

El Monte CLIENT INFORMATION

Online Customer Check-in Customers may take advantage of El Monte RV's new online self-check-in at the following website: Please refer to MyElMonteRV.com/check-in

By filling out their customer information in advance clients will speed up their motorhome pick up procedure. Please provide clients with the above website. They will require either their Agency booking number, or El Monte RV's reference number, as well as last name, pick up and return locations, and pick up and return dates.

First Night Accommodation

We strongly recommend that clients spend their first night in the United States in a hotel.

Transfers

Transfers are restricted to hotels mentioned in the 'Location Maps & Hotel Information' pages.

No refunds are given for self-transfer.

No transfers are provided for same day flight arrivals.

Complimentary shuttle transfers are available to and from designated hotels for DFW, LAS, LAX, MCO, Newark Airport (NYC), SFO, and YVR offices.

Transfers with the PAD option are available to and from designated hotels for DFW, LAS, LAX, MCO, Newark Airport (NYC) and SFO offices. PAD Fee applies.

Transfers to or from rental station 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.

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.

*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 'Location Maps and Hotel Information' pages). Clients using a cell phone to call El Monte RV's toll-free number while in NYC, for example, for a pickup in MCO, would be connected to the NYC station.

NYC Midtown Manhattan transfers are charged \$80 per direction. Pickups occur after 1pm. 2018

Takeover and Return Policies

Takeover time: After 1:00 pm. Subject to vehicle readiness.

Clients may be picked up or arrive earlier on their own (except PAD).

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 prior to obtain the transfer shuttle, or arrange other means of transportation.

No refunds for early returns.

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

Recommendation: Due to heightened volumes of travel during holiday seasons we recommend that customers avoid beginning or ending their motor home rental on the days immediately before or after a holiday date. Otherwise, customers may experience airline delays, increased road traffic and possible delays at rental office.

Client Requirements

- Renter (contract signer) must be at least 21 years of age and in possession of valid identification (driver's license and 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 such as Visa, MasterCard, Amex (no ATM/debit cards such as EuroCard) with available credit is required for all charges paid at the counter. Cash or Travelers Checks are not accepted. The credit card must be issued to the signer or co-signer of the contract.

Security Deposit

- A \$1,000 security deposit is required at the time of departure.
- We require that the deposit be guaranteed by a major non-debit credit card such as Visa, MasterCard or American Express with sufficient credit balance to cover this amount.
- We do not accept ATM/debit cards such as EuroCard/Check Cards or pre-paid credit cards.
- We do not accept Cash or Traveler's Checks, Stored Value/Pre-paid cards or gift cards.
- The security deposit is not charged on the customer's credit card on pick up, but rather the amount is on 'hold'. Upon return provided that the rental vehicle is returned clean inside, undamaged and on time this 'hold' is removed.

Customer Orientation

Clients receive a full orientation of their motor home, including clients' responsibilities for maintenance and use. Orientation consists of a 30 min. 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 a regional campground directory and location map with directions to nearest supermarkets and gas stations.

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.

Pets

Pets are allowed. Client is responsible for all damage and may be surcharged for special cleaning.

Luggage Storage

Luggage storage is available on a limited basis at the following locations: DFW, LAS, LAX, MCO, NYC, SFO & YVR. No guarantee of luggage storage is made for these locations: DEN, MIA, ORD, PHX, SAN and SLC.

To facilitate the pickup and drop off procedures, we recommend that clients carry their luggage in their vehicle. Soft-sided or collapsible bags are recommended for easier storage.

Luggage storage is at the client's own risk and is not available for one-way rentals.

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

Client Contact Information

Customer information: MyElMonteRV.com

Standard Transfer: 1-800-367-6507*

PAD Transfer: 1-800-337-2199*

On-The-Road Support : 1-800-367-4707 and roadsidegroup@elmonterv.com

* 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 Location Maps and Hotel Information pages).

VEHICLE SUPPORT & USE**Maintenance and Use Responsibility**

Client is responsible for routine maintenance while traveling (checking coolant, oil, tire pressure, etc.), as well as immediately reporting mechanical failures. Clients may be held responsible for mechanical damage due to negligence of operation and/or performing normal maintenance, and may be charged for vehicle down time. (See 'Loss of Rental'.) Tools for vehicle repair and tire change 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 may occasionally develop problems.

Refunds for Mechanical issues:

In the event of a mechanical problem requiring repairs over \$75 clients must call El Monte RV's On-The-Road Support for authorization. A toll free number is provided for assistance with problems, questions, etc.: at 1-800-367-4707. Contact can be made also at: roadsidegroup@elmonterv.com. Clients will be reimbursed on return and upon presentation of receipts and any replaced parts. No repair receipts over \$75 will be reimbursed without prior authorization. Note: \$75 reimbursement does not apply to de-winterizing or winterizing cost.

Additional Items:

In the unlikely event that items are missing from kitchen or personal kits, or for example if a client needs an additional blanket, or 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 not total more than \$75.-

Breakdowns

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.

Accompanying vehicles

Accompanying vehicles are not eligible for compensation.

Travel Agent Assistance

Contacting one's travel agency or tour operator will have no effect on the availability and/or speed of vehicle towing, repairs and/or replacement and no compensation of any kind will be given for communication costs incurred.

Clients should be instructed by their travel agency/tour operator to coordinate the repair efforts only with El Monte RV's On-The-Road Support and to discuss compensation with the staff at the return rental counter.

