

# **EL MONTE RV**



*Celebrating 40 Years of Providing Quality Motorhome Vacations*

# **International 2012 Season Program**

*Final Edition: September 2011*



## ***Terms & Conditions***

## I. COMPANY INFORMATION

Rates are valid **April 01, 2012 – October 31, 2012.**

All rates are reflected in US Dollars.

All nightly rates include:

- Primary Liability Coverage (up to the required state financial responsibility limits - conditions and exclusions apply)
- VIP coverage (with \$1000 per incident deductible - conditions and exclusions apply)

### A. El Monte RV Fly-Drive Locations:

- **Albuquerque** (ABQ) – 8300 Pan American Fwy NE, Albuquerque, New Mexico  
[c/o Aloha RV Supercenter]
- **Atlanta** (ATL) – 350 White Ave SE, Marietta, Georgia  
[c/o Georgia RV Center]
- **Boston** (BOS) – 14 Deborah Dr., Sutton, Massachusetts  
[c/o DR Stone, Inc.]
- **Denver** (DEN) – 5989 Main Street, Louviers, Colorado  
[c/o All Stars RV]
- **Dallas** (DFW) – 3500 S. Central Expressway, McKinney, Texas
- **Washington DC** (IAD) – 21585 Cedar Lane, Unit 5, Sterling, Virginia  
[c/o Zukowski Fleet Services]
- **Las Vegas** (LAS) – 13001 S. Las Vegas Blvd., Las Vegas, Nevada
- **Los Angeles** (LAX) – 12818 Firestone Blvd., Santa Fe Springs, California
- **Orlando** (MCO) – 3702 Rio Vista Ave, Orlando, Florida
- **Miami** (MIA) – 18645 SW 103<sup>rd</sup> Ct., Miami, Florida  
[c/o Tires 4 Less]
- **New Jersey / New York** (NYC) – 3401 B Tremley Point Rd., Linden, New Jersey
- **Chicago** (ORD) – 277 E. North Ave., Villa Park, Illinois  
[c/o Auto Kool Systems]
- **Phoenix** (PHX) – 3020 E. Bell Road, Phoenix, Arizona  
[c/o Pacific Sun Rentals]
- **San Francisco / Dublin** (SFO) – 6301 Scarlett Court, Dublin, California
- **Salt Lake City** (SLC) – 250 South Highway 89, North Salt Lake City, Utah  
[c/o Hugh's RV]
- **San Diego** (SAN) – 8665 Mission Gorge Road, Santee, California  
[c/o Santee Rents]
- **Ferndale / Bellingham** (YVR) – 5242 Pacific Highway, Ferndale, Washington

### B. Motorhome option:

- **C22** Class C Approx. length: 19' – 23'
- **C25** Class C Approx. length: 23' – 25'
- **CS25** Class C Approx. length: 24' – 26' Slide-out living area
- **C28** Class C Approx. length: 26' – 29'
- **CS30** Class C Approx. length: 30' – 31' Slide-out living area
- **FS31** Class C Approx. length: 30' - 31' Slide-out living area & bunk beds
- **AS32** Class A Approx. length: 31' – 34' Slide-out living area
- **AF34** Class A Approx. length: 32' – 34' Slide-out living area & bunk beds.
- **AB35** Class A Approx. length: 33' – 35' Slide-out living area

**El Monte RV Standard Fleet:** 2006 or newer

- Unit Types: C22, C25; C28; CS30 & AS32
- **Important:** C22 available only at: DFW, LAS, LAX, MCO, NYC, SFO & YVR.

**El Monte RV Slide-Out Fleet:** Guaranteed slide-out models no earlier than model year 2008.

- Unit Types: CS25, FS31, AF34 & AB35
- CS25 available at DEN, DFW, LAS, LAX, MCO, NYC, SFO, SLC, SAN, YVR
- FS31 available at DFW, LAS, LAX, MCO, NYC, SFO, SAN, YVR
- AF34 & AB35 available at DFW, LAS, LAX, MCO, NYC, SFO, SAN, YVR

**El Monte RV Premier Fleet:** Guaranteed 2011 model or newer. Daily surcharge applies.

- Unit Types: C22, C25, CS25 & C28
- **Important:** Available only at: DFW, LAS, LAX, MCO, NYC, SFO & YVR

**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 2012 design or 'model', for example, may be manufactured anytime during the 2010 or 2011 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 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 modestly branded.

