

EL MONTE RV



Celebrating 40 Years of Providing Quality Motorhome Vacations

International 2010 Rental Program

Final Edition: 28 August 2009



Terms & Conditions

I. COMPANY INFORMATION

Rates are valid 01 April 2010 - 31 March 2011.

All rates are reflected in US Dollars.

All nightly rates include:

- Round Trip Transfer included (\$150 value each way) at DFW, LAS, LAX, MCO, NYC, SFO (Conditions apply: No transfer at: ABQ, ATL, BOS, DEN, IAD, MIA, ORD, PHX, SLC and YVR)
- 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) – 1831 Wilmore Dr. SE, Albuquerque, New Mexico
[c/o Tony's RV Service, Inc.]
- **Atlanta** (ATL) – 2102 Iris Drive SW, Conyers, Georgia
[c/o Crown 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, 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 103rd 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]
- **Ferndale / Bellingham** (YVR) – 5242 Pacific Highway, Ferndale, Washington

B. Motorhome options: Available at all locations, year round.

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

El Monte RV Standard Fleet:

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

El Monte RV Premier Fleet: Guaranteed 2008, 2009 or newer model year Motorhome.

- Unit Types: CS25, AF34 & AB35
- CS25 available at DEN, DFW, LAS, LAX, MCO, NYC, SFO, SLC, YVR
- AF34 & AB35 available at DFW, LAS, LAX, MCO, NYC, SFO, YVR
- Guaranteed Slide-out models

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 2010 design or 'model', for example, may be manufactured anytime during the 2008 or 2009 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 AS 32, 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
- All-Inclusive Package – Surcharge per rental night. See rate document - Includes unlimited miles, all Personal kits, Kitchen kit, unlimited generator usage and Starter Pac.

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 to import or export the motor home to the location needed.

II. ADDITIONAL INFORMATION

A. Starter Pac: Mandatory charge; per rental unit – See 'Rates & Pricing' for amount.

- 1st tank of propane; 1st charge of toilet chemicals & tissue
- Environmental impact fees; license fees; recycling fees
- California / Nevada licensing fees

B. Personal Convenience Kit

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

C. 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.
 - At DFW, LAS, LAX, MCO, NYC, SFO and YVR kit items are for rent and must be returned to rental locations.
 - At ABQ, ATL, BOS, DEN, IAD, MIA, ORD, **PHX** and SLC kit items may be kept by customers. Returned items will be donated to local charities.

D. 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.
- If All-Inclusive Package is purchased unlimited generator usage is included.
- Prepaid generator charges upon vehicle return are non-refundable.

F. Taxes (as of August 2009 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.

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

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

I. 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.
- 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 all 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, subject to exclusions (see below).

- VIP only covers damage to the motor home or vehicle itself while under the rental contract and does not in any way limit the renter's responsibility for liability claims, property damage, and / or personal injuries (see Public Liability above).
- VIP is not insurance, rather an agreement between renter and El Monte RV to limit renter's financial responsibility for damage to motor home. Third party claims are not covered or accepted.
- If purchasing El Monte RV's Mexico Auto Liability Insurance (MALI), the VIP will cover the difference between the applicable VIP deductible and the 3% Mexico Auto Liability Insurance physical damage deductible if the renter is involved in an accident while traveling in Mexico and is in compliance with the terms and conditions of the rental contract.

Deductible: Per occurrence \$1000 - provided the following exclusions have not occurred.
(This deductible is *non-refundable* regardless of fault or recovery).

Exclusions: The Renter is responsible for any and all loss of or damage to the Rental Vehicle at actual or estimated cost per occurrence. 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.
- Rental Vehicle swaps.
- Motor home or vehicle damage caused while driving under the influence of alcohol and / or narcotics.
- Motor home or vehicle damage caused by driver falling asleep at the wheel, or inattentive driving.
- Accidents arising out of the use of a rental vehicle by an unauthorized driver.
- Costs incurred in transporting damaged vehicle to the rental station, including towing and storage, while traveling in Alaska or Northern Canada.
- Interior damage.
- Damage during off-road use.
- Overheating or freezing of rental vehicle systems.

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.

E. 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 \$100,000 for collision, upset, overturn, etc.
- Total theft: Limited to \$100,000. 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: Maximum limit of \$43,000

Deductible:

- Physical damage: The deductible for physical damage is 3% of the actual cash value of the RV, with a minimum deductible of \$600.
- Total theft: The deductible for total theft is 5% of the actual cash value of the RV, with a minimum deductible of \$600. 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. Transfer Procedures

Transfers (except PAD) are provided as a courtesy and are not financially negotiable or refundable. 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.

