

Well Equipped Fleet | Top Service | Campervan to A-Class Models  
Slide-Outs Available | Quality Extras Included

Newest Premium RVs

2024-25



## About Road Bear RV

For over 40 years, Road Bear RV has provided excellent customer service and the highest quality motorhomes for rent in the USA. Our multi-lingual staff work hard to ensure our customer's expectations are exceeded, giving them an unforgettable holiday experience.

Our motorhomes offer comfort and convenience, with Class C and A categories featuring storage, dry bath set-up, privacy curtains, safety nets, child seat tether anchors, awnings, TVs, USB chargers, and more. Class B units are compact, easy to drive, and fully equipped.



With the newest RV rental fleet in the industry, your customers will have the best possible base from which to explore the great scenery of the USA and Canada. They can choose from any of our seven branches to start their trip and travel at their own pace. And with premium service being a priority, we ensure the highest standards of hygiene and safety procedures in all our locations.

Our roadside staff is available 24/7 to ensure our clients' satisfaction. We are excited to welcome our international guests and provide them with the same quality customer experience we are known for. We take pride in providing not only the product and vehicle preparation, but also the hospitality to match our customers' high expectations. This is why we have the highest level of satisfied RV rental customers in the USA.

## Why do customers choose Road Bear RV?

- Newest rental fleet with guaranteed 2024-2025 models, providing the latest RV technology and comfort.
- Family-friendly and safety-focused, with free convenience kits for children up to 6 years of age, child seat tether anchors, cab-over child safety net feature in all A and C class vehicles, awnings, USB charging points, and an optional WiFi hotspot.
- Simple fixed rates including sales taxes and VIP Coverage.
- Multilingual staff providing exceptional customer service.
- Travel in style with full convenience, including air conditioning, large awnings, optional convenience kits, generators and microwaves in all units, and free camping table for Class C and A units.
- Attractive one-way rentals with monthly Super Deals that include free extras like one-way fees and kits.
- Complimentary transfers from select airport hotels and back to major airports, provided upon request and reservation via online VIP check-in at least 14 days in advance.
- 24/7 emergency help desk for customer peace of mind throughout their trip.
- Top reservations service with fast response from our team to ensure customer needs are met.
- Useful agent resources, including an online booking engine with live availability and pricing, online VIP check-in, and the thl content hub for images, videos, and documents.



*Delivering holiday cheer to underserved communities*

## Future Fit Business

We are committed to becoming a Future-Fit Business and are working towards making progress on the 23 Break-even Goals of the Future-Fit Business (<https://futurefitbusiness.org>) Benchmark and to sharing our journey towards becoming environmentally restorative, socially just and economically inclusive in everything that we do.

We are working hard to reduce our impact, all our branches have Future-Fit branch Action Plans in place focusing on saving energy, water conservation, tackling waste, lowering our operational emissions, and contributing to our communities.

Successes include,

- removed single use plastic bags from our rental kits,
- implemented improved recycling programs in all branches to tackle waste to landfill,
- installing LED lighting at our branches to reduce our energy use,
- changing our processes and equipment to significantly reduce our water use,
- donating equipment and non-perishable food items to local community organizations.

Through our Travel with Heart program, we encourage customers to embrace responsible RV travel, and we share tips and ideas to help our customers understand they can conserve resources and help look after the environment while on the road.

We share our Future-Fit progress and measure and report our carbon emissions footprint annually, to find out more visit [www.thlsustainability.com](http://www.thlsustainability.com)

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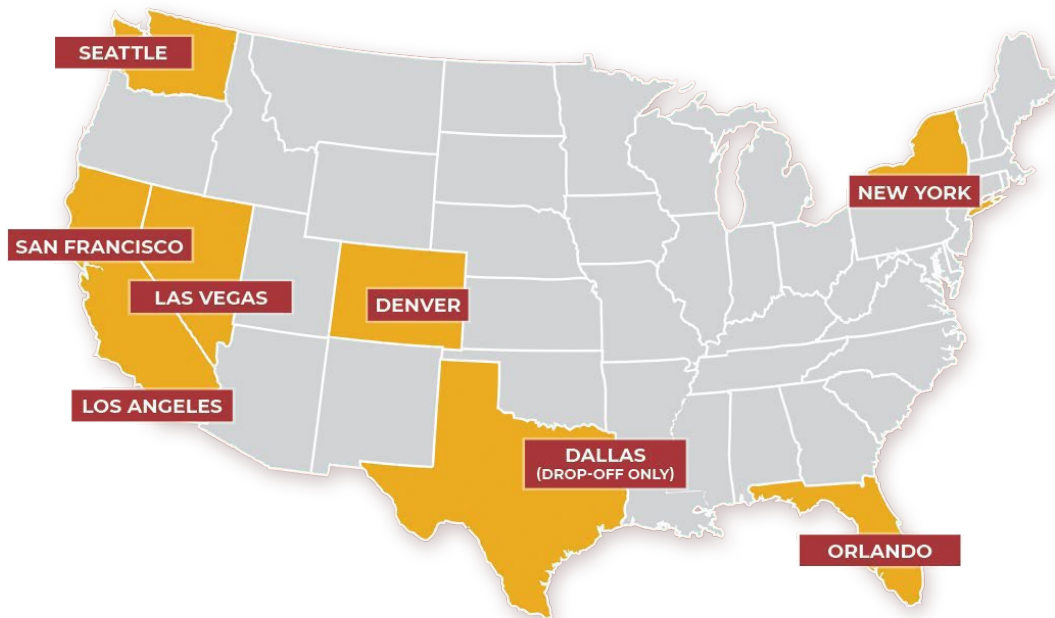
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# 1 Locations

Road Bear RV has 7 full branches across the USA, plus one for drop-offs, and offers attractive one-way rentals.



## Head Office for marketing, accounting, general information and TO desk

<b>Company Name</b>	Road Bear RV 12818 Firestone Blvd., Santa Fe Springs, CA 91741
<b>Web Address (URL)</b>	<a href="http://www.roadbearrv.com">http://www.roadbearrv.com</a>
<b>Phone Number</b>	+1 (818) 699-6488

### Email

- Availability/Booking	to@roadbearrv.com
- Accounting	usaccountsreceivable@thlonline.com

## Denver, CO (DEN)

<b>Address</b>	6586 Brighton Blvd., Commerce City, CO 80022, USA
<b>Web Address (URL)</b>	<a href="http://www.roadbearrv.com/den">http://www.roadbearrv.com/den</a>
<b>Phone Number</b>	+1 (720) 570-1100
<b>Toll Free Number</b>	+1 (866) 457-1100
<b>Local Sales Tax</b>	9.25%
<b>Mandatory Fee</b>	CO Road Safety Fee: \$ 2.00/day (\$ 88.00 max.)
<b>Winterization</b>	Units may be winterized from mid-October until mid-April

### Distances between Road Bear RV station and<sup>1</sup>

Select Denver Intl. Airport (DEN) hotels (20 miles free transfer)
Denver Intl. Airport (DEN) (20 miles no pick-up only drop-off)
Downtown Denver (15 miles; no transfer)

<sup>1</sup>To avoid waiting times for our mutual customers, it is now compulsory that our customers register online via <https://roadbearrv.sci.thlonline.com/> at least 14 days prior to the pick-up date and reserve their transfer pick-up location. Customers with transfers reserved must contact the branch 4 days prior to the first rental day to schedule the shuttle pick up time.



