

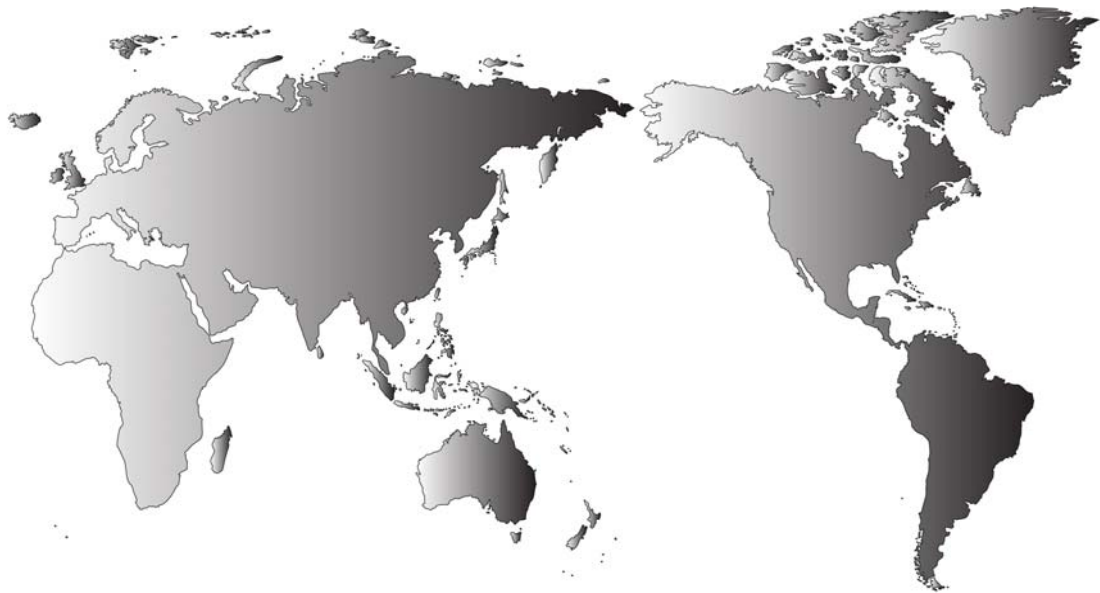
EL MONTE RV



*Celebrating **38** Years of Providing Quality Motorhome Vacations*

International 2008 Rental Program

Final Edition: August 2007



Reservations & Accounting

El Monte RV maintains a website dedicated to providing international guests with current information on motor home rentals, FAQ's, relevant links, etc. This site is also valuable to our international wholesale partners and their agents to access the weekly Value Rate levels. In addition, frequent special offers or discounts for certain rental periods or Special One-Ways are posted on this site and are accessible only to wholesalers. Please check this site regularly:

www.MyElmonteRV.com

RESERVATIONS & ACCOUNTING

A. Reservations

All reservations are processed by the Santa Fe Springs office (LAX).

Fax: (562) 404-2021 Tel: (562) 483-4985 Reservations
E-mail: intl.booking@elmonterv.com Tel: (562) 483-4936 Accounting

Mailing Address: **El Monte RV**
12818 Firestone Blvd
Santa Fe Springs, CA 90670 USA

Reservation requests can be made via fax or email:

1. All vehicles are on Free Sale, unless specifically indicated as RQ (on request) or NA (not available).
2. Every effort will be made to answer your requests within 24 hrs Pacific Standard Time, excluding weekends.
3. One-way and long-term requests may take 48 hours to confirm.

Upon confirmation a contract number will be issued. Any correspondence on a specific client or booking will require this contract number.

Reservation requests must contain:

- Customer's last and first name, **home address and e-mail address.**
- Pick up and return date.
- Pick up and drop off station (specify airport code).
- Wholesaler reservation number if applicable.
- Value Level being booked.
- Mileage option being booked.
- Name of Special, if applicable. Specials MUST be mentioned at time of booking to be honored.
- Number of persons (important for transfer and personal kit preparation).
- Size and type of motor home.
- What charges will be prepaid.
- Customer hotel, if possible.

Group reservation requests:

- Special group rates are available.
- Requests for group bookings should be made as early as possible.
- A group consists of 5 or more motor homes.

B. Cancellation Fees / Changes / Long Term Discounts

- 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)**

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

Changes to Reservations

- The first change is allowed at no charge.
- Subsequent changes may be charged \$50 per change.
- Changes in pick up date, location or **vehicle type** are subject to re-calculation of nightly rate and **any specials or discounts** according to the Value Level or Special in effect at time of change.

