

# EL MONTE RV



## 2021 Terms & Conditions

Valid for pick up April 1, 2021 – March 31, 2022

*Subject to change without notice*

**\*\*\* All prices listed are in US Dollars \*\*\***

*Alternate Terms and Conditions may be in effect for certain rental vehicles, dates, offices, events and uses*

### **CHARGES:**

#### **Pre-Paid Nightly Rental Rates:**

- At least a 3 night minimum is required for round-trip rentals. At least a 7 night minimum is required for one-way rentals. Certain Vehicles, Holidays and Special Events may require a longer rental period. **Actual minimum rental period is noted on the weekly rate sheet for each season.**
- The Nightly Rental Rate includes Unlimited Generator Usage

**Sales Tax:** Taxes are due on all charges\*\* and vary depending on the pick-up Location.

#### **Mandatory Charges:** *Pre-Paid or Paid at Counter*

- Starter Kit: \$39.95 per Trip
  - Full tank of Propane: The Water Heater; Range (Stove) & Oven; Space Heater and the LPG Setting on the Refrigerator & Freezer run on LPG (Liquid Propane Gas).
  - Prepared Tank with Toilet Chemicals (1 pack) and Tissue (1 roll)
  - Electrical Power Cord
  - A/C Adaptor
  - Dumping and filling hoses
  - Leveling blocks
- Drop Fees are due for One-Way Rentals. *Limited Availability.* If available, there is a one-way drop fee due.
- Contracts are subject to fees imposed by the State Governments, Environmental Impact fees and Vehicle License fees (VLF): [*\*\* These fees are not subject to sales tax*]
  - California VLF: \$2.00 per night
  - Nevada VLF: 3.5% of the nightly rental rate
  - Texas VLF: \$1.00 per night
  - Florida VLF: \$0.70 per night
  - New Jersey VLF: \$0.55 per night
  - New Jersey State Rental Fee: \$5.00 per night; 28-night maximum charge
  - Virginia State Sanitation Fee: \$20.00 per vehicle
  - Pennsylvania P.T. Assistance. Fee: \$2.00 per night
  - Colorado Road Safety Program Fee: \$2.00 per night

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**Pre-Paid Miles Packages:** There are no miles included in the nightly rental rate. Mileage packages provide discounted miles that can be purchased before departure. There is no refund for unused mileage pre-purchased as part of a mileage package.

- Packages of 100 Miles are charged at a discounted price – See rate sheet
- Per mile charge for additional miles traveled over pre-purchased allotment varies by unit type between 32 cents per mile and 39 cents per mile.
- Unlimited mileage option is only offered for rentals of 14-nights or longer.

**Housekeeping Options:** *Pre-Paid or Paid at Counter.* Kit items and quantities may vary by location. Items may be substituted without notice. Items are for rent and must be returned to rental locations.

- **Convenience Kit:** \$55 per person
  - Linens for Bed & Bath + Dishes & Utensils
- **Kitchen Kit:** \$130 per vehicle
  - Cooking Ware + Sanitation Supplies
- **Important Note:**
  - Kit items and quantities may vary by location. Items may be substituted without notice.
  - Housekeeping kits are offered for rental at the DEN, DFW, LAS, LAX, MCO, MIA, NYC, ORD, SFO, SLC, SND and YVR offices *only*.

#### **Pets:**

- Pets are allowed to travel in the motorhomes.
- We no longer charge a Pet Fee; but the RV needs to be returned in its original condition.
- Client is responsible for all pet related damage.
- Standard cleaning charges apply if necessary.