## Dallas Forth Worth, TX [DFW drop-off only]

**Address** 3500 S Central Expressway, McKinney, TX 75070  
**Web Address (URL)** <http://www.roadbearrv.com/dfw>  
**Phone Number** +1 (818) 865-2925  
**Toll Free Number** +1 (866) 491-9853  
**Local Sales Tax** 8.25%

### Distances between Road Bear RV station and<sup>2</sup>

Dallas Fort Worth Intl. Airport (DFW) & -hotels (35miles; no transfer)  
Dallas Love Field Airport (DAL) (32 miles; no transfer)  
Downtown Dallas Forth Worth (31miles; no transfer)

## Las Vegas, NV [LVL]

**Address** 4730 Boulder Highway, Las Vegas, NV 89121  
**Web Address (URL)** <http://www.roadbearrv.com/las>  
**Phone Number** +1 (702) 453-1109  
**Toll Free Number** +1 (866) 303-1057  
**Local Sales Tax** 8.38%

### Distances between Road Bear RV station and<sup>2</sup>

Las Vegas Intl. Airport (LAS) & select hotels (5 miles; free transfer)  
Strip (5-15 miles, select locations; free transfer)  
Downtown Las Vegas (7 miles; no transfer)

## Los Angeles, CA [LAL]

**Address** 28404 Roadside Drive, Agoura Hills, CA 91301  
**Web Address (URL)** <http://www.roadbearrv.com/lax>  
**Phone Number** +1 (818) 991-2794  
**Toll Free Number** +1 (866) 527-6876  
**Local Sales Tax** 9.50%

### Distances between Road Bear RV station and<sup>2</sup>

Select Los Angeles Intl. Airport (LAX) hotels (40 miles; free transfer)  
Los Angeles Intl. Airport (LAX) (40 miles no pick-up only drop-off)  
Santa Monica (25 miles; no transfer)  
Marina Del Rey / Venice (30 miles; no transfer)  
Downtown Los Angeles (35 miles; no transfer)  
Burbank Airport (35 miles; no transfer)  
Anaheim/Disneyland (70 miles; no transfer)  
One-way rental cars are available from/to Thousand Oaks

<sup>2</sup> To avoid waiting times for our mutual customers, it is now compulsory that our customers register online via <https://roadbearrv.sci.thonline.com/> least 14 days prior to the pick-up date and reserve their transfer pick-up location. Customers with transfers reserved must contact the branch 4 days prior to the first rental day to schedule the shuttle pick up time.

## Orlando, FL (MCO)

<b>Address</b>	3800 W Colonial Dr, Suite B, Orlando, FL 32808
<b>Web Address (URL)</b>	<a href="http://www.roadbearrv.com/mco">http://www.roadbearrv.com/mco</a>
<b>Phone Number</b>	+1 (407) 384-9241
<b>Toll Free Number</b>	+1 (855) 926-8727
<b>Local Sales Tax</b>	6.50%

### Distances between Road Bear RV station and<sup>3</sup>

Select Orlando Intl. Airport (MCO) hotels (17 miles; free transfer)  
Orlando Intl. Airport (MCO) (17 miles; no pick-up only drop-off)  
Downtown Orlando (5 miles; no transfer)  
International Drive (8 miles; no transfer)  
Disneyworld or Disneyworld hotel (23 miles; no transfer)  
Sanford International airport (25 miles; no transfer)

## New York, NY (NYL)

<b>Address</b>	2019 RT35 South Amboy, NJ 08879 (not in NY state!!!)
<b>Web Address (URL)</b>	<a href="http://www.roadbearrv.com/nyc">http://www.roadbearrv.com/nyc</a>
<b>Phone Number</b>	+1 (732) 495-0959
<b>Toll Free Number</b>	+1 (866) 787-3682
<b>Local Sales Tax</b>	6.625%
<b>Mandatory Fee</b>	New Jersey Domestic Security Fee: \$ 5.00/day (\$ 140.00 max.)
<b>Winterization</b>	Units may be winterized from mid-October to mid-April

### Distances between Road Bear RV station and<sup>3</sup>

Newark Airport (EWR) & - select hotels (20 miles; free transfer)  
JFK and La Guardia airports (45 miles; no transfer)  
New York City / Downtown Manhattan (35 miles; no transfer)  
Public transportation via NJTRANSIT train station (3miles free transfer)  
from/ to:  
EWR Airport (approx. 35 min)  
Penn Station in Manhattan (approx. 60 min)  
From Penn Station in Manhattan to JFK (45 min): Subway to Howard Beach or LIRR train to Jamaica Station, afterwards Air Tram Uber/Lyft from EWR Airport ~\$35-\$40 (subject to fluctuations with surge pricing)

<sup>3</sup> To avoid waiting times for our mutual customers, it is now compulsory that our customers register online via <https://roadbearrv.sci.thlonline.com/t> least 14 days prior to the pick-up date and reserve their transfer pick-up location. Customers with transfers reserved must contact the branch 4 days prior to the first rental day to schedule the shuttle pick up time.

## Seattle, WA (SEA)

<b>Address</b>	1541 S 96th St, Seattle, WA 98108
<b>Web Address (URL)</b>	<a href="http://www.roadbearrv.com/sea">http://www.roadbearrv.com/sea</a>
<b>Phone Number</b>	+1 (206) 334-7303
<b>Toll Free Number</b>	+1 (855) 732-1541
<b>Local Sales Tax</b>	17.8%
<b>Winterization</b>	Units may be winterized from October 1 to April 30
<b>Snow Chains</b>	Will be provided for pick-up or drop-off in the winter months. (Only charged when used – we urge the customers NOT to drive on snow/ice!)

### Distances between Road Bear RV station and<sup>4</sup>

Select Seattle Intl. Airport (SEA) hotels (5 miles; free transfer)  
Seattle Intl. Airport (SEA) (5 miles; no pick-up only drop-off)  
Downtown Seattle (8 miles; no transfer)  
Public transportation with bus 132 from downtown Seattle to stop Des Moines  
Memorial Dr S & S 96th St (approx. 30 min from downtown; 0.2 mile from branch; no transfer)

## San Francisco, CA (SFL)

<b>Address</b>	420 San Leandro Blvd, San Leandro, CA 94577
<b>Web Address (URL)</b>	<a href="http://www.roadbearrv.com/sfo">http://www.roadbearrv.com/sfo</a>
<b>Phone Number</b>	+1 (510) 564-4444
<b>Toll Free Number</b>	+1 (866) 249-1119
<b>Local Sales Tax</b>	10.75%

### Distances between Road Bear RV station and<sup>4</sup>

San Francisco Airport (SFO) & select hotels (30 miles; free transfer)  
Note: The pickup at the SFO airport is in the "Kiss & Fly area" which requires a train, Uber or Lyft ride from the airport terminals.  
Downtown San Francisco (20 miles; no transfer)  
Public transportation via San Leandro BART train station (0.8 miles free transfer):  
SFO airport (approx. 60 min)  
Downtown San Francisco (approx. 25 min).  
If the customer informs us via the VIP check-in at least 14 days in advance of the first rental, a free shuttle service is provided between our branch and the San Leandro BART train station. The BART train schedule can be found @ <http://www.bart.gov/sched=ules/byline.aspx> (select Fremont - Daly City or Dublin - Daly City).

