and only with purchase of El Monte RV's Mexico Auto Liability Insurance (MALI), available at all southwest locations. However, there is no reimbursement for repairs, lost use or deductibles for damage.
- New York City / Manhattan: Travel is not permitted.
- Alaska / Northern Canada: Travel is permitted at client's own risk. However, there is no reimbursement for repairs or lost use.

- Winter: Travel during winter months is permitted. However, clients are responsible for any damage due to systems freezing or cold weather. As a precautionary measure, water may be replaced by anti-freeze to prevent water systems from freezing. Customers must plan on using bottled water and may be charged a 'de-winterization' fee if water systems are used. Special instructions may be given at the rental counter.
- Summer: Travel in summer months and /or in extreme temperatures can strain motor home systems such as roof and dash air conditioners, generator and refrigerator. We maintain our motor home fleet to accommodate all weather conditions; however, clients should be made aware that performance of motor home systems under extreme conditions cannot be guaranteed.

Traffic Tickets and Citations

Client is responsible for all traffic tickets and citations incurred during the rental period.

Tickets must be handed to the rental office during return of the vehicle. Clients will be charged up to \$250 for penalties and administrative charges for non-reporting.

Fuel

Fuel costs are client's responsibility. Gasoline tanks are generally full at pick up and must be returned full or the difference will be estimated and the clients charged; or if not full the gasoline tank must be returned at the same level or the difference will be estimated and the clients charged. No claims are accepted as to fuel consumption. No claims are accepted as to fuel consumption if client is upgraded to a larger unit.

Fuel consumption will vary according to where and how a vehicle is driven.

Substitutions

We make every effort to provide the clients with the model reserved. However, El Monte RV reserves the right to substitute models which are similar, higher rated or longer as necessary; i.e. a Class A vehicle may be substituted for a cab-over Class C model; a C 28 may be substituted for a C 22.

No refunds for any reason (additional fuel consumption, ferry charges or campground fees, etc.) will be given due to increased length or size of motor home substituted.

Should a smaller or lower rated vehicle be offered and accepted, liability will be limited to a refund of the price difference between the model booked and paid for and the model received at the time the booking was made. No refund will be given should a smaller or lower rated vehicle be requested by the client.

Clients should take into consideration a larger unit may be substituted when pre-booking campgrounds.

Clients should automatically reserve the next size motor home length when making ferry reservations.

CUSTOMER RELATIONS

Guest relations issues should be addressed where possible with the El Monte RV rental depot at the beginning or end of your stay. Should any matter remain unresolved, issues should be addressed with the El Monte RV UK office no later than 30 days after your return to the UK

Client Contact Information whilst travelling in North America:

Standard Transfer: 1-800-367-6507 (Must be called from a landline)

PAD Transfer: 1-800-337-2199

Roadside Assistance: 1-800-367-4707

UK/EUROPEAN SALES AND RESERVATION CENTRE

Tel : 01483 500003 Fax : 01483 894594 Email: res@elmonterv.co.uk

Unit 5, Bramley Business Centre, Station Road, Bramley, Surrey, GU5 0AZ, UK

All details subject to change without notice