Standard Transfer: Pick Up

- Locations: Pick up transfer is included as a courtesy for most locations.
 - Exceptions: ABQ, ATL, BOS, DEN, IAD, MIA, ORD, **PHX**, SLC and YVR (see below).
- 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.*
- Transfer time: Courtesy Shuttle arrives between 10:00 am and 2:00 pm at designated hotels only.
 - Note: Delays may occur during peak season, certain holiday or heightened security periods. No refunds are given for transfer delays.

- Vancouver (YVR) transfer: Pick up from specific Vancouver airport area hotels only.
 - Pick up time after 12:00 pm.
 - \$100 Surcharge each direction.
 - US Border Crossing Fee of \$6 per person is required at the border. Clients should be aware that a visa to enter the United States may be required.
 - Due to increased security and traffic, delays crossing into the US are possible. El Monte RV is not responsible for refunds of any type as a result of border crossing delays.
 - No transfer is offered to downtown SEATTLE or to SEATAC Airport.
 - Clients should expect border crossing delays into the US on Saturdays due to increased traffic.

Priority AM Departure (PAD) Program:

- PAD locations: Restricted to the following locations: LAS, LAX, MCO, NYC and SFO.
 - Not offered at ABQ, ATL, BOS, DEN, DFW, IAD, MIA, ORD, **PHX**, SLC and YVR.
- Hotel restrictions: PAD is restricted solely to those hotels designated as PAD hotels in El Monte RV's 'Location Maps & Hotel Information' pages.
- Hotel notification: Client or agent must inform El Monte RV of PAD hotel no fewer than 7 days prior to vehicle takeover date. In the event client or agent fails to notify El Monte RV, or notifies us less than 7 days prior to takeover, client will either have to accept standard transfer, or provide their own transfer at their own cost. No Exceptions. **Please fax Customer Information Form to: 562 404 2021; or clients complete their information online at: www.mylmonterv.com/faq.htm**
- Contact numbers: PAD Transfer instructions.
 - A pre-recorded message is available at 1-800-337-2199* which instructs at what time and at which entrance clients should wait for transfer shuttle:
 - It is recommended that clients also call 1-800-367-6507* the day before motor home takeover to confirm pick up time and hotel entrance.
- Transfer time: PAD Shuttle generally arrives between 7:15 am - 8:00. PAD transfer may begin as early as 6:45 am. Therefore, it is necessary that clients call 1-800-337-2199 beforehand for exact times.
- PAD surcharge: This option guarantees a departure-ready motor home by 11 am. **PAD surcharge is \$85.**
 - Please indicate PAD hotel at time of booking.
 - A 'Client Information' form is available to wholesalers for clients or agents to fill out and fax to us in advance of motor home takeover indicating PAD hotel. This form is also available online at www.mylmonterv.com
 - There are no refunds for PAD surcharge if we do not receive PAD hotel information 7 days prior to pick up. No exceptions.

Standard Transfer: Return

- Locations: Return transfer is included as a courtesy for most locations.
 - Exceptions: ABQ, ATL, BOS, DEN, IAD, MIA, ORD, **PHX**, SLC and YVR.
- Transfer time: Courtesy Shuttle departs rental station between 8:00 am and 1:00 pm.
- Vancouver (YVR) transfer:
 - Courtesy Shuttle departs YVR location at approximately 10:00 am.
 - \$100 Surcharge each direction.
 - Due to increased security and traffic, delays crossing into Canada are possible. El Monte RV is not responsible for any refunds of any type as a result of border crossing delays.
 - No transfer is provided to downtown SEATTLE or SEATAC Airport.

Self-Transfer: Clients providing their own transportation, at their own expense.

- Self Transfer: Only at ABQ, ATL, BOS, DEN, IAD, MIA, ORD, **PHX**, SLC and YVR to / from Seattle / SEATAC area.
- Takeover scheduling: Clients must call 1-800-367-6507* on the morning of scheduled pick-up to arrange vehicle takeover time. Even if clients arrange their own transfers they still must call for time of vehicle readiness. ***Under no circumstances should clients arrive unannounced.***
- Standard takeover time: After 1:00 pm, even if clients arrive earlier; subject to vehicle readiness.
- Seattle (SEA) transfer: No transfer provided in either direction. Clients must arrange and pay for their own transfer. We recommend that clients rent a car to and / or from Bellingham airport (BLI). In most cases the charge for one-way rental car is less than \$100. Courtesy transfer to and from Bellingham airport by El Monte RV is provided at no charge.