# Class C 23–25' (M)

*Drives like a large SUV, offering a permanent rear bed, lots of storage and a multi-purpose dinette.*



## Features

- Easy to drive
- Cab-over ladder including safety net
- Tinted rear windows
- Full size fridge
- Air conditioning



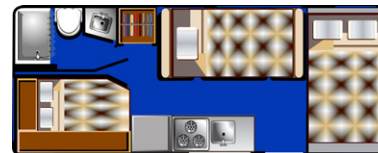
## Day layout



- Open floorplan with space to socialize, cook, watch TV and enjoy a meal together



## Night layout



- Rear bed – permanent  
54" x 80" | 137 cm x 203 cm
- Cab-over bed  
55" x 96" | 139 cm x 243 cm
- Dinette bed  
42" x 70" | 106 cm x 177 cm

Floor plans are for illustrational purposes only and may vary.

All Class C and A vehicles offer maximum independence with the on-board 120V generator and the free of charge camping table.



# Class C 26–28' (P)

*A compact motorhome that's perfect for a family outing or small group sightseeing adventures.*



## Features

- Separate rear bedroom makes for more private space
- Slide-out guaranteed
- Huge outside storage with camping table
- Dry bath / 210 litres of fresh water
- Tinted windows provide privacy
- Hardwood/tile style floors

## Day layout



- Only model this size with sofa, dining table seating for 6 and a spacious kitchen

## Night layout



- Rear bed  
60" x 75" | 152 cm x 190 cm
- Cab-over bed  
55" x 88" | 139 cm x 223 cm
- Dinette bed  
42" x 68" | 106 cm x 172 cm
- Sofa bed  
25" x 62" | 63 cm x 157 cm

Floor plans are for illustrational purposes only and may vary.

All Class C and A vehicles have a huge awning and each unit offers a full size fridge with separate freezer.



# Class C 29–31' (R)

*Perfect for the family - ample space with the large slide-out, providing all the conveniences for your vacation.*



## Features

- Rear walk around bed for easy access
- Huge outside storage with camping table
- Slide-out guaranteed
- Dry bath / 210 litres of fresh water
- Tinted windows provide privacy
- Hardwood/tile style floors
- Four separate beds

## Day layout



- Generous living space equipped with sofa, TV, table which converts to bed, and kitchen with microwave, oven, fridge and freezer

## Night layout



- Rear bed – permanent  
60" x 75" | 152 cm x 190 cm
- Cab-over bed  
55" x 87" | 139 cm x 220 cm
- Dinette bed  
42" x 68" | 106 cm x 172 cm
- Sofa bed  
40" x 63" | 101 cm x 160 cm

Floor plans are for illustrational purposes only and may vary.

Our optional convenience kit makes it easy with GPS, kitchen equipment, coffee maker, toaster, silverware, plates, glasses, towels and bedding.



# Class A 30–32' (U)

*The ultimate RV with masses of space inside, a panoramic window to enjoy the scenery, all the amenities of home and a slide-out for even more space.*

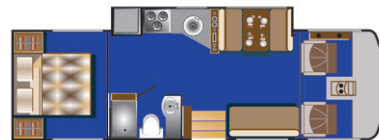


## Features

- Panoramic windshield for ultimate driving experience
- Separate rear bedroom makes for more private space
- Huge outside storage with camping table
- Slide-out guaranteed
- Large rear walk around bed for a comfortable sleep
- Dry bath / 210 litres of fresh water
- Tinted windows provide privacy
- Outside shower

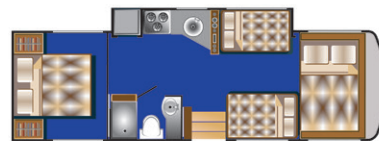


## Day layout



- Extra-large living space with sofa, TV, table which converts to bed, and kitchen with oven, microwave, fridge and freezer

## Night layout



- Rear bed – permanent 60" x 75" | 152 cm x 190 cm
- Cab-over bed 48" x 73" | 121 cm x 185 cm
- Dinette bed 40" x 58" | 101 cm x 147 cm
- Sofa bed 39" x 68" | 99 cm x 172 cm

Floor plans are for illustrational purposes only and may vary.

Every motorhome comes with air conditioning, heating and hot water.



# Class B 20-22' (K)

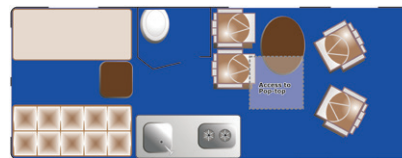
*Complete with well-equipped interiors, our agile Class-B units provide all the flexibility you need to satisfy the freedom you crave.*



## Features

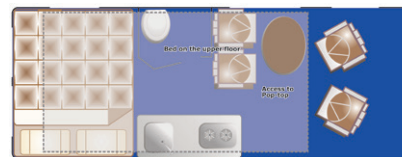
- Small and easy to handle and high fuel efficiency: 21 ft overall length
- 4 forward facing seats with 3-point belts and front swivel seats
- Pop up roof allows sleeping up to 4 PAX (2 adults 2 children recommended)
- Shower with surrounding wall/curtain and swiveling cassette toilet
- Generator plus 220-watt flexible surface solar panel
- Roof air-conditioning

## Day layout



- Equipped with stowaway pull out bed to create ample day time space as well as wet bath, refrigerator, and stove for modern convenience

## Night layout



- Pull out bed 59" x 77" | 150 cm x 196 cm
- Pop-top sleep system 52" x 79" | 132 cm x 200 cm

Floor plans are for illustrational purposes only and may vary.

The ultimate on-the-road freedom for travelers looking for an extra compact RV, with everything you need for your next outdoor adventure.





## Technical Vehicle Specifications\*

Models Specifications	Class B20-22 ft non slide	Class C 23-25ft non-slide	Class C 26-28ft slide-out	Class C29-31ft slide-out	Class A 30-32ft slide-out
Road Bear RV Category	K	M	P	R	U
1 <sup>st</sup> registration year			2023-2024		
Motorhome model year			2024-2025		
Seat belts / Sleeps upto	4	5	6	7	6
Suggested occupancy	2 adults, 2 children	4	5	6	4 adults, 2 children
Engine	V6	V8/V10			
Transmission	automatic				
Cruise control	yes				
AM/FM USB or USB-C	yes				
Dash AC	yes				
Electrical System	12V DC/ 120V AC/ 30 Amp(Class A: 50 Amp w/ 30 Amp converter available)				
Generator	yes				
Stove burner	2	3			
Microwave	no	yes			
Oven		no		yes	
Fridge	yes	2-way			
Freezer	yes				
Furnace	yes				
110 V hookup	yes				
Roof A/C	yes				
Shower inside	yes				
Shower outside		no		yes	
Hot water	yes				
Sink	yes				
Flush toilet	yes				
Awning (electric)	no	yes			
Backup cam	yes				
TV	no	yes			
Slide-out		no	yes		
Hitch	yes				
Bike carrier possible	yes				
Camping table included	no	yes			
Cab over child safety net	no	yes			
Child seat tether anchor	3-point belts	1			
Exterior width w/o mirror	6ft 9in 206cm	8ft 8in 265cm	8ft 8in 265cm	8ft 8in 265cm	8ft 8in 265cm
Exterior height incl. AC (Required clearance)	9ft 5in 287cm	12ft 0in 365cm	12ft 0in 365cm	12ft 0in 365cm	13ft 0in 395cm
Interior height (max.)	6ft 3in 190cm	6ft 9in 205cm	6ft 9in 205cm	6ft 9in 205cm	7ft 0in 213cm
Cab over bed(min.)	Roof top bed 52 x 79in 132 x 200 cm	55 x 96in 139 x 243cm	55 x 88in 139 x 223cm	55 x 87in 139 x 220cm	48 x 73in 121 x 185cm
Sofa bed(min.)	N/A N/A	N/A N/A	25 x 62in 63 x 157cm	40 x 63in 101 x 160cm	39 x 68in 99 x 172cm
Dinette bed(min.)	N/A N/A	42 x 70in 106 x 177cm	42 x 68in 106 x 172cm	42 x 68in 106 x 172cm	40 x 58in 101 x 147cm
Rear bed(min.)	<b>Pull out Bed</b> 59 x 77in 150 x 196cm	54 x 80in 137 x 203cm	60 x 75in 152 x 190cm	60 x 75in 152 x 190cm	60 x 75in 152 x 190cm
Fuel tank gallon / liter	24 / 91	55 / 208	55 / 208	55 / 208	80 / 302
Gas mileage/ mpg	~14	7 - 10	7 - 10	7 - 10	5 - 8
Liter/100km	~17	25 - 35	25 - 35	25 - 35	30 - 45
Fresh water gallon / liter	20 / 76	40 / 151	40 / 151	40 / 151	50 / 189
Grey water gallon / liter	20 / 76	28 / 106	25 / 95	22 / 83	40 / 151
Black water gallon / liter	N/A	22 / 83	26 / 98	25 / 95	40 / 151

