

Britz Rentals USA

Terms & Conditions

General Restrictions

Age Restrictions:

- The minimum age for the rental of a Motorhome is 25, the maximum age is 79 years (younger with authorization only).

Pets:

- Pets are not allowed in any Motorhome. Customer is fully responsible for all damages and a minimum fee of US\$250.00 for cleaning/deodorizing applies.

Smoking:

- Smoking is not allowed in any Motorhome. A minimum fee of US\$250.00 for cleaning/deodorizing applies.

Travel Restrictions

Mexico:

- Traveling into Mexico is not permitted. There is no insurance coverage in Mexico

Death Valley:

- Traveling into Death Valley is not permitted between June 15th and September 15th.

Alaska:

- Traveling within Alaska, Yukon and/or NWT is permitted. Britz USA must be advised at the time of reservation.

Winterization:

- Vehicles are winterized between November 1st. and March 31st., depending on the pick-up location (period may be longer depending on pick-up location and weather conditions). It is not possible to use the water-/waste systems during this time or when outside temperatures are below freezing.

Other:

- Inner Cities of New York City, NY as well as Montreal and Quebec City in Canada are not permitted. No insurance coverage for vehicle theft in Montreal and Quebec City.
- Private-, gravel-, dirt- or logging roads and other non-public roads, beaches, etc. are prohibited, e.g. 'Apache Trail in AZ'

Britz Usa will hold the customer fully responsible for accidents or mechanical breakdowns occurring in a travel restricted area. Insurance coverage will be void in case of violation.

Price Calculation

The price is based on availability and operational aspects and normally every Sunday morning the new prices are loaded in the system. Therefore a quote received on one day can differ from a quote receive on another day. Therefore the price at your booking determines the price for your rental. In the rare circumstance that the price fluctuates below the price of your booking we are not adjusting your booking. You would need to cancel your booking and rebook according to the corresponding terms (see below).

Payment Terms

- Payment for rental charges and other charges must be received 30 days prior to departure.
- **Without payment in "full" the Motorhome will not be released to the customer.**
- If payments are not received when due, Britz USA reserves the right to cancel the reservation without notice.
- Payments in U.S. currency or checks; checks must be drawn on a North American bank payable to Britz USA. Bank service charges are the responsibility of the paying party.
- Local Taxes are due and payable in addition to the rental and/or purchase price. These Taxes vary depending on the Location and may change during the year without prior notice.
- AMEX, VISA and Master/Euro-Cards are accepted.

Booking Changes

Every reservation change needs to be made in writing and will be confirmed in writing.

No name change is accepted when a surcharge, e.g. Holiday Surcharge, or an extended minimal nightly rent rule applies. Such name change will be handled according to the cancellation terms in the next paragraph and result in a new booking.

Cancellation

Every cancellation needs to be made in writing and will be confirmed by us in writing. The cancellation fee will be calculated based on the business day Britz USA has received the cancellation:

- Minimum cancellation fee US\$ 300.00
- 60 calendar days or more prior to rental date US\$ 300.00

- 59 to 30 calendar days prior to rental date 20% of the nightly rental charge minus any applied discount plus one-way fee if applicable
- 29 to 15 calendar days prior to rental date 50% of the nightly rental charge minus any applied discount plus one-way fee if applicable
- 14 to 05 calendar days prior to rental date 100% of the nightly rental charge minus any applied discount plus one-way fee if applicable
- 04 to 00 calendar days prior to rental date 100% of the nightly rental charge minus any applied discount plus holiday surcharge plus one-way fee if applicable

No Refunds for Unused Portion

No refund will be given in the following cases:

- Vehicle is returned prior to the contracted dropoff date
- Prepaid miles are unused
- Client arrives late to pick up the Motorhome or does not show up at all

Shuttle Service & Transportation

No transfers from/to Downtown areas. Complimentary transfers are only available from/to certain airport hotels and to the Int. Airports.

Clients cannot pick up the Motorhome the day they arrive from overseas or a transcontinental flight. You must stay the first night at an airport hotel or motel.

Clients are not entitled to a complimentary transfer in case of late Motorhome return.

Vehicle Pick-Up

Pick-Up Time

Pick-up time is between 12:30 PM and 4:00 PM.

Security Deposit

The deposit amount is \$1,000. Additional deposit may be required or charged for special events such as a regional festival, "Coachella", "Burning Man", "Stagecoach", "Further Future", "NASCAR", when a surcharge applies or if no mileage has been pre-paid, etc. Vehicle will not be handed out in case of insufficient funds, the reservation will be cancelled and prepaid funds are forfeited.

Based on credit card company rules we authorize the deposit amount for reservations up to 29 nights. For reservations 30 nights and longer the deposit amount is charged on the credit card.

Driver's License

A valid national driver's license is required for each driver at the time of pick-up. An international driver's license is recommended for foreign customers for translation purposes.

Your Responsibilities while Operating the Motorhome

Gasoline and Oil

The cost of propane, gasoline and oil are not included and Britz USA does not assume responsibility for estimates of consumption. All vehicles are delivered with full tanks and the customer is expected to return the Motorhome with full tanks or will be charged for the refueling plus a service fee. Actual refueling costs are posted at each rental location.