**Insurance and Coverage Options** (conditions and exclusions apply): *Pre-Paid or Paid at Counter.*

- Renter **must** present proof of automobile insurance applicable to the rental unit.
- Vehicle Incident Protection (VIP) reduces the Deductible to \$1,000 Per Occurrence of accidental damage to the rental vehicle. VIP is \$16 per night *Pre-Paid or Paid at Counter.*
- Rental Liability Insurance (RLI) acts as Primary Third Party Liability Insurance up to the required financial responsibility limits. RLI is \$13.50 per night *Pre-Paid or Paid at Counter.* RLI is available for purchase at all rental offices except those located in Colorado, Florida and Maryland.
- Supplemental Liability Insurance (SLI) is Additional Third Party Liability Insurance up to \$1,000,000. SLI is \$15.00 per night in all States *Pre-Paid or Paid at Counter.*
- Mexico Auto Liability Insurance (MALI) is required protection which must be obtained from El Monte RV for the specific dates that the motorhome will be in Mexico. MALI is \$22 per calendar date that the motorhome will be in Mexico. *Cannot be pre-paid; only Paid at Counter.*

**Miscellaneous Rental Items:** Only offered at offices in: Dublin, CA; Ferndale, WA; Las Vegas, NV; Linden, NJ; McKinney, TX; Orlando, FL; Santa Fe Springs, CA. *Items available on a first-come-first-served basis only; they cannot be reserved, pre-paid or guaranteed, only requested.*

- Toaster (\$8)
- Coffee Machine (\$10)
- Folding Chairs (\$11 each)

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- **Cancellation Fees**

Over 45 days prior to departure ..... \$ 0 (no fee)

44 to 16 days prior to departure ..... \$ 350

15 to 1 days prior to departure ..... \$ 700

Departure Day and No Show ..... Full Rental \*

One-way rentals..... \$ 200 (in addition to applicable fee)

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

- **Cancellation of Group Reservations: per booking**

Over 90 days prior to departure..... \$ 100

31 to 89 days prior to departure..... \$ 200

30 days or less prior to departure ..... \$ 500

## ONE-WAY RENTALS

One-Way Rentals are on request only - No Free Sale. Prices are in US dollars. One-way fee is determined by where the desired **Pickup** and **Return** locations' row and column intersect. For example, one-way fee from SFO to SLC is \$350; from MIA to ORD it is \$800.

| Return: | DEN | DFW | LAS | LAX | MCO | MIA | NYC | ORD | SFO | SLC | SND | YVR |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Pickup: |     |     |     |     |     |     |     |     |     |     |     |     |
| DEN     | --  | 350 | 350 | 350 | 500 | 750 | 500 | 350 | 350 | 350 | 500 | 500 |
| DFW     | 350 | --  | 350 | 350 | 350 | 500 | 500 | 350 | 350 | 350 | 350 | 500 |
| LAS     | 350 | 350 | --  | 250 | 750 | 750 | 750 | 750 | 250 | 350 | 250 | 350 |
| LAX     | 350 | 350 | 250 | --  | 750 | 750 | 750 | 750 | 250 | 350 | 250 | 350 |
| MCO     | 500 | 350 | 750 | 750 | --  | 250 | 350 | 750 | 750 | 750 | 750 | 750 |
| MIA     | 750 | 500 | 750 | 750 | 500 | --  | 500 | 800 | 750 | 750 | 750 | 750 |
| NYC     | 500 | 500 | 750 | 750 | 350 | 500 | --  | 750 | 750 | 750 | 750 | 750 |
| ORD     | 750 | 750 | 800 | 800 | 750 | 800 | 750 | --  | 750 | 750 | 750 | 750 |
| SFO     | 350 | 350 | 350 | 350 | 750 | 750 | 750 | 500 | --  | 350 | 350 | 350 |
| SLC     | 500 | 750 | 500 | 500 | 750 | 750 | 750 | 500 | 500 | --  | 350 | 500 |
| SND     | 500 | 500 | 350 | 350 | 750 | 750 | 750 | 500 | 350 | 350 | --  | 500 |
| YVR     | 500 | 500 | 350 | 350 | 750 | 750 | 750 | 500 | 350 | 500 | 350 | --  |

All other one-way fees are determined by the fleet manager on a case-by-case basis if approval is given. We have no standard/published one-way fees for other one-way rentals; they are calculated on a case-by-case basis.