\*Measurements are approximate and subject to change

## 2 Convenience Kit WiFi Hotspot

GPS navigation system included



Bath towel	Badetuch
Hand towel	Handtuch
Wash cloth	Waschlappen
Kitchen towel	Küchentuch
Cleaning towel	Putzlappen
Paper towel roll	Rolle Küchenpapier
Comforter with cover	Bettdecke mit Bezug
Sheet	Leintuch
Pillow	Kopfkissen
Pillow protector	Kopfkissenschoner
Pillowcase	Kopfkissenbezug
<u>Not pictured</u>	<u>Keine Abbildung</u>
Broom	Besen
Dustpan and brush	Schaufel mit Kehrbesen
Bucket	A

Mobile WiFi **Hotspot**, with speed limiting after 20 GB **used**, also available (optional)



Flashlight  
Cups  
Mixing bowl  
Forks  
Scissors  
Can opener  
Turner  
Whisk  
Measuring cup  
Plastic containers

Lighter / matches  
Dinner plates  
Knives  
Spoons  
Roast slicer  
Cork puller / bottle opener  
Basting spoon, slotted spoon  
Coffeemaker  
Colander  
Toaster

Glasses  
Salad plates  
Steak knives  
Teaspoons  
Cookware set  
Vegetable peeler  
Grill fork  
Tea Kettle  
Cutting board



Taschenlampe  
Tassen  
Schüssel  
Gabeln  
Schere  
Büchsenöffner  
Bratkelle  
Schneebesen  
Messbecher  
Plastikbehälter

Anzündler / Streichhölzer  
Teller  
Messer  
Suppenlöffel  
Brotmesser  
Korkenzieher / Flaschenöffner  
div. Schöpflöffel  
Kaffeekocher  
Abtropfsieb  
Toaster

Trinkgläser  
Salatteller  
Steakmesser  
Teelöffel  
Kochgeschirr  
Gemüseschäler  
Grillgabel  
Wasserkessel  
Schneidebrett



# 3 Terms & Conditions

## Availability, Booking System Priorities and One-Way Trips

After you register you have access to the Road Bear RV NET rates, availability checks, etc.

The availability can be checked, and bookings can be placed

- Via API/XML<sup>5</sup>,
- Our B2B portal online at [motek.b2b.thlonline.com](http://motek.b2b.thlonline.com)
- Via email to [to@roadbearrv.com](mailto:to@roadbearrv.com)

To check availability or place a booking we will need the following information:

- Requested vehicle type
- Pick-up and drop-off branches
- Pickup- and drop-off dates (minimum rental time as specified on the rate sheet)
- Required mileage (number of mileage packages and a minimum of mileage packages must be requested in advance) or unlimited for the All Inclusive-option
- Name of main renter, the total number of travelers, email address of the renter and
- If available, arrival date and hotel information

If a vehicle is not available as requested, an alternative will be offered which is part of the Road Bear RV service proposition. Road Bear RV reserves the right to cancel any online booking within the following business day.

## Availability in API/XML, Online Booking Engine and Stop Sales-List

The availability reflected in real time booking channels API /XML and the online booking engine is more current and takes precedence over the Stop Sales-list. Please note that booking requests for groups or convoys of 3 or more vehicles travelling together are on request until confirmed by the reservations team.

## One-way Trips

One-way trips are available between all our locations for a fee as listed on the rate sheet. Availability can be checked through our booking system and is subject to availability. One-way availability checks and booking requests can be made in the same way as round trips (see above).

If you submit a booking request through API/XML or online, the system will perform basic availability checks and either accept or deny the request. If your request is denied by the system, please email our team to manually check availability and provide alternative options. For booking requests submitted online or via email, we will either send a booking confirmation or provide alternative options.

## Reservation Amendment, Cancellation, Unused Nights and “No Shows”

### Reservation Amendment

To make changes to your reservation, please send a written request to [to@roadbearrv.com](mailto:to@roadbearrv.com). We will confirm the changes in writing. If you request an amendment to your reservation up to 61 days before your scheduled pick-up, there is no fee. If you request an amendment within 61 days of your pick-up date, a handling fee of \$50 will apply.

It's important to note that an amendment refers to minor changes, such as adding mileage or add-on items, adjusting the number of passengers, or changing the vehicle size or dates within one week of the original booking. Any major changes, such as changing the vehicle type, travel dates, location, or customer name, are considered as making a new booking. In this case, the original booking will be cancelled, and a new booking will be entered into our system, with applicable cancellation fees.

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<sup>5</sup> We offer real-time API/XML availability check and booking. If you are interested to work with us via XML access, please contact us at [to@roadbearrv.com](mailto:to@roadbearrv.com).

If you request to change the vehicle category, name, dates, or location at any time, the amount due will be recalculated based on the rates and discounts applicable at the time of the revision. If you request changes less than 61 days before your scheduled pick-up date, the cancellation terms outlined in the next paragraph will apply.

Please note that all name changes will result in a cancellation and need to be rebooked. Cancellation fees will apply, as outlined in the next paragraph, and a new booking will need to be made. Road Bear RV reserves the right to apply any credits to upcoming charges or cancellation fees due.

### Reservation Cancellation

Please make all cancellations in writing and we will confirm them in writing as well.

Please note that a cancellation fee will be charged based on the day we receive your cancellation, as follows:

Minimum cancellation fee US\$ 100.00

- 60 calendar days or more prior to rental date US\$ 100.00
- 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 and "no show" plus season surcharge plus preparation fee plus one-way fee if applicable

### Refund for unused portion of confirmed reservation

No refund will be given for delayed pick-ups / early returns, unused mileage or for "no show".

### Release of Vehicle after "no show"

If we are not able to establish communication with or hear from the client directly or the tour operator, we can re-use the unit in the afternoon of the 3rd calendar day (the pick-up day counts as the first calendar day).