Long Term Rentals

- Maximum length of one rental is restricted to 40 nights.
- For requests 41 nights or longer, please contact International Reservations for a quote.
- A recalculation of applicable higher (or lower) Value Rate for rentals over 41 nights may be used.
- Customers may be required to accept charges for normal maintenance; exp. Oil, oil changes, tire replacement.

C. Accounting and Payments

Bookings will be confirmed and invoiced immediately by fax or e-mail. No duplicate invoices will be sent. Please forward the invoices to your accounting department. Statements available on request only.

Important: FULL PAYMENT is due 45 days PRIOR to departure, unless prior payment arrangements have been made. NO statement or payment reminders are sent to wholesalers regarding the pre-payment requirement. It is the responsibility of the wholesaler to pay in full every invoice 45 days prior to client’s departure.

Important: IF PAYMENT IS NOT RECEIVED AND PROCESSED BY CLIENT’S DEPARTURE DATE THE CUSTOMER WILL NOT BE ALLOWED TO PICK UP THE RENTAL VEHICLE **or WE WILL CHARGE THE CUSTOMER THE NET AMOUNT AT THE RENTAL COUNTER.**
THERE ARE NO EXCEPTIONS TO THIS POLICY.

A LATE FEE OF 2% PER MONTH WILL BE SURCHARGED TO OUTSTANDING BALANCES.

The following are acceptable forms of payment:

- 1) Checks: All check payments must be drawn on a US bank and sent to our corporate mailing address. Other checks are not acceptable.
 - *Do not use this payment type if booking is made less than 45 days before client departure.*

Mailing Address:

**El Monte RV
 12818 Firestone Blvd.
 Santa Fe Springs, CA 90670 USA**

- 2) Wire transfers:

**Wells Fargo Bank
 2030 Main Street, Suite 900
 Irvine, CA 92614 USA**
**Swift #: WFBIUS6S
 Routing #: 121000248
 Acct. #: 4121099261**

- *Do not use the wire transfer option if booking is made less than 10 days before client departure.*
- *A ‘Wire Transfer’ receipt from your bank is not acceptable as proof of payment. Funds must have been deposited to our bank before booking is considered paid.*
- *Bank service charges and/or wire fees are the responsibility of the Tour Operator.*

- 3) Floating Deposit:

- *We will only apply payment if specifically requested by tour operator.*
 - *Please contact International Marketing for further information on this option.*
- 4) Company credit card: Visa or MasterCard only.
- *This is the ONLY acceptable form of payment for short term bookings.*
 - *Please provide this information under Section 4 of Travel Operator Agreement...*

A statement must follow all payments indicating the invoices being paid. This statement must include:

- 1) El Monte RV contract number.
- 2) Name of customer.
- 3) Payment amount per contract.

D. Deductions

- If there is a question or concern regarding an invoice amount, please contact International Reservations Department for resolution and / or re-invoicing.
- Deductions from invoices are not permitted without prior approval.

E. Vouchers

- Vouchers must be issued by the serving agency.
- Regardless of what you reserve, we will always honor your voucher and adjust your billing accordingly.
- Please specify items prepaid when making your reservation.
- All Specials must be printed on a voucher and presented at the time of pick up.

F. Travel Operator Agreement

- The completed Travel Operator Agreement must be returned by fax or mail. This agreement is updated annually and maintained in our files.
- **Numerous changes have been made to the program. It is required for doing business with El Monte RV that you fill this form out completely and sign where indicated acknowledging our policies.**
- To help us serve your clients better, please forward either 3 copies of your brochure or the relevant El Monte RV pages in PDF format to the International Reservation Department.

G. Specials

From time to time El Monte RV will offer specials to encourage bookings for selected locations, times of the year or vehicle sizes.

- Any Special must be mentioned at time of booking to be honored.
- Unless specifically stated, no specials may be combined.
- There are no refunds or adjustments permitted after pick up date should the special not be mentioned at the time of booking.
- Specials must be printed on a voucher and presented at the time of pick up.

H. International Address Requirement

- El Monte RV's 2008 International Rental Program and rates are designed only 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.
- It is **strongly recommended** that you inform your reservation department of this policy.
- **It is the responsibility of the travel wholesaler to identify customer's residency.**

I. General Information

- Please inform El Monte RV International Reservations and/or Marketing prior to changes to your company name, mailing address, fax or telephone number so that we can update our systems.
- We strongly recommend providing our multi-lingual HQ staff with copies of El Monte RV's **and all relevant** pages in your brochure for our inspection prior to publication.