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- **Import / Export Fees:** We try to confirm all One-way requests. However, there are times when the direction of the drop or time of year does not make sense in terms of fleet utilization. Therefore, El Monte RV will consider accepting a specific one-way request for the standard one-way fee PLUS up to an additional \$2,000 to import or export the motor home to the location needed. Import / Export Fees must be pre-paid and are non-refundable in the event of cancellation.

# EL MONTE RV



## GETTING TO THE RENTAL OFFICE:

### Online Customer Check-in:

Customers are required to make use of El Monte RV's new online self-check-in at least 14 days prior to the vehicle pickup date at the following website:

Please refer to: [MyElMonteRV.com/check-in](http://MyElMonteRV.com/check-in)

By entering their customer information in advance via this tool, clients will speed up their motorhome pick up procedure. Please note that it is a requirement for all customers to complete the online check-in at least 14 days prior to the first rental date. Please provide clients with the above website as part of their booking documentation. They will require either their Agency booking reference number, or El Monte RV's reference number, as well as last name, pick-up and return locations as well as 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 Are No Longer Provided By El Monte RV or Mighty Campers.**

### Same Day Flight Arrival:

- Clients may only collect the motorhome on the same day that their flight arrives if . . .
  1. They call the rental office after arrival to arrange a vehicle pick-up time.
  2. **They arrive at our rental station no less than 1 hour before station's official closing time.**
- Please remember to take potential flight delays, customs, baggage claim and traffic into account before deciding to collect the motorhome on the same day that the flight arrives. *Whether the flight is domestic or international, the rules regarding Same Day Flight Arrival are the same.*

**Self-Transfer:** Clients are required to provide their own transportation, at their own expense.

- Clients must call Rental Office by 9:30 am on the morning of scheduled pick-up to arrange vehicle takeover time. *Customers must arrive at the pick-up station no less than one hour before rental station's official closing time.* Even though clients must arrange their own transfers, they still must call for time of vehicle readiness. Under no circumstances should clients arrive unannounced.

## AT THE RENTAL COUNTER: Motorhome Pick-up Requirements and Procedures

### Vehicle Pick Up:

- Motorhome Pick-up Time is *after 1 pm* based on vehicle readiness.
- Customers are required to call the pick-up station between 8:30 am – 9:30 am on the morning of scheduled pick-up and arrange a vehicle pick-up time. *Customers must arrive at the pick-up station no less than one hour before rental station's official closing time.*
- There is no refund if client picks up later than the booked day of departure.
- Customers should allow 1-2 hours after arrival for vehicle orientation and rental contract processing.

# EL MONTE RV



## Customer Requirements:

- All Renters are required to complete our online check-in at least 14 days prior to the first date of rental: [MyElMonteRV.com/check-in](http://MyElMonteRV.com/check-in)
- Renter (contract signer) **must** be a minimum of 21 years of age (25 years at some locations) and **must** have a major non-debit credit card, a valid driver's license from country of residence and current identification including passport for non-US residents. The license must not expire during the rental period. An International Driver's License is recommended, though not required. Since December 31, 2006, travel to Canada or Mexico requires a valid passport.
- All drivers **must** be a minimum of 21 years of age (25 years at some locations) with a valid driver's license from country of residence and passport. The license must not expire during the rental period. An International Driver's License is recommended, though not required. Since December 31, 2006, travel to Canada or Mexico requires a valid passport. (\$25.00 fee for each additional driver will be added at some locations)
- Renter, all additional drivers and credit card holder **must** be present at the time of pick up to sign the rental contract.
- Major credit card (not ATM/debit card) with available credit for the Security Deposit above the rental charges is required. The credit card must be issued to the signer or co-signer of the contract.
- Renter **must** present certificate with policy number of automobile insurance applicable to the rental unit. Bring a separate rider if insurance company requires one. It is the renters responsibility to confirm coverage and protection.