### Driver's License and Age

Customers must present a valid, original national driver's license for each driver at pick-up (photocopies not accepted). All drivers must be present during pick-up. If you are a foreign customer, we recommend having an international driver's license or an English translation of your license issued by your home country. All drivers must meet the age requirement listed on the rate sheet.

### Financials

Please contact [usaccountsreceivable@thlonline.com](mailto:usaccountsreceivable@thlonline.com) for billing and statement related questions.

### Bank information

Payments must be in U.S. currency or a check drawn on a North American bank payable to **El Monte Rents**.

Wells Fargo Bank  
2030 Main Street, Ste. 900  
Irvine, CA 92614

Account # 4121099261  
Wire Routing ABA121000248  
Swift Code WFBIUS6S

### Payment Due Date

Rental charges and other charges must be received **no later than 30 calendar days prior to vehicle pick-up**. Road Bear RV reserves the right to cancel the reservation when the payment is not received **in full** before or on the due date. In this case the cancellation fee schedule from above applies.

## Bank Service Charges

All bank service charges are the customer's responsibility. We expect your payment 30 calendar days prior to pick-up in full. We reserve the right to charge a late payment fee or invoice you for any bank fees resulting from your payments.

## Credit Card Payment

For payments of the reservation with a credit card, a 5% administration and processing fee is charged.

## Full payment not received at time of pick-up

**Without having received the full payment no vehicle will be handed to the customer; no exceptions made!** In such a circumstance, the mutual customer will be offered to pay the open amount. It is considered a matter to be resolved between the tour operator and customer afterwards with regards to any reimbursement to the mutual customer.

## Customer Deposit at pick-up

Please note that we authorize a deposit amount for all reservations based on credit card company rules. For your convenience, we have listed a few of our policies regarding cleaning and deposits below.

We kindly ask our clients to return the vehicle with the interior clean and holding tanks emptied. Please note that a minimum cleaning/deodorizing fee of \$250.00 applies if there is any smoking or pets in the vehicle. The customer is responsible for this fee if there is any violation of the policy.

For special events such as regional festivals, Coachella, Burning Man, Stagecoach, Further Future, NASCAR, EDC, RAAM, and other events where a surcharge applies or if no mileage has been pre-paid, additional deposits may be required or charged. If there are insufficient funds, the vehicle will not be released to customer, and the reservation will be cancelled, with the prepaid funds forfeited. Please check with us for further details on these policies.

## Additional Customer Deposit after an Accident

In the event of an accident, before a replacement unit is provided to a customer, we require an additional charge of US\$2,000 to be made on the customer's credit card, regardless of whether the customer is at fault or not. This amount will be refunded at drop-off (minus any fees/charges) provided there are no further damages to the vehicle.

## Credit Cards

VISA, Mastercard, American Express cards are accepted. No pre-paid credit cards are accepted.

## Taxes and Governmental Fees

Local sales taxes are included for all pre-paid items. Local sales taxes apply to all pick up- & drop-off charges and may change at any time. Newly assessed governmental fees (other than sales tax or DMV fees) not known at the time of the production of this document will be collected from the customer at pick-up.

## Online Self Check-In

**We require our mutual customer to complete the online self check-in at least 14 days prior to the vehicle pick-up date @ [roadbearrv.sci.thlonline.com](http://roadbearrv.sci.thlonline.com)** Customer email addresses must be provided at time of booking. All customers are required to complete the online check-in process prior to pick-up. This results in less administration at pick-up and means the client needs less time at the branch.

To access the online self check-in system and enter their information the client requires:

- The Road Bear RV booking number (e.g. - ABC123456-1) or the TO Ref#
- (it is important customers include the "-1" at the end of their booking reference number)
- The last name of the customer
- The pick-up date, and
- The pick-up location.

**Please make the link above, the branch address and pick-up times available to our mutual customers and enclose such information with the documents you send out to your customers.**

## Transfers

Shuttle transfers are available by request only and must be reserved via the online self-check-in at least 14 days in advance of the first rental day and confirmed by the branch.

Transfers will not be made available if the self-check-in is not completed 14 days prior to the first rental day. Transfers are not available from any location that is not listed on the VIP check-in page.

Transfers can be scheduled from select gateway airport hotels (see hotel list per branch) and some public transportation points. Many airports only allow for drop off but not pick up.

Customers with reserved shuttle transfers must contact the branch 2-3 days prior to the first rental day to schedule the shuttle pick up time.

## Vehicle Returning at Different Drop-Off Branch

If the customer fails to return the vehicle to the originally agreed drop-off branch as stated in the Rental Agreement, we will charge for the transfer of the motorhome to the agreed branch.

## Motorhome Pick-Up and Drop-Off Times

To pick up their motorhome, the person who made the reservation must be present with the physical credit card that shows their name. If they plan to drive, they must also present their original driver's license. If they are not driving, they need to provide another government-issued document to confirm their identity.

Additionally, all drivers who plan to drive the motorhome must be present at the time of pick-up with their original driver's license. We accept driver's licenses in English, Dutch, German, Spanish, Portuguese, French, or Italian. If the driver's license is in any language other than the above, an international driver's license or an official English translation must be presented at pick-up along with the original license.

We reserve the right to deny a renter the motorhome if they appear to be unable to drive, such as if they are intoxicated or suspected of being under the influence of drugs.

If someone else in the party will be driving, they must also present their original driver's license at pick-up to ensure they are legally allowed to drive the motorhome.

If the main renter is not deemed fit to drive, they will not be listed on the rental agreement as a driver and will not be covered by insurance. However, the main renter remains fully responsible for the motorhome.

If the main renter wants to be added as a driver, they must return to one of our branches at a later time to obtain an updated rental agreement.

To avoid waiting times, all customers are asked to check-in online at [www.roadbearrv.sci.thlonline.com](http://www.roadbearrv.sci.thlonline.com) and communicate with the branch to schedule the exact pick-up time. A limited number of earlier appointments may be available free of charge by calling the pick-up branch two or three business days prior to pick-up.

### Normal vehicle pick-up times are

**Monday to Friday**

**13:00 to 16:00**

**Saturday**

**Call for an appointment (please note the shorter opening hours below)**

**The vehicle drop-off period starts at 08:00 and has to be concluded by 10:30 am.**

Note: In order to guarantee an early pick-up or late drop-off the customer has to extend, if availability allows, the reservation by one night prior respectively afterwards and pay for this extra night(s).

## Branch Hours of Operation

Monday through Friday 08:00 to 17:00

NYL/SEA: NOV 1 to FEB 28 09:00 to 16:00

MCO: APR 1 to SEPT 30 08:00 to 17:00

MCO: OCT 1 to MAR 31 09:00 to 16:00

Saturday 08:00 to 13:00 (or during high season as required)

NYL/SEA: NOV 1 to FEB 28 by appointment

MCO: APR 1 to SEPT 30 08:00 to 17:00

MCO: OCT 1 to MAR 31 09:00 to 16:00

Sunday Closed

MCO: JAN 1 to DEC 31 09:00 to 16:00

Winter Closure: DEN Closed (available on request): Dec 6, 2024, to Feb 28, 2025; SEA Closed (available on request): Jan 5, 2025 to Feb 2, 2025

## Delayed Arrival due to Extenuating Circumstances

We understand that unexpected circumstances can result in changes to travel plans, such as flight arrival times. While we will do our best to accommodate our customers in these situations, please note that changes do not entitle them to a free cancellation, modification, or pick-up/drop-off service outside of our regular business hours.