**Motor Home Specifications:**

Motor home photos, drawings and floor plans provided 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

**Motor Home Lengths:**

Motor home lengths will vary within each size category. Specific floor plans, models or lengths cannot be reserved or guaranteed. It is the wholesaler's responsibility to explain clearly in their brochure that motor home category designations do not represent the exact length. For example, if you designate the Class A Slide-Out model as an AS32, the lengths within this category may range from 31 feet to over 34 feet.

**C. Mileage options - Prepaid :**

- 500 Mile package – See Rate document
- Unlimited Mile package – See Rate document

**D. One-way fees**

- One-way fees vary according to locations involved – See Rate document for pricing.
- One-ways are on request only and may take up to 48 hours to confirm or deny.
- **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 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 fee to import or export the motor home to the location needed. Import/Export fee must be pre-paid.

**II. ADDITIONAL INFORMATION****Personal Convenience Kit \***

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

**Kitchen Kit \***

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

- **\*Important Note:**
  - Kit items and quantities may vary by location. Items may be substituted without notice.
  - **Kit items are for rent and must be returned to rental locations.**

**Generator**

- 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 either per rental night for unlimited use, or per hour as determined by a time meter. Charges payable at the counter.
- Prepaid generator charges upon vehicle return are non-refundable.

**Taxes** (as of June 2011 and subject to change without notice)

Taxes are due on all prepaid and local charges and vary depending on the pick up location. See Travel Operator Agreement for current amounts.

**New Jersey State Rental Security:** Mandatory \$5 / night (maximum \$140) for all pick ups at NYC station. Payable at counter. No exceptions.

**Colorado State Rental Fee:** Mandatory \$2 / night for all pickups at DEN station. Payable at the counter. No exceptions.

**Prep Fees: Payable at counter. No exceptions.**

Mandatory \$185 per vehicle - includes 1<sup>st</sup> tank of propane; toilet chemicals & tissue.

**VIP and Insurance Charges**

Vehicle Incident Protection (VIP) with \$1000 deductible per incident.....	Included
Supplemental Liability Insurance (SLI) .....	\$ 10 per day
Mexico Auto Liability Insurance (MALI) .....	\$ 22 per day

**III. LIABILITY COVERAGES**

- **El Monte RV is not responsible for travel operators’ or their agents’ misrepresentation of facts described in the insurance paragraphs included below.**
- All coverage and waivers are subject to the expressed terms and conditions of the rental contract signed by the client on pick up.
- In the event of an accident, renter and / or driver must disclose to El Monte RV any insurance coverage they may have.
- All insurance and/or coverage is void if renter operates the rental vehicle in violation of any federal or applicable state, province, local laws, rules, regulations or ordinances.
- This outline is not a complete description of the various coverage plans. The El Monte RV rental agreement contains the complete legal provisions of the plans.
- Insurance and coverage plans are subject to change without notice.

**A. 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.

**B. Vehicle Incident Protection (VIP)**

**Jurisdiction:** USA and Canada

**Cost:** Included in nightly rate

**Coverage:**

El Monte RV offers VIP coverage which is separate protection that reduces Renter’s financial responsibility for certain physical damage to the Rental Vehicle to the applicable deductible of \$1000. VIP is a contractual agreement between the El Monte RV and the Renter, wherein El Monte RV agrees not to collect more than the applicable deductible of \$1000 per occurrence from Renter for damages to the Rental Vehicle, coverage is pursuant to the terms and conditions of the then applicable rental contract.