*El Monte RV management reserves the right to deny service to anyone deemed a credit or security risk.*

## Motorhome Takeover - Check-out procedures:

- Paperwork (20-30 Min)
  - Security deposit of \$1,000\*\* by Master Card/Eurocard, Visa, American Express or Discover Card is required. The security deposit must be made with a major credit card. **ATM/Debit Cards, Check Cards, Stored Value/Pre-paid Cards and Gift Cards are not accepted for payment of the security deposit.** The security deposit is a verification and pre-authorization of available funds. 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'. Security deposit is automatically released upon completion of the return contract provided that the rental vehicle is returned clean inside, undamaged and on time. \*\* Alternative security deposit amounts and/or conditions may apply for certain unit types, special events, etc.
  - Payment of items due at rental counter: Credit card or ATM/Debit card with Master Card/Eurocard, Visa, American Express or Discover logos. Some El Monte RV locations also accept Cash, Personal Checks, Bank Cashier's Check, Traveler's Checks and Diners Club. Personal checks and cashier's checks must be drawn from a US account. All credit and debit cards must be swiped, and personal checks must be verified using our check verification system.
- Customer Orientation: Clients will receive a full orientation of their motor home, including client's maintenance and use responsibility.
  - Video in English, German, Spanish or Japanese introducing general concepts of motorhome use and safety tips. (20 Min.)
  - Orientation Tour with personal instructional walk around of motorhome by qualified instructor. (30-45 Min.)
  - Operator manuals are provided for clients to take with them in English and German.
  - Regional campground directory and location map with directions to nearest supermarket and gas stations are available at the rental counter upon request.

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# EL MONTE RV



**El Monte RV Motor Homes:** El Monte RV continuously strives to provide our customers with the best possible motorhome product in the industry. To this end, we purchase units only from top RV manufacturers who make them to our higher than average specifications. All motor homes are 100% walk-through, equipped with a 110V generator, microwave oven, CD player, and are modestly branded.

**Specifications:** Motor home photos, drawings and floor plans are examples only. Sleeping capacities are recommendations only and do not mean like number of adults or full-size teenagers can be accommodated comfortably within every unit of a size category. Features and amenities are representative and may be changed, added to or deleted without notice. Bed sizes vary from unit to unit within size categories and cannot be guaranteed. Specific floor plans or models will vary within a category and cannot be reserved or guaranteed.

- Motorhomes handle very much like a car and have enough power that they accelerate as quickly as many cars.
- Connecting the motorhome to campsite facilities requires no technical expertise. This includes all the motorhome capabilities such as electricity, water, and sewer. Renter will receive instruction on these connections at the time of pick up.
- All of our units contain the following: Roof Air-Ducted Air Conditioning System; Generator; Wash Basin; Shower; Toilet; Electric Water Pump; (Space) Heater & Thermostat; Kitchen Sink; Range (Stove) & Oven; Microwave; Refrigerator & Freezer; Water Heater; Fresh Water Storage Tank; Waste Water Containment Tank; Propane Tank; 2 Separate 110 Volt Power Outlets
- The rental vehicles are designed to safely transport only the number of occupants recommended for comfortable sleeping accommodations. Should the renter transport more people than recommended, this may violate traffic safety laws and the excess weight could cause an accident or mechanical failure. In either case, the renter will be held fully responsible.

**Motor Home Lengths:** Motor home lengths will vary within each size category. Specific floor plans, models or lengths cannot be reserved or guaranteed. Motor home category designations do not represent the exact length.

**Customer Overnight Parking:** Customer vehicles cannot be stored at the rental location without prior authorization from the location's Rental Manager. Vehicle storage is not available at all locations. If available and authorized, applicable storage charges apply (\$5 per night in most cases). Vehicle storage is at the customer's own risk and a set of keys must be left with the El Monte RV rental staff.

