

<b>TERMS &amp; CONDITIONS</b>
<b>PAYMENT POLICY</b>
Reservation Deposit
<ul style="list-style-type: none"> <li>• Minimum USD\$200 or 10% non-refundable deposit (plus one-way fees if applicable)</li> </ul>
Payments
<ul style="list-style-type: none"> <li>• Remaining balance of reservation is payable by credit card 15 days prior to departure date</li> </ul>
Security Deposit
<ul style="list-style-type: none"> <li>• \$1,000 required at departure / placed on your credit card • May be increased at discretion of depot • Extra charges (if any) are balanced against security deposit upon return, a credit is then issued to customer.</li> </ul>
<b>CANCELLATION POLICY</b>
<ul style="list-style-type: none"> <li>• Must be made in writing, effective once received – no exceptions • We strongly recommend purchasing trip cancellation insurance. You may provide your own insurance, or you can visit: <a href="#">Travel Guard-The World's Leading Travel Insurance Provider</a> <i>NUMBER OF DAYS PRIOR TO DEPARTURE DATE &amp; RESULTING CANCELLATION CHARGE There is a minimum of USD\$200 or 10% plus one-way fees if applicable 45+ days = 10% of total rental 30-44 days = 60% of total rental 15-29 days = 80% of total rental 0-14 days = 100% of total rental No Show = 100% of total rental</i></li> <li>• In the unlikely event that we must cancel a rental due to circumstances beyond our control, all payments received to date will be refunded to the customer, which constitutes full settlement.</li> </ul>
<b>DEPOT HOURS</b>
<ul style="list-style-type: none"> <li>• Depot hours are Monday through Sundays / 7 days a week, from 8am to 8pm</li> </ul>
<b>MINIMUM RENTAL PERIOD</b>
<ul style="list-style-type: none"> <li>• 3 nights</li> </ul>
<b>GENERAL CONDITIONS</b>
<ul style="list-style-type: none"> <li>• Rental prices, policies, and conditions are not a rental contract and are subject to change without notice • We accept no responsibility or liability while acting as an agent for other rental companies, other than the supply of the rental vehicle as agreed upon with the renter/customer</li> </ul>
<b>DRIVER</b>
<ul style="list-style-type: none"> <li>• Must be at least 21 years of age • Possess and present a valid and identifiable driver's license • International customers – we recommend you carry an English translation of your driver's</li> </ul>

license or an international driver's license • Drivers 21-24 years of age require purchase of ELVIP insurance • A valid credit card must be presented for all rentals

#### **SMOKING POLICY**

- No smoking permitted, inside our RV's

#### **TOWING**

- No towing permitted

#### **DEPARTURE & RETURN**

- \$30/hour late fee for vehicles not returned by 11:00 am • Late returns void our responsibility for transfers • Return to the depot in time to process all paperwork to ensure transfer if required
- Shuttle transfer to the airport leaves promptly at 11:00 am • Return vehicle in the same condition it was received (excluding normal wear) or \$100 cleaning fee will be charged • No refunds for early returns, late departures.

#### **Departure Times**

- Early pick-up: 8:00 am – 8:30 am with 24 hours notice or pre-approval from depot • Monday – Friday pick-up: 1:00 pm – 3:00 pm • Saturday pick-up: 9:00 am – 11:00 am

#### **Return Times**

- Return: 9:00 am – 10:30 am • Late charges will apply for late returns

#### **STORAGE**

- Free storage of luggage at depot - at owner's risk • No storage at depot for one-way rentals • No storing of items on vehicle roof or exteriors

#### **RESTRICTED AREAS**

##### **Panama & Nicaragua**

- Travelers picking up rentals in Costa Rica will not be allowed to cross the border into Panama & Nicaragua with a Costa Rica registered RV, but we can arrange transfers to RV Panama.

##### **Non-Public Roads**

- Off-road driving is prohibited • Extended Liability Vacation Interruption Protection (ELVIP) will be void should rules be violated and customer will be held liable for damages and other expenses to vehicle

#### **SUBSTITUTION**

- We reserve the right to substitute a vehicle equivalent or larger at no extra cost to the customer. If a smaller or less expensive vehicle is offered, the refund shall be limited to the nightly rate difference between the vehicles

#### **FEES**

<b>Preparation Fee</b>
Includes: • First tank of propane • First supply of toilet chemicals • Vehicle outside cleaning • Detailed orientation (allow 60-90 minutes) • Transfers from designated hotels and airports • Starter kit o Water hose, sewer hose, operator’s manual, campground guide, road atlas, 110v adaptor, flashlight with batteries, first aid kit, fire extinguisher
<b>Other Fees</b>
• \$150 of the deposit is non-refundable • Late fee \$30/hour • Modification to booking \$25/change • Northern Travel Supplement \$450 • One-way fees may be applicable

