RENTAL CONDITIONS CRUISE AMERICA

All rates and conditions are subject to change as required and without prior notification.

Camper rate includes
Rates include: Statutory Liability Cover, Supplement Liability insurance up to US$ 1,000,000, VIP Coverage with a deductible of US$ 1,500 per incident.

Camper rate is exclusive of
Mileage charges, taxes, optional extras, one-way rental fees.

Minimum rental period
The minimum rental period for all rentals is 7 nights.

Deposit/credit card
A basic refundable security deposit of US$ 500 and the use of a credit card on name of the main driver to pay for all local charges and deposits are required at departure. Upon vehicle return, all extra charges are balanced against the security deposit and a credit will be issued to cover the refund. Cash or debit cards are not accepted for security deposits or any additional charges at departure.

Burning Man rentals
Please note, all Burning Man departures from select locations will require an increased security deposit of US$ 1,000, in order to ensure our vehicles are returned in the same manner they are offered, ordinary wear and tear excepted. The new security deposit of US$ 1,000 (increased from “normal” security deposit of US$ 500) shall automatically be collected at departure, for all rentals departing on the following days and from the following locations:

Departure dates: 26-31 AUG 2020
Security deposit: US$ 1,000
Locations: SFO, LAX, LAS, EVT, SLC and PDX
No exceptions will be allowed

Cancellations
46 or more days prior to departure No Charge
16 to 45 days prior to departure US$ 400
8 days to 15 days prior to departure US$ 650
1 day to 7 days before departure US$ 850
Departure day (no-show) Full Rental Charges

Driver requirements
Vehicles can only be operated by qualified drivers 21 years of age or older. All drivers must have a valid and identifiable driver’s license. Your driver’s license and foreign passport are required as
identification and will be verified. All drivers must be identified, authorized, and must sign the Rental Contract. There is no cost for additional drivers and no ‘under 25’ surcharge. The minimum age is 21 years, there’s no maximum age. Additional drivers may be added to the rental contract free of charge. An International Driver’s License is not required unless renter’s license is issued in a language that does not use the Latin alphabet, or when the renter only has a handwritten driver’s license.

One-ways
One-way fees between rental locations within the USA are allowed and will vary in cost from US$ 250 to US$ 650 depending on pick-up location and routing. Please check with the Customer Service department for the rate applicable to your one-way choice at the time of booking.

Changes
Only the first change is at no charge. This first change may involve several aspects of the reservation (party size, items prepaid). The second and subsequent changes are at US$ 50 per aspect, per change. The following changes will result in a re-calculation of the flex-rates. The rate will be calculated using the most current flex-rates and compared to the existing flex-rates; the higher rate will prevail.

1. Party name
2. Vehicle size
3. Departure location
4. Drop-off date
5. One-way drop off location
6. Cancellation and rebooking

Once confirmed, change in prepaid items and party size will not affect the flex-rates.

Transfers
Transfers are not included in your prepaid rental charges. Return transfers are your responsibility. Only with pre-purchase of Early Bird Departure Special are return transfers to designated hotel areas or airport included with the fee. A late return will void our responsibility to you for return transfers. Return transfers are normally accomplished up to 4:00 PM.

Opening hours
All locations are open Monday till Saturday between 9:00 AM and 4:00 PM. Locations are closed on Sundays and National Holidays. For details, please refer to Customer Service. The Anchorage location is closed from October 8, 2019 – April 15, 2020, from October 8, 2020 – April 15, 2021 and from October 8, 2021 – April 15, 2022.

Picking up the vehicle
All overseas customers must spend the night in a hotel after arriving at their destination, before picking up the vehicle. Vehicle departure time begins at 1:00 PM (13:00 hours), however please note if you’re departing on a Saturday times may vary due to early closure. Please call the departing station to arrange for an expected departure time. This policy is similar to the "check-in" policy at a hotel. Your actual departure time will vary. There are no refunds for late pick-ups. Early bird departures begin at 9:00AM (09:00 hours).

Dropping off the vehicle
Vehicles are to be returned by 9:00 AM and in no case later than 11:00 AM. A fee of US$ 25 per hour will be charged for each hour that the vehicle is overdue without permission. You agree to return vehicle in the same condition as it was received, excluding normal wear and tear. Depending on local
conditions, a cleaning and/or waste tank evacuation fee may be assessed at vehicle return up to US$ 150. You will also pay for damages or loss of equipment. There are no refunds for early returns. With prepaid Early Bird departure special, return times beginning at 9:00 AM up to 3:00 PM unless the clients are returning on a Saturday (as some locations close earlier).

**Early Bird Departure Special (EBDS)**
Must be reserved (and pre-paid) 30 days or more in advance.
Beginning at 8:30AM transfers from designated area hotels* are included.

- Vehicle departures begin at 9:00AM and are completed by no later than 12:00PM
- Late Return Option up to 3:00PM. Return transfer to hotel* or airport will be arranged and paid for by rental center in the form of a credit to the rental contract.

*Hotels in designated areas only. Please refer to the Customer Service department for more information.

All Departure Days – US$ 375
Must call the departure location the day before departure to schedule the pickup time.

**Sunday departures and returns are not allowed.**

**RV check-in**
Partial pre check-in online via [www.rvcheckin.com](http://www.rvcheckin.com) is possible. This will ensure Cruise America already has some of the information, which speeds up the check in process. From this site further useful information can be accessed:

a) Renters Assistance Guide (available in several languages)
b) Customer Orientation video & What to Expect video (available in several languages)
c) Local service rental location maps
d) Sample itineraries

**Vehicle size**
You may find the model reserved to be inadequate for your party. Where possible, upgrades to a larger sized model will be allowed at a charge determined from local posted rates. Our policy is to provide you with the model reserved. In some instances, circumstances may require an upgrade to a larger sized motor home to accommodate an immediate departure. The upgrade will be provided at no charge to you and with no further liability to Cruise America.