**Towing with El Monte RV Motorhomes:** Towing is allowed on some of our vehicles. However some conditions and an additional charge do apply. **No** Towing for one-way rentals.

## **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 unless clients have booked and paid for a 'Premier' unit. Should a Premier model not be available at pick up El Monte RV will be liable only for refund of the difference between the Premier and standard unit of similar type and length.
- 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.

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# EL MONTE RV



## ON THE ROAD

### 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.

### Staying Overnight in a Motorhome:

- Since our motorhomes are Self-Contained it would be possible to overnight anywhere; but it would not be legal. Motorhomes may overnight at RV Parks, Motorhome Campsites or at roadside "Rest Areas".
- Campgrounds & RV Parks are typically found outside major cities, in rural areas, and near popular attractions.
- Information on Campgrounds and RV Parks can be found on-line at <http://www.elmonterv.com/en-us/guide/rv-campgrounds/>
- Regional campground directory is available at the rental counter upon request. Additional Campground and RV Park on-line information is available upon request.
- Note: It is always wise to check the on availability of sites long before you begin your vacation. Campground sites at National Parks and other commonly visited vacation/travel spots can sometimes reach capacity 5-6 months in advance; especially sites that can accommodate large size motorhomes.

### Luggage Storage:

- Luggage storage is available on a limited basis at gateway locations only. Luggage storage is at the client's own risk.
- To facilitate the pick-up and drop off procedures, we recommend that clients store their luggage in the vehicle's on-board storage compartments. Soft-sided or collapsible bags are best for storage.
- Luggage capacity of courtesy shuttles is limited and may require clients with excess luggage or oversized items to store and later retrieve them from their hotel.

**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. Tools for vehicle repair and tire change are not provided since clients are not authorized to make repairs. Lost Items



# EL MONTE RV



## 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:
  - a. **Off-road:** Travel on non-public, unpaved and/or 'logging' roads is not permitted at any time.
  - b. **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.
  - 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 when in Mexico.
  - d. **New York City / Manhattan:** Travel is not permitted.
  - e. **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.
  - 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 taxi or public transportation. Details available at pick up location. Clients planning on traveling in these areas must inform rental station prior to departure.
  - i. **Alternative terms & conditions:** Alternative terms & conditions may come into effect for pick-ups and returns between 25 August 2021 and 07 September 2021

# EL MONTE RV



## **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](mailto: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.
- Under 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.

## **Traffic Tickets, Golden Gate Bridge Toll, Sun Pass**

- Client is responsible for all traffic violations, fines, toll charges and/or citations incurred during the rental period.
- Client may either pay for the fines 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.
- Golden Gate Bridge tolls: El Monte RV will charge the customer the amount of the toll PLUS an additional \$10 handling fee, using the credit card we have on file. This process is automatic. Clients must indicate upon pick up if they wish to opt out of this process. This service does NOT include traffic or parking infractions.
- Florida Sun Pass Toll Lane Transponder: Clients have the option of renting a transponder for \$6/day which will automatically cover all tolls in Florida.

# EL MONTE RV



## 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 problems:** 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](mailto: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.
- **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 affect 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.
- **Non-essential items:** Radio, air-conditioning, refrigerator, generator, microwave, appliances, automatic step and cruise control, are not considered mechanical breakdowns.
- **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.
- **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.
  - Customers declining On-The-Road Support instructions, recommendations or appointments for repairs will not be eligible for lost-use compensation.
  - 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 any compensation be considered.
  - No consideration for lost-use will be given if it is determined any issues were operator error.
- **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.

# EL MONTE RV



**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.

**The Generator:** All of our motorhome units have a generator built-in. The use of the generator is not required for normal vehicle operation.

- The Generator runs on the same fuel tank that the engine does. The fuel tank must be at least 1/4 full in order for the generator to operate. Output is 110 Volt and 30-45 amps.
- The Roof Air-Conditioner, the Microwave and the Electric Setting on the Refrigerator & Freezer require 110 Volt AC to run. This means the motorhome unit is required to be connected to an external source of electricity or to have the generator running in order to use these Appliances.