<b>TRAFFIC VIOLATIONS &amp; PARKING TICKETS</b>
• Report and pay any parking/traffic violations at rental termination • Not reporting violations may result in fines, plus \$100 administration fee charged against the customer’s credit card, or will be collected at customer domicile
<b>MAINTENANCE &amp; BREAKDOWNS</b>
• Customer is responsible to check fluid levels at refueling • Refills of fluids (except fuel) will be reimbursed upon presentation of receipts • Instructions for maintenance expense reimbursement will be provided • Customer may be responsible for damage due to negligence of vehicle operation or maintenance • Radio, air conditioning, refrigerator, microwave, plumbing, generator, cruise control, and any other appliance malfunctions are not mechanical breakdowns, therefore, there are no refunds for repairs to these items • Necessary repairs are refunded up to \$50 without authorization • Repairs exceeding \$50 need pre-authorization to be refunded • We are not responsible for any incidental or consequential costs in the event of a breakdown • Refunds are limited to the number of nights the vehicle was not used • Fuel is not included in rental and tanks will be full at departure • RV must be returned with fuel tank full
<b>INSURANCE</b>
<b>Public Liability Insurance</b>
Our suppliers maintain liability insurance coverage for any bodily injury and property damage liability claim brought by a third party (other than a passenger) against the customer (and any other driver listed in the rental contract) as a result of the operation or use of its rental vehicles. This basic public liability coverage is included in all rental rates. All coverage and waivers are subject to the express terms of the rental contract.
<b>Extended Liability and Vacation Interruption Protection (ELVIP)</b>

Extended Liability and Vacation Interruption Protection (ELVIP) is available at all locations at \$18/day for vans and motor homes and \$20/day for motorcycles with a maximum of \$ 480 per rental. ELVIP provides the following benefits: • ELVIP provides for supplemental liability insurance coverage up to \$5,000,000 for any bodily injury and property damage liability claim brought by a third party (other than a passenger) against the customer (and any other driver listed in the rental contract) and resulting from an accident with your rental vehicle. • With ELVIP, the customer's responsibility for accidental damage is further reduced to \$300. In case of theft and vandalism to the vehicle the deductible is \$1,000. This reduction of the customer's responsibility does however not apply to the exceptions mentioned above, for which customer's responsibility remains \$2,500 for all rentals. • ELVIP also covers the expenses in the event of a mechanical breakdown requiring the vehicle to be in repair for more than 12 hours. Radio, air conditioning, refrigerator, generator, microwave, appliances and cruise control malfunctions are not considered to be mechanical breakdowns. Incurred expenses of \$30 per person per day for lodging and \$30 per group per day for other transportation is provided. A limit of \$3000 per tour applies and this plan is not valid in case of an accident. The customer must present all receipts for refund of expenses. • ELVIP coverage is void (I) if customer fails to file an accident/damage police report or (II) if vehicle is used in violation of the terms of the rental contract.

A security deposit of \$300 is required for rentals.

Note: If you arrange liability coverage through your own insurance company, your security deposit is still \$1000. You are still responsible for the motor home to the supplier, and must settle any damages upon return. After that, it is your responsibility to deal with your insurance company. (You may file a claim with your insurance company, and work with them for your refund or settlement of claim).

#### Collision Damage Waiver (CDW)

In the event of loss or damage to the vehicle while on rental, whether or not due to the fault of the customer, customers' responsibility for direct and accidental loss (including Theft and Vandalism) or damage to the vehicle, is unlimited. That is, the customer is responsible for all loss or damage.

All daily rental rates for all vehicles include Collision Damage Waiver (CDW) at \$8/day. With CDW, the customers' responsibility for accidental damage, theft and vandalism (police report is required) to the vehicle, is reduced to \$2,500 per occurrence, with the following exceptions, for which there is no reduction in customer responsibility for:

#### **WITHOUT ELVIP**

All Direct loss or accidental damage is \$2500 deductible with the following exceptions for which there is:

**UNLIMITED Responsibility:**

- 1 caused as a result of use without the expressed permission or consent of the supplier
- 2 damage caused by striking overhead objects
- 3 damage caused by freezing or overheating vehicle systems
- 4 All damage caused during any use off of public roads (including at campgrounds, parking lots, service stations, etc.)

EXCEPTIONS FOR WHICH THERE IS A \$700 DEDUCTIBLE:

1. undercarriage damage, including tires and wheels

**WITH ELVIP**

All Direct loss or accidental damage is further reduced to \$300 deductible with the following exceptions, for which the deductible is:

\$2,500 Deductible:

- 1 caused as a result of use without the expressed permission or consent of the supplier
- 2 damage caused by striking overhead objects
- 3 damage caused by freezing or overheating vehicle systems
- 4 All damage caused during any use off of public roads (including at campgrounds, parking lots, service stations, etc.)

EXCEPTIONS FOR WHICH THERE IS A \$300 DEDUCTIBLE:

1. undercarriage damage, including tires and wheels Theft and vandalism:

\$2,500

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|---|---|
| <ol style="list-style-type: none"> <li>2. damage caused from backing up vehicle</li> <li>3. all glass damage</li> </ol> | <ol style="list-style-type: none"> <li>2. damage caused from backing up vehicle</li> <li>3. all glass damage</li> </ol> |
|---|---|

Theft and vandalism: \$1,000

In Case of Emergency

In case of an accident, customer must notify the police for police report immediately, the pick-up station within 24 hours, and make full report in writing. CDW/ELVIP accident coverage is void if customer fails to follow this procedure. Necessary repairs will be refunded without previous authorization up to \$50. Repairs exceeding \$50 need to be pre-authorized to be reimbursed.

#### Responsibility for Customer Expenses

Except with regard to ELVIP, customer assumes full responsibility for any additional expenses incurred by reason of a breakdown of vehicle. Our maximum liability shall be for refund of daily rental charges or fraction thereof as a result of breakdown which results in loss of use of vehicle or delay. ELVIP excludes liability for personal property, non-accidental damages and interior damage.