Client Complaints

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. El Monte RV reserves the right to take up to 60 days after receipt of the complaint to investigate and respond. Please email claims to: intl.claims@elmonterv.com →

On-The-Road Support Contact requirement

In order to be eligible for any lost-use refund during their rental period clients must contact El Monte RV's On-The-Road Support and start a Customer Service Log with them and must have followed all instructions, self-help tips, and/or recommendations for repairs. o Customers declining On-The-Road Support instructions, recommendations or appointments for repairs will not be eligible for lost-use compensation.

o All vehicle lost-use issues must be verified by a pre-authorized repair facility and/or by location staff upon return and only after issues are validated will compensation be given.

o No consideration for lost-use will be given if it is determined any issues were operator error. Return: Without prior authorization in order to be eligible for a lost-use refund clients must return rental unit to return office as booked or a recovery fee and penalty will be charged.

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

Loss of Rental: Clients may be charged up to the amount of the deductible for company's lost rental revenue due to the down time based on an estimated time for motor home repair.

Cell-phone charges: Clients are responsible for all cell-phone charges. Clients are encouraged to use On-the-Road-Support's toll free number as the primary contact telephone number.

On-The-Road Support

- On-The-Road Support (OTRS): 1-800-367-4707. Open every day during business hours and most holidays, and extended hours in peak season.
- Support staff may also be reached via email: roadsidegroup@elmonterv.com

- In order to be eligible for a lost-use refund client must have contacted El Monte RV's On-The-Road Support department during their rental period and must have followed their instructions, self-help tips, and/or recommendations for repair.
- On-The-Road Support 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.
- In certain circumstances clients may be provided a replacement vehicle. El Monte RV, at its sole discretion, 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 as well as any damage deductible up to \$5,000.-

Should clients violate applicable laws or the terms and conditions by driving intoxicated, under the influence 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 motor home. Client's financial responsibility includes but is not limited to the rental vehicle. Clients may be charged 'Loss of Rental' for the time needed for recovery and/or repair.

Travel Restrictions

Clients are restricted from traveling 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 for informing themselves of possible 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.

Violation of these travel restrictions voids insurance and coverage options under the terms and conditions of the rental contract.

Please note the following restrictions:

- Off-road: Travel on non-public, unpaved and/or 'logging' roads is not permitted at any time.
- Death Valley: Traveling 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. During July / August clients may be required on pick up to sign and acknowledge these restrictions.
- 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 when in Mexico.
- 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.

f. Winter: Travel during winter months is permitted. However, freezing conditions may occur in spring and fall at higher elevations and should be anticipated and precautionary measures taken. Clients are responsible for any damage due to systems freezing due to cold weather. As a precautionary measure at certain locations water may be replaced by anti-freeze to prevent water systems from freezing. Clients are then not allowed to use any water systems, including the toilet or shower, until they have traveled to areas with consistently above zero temperatures. In the event the clients want to replace the anti-freeze with water they may be charged up to \$150 to re-winterize or de-winterize the vehicle.

Note: Winterizing or de-winterizing cost, typically up to \$150, are responsibility of renter.

g. 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. Roof A/C units will only cool the interior of the motor home up to a maximum of 20 degrees cooler than the outside temperature.

h. Ontario / Quebec: Due to the increased incidence of theft motor homes are not allowed to be left unattended within the cities of Montreal, Ottawa and Quebec City. We recommend leaving the motor home parked at a campground and use a taxis or public transportation. Details available at pick up location. Clients planning on traveling in these areas must inform rental station prior to departure.

i. Vehicle Return: Clients who return the rental vehicle to any location other than the one booked and confirmed without prior authorization or who abandon the rental vehicle will be charged a recovery fee and penalty.

Traffic Citations, Golden Gate Bridge, Toll Roads

Client is responsible for all traffic violations, fines, toll charges and/or citations incurred during the rental period.

Traffic Citations:

Client may either pay the traffic citations themselves, or opt to hand the citation over to the rental office upon return for processing and payment. In addition to the citation amount clients will be charged a \$25 administrative processing fee per infraction. In the event of customer non-payment or failure to turn over any citations to El Monte RV, clients are responsible for the fine amount plus late penalties. Additionally, clients may be charged up to \$250 per infraction for increased administrative processing.

Toll Roads / Golden Gate Bridge tolls:

El Monte RV will charge the customer the amount of the toll PLUS an additional handling fee of up to \$25 using the credit card we have on file. This service does NOT include traffic citations or parking infractions.

Florida SunPass

Florida SunPass is no longer available at our Florida locations. However, they can be purchased at certain retailers which can be found at this link: <https://www.sunpass.com/sunPassRetailers>

Fuel Consumption

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 as at takeover or the difference will be estimated and the clients charged. No claims are accepted as to fuel consumption. Fuel consumption will vary according to where and how a vehicle is driven. No claims are accepted as to fuel consumption if client is upgraded to a larger unit.

Vehicle 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; i.e. a Class A may be substituted for a cab-over Class C model; a C28 may be substituted for a C22.

No refunds for any reason (such as increased fuel consumption, ferry charges, 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 pick up. No refund will be given should a smaller or lower rated vehicle be requested by the client at pick up.

No claims as to vehicle year will be considered.

When pre-booking campgrounds clients should consider a larger unit may be substituted.

When making ferry reservations clients should automatically reserve the next larger unit length.

Generator

All motor home unit types are outfitted with a 110 Volt generator.

The use of the generator is not required for normal vehicle operation. Customers have the option of being charged a per rental night fee for unlimited use, or a per hour fee calculated upon return.

Charges are payable at the counter. Use of power outlets for charging phones, etc., are at clients own risk.

Prepaid generator charges upon vehicle return are non-refundable.