## **AT THE RETURN RENTAL COUNTER: Motorhome Return Requirements and Procedures**

### **Vehicle Return:**

- Return time is between 8:00 AM and 11:00 AM. Customers returning late may be charged a \$50.00 or more per hour late fee.
- There is no refund for any reason if customer terminates rental before scheduled return date.
- Motorhome **cannot** be dropped off later than 1 hour before or anytime outside of location's official hours of operation.
- All late returns or extensions **must** be authorized at least 48 hours prior to the scheduled date of return and any additional charges will be immediately applied to the customer's credit card on file.
- Clients with an early flight must make prior arrangements with rental station. Clients may have to return a day. No refunds for early return.

**Cleaning:** Motorhome **must** be returned in clean condition. Cleaning fee of \$50 or more per hour may apply if Lessor determines, in its sole and absolute discretion, that the Rental Vehicle has not been returned in a clean condition. Clients should clean out anything that they have brought into the vehicle. Interior condition should be as it was at pick-up.

**Flush-out:** Motorhome **must** be returned both waste collection tanks empty. There will be a \$75 - \$150 flush out fee if the waste and/or holding tanks have not been drained (valves open, cap off) by Renter prior to the Rental Vehicle being returned to Lessor, at Lessor's sole discretion.

# EL MONTE RV



## TIMES OF OPERATION:

El Monte RV will be CLOSED for the following holidays / special events. No bookings will be accepted for pick up or return on these dates. No exceptions.

### 2021

|              |                        |                 |                        |
|--------------|------------------------|-----------------|------------------------|
| 01 January   | New Year's Day         | 05-07 September | Burning Man (SFO only) |
| 04 April     | Easter Sunday          | 25 November     | Thanksgiving           |
| 31 May       | Memorial Day           | 24 December     | Christmas Eve          |
| 04 July      | Independence Day       | 25 December     | Christmas Day          |
| 24 July      | Pioneer Day (SLC only) | 31 December     | New Year's Eve         |
| 06 September | Labor Day              |                 |                        |

### 2022

|            |                |
|------------|----------------|
| 01 January | New Year's Day |
|------------|----------------|

## International/Travel Trade Reservations Department:

- Office Hours: 8 am - 3 pm Pacific Standard Time, Monday through Friday

## Rental Offices:

- All rental offices are open Monday through Friday from 9 am to 4 pm.
- The YVR (Ferndale/Bellingham) office is also open Saturdays 01 April – 30 September. Closed every day 25 January 2021 - 05 February 2021. Closed every day 24 January 2022 - 04 February 2022.
- The NYC (New York/Linden) office is open Monday through Friday from 8 am to 4 pm all year as well as Saturdays 01 April – 30 September.
- The DFW (Dallas/McKinney) office is open Monday through Saturday from 8 am to 4 pm all year.
- The LAX (Los Angeles/Santa Fe Springs), SFO (San Francisco/Dublin), LAS (Las Vegas) and MCO (Orlando) offices are open Monday through Saturday from 8 am to 4 pm and Sunday from 9 am to 3 pm all year.
- In addition, many rental offices are closed one day prior and following the actual holiday dates (excluding weekends).
- **Rental office closing dates are subject to change.**
- **Recommendation:** Due to heightened volumes of travel during holiday seasons we recommend that customers avoid beginning or ending their motor home rental on the day immediately before or after a holiday date. Otherwise, customers may experience airline delays, increased road traffic and possible delays at rental office.

## Roadside Assistance Help-Line:

- 6 am - 7 pm PST; Mon-Sat (April - September)
- 6 am - 6 pm PST; Mon-Sat (October - March)
- 8 am - 5 pm PST; Sundays

*Updated Jan 2021 - El Monte RV reserves the right to change, modify, add or remove terms, products, rates and seasons at any time and without notice or liability.*