## Customer Orientation & Languages

We have German and English-speaking staff at all locations, and some locations also offer Dutch, French, Spanish, and Portuguese. After completing the necessary paperwork, clients receive a comprehensive personal walk-through of the motorhome. Additionally, we provide a digital operation manual in both German and English.

In case of an emergency, accident, or technical problem, clients can call our toll-free On Road Care number, which is available 24/7. The number is printed on the keychain for easy access.

## Child/Booster Seats

Parents or guardians are responsible for complying with applicable laws regarding child or booster seats. Please note that Road Bear RV does not provide child or booster seats, nor can our staff provide installation instructions or assist with installation. We recommend customers bring their own child or booster seats or purchase one locally.

## Vehicle Substitution

If the booked vehicle is not available for any reason, Road Bear RV reserves the right to provide a higher-rated vehicle at no extra cost. If a lower-rated vehicle is provided, Road Bear RV's liability is limited to refunding the retail rate difference between the two vehicles.

Please note that vehicle substitution does not entitle the customer to any additional compensation beyond the refund mentioned above.

## Vehicle Length

If a customer needs precise measurements for arrangements with a ferry or other service and wants to ensure that the assigned vehicle cannot be substituted with a longer one, they should contact us directly to make us aware of their requirements.

## Travel Restrictions

Mexico	Traveling into Mexico is not permitted.
Death Valley	Traveling into Death Valley is not permitted between <b>June 01 and September 30</b> .
Others	Traveling on any private, gravel, dirt or logging roads and other non-public roads, beaches, etc. and in the Inner city of New York, Montreal and Quebec City (Canada) is not permitted.
Alaska	Traveling within Alaska, Yukon and Northwest Territories is permitted as long as Road Bear RV has been advised at the time of booking.

**Road Bear RV will hold the customer responsible for disregarding these restrictions including accidents, mechanical breakdowns and thefts occurring in a travel restricted area.**

## Gasoline and Propane

Please note that the cost of gasoline and propane is not included in the rental fee, and Road Bear RV is not responsible for estimates of consumption. All vehicles are supplied with full tanks of fuel and propane, and customers are expected to return the vehicle with full tanks. Failure to do so may result in additional charges.



## Maintenance Responsibilities, Repairs and Reimbursement

### Maintenance Responsibilities

The Customers are responsible for checking engine oil and coolant levels each time they refuel the vehicle, as well as reporting any mechanical failures immediately. Any authorized repairs and coolant refills will be reimbursed upon the return of the vehicle, provided that all receipts are presented (see mechanical breakdown).

Please note that it is the driver's responsibility to operate the vehicle safely and exercise caution at all times.

### Maintenance, Repairs and Reimbursement

To ensure timely authorization and reimbursement for maintenance and repairs exceeding US\$ 100.00, customers must call the Road Bear RV helpline as soon as possible, and no later than 24 hours after any incident. Non-authorized invoices over US\$ 100.00 will not be reimbursed, and receipts and replaced parts must be presented for reimbursement.

Please note that customers are responsible for any mechanical damage due to negligence in operation and/or maintenance.

### Ensuring a Positive Motorhome Experience: Handling Technical Issues and Emergencies

While our first and foremost priority is to provide our mutual customers with an excellent and high-quality vehicle and service, unexpected technical difficulties can arise.

To ensure that our mutual customers can enjoy their motorhome experience we provide an extensive vehicle explanation and with every vehicle an operation manual and the phone number of our 24-hour/7-day help line which is free of charge from any landline in the USA.

Please note: We are usually unable to return phone calls nor accept requests to call a customer back because customers may be hiking, visiting an attraction, etc. and not available the vehicle when we call. It is usually more practical for customers to call us when at or nearby the vehicle.

When we receive a phone call we differentiate between an inconvenience and an emergency:

- We define an inconvenience as something that requires the customer to spend additional time, find a workaround or where a non-safety-related feature is not available. Examples are purchasing ice because the refrigerator is not working, the radio is not working or the slide-out is not extending such that the interior space not increased.
- We define as emergency as being when the motorhome cannot be driven safely anymore. An example is when the engine has stopped working. In this case the Vacation Interruption (VIP) Coverage applies (see next paragraph).

## Vacation Interruption Protection (VIP) Coverage

Ensuring the safety of our clients is our top priority. Prior to each rental, all units undergo thorough mechanical and technical inspections. Although rare, malfunctions may occur. In such cases, we are committed to swiftly resolving any on-the-road issues. If a renter's motorhome vacation is interrupted by an emergency (excluding accidents or damages caused by the renter) and lasts for more than 12 hours after reporting it to Road Bear RV, the renter will be reimbursed for the greater of the gross daily rental rate or expenses for hotel rooms up to \$25.00 per person per night, and car rental up to \$50.00 per day per motorhome, with a combined maximum of \$1,500.00 per rental agreement.

Excluded from VIP reimbursement are defective comfort equipment, such as radio, RV, Bluetooth, GPS, generator, batteries, air conditioner, refrigerator, heater, water heater, cruise control, awning, slide-out, etc., which are not considered as mechanical breakdowns.

## In the Event of an Accident

To ensure that coverage is not voided, it is important to follow these instructions:

The Customer must:

- Obtain a local police report from the police officer who is investigating the accident.
- Notify Road Bear RV as soon as possible, but no later than 24 hours after the accident.
- Provide the completed accident report form, which can be found in the vehicle along with the registration and insurance papers, no later than at the return of the vehicle. The completed report must include the other party's name, address, phone number, driver's license number, date of accident, etc.

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

## Parking and Traffic Violations

The Renter assumes responsibility for all fines, charges, and court costs associated with road tolls, traffic and parking violations, or any other violations that occur and will be charged accordingly. An administrative fee of no less than \$25 will be added to each such charge.

For traffic citations, the renter is responsible for the full amount of the citation, including any late fees, and will be charged a \$100 administrative processing fee per citation.

For toll roads/bridge tolls, the Renter's credit card will be charged for the toll amount, late fees, and an additional handling fee of \$25 per toll.

## Toll Road System in the Florida Keys

The Florida Turnpike Enterprise implemented all-electronic open road tolling for the southern 47 miles of the turnpike, from US1 in Florida City to the Miami-Dade/Broward County line, in February 2011. As a result, the old toll booths have been eliminated, and toll fees cannot be paid in cash.

There are several payment options for traveling on the Turnpike:

1. Customers picking up at MCO can conveniently rent a SunPass transponder at the branch.
2. A SunPass Transponder can be obtained by calling 1-888-865-5352 or visiting [www.SunPass.com](http://www.SunPass.com). This transponder allows traveling on toll roads by paying money into the personal SunPass account.
3. An alternative option is the "TOLL-BY-PLATE" program. This program captures an image of the vehicle license plate and bills the registered owner of the vehicle for the toll amount. Customers can call in to register for a "TOLL-BY-PLATE" account and pay for tolls before an invoice is issued. Payments can be made by cash, credit/debit card online, or through new payment kiosks located at major retail stores.