## C. Supplemental Liability Insurance (SLI)

**Jurisdiction:** USA and Canada

**Cost:** \$10 per night; No maximum amount.

### 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.
- SLI is not available at IAD or BOS.

## D. México Auto Liability Insurance (MALI)

El Monte RV's Mexico Auto Liability Insurance is required protection which the renter must obtain from El Monte RV when renting an El Monte RV vehicle and will be traveling in Mexico. Being added to El 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 El Monte RV is required for border crossing.
- El 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 traveling in Mexico and according to the laws of Mexico.

**Cost:** \$22 per calendar date that the vehicle will be in Mexico. No maximum amount.

### Coverage:

This insurance provides coverage for physical damage to or total theft of the El 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 ACV (actual cash value) for collision, upset, overturn, etc.
- Total theft: Limited to ACV. Coverage excludes partial theft.
- Auto liability: \$1,000,000 combined single limit for property damage & bodily injury.
- Medical payments: \$3,000 per person and \$15,000 per accident.
- Legal assistance: Included

### Deductible:

- Physical damage: The deductible for physical damage is 5% of the actual cash value of the RV, with a minimum deductible of \$1,000.
- Total theft: The deductible for total theft is 10% of the actual cash value of the RV, with a minimum deductible of \$1,000. 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.

## IV. CLIENT INFORMATION

### A. First Night Accommodation

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

### B. Transfers See Transfer and Hotel Information for details

- **Complimentary shuttle transfers** are available at DFW, LAS, LAX, MCO, NYC, SFO, and YVR offices.
- Transfers with the PAD option are available at **DFW**, LAS, LAX, MCO, 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 pick up the next day in MCO would be connected to the NYC station.

### C. Motor Home Takeover and Return Policies

- **Takeover time:** After 1:00 pm. Subject to vehicle readiness.
  - Even though 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 return.
  - **Early returns:** No refund for any reason if rental is terminated by clients before the scheduled return date.

### D. 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 the Security Deposit and all charges paid at the counter. **Cash or Travellers Checks are not accepted.** The credit card must be issued to the signer or co-signer of the contract.

## **International Address Requirement**

- El Monte RV's 2011/12 International Rental Program and rates are designated exclusively for non-domestic clientele, i.e. for those clients living outside of the United States and having no US address.
- El Monte RV reserves the right not to accept bookings from clients residing within the United States even though they may have reserved through an international wholesaler.
- El Monte RV reserves the right to rebook clients residing within the United States using standard domestic rates and conditions.
- It is strongly recommended that wholesalers and their representatives inform their reservation department of this policy.
- It is the responsibility of the travel wholesaler / tour operator to identify customer's residency.

## **E. Security Deposit**

A \$1,000 security deposit is required at the time of departure. We require that the deposit be guaranteed by a major credit card such as Visa, MasterCard, Amex with sufficient credit balance to cover this amount. No ATM/debit cards such as EuroCard or PrePaid credit cards are accepted. The security deposit of \$1,000 may be charged on the customer's credit card on pick up, then refunded upon return provided that the rental vehicle is returned clean inside, undamaged and on time. The \$1,000 may take up to 8 weeks to be credited back to the customer's credit card. Currency conversion fees are client's responsibility. **Cash or Travellers Checks are not accepted.**

## **F. Customer Orientation**

Clients will receive a full orientation of their motor home, including clients' 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 a regional campground directory and location map with directions to nearest supermarkets and gas stations.

## **G. 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: ABQ, ATL, BOS, DEN, IAD, MIA, ORD, PHX, SLC & SAN.
- To facilitate the pickup and drop off procedures, we recommend that clients carry their luggage in their vehicle. Soft-sided or collapsible bags are best for 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.

## **H. Pets**

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

## **I. 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.

## **J. Client Contact Information**

- Client information: [www.MyElmonteRV.com](http://www.MyElmonteRV.com)
- Standard Transfer: 1-800-367-6507\*
- PAD Transfer: 1-800-337-2199\*
- On-The-Road Support : 1-800-367-4707

\* Toll Free Transfer Telephone numbers are area code directed. Customers are required to 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)

# **V. VEHICLE SUPPORT & USE**

## **A. 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.

## B. 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 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 On-The-Road Support department for prior authorization. A toll free number is provided for assistance with problems, questions, etc: 1-800-367-4707.
- **Left Items:** In the unlikely event that items are missing from kitchen 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 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, repair 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 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 answer.
- **On The Road Support Contact requirement:** 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 Roadside's instructions, self-help tips, and / or recommendations for repair.
- **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 motor home repair.