You may find the model reserved to be too large for your comfort. Where possible, downgrades to a smaller sized model will be allowed at no charge to you. In some instances, circumstances may require a downgrade to a smaller model to accommodate an immediate departure. The downgrade, if accepted, will earn a credit based on the difference in price at the time of reservation and with no further liability to Cruise America.

**Breakdown assistance and repair reimbursement**
During a motorhome vacation some aspects of the vehicle or coach systems may fail or be impaired. If a mechanical breakdown should occur, Cruise America will assist to secure over-the-road maintenance from reputable service providers. All repairs require authorization by phone from Travelers Assistance at +1 (800) 334-4110 who will document the problem on a customer service log.

**Parking/Traffic Violations**
Client is responsible for reporting and payment of all parking/traffic violations at rental return. The credit card will be charged for any charges/fines/penalties issued to Cruise America in addition to an administrative fee of up to US$ 250 as a result of your not reporting a parking/traffic violation at return. Fines for parking, red light, speeding and other traffic violations are treated similarly to the
above, however, the administrative fees charged by Cruise America in these cases is US$ 35 per rental.

**Pets and animals**
Pets and animals are not allowed in the vehicle.

**Motor home equipment**
Motorhome equipment is available for an additional fee and is charged per vehicle. The convenience kit contains: cookware, cooking spoon, flashlight, colander, broom, cooking fork, tea kettle, plastic pail, mixing bowl, can opener, spatula, soup bowls, plates, tumblers and coffee cups, soup spoons, dinner forks, steak knives, teaspoons, dinner knives, paring knife and carving knife.

**Personal Kits**
Personal kits are available for an additional fee and are charged per person. The Personal kits contain: sleeping bag or blanket, pillow, pillow case, queen size flat sheet, bath towel, washcloth and dish towel. Child seat and GPS units are not available to book as an extra! Please provide your own or buy one in the USA.

**Generator**
If you choose to operate the gasoline-powered 110-volt generator, extra charges will accrue at US$ 3.50 per hour. Unlimited usage may be pre-purchased at time of booking at a rate of US$ 7 per rental day. The generator is not required for normal vehicle operation.

Please note: in the USA all campers (except the T17) are equipped with a generator.

**Mileage**
All rentals are excluding mileage. Mileage may be purchased by 500 miles increments. Miles exceeding the restriction incur a charge of US$ 0.35 per mile. All bookings must include at least one mileage package.

Unlimited mileage or unlimited mileage plus are available for rentals up to 21 days. For each additional day is a charge of US$ 29 per day.

**Mandatory surcharges**
Some states have mandatory fees that have to be paid locally.
- Colorado Road Safety fee US$ 2 per day for Denver bookings only for rentals up to 45 days
- NJ Surcharge US$ 5 per day for EWR and NYC bookings only for rentals up to 28 days

**Travel restrictions**

**Alaska, Yukon and Northwest Territories & Newfoundland:**
Travel on all public and/or numbered roads is permitted. Travel on non-public roads, unpaved back roads, trails and the like – commonly called ‘logging roads’ or on any surface subjecting the vehicle to unreasonable damage or road hazard is prohibited. Clients may receive further information from Cruise America regarding seasonal travel restrictions as well. We reserve the right to restrict travel, dependent on current road conditions.

**Death Valley and other desert areas:**
Vehicles are allowed to operate in Death Valley and other desert areas, however, extreme caution must be observed. Clients visit these areas at their own risk and are thus responsible for all recovery and other charges. During certain periods these areas are not habitable and could pose a danger to the driver and passengers.
Manhattan and New York City:
Due to restrictions on vehicle heights, propane gas and parking, vehicles with propane are not permitted in Manhattan and are not permitted to travel through any underground or underwater tunnels.

Mexico:
The client is strictly forbidden to take Cruise America vehicles across the US border to Mexico.

Toll Roads
Please be aware that the implementation of All-Electronic Tolling is becoming more and more prevalent in many popular areas of the USA and Canada. “All-Electronic” Tolling means the Traveler using these roads has no option to pay local tolls with cash. Instead, a picture of the vehicle’s license plate is taken and used to assess toll charges. Clients of Cruise America are responsible for the payment of these charges.

The following is an explanation on how Cruise America will handle these charges:
In some cases, a process called “Reassignment” is allowed and is utilized by Cruise America. In this process, Cruise America transfers the client’s information, including name and home address, to the relevant tolling authority. The relevant tolling authority bills the clients directly and no further correspondence with Cruise America takes place. The client must resolve the outstanding tolls and/or fees directly with the tolling authority. The advantage for the client in this process is the avoidance of any administrative charges by Cruise America.
For all other cases, Cruise America will pay the tolling authority or road agency directly. We will add a US$ 10 administrative fee and charge the client’s credit card used for the rental. Please note our administrative fee is per rental, not per violation.

SPECIAL NOTE: Please be aware of the difference between automated tolling and services such as Fastrack and EZ Pass lanes. Using Fastrack and EZ Pass lanes without the corresponding transponder will result in punitive fees in addition to the regular toll rates. Fees in these cases can often be as high as US$ 25 – US$ 100 per violation. It is the clients’ responsibility to avoid using these lanes under all circumstances in order to avoid such fees.

Winterized vehicles
Vehicle operating systems are not fully operable during subfreezing temperatures. Check the Renter Assistance Guide or Customer Service for winter operations but be aware that in Canada and northern US cities, vehicles are likely to have anti-freeze in holding tanks meaning that vehicle water facilities will not be available.