### **Important Florida toll notice**

Florida State Law (Statue 316.1001) requires payment of prescribed tolls for the usage of toll facilities. Failure to comply with this statute may result in the assessment of a US\$ 100.00 or higher civil penalty, assessment of court costs, and suspension of the vehicle registration and/or suspension of the driver's license. It is vital that the customer informs the Road Bear RV drop-off location of the fact that they traveled on the Florida Turnpike regardless of what option they choose. In the case that an invoice for toll fees is sent to Road Bear RV as the registered owner of the vehicle, all fees due will be charged to the customer's credit card on file and processed according to our rental provisions with regards to traffic citations (incl. administrative fees).

### **Cleaning Fee**

Clients are responsible to return the vehicle with the interior clean and holding tanks dumped. The vehicles exterior does not require cleaning by the customer (with exceptions for special events such as Burning Man, RAAM, EDC etc). Cleaning and dumping charges apply as posted at the drop-off location.

# 4 Road Bear RV Rates and Discounts

The following pages contain the **confidential** Road Bear RV NET INTERNATIONAL rates in USD/night including VIP Insurance & Sales Tax for **2024/25**

**By applying these rates, the terms and conditions current at the time of booking are considered read and accepted!**

## Minimal Rental Time and Rate Calculation

- Nightly rates are pro-rated when overlapping multiple seasons
- 7-nights minimum rental time / 14-nights minimum with the “ALL IN” rate (\*)
- 12-night minimum when the August Season Surcharge applies in Las Vegas (LVL), Los Angeles (LAL) and San Francisco (SFL)
- When attending the RAAM (Race Across America) event or when the August Season Surcharge is applied a \$2,000 deposit is charged (and not just authorized)
- All drivers must be at least 21 years old
- Mileage must be pre-booked. At pick up no purchase of mileage packages or “All IN” upgrade possible! Pre-payment of minimum mileage needed between PU & DO location is required for all one-ways.
- In areas with temperatures below freezing (see chapter 1 “Locations”) the fresh and waste water systems will be drained and CANNOT be used! When dropping off at a branch with sub-freezing temperatures a \$100.00 re-winterization fee applies. Any freeze related damage will be charged to the rental customer.

### Calculation Examples

Booking Date	15-Aug-23	Vehicle	R with 6 PAX
PU Location and Date	LAL 25 JUN 2024	DO Location and Date	SEA 16 JUL 2024 (=21 nights)

	Standard Rate	All IN Rate
Nightly Rates	3 X 138 + 6 X 189 + 9 X 309 + 3 X 358 = \$5403	3 X 233 + 6 X 284 + 9 X 404 + 3 X 453 = \$7398
-5% Long Term Discount	-270.15	-369.9
-10% Early Bird	-540.3	-739.8
1x One Way LAX – SEA	300	300
2,500 Miles	995	Unlimited Miles
1x Preparation Fee	229	Inclusive
6x Convenience Kits (50%)	237	Inclusive
6x Chairs	66	Inclusive
1x Wifi	225	225
21x VIP Plus Upgrade	376.95	376.95
21x Supplemental Liability Insurance	330.75	330.75
<b>TOTAL \$</b>	<b>7352.25</b>	<b>7521</b>

## Road Bear RV holidays and seasonally closed branches

The Denver branch is closed for rental business from 06 Dec 24 to 28 FEB 25 and the Seattle branch from 05 Jan 25 to 02 Feb 25. Bookings are possible on special request basis only.

All branches are closed on Sundays and on following Holidays:

27 MAY 2024	Memorial Day	24 DEC-25 DEC 2024	Christmas Eve & Day
04 JUL 2024	Independence Day	31 DEC 2024	New Year's Eve
02 SEP 2024	Labor Day	01 JAN 2025	New Year's Day
28 NOV 2024	Thanksgiving Day		

## Information on "Burning Man" Rentals

Due to operational reasons and to ensure we have availability for families to rent motorhomes, we currently discourage short-term bookings for the Burning Man Festival. At this time, we are not accepting typical Burning Man bookings and will review this policy in the upcoming spring. If you plan to attend Burning Man, please let us know at the time of reservation as special terms and conditions apply to all Burning Man attendees.

## Unauthorized Late Return Charges

If the customer returns the rental vehicle after 11 am without prior authorization from the return rental location, they will be charged \$50 per hour. Unauthorized extensions will be charged double the applicable nightly rental rate.

To avoid these charges, the customer must contact Road Bear RV at least one business day before the vehicle is due for drop-off and obtain proper written authorization to extend the rental period. In this case, the regular (gross) rental rate will apply and is due at the time of extension.

## Smoke and Pet Restrictions, Cleaning Fee

Please note that smoking and pets are not permitted in our vehicles. Any violation of this policy will result in a minimum cleaning and deodorizing fee of \$250. Customers are responsible for returning the vehicle with a clean interior and emptied holding tanks. Cleaning and dumping charges may apply and will be posted at the drop-off location. Exceptions may apply for special events such as Burning Man, RAAM, EDC, etc., and customers should inquire about additional cleaning fees in these cases.

# Road Bear RV NET INTERNATIONAL Rates 2024-2025

## Las Vegas, Los Angeles, San Francisco, Orlando Rates

	Location	Off season	Low Season	Shoulder Season	Mid-Season	High Season	Peak Season
Max. (recommended Adults + Children)	LVL/LAL/SFL	07OCT24-20DEC24	01APR24-05MAY24	06MAY24-27JUN24	28 JUN24-03JUL24	04JUL24-12JUL24	13JUL24-10AUG24
		08JAN25-31MAR25	21DEC24-07JAN25	04SEP24-06OCT24		11AUG24-03SEP24	
	MCO	27NOV24-08DEC24	28MAY24-23JUN24	09APR24-27MAY24	01APR24-08APR24	12JUL24-11AUG24	
			18OCT24-26NOV24	26AUG24-17OCT24	24JUN24-11JUL24		
09DEC24-19DEC24			20DEC24-08JAN25	12AUG24-25AUG24			
		09JAN25-03MAR25	04MAR25-31MAR25				
PAX	Vehicle size	Std. nightly rate	Std. nightly rate	Std. nightly rate	Std. nightly rate	Std. nightly rate	Std. nightly rate
4 (2+2)	B 20-22ft (K)*	97	127	139	159	248	287
5 (3+2)	C 23-25 ft (M)	92	122	134	151	246	281
6 (4+2)	CS 26-28 ft (P)	104	134	136	170	277	315
7 (5+2)	CS 29-31 ft (R)	117	146	138	189	309	358
6 (4+2)	AS 30-32ft (U)	183	235	214	277	352	393

\* 20-22ft only available for rentals between Las Vegas, Los Angeles and San Francisco (including one ways between these locations)

## Denver, New York, Seattle Rates

	Location	Off season	Low Season	Shoulder Season	Mid-Season	High Season	Peak Season
Max. (recommended Adults + Children)	DEN/NYL/SEA	12OCT24-31MAR25	01APR24-16MAY24	17MAY24-07JUN24	08JUN24-07JUL24	08JUL24-11JUL24	12JUL24-10AUG24
			01OCT24-11OCT24		04SEP24-30SEP24	11AUG24-03SEP24	
PAX	Vehicle size	Std. nightly rate	Std. nightly rate	Std. nightly rate	Std. nightly rate	Std. nightly rate	Std. nightly rate
5 (3+2)	C 23-25 ft (M)	87	103	117	151	214	254
6 (4+2)	CS 26-28 ft (P)	100	114	119	170	243	285
7 (5+2)	CS 29-31 ft (R)	112	123	120	189	269	323
6 (4+2)	AS 30-32ft (U)	174	200	187	277	307	355



1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
15	30	45	60	75	90	105	120	135	150	165	180	195	210	225	240	255	270	285	300

**Super Deal Rate Codes (SDRC):**  
(Substitutes standard nightly rate)

**Preparation Fee (PF) per rental:** \$ 229.00 with TUE/WED/THU and \$299.00 with FRI/SAT/MON pick up, included in ALL IN (\*) rate.