## C. On-The-Road Vehicle Support

- On-The-Road Support: **1-800-367-4707**. Open every day during business hours and most holidays and extended hours in peak season.
- 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 a replacement vehicle may be provided to the client. 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, 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 motor home. 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.

## D. 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 option under the terms and conditions of the rental contract.
- Please note the following restrictions:
  - 1) **Off-road:** Travel on non-public, unpaved and / or ‘logging’ roads is not permitted at any time.
  - 2) **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 maybe required on pick up to sign and acknowledge these restrictions.
  - 3) **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.
  - 4) **New York City / Manhattan:** Travel is not permitted.
  - 5) **Alaska / Northern Canada:** Travel is permitted at client’s own risk. However, there is no reimbursement for repairs or lost use.
  - 6) **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 consistently above zero temperatures. In the event the clients want to replace the anti-freeze with water the client may be charged up to \$150 to re-winterize or de-winterize the vehicle.
  - 7) **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.
  - 8) **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.

## E. Traffic Tickets and Citations

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

## F. 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 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.

## G. 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 as necessary; i.e. a Class A vehicle 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 the time the booking was made. No refund will be given should a smaller or lower rated vehicle be requested by the client.
- No claims as to vehicle year will be considered unless clients have paid for and received a ‘Premier’ unit. Should a Premier model not be available El Monte RV will be liable only for refund of the difference between the Premier and standard unit of similar type and length.
- Clients should take into consideration a larger unit may be substituted when pre-booking campgrounds.
- Clients should automatically reserve the next larger motor home length when making ferry reservations.

## VI. Times of Operation

- Many El Monte RV locations are open 7 days a week Monday to Saturday 8:00 to 17:00 and Sunday from 8:00 to 16:00 from April to September. The El Monte RV locations are open 7 days a week 9:00 to 16:00 from October to March unless otherwise noted.
  - Albuquerque (ABQ), Atlanta (ATL), Boston, (BOS), Denver (DEN), Washington D.C. (IAD), Miami (MIA), Chicago (ORD), Phoenix (PHX), Salt Lake City (SLC) and San Diego (SAN) are closed on Saturdays and Sundays all year.
  - Dallas (DFW), New York/New Jersey (NYC), Bellingham (YVR) are closed on Sundays all year.
  - Bellingham (YVR) is closed Saturdays and Sundays October through March and closed every day from the last full week of January through the first full week of February.  
Times of Operation: May to September 9:00 to 17:00 and October to April 9:00 to 16:00
  - Linden (NYC) is closed Saturday and Sunday October 01, 2011 to March 31, 2012
- **Location closing dates are subject to change.**
- All stations are closed for the following holidays. No bookings will be accepted for pick up or return on these dates. No exceptions.

<b>January 01, 2012</b>	<b>New Year's Day</b>	<b>September 03, 2012</b>	<b>Labor Day</b>
<b>April 08, 2012</b>	<b>Easter Sunday</b>	<b>November 22, 2012</b>	<b>Thanksgiving</b>
<b>May 28, 2012</b>	<b>Memorial Day</b>	<b>December 24, 2012</b>	<b>Christmas Eve</b>
<b>July 04, 2012</b>	<b>Independence Day</b>	<b>December 25, 2012</b>	<b>Christmas Day</b>
<b>July 24, 2012</b>	<b>Pioneer Day (SLC only)</b>	<b>December 31, 2012</b>	<b>New Year's Eve</b>
<b>September 01, 2012</b>	<b>Labor Day (SFO only)</b>	<b>January 01, 2013</b>	<b>New Year's Day</b>
<b>September 02, 2012</b>	<b>Labor Day (SFO only)</b>		

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.