Maintenance

The customer is responsible for checking engine oil and coolant levels at each refueling as well as reporting mechanical failures immediately. Coolant refills and authorized repairs will be reimbursed upon return of the Motorhome and presentation of all receipts (see Mechanical Breakdown). It is the driver's responsibility to operate the Motorhome in a safe manner and to exercise all caution possible.

Mechanical Breakdown/Repairs

For repairs exceeding US\$50.00 the customer must call the Britz USA 24-hour toll free telephone assistance to obtain proper authorization. Non-authorized repairs exceeding US\$50.00 will not be reimbursed. Receipts must be presented to Britz USA for reimbursement. Customer will be held responsible for mechanical damage due to negligence in operation and/or maintenance. Customers are required to cooperate fully with Britz USA to remedy any problem.

If Renter's motorhome vacation is interrupted by an automotive mechanical breakdown for more than 12 working hours after reporting such to Britz USA, the Renter will be reimbursed for the greater of: (i) the gross daily rate or: (ii) expenses for hotel rooms up to US\$25.00 per person per night and car rental up to US\$50.00 per day per motor home to a maximum of US\$1,500.00 per tour. Receipts for all incurred expenses must be presented for refund.

Defects on Radio / CD / TV / DVD / GPS, generator, air conditioning, refrigerator, microwave, cruise control, awning, slide-out malfunction, etc. are not considered to be mechanical breakdowns and excluded from refunds.

In the Event of an Accident

The customer must obtain a local police report as provided by the attending police officer investigating the accident. An accident report form is supplied to the customer and is located in the Motorhome along with the registration and insurance papers.

Britz USA must be notified as soon as possible. A full-written report along with the other party's name, address, phone number, insurance information and driver's license number on the supplied accident report form will be required upon return of the Motorhome. Damage and accident scene pictures should be taken and provided if at all possible.

All documents relating to the accident must include a police report number or identifying number.

Insurance coverage may be void if the above instructions are not followed.

Parking/Traffic Violations

It is the clients responsibility to report and pay for all parking/traffic violations at check-in. Failing to report these violations at drop off will cause a charge of an administrative fee of up to \$100.00 plus the fine (including all late charges) to the clients credit card.

Vehicle Return

- **Drop off Time:** Between 8:00 AM and 11:00 AM (10:30 AM if the complimentary shuttle service is required)
- No complimentary transfers to the Airports and Hotels after 11:00 AM
- Charges for late Motorhome return or unauthorized extension of the rental period: US \$30.00 per hour or US \$300.00 per day (plus applicable rental charges). The regular rental rates apply only with proper authorization through Britz USA prior to a rental extension.
- The clients are advised to return the Motorhome with the interior cleaned and holding tanks dumped to avoid any cleaning/dumping charges.
- Generator use will be charged at US\$3.00 per hour plus local tax
- Additional miles will be charged at US\$0.45 per mile plus local tax

Insurance and Liability for Damage

Premium VIP Coverage (included in the daily rate)

Premium VIP coverage includes secondary comprehensive and collision coverage for the rented vehicle with a deductible of USD 1,000 per incident. Coverage includes but is not limited to:

- Motor vehicle accident
- Vehicle theft
- Vandalism
- Fire
- Windshield and glass damage

Note: There is a **US\$1,000.00 deductible** for all Accidental Damages. **Deductible applies per accident or damage and not per rental.**

Damage NOT covered by Insurance

Negligent Damage. Customer assumes unlimited responsibility for Negligent Damage. "Negligent Damage" refers to accidents caused as a result of Driver's negligence and includes but is not limited to:

- Accidents occurring off public roads.
- Accidents occurring while backing up or parking without a guide.
- Damage caused by freezing of the vehicle's systems (it is not permitted to fill water-and/or waste tanks when temperatures are below freezing).
- Deliberate or willful damage caused by renter or guests.
- Interior damages caused by renter or guests.
- Failure to maintain all fluid levels or follow proper operating procedures.
- Driving under the influence of alcohol, drugs or other controlled substances.
- Traveling in restricted areas.
- Overloading the vehicle and exceeding the carrying or tow capacity.
- Carrying more passengers than having seat belts available.
- Failure to use specified fuel.
- Operation by anyone under 25 years or over 79 years of age unless approved by Britz USA.

- Damages and accidents caused during breach of rental contract or use of rented vehicle for illegal activities.

Note: No coverage is provided for travelers and their belongings in the rented Motorhome under either policy.

Liability Insurance Included in the Daily Rental Rate

Public Liability Insurance to cover accidents in the event that the Renter is at fault. The policy protects the Renter/Driver to Statutory Limits (State mandated minimum liability coverage). Liability coverage is applicable in the state where the accident occurred.

Supplemental Liability Insurance (Optional)

Supplemental Liability Insurance (SLI) may be purchased for an additional fee. SLI provides the customer and any authorized driver on the rental contract with an increased limit of liability protection for up to US\$1,000,000 toward 3rd party damage claims.