* **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 early to obtain courtesy 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. The credit card must be issued to the signer or co-signer of the contract.

International Address Requirement

- El Monte RV's 2010 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 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.

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.
- To facilitate the pick up 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.
- A one-time **\$100** non-refundable pet fee is required, payable at the counter.
- Please specify during booking if client would like to bring a pet.
- El Monte RV must be contacted a minimum of 7 days prior to pick up with pet transfer request. Transfer restrictions may apply due to size of cage and / or luggage capacity of transfer van.

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
- Standard Transfer: 1-800-367-6507*
- PAD Transfer: 1-800-337-2199*
- Roadside Assistance: 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 Roadside Assistance 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 Roadside Assistance 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.
- **Roadside Contact requirement:** In order to be eligible for a lost-use refund client must have contacted El Monte RV's Roadside Assistance department during their rental period and must have followed Roadside's instructions, self-help tips, and / or recommendations for repair.

- **Deductible:** Clients will be charged \$1000 deductible ... per incident ... for damage to motor home.
- **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. Vehicle Support

- Roadside Assistance: **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 Roadside Assistance department during their rental period and must have followed Roadside's instructions, self-help tips, and / or recommendations for repair.
- Roadside Assistance 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 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, clients are responsible for any damage due to systems freezing due to cold weather. As a precautionary measure, water may be replaced by anti-freeze to prevent water systems from freezing. Customers must plan on using bottled water and may be charged a 'de-winterization' fee if water systems are used. Special instructions may be given at the rental counter. Freezing conditions may occur in Spring and Fall at higher elevations and should be anticipated and precautionary measures taken.
 - 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 taxis 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 tickets and citations incurred during the rental period.
- Client may either pay for the ticket themselves, or opt to hand the ticket over upon return to the rental office for processing and payment. In addition to the ticket amount clients will be charged a **\$25** administrative processing fee.
- In the event of customer non-payment or failure to turn over any ticket to El Monte RV, clients are responsible for the ticket 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.
- No claims are accepted as to fuel consumption if client is upgraded to a larger unit.
- Fuel consumption will vary according to where and how a vehicle is driven.

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. Some locations reduce operation times during off season.
 - Albuquerque (ABQ), Atlanta (ATL), Boston, (BOS), Denver (DEN), Washington D.C. (IAD), Miami (MIA), Chicago (ORD), **Phoenix (PHX)** and Salt Lake City (SLC) are closed on Saturdays and Sundays all year.
 - Dallas (DFW), New York/New Jersey (NYC) and Bellingham (YVR) are closed on Sundays all year.
 - Denver (DEN) is closed every day from November 01, 2010 through March 31, 2011.
 - Bellingham (YVR) is closed Saturdays and Sundays October through March and closed every day from the last full week of January through the last full week of February.
- Times of Operation: May to September 9:00 to 17:00 and October to April 9:00 to 16:00
- 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.

| | | | |
|---------------------------|------------------------|--------------------------|----------------|
| January 01, 2010 | New Year's Day | November 25, 2010 | Thanksgiving |
| April 04, 2010 | Easter Sunday | December 24, 2010 | Christmas Eve |
| May 31, 2010 | Memorial Day | December 25, 2010 | Christmas Day |
| July 04, 2010 | Independence Day | December 31, 2010 | New Year's Eve |
| July 23, 2010 | Pioneer Day (SLC only) | January 01, 2011 | New Year's Day |
| September 06, 2010 | Labor Day | | |

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.



We are pleased to announce that El Monte RV has teamed up with TerraPass to be able to give our customers a way to offset their carbon footprint while on their motorhome vacation. For a very nominal voluntary fee, your customers can contribute to the reduction in carbon dioxide emissions! This nominal fee, conveniently payable at the El Monte RV counter, is based on the class type of vehicle rented.

How it works: On pick up, your customers will be give the opportunity to contribute to Terra Pass. The amount for a Class C motor home will be approximately **\$10.00** for the entire trip; for a Class A the amount will be approximately **\$15.00** for the entire trip. These amounts are based on the average number of miles driven by our customers who rent these unit types.

Every cent of the fee goes to TerraPass, who in turn funds clean energy projects, and projects that reduce methane, a serious contributor to global warming.

We encourage you to inform your customers to take advantage of this opportunity to offset their carbon footprint. It's easy, affordable and completely voluntary.

For more information please contact El Monte RV International Reservations.

Sincerely,

El Monte RV