**Pre-purchased Miles (MLS):** \$199.00 per 500-mile package; \$0.47 plus local tax per extra mile at drop off.

**VIP Coverage (VIP):** INCLUDED in nightly rate. Seat time of pick up the actual insurance terms & conditions.

**VIP Plus Upgrade:** \$17.95/night

**Supplemental Liability Insurance (SLI):** \$15.75/night

**\*ALL IN rate:** Standard nightly rate plus \$ 95.00/night includes unlimited miles, PF, CKs, GPS, VIP, CTC, sales tax NOT included are SS, SLI, VIP Plus, Wi-Fi, generator use, 4BC, ST, OW & CO/NJ fees, etc.  
Note, All In can only be added to new bookings, or rebooking under 2024/25 terms in this document.

**Season Surcharge (SS):** \$200.00 LVL, \$ 500.00 LAL, \$ 1,000.00 SFL must be pre-paid for All pickups from 18 AUG to 26 AUG 24.  
\$ 300.00 NYL must be pre-paid for ALL pickups from 14 SEP to 05 OCT 2024.

**One-Way Fee (OW):**

To From	DEN	DFW	LVL	LAL	MCO	NYC	SEA	SFL
DEN	0	0	400	400	350	350	400	400
DFW	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
LVL	250	0	0	250	700	700	300	250
LAL	250	0	150	0	700	700	300	200
MCO	350	0	700	700	0	150	700	700
NYL	350	0	700	700	300	0	700	700
SEA	300	0	400	400	700	700	0	400
SFL	250	0	350	350	700	700	300	0

**Note: One-ways to DFW (drop off only!) upon request.** No German speaking staff guaranteed in DFW.  
Pre-payment of minimum mileage needed between PU & DO location is required for all one-ways!

**One-Way Specials!**  
**No One-Way Fee** applies for following dates:

DEN/LVL/NYL to LVL/LAL/SEA/SFL with PU from 15 MAR 2024 and latest DO 31 MAY 2024  
MCO to DEN/LVL/LAL/NYL/SEA/SFL with PU from 15 MAR 2024 and latest DO 15 JUL 2024  
DEN/LVL/LAL/SEA to DEN/SEA with PU from 15 JUL 2024 to 20 AUG 2024  
DEN/LVL/LAL/SFL to LVL/SEA/SFL with PU from 01 OCT 2024 to 30 OCT 2024  
DEN/LVL/LAL/NYL/SEA/SFL to MCO with PU from 01 OCT 2024 to 30 NOV 2024



**Hotspot (Wi-Fi) rental:**

\$ 12.50 per night, max 225.00 per booking; connects up to 5 Wi-Fi enabled devices. Fees may change at any time without prior notice. Subject to availability and reception is based on 4G/5G data carrier coverage and with speed limiting after 20 GB used

**Convenience Kit (CK) rental per person:** \$ 79.00 (\$39.50 with any EB) incl. FREE GPS rental; free for children 0-6 years (after all adults paid for theirs).

**GPS System (GPS) rental:** \$ 50.00 (applies only without CK rental)

**4-bike carrier (4BC) rental:** \$ 50.00 (no bikes available)

**Camping Table & Chairs (CTC) rental:** \$ 11.00 per camping chair, incl. in ALL IN (\*) rate, table is free of charge (no table in K), no BBQs or child seats available.

**Sunpass Transponder (ST) rental:** \$ 5.00/night, max. \$ 50.00 per booking, available with MCO pick up only.

**Generator use:** \$ 3.00/hour

**Colorado Road Safety Fee:** \$ 2.00 per night, max. \$ 88.00 per booking, applies to all bookings with DEN pick up.

**New Jersey Security Fee:** \$ 5.00 per night, max. \$ 140.00 per booking, applies to all bookings with NYL pick up.

**Deposit:** \$1500.00 (for details to authorization versus charge refer to section 4: "customer deposit at pick up"). INCLUDED for all pre-paid items. Local taxes apply to all charges paid at pick up or drop off.

**Local Sales Tax:**

Exempt from local sales taxes are SLI insurance, NJ Security and Colorado Road Safety Fee only.

**Discounts:**

**Long Term Discount (LTD):** 5% with 21 to 41 rental nights; 10% with 42 or more rental nights

**Early Bird discount 10%** on Std-/ ALL IN-rate plus FREE GPS with purchase of 50% discounted convenience kits for bookings made before 31 October 2023 with pick up on or after 1 April 2024

**Early Bird discount 5%** on Std-/ ALL IN-rate plus FREE GPS with purchase of 50% discounted convenience kits for bookings made before 31 January 2024 with pick up on or after 1 April 2024

# Appendix 1 Insurance & Coverage Summary

The following text is for your reference only. The Rental Agreement is binding and has priority over all forms.

## Public Liability Insurance (secondary coverage included in the daily rate)

PLI provides the Renter auto liability coverage for up to the state minimum financial responsibility limits against claims made by a third party for bodily injury and/or property damage sustained as a result of an accident while Renter is operating the Rental Vehicle.

## Supplemental Liability Insurance (SLI)

The optional Supplemental Liability Insurance provides the Renter auto liability coverage for amounts over the state limits and up to **\$500,000** against claims made by a third party for bodily injury and/or property damage..

## Premium VIP Coverage (included in the daily rate)

VIP reduces Renter's financial responsibility for covered physical damage (exclusions apply) to the Rental Vehicle to \$1500.

Coverage includes but is not limited to:

- "Uninsured Motorist" in case the renter is involved in an accident with a non-insured driver,
- Accidental damages to the vehicle (renter's or 3rd party's fault),
- Windshield, glass or tire damage,
- Vehicle theft and fire, and
- Vandalism

## VIP Plus Upgrade

With a standard rental with Road Bear RV, you are responsible for any and all loss or damage to the vehicle from any cause regardless of fault to a maximum of \$1,500 per incident.

The VIP Plus Upgrade is not mandatory. VIP Plus upgrade reduces Renter's financial responsibility for covered physical damage (exclusions apply) to the Rental Vehicle to \$0.00 (unless otherwise specified under notes 1-5 below and under Non-Covered Incidents). Clients can either purchase VIP Plus Upgrade in advance or at the branch (sales tax applies).

VIP Plus Upgrade is not an insurance and only reduces the financial responsibility of the renter if the rented vehicle is damaged or stolen.

The Advantages of the VIP Plus Upgrade are:

- Eliminates the deductible in case of a loss to the rented vehicle, provided that the renter is not in violation of the Rental Agreement;
- No need to file a claim with your personal car insurance

Please note that the VIP Plus Upgrade will not apply if:

- (1) the renter uses the vehicle in violation of the rental agreement;
- (2) the renter fails to remove the keys or lock all doors and close windows and the vehicle is stolen;
- (3) the renter fails to notify us and the police immediately after loss; and
- (4) the renter fails to pay charges under the Rental Agreement; or
- (5) as allowed by the applicable state or provincial law



### Non-Covered Incidents (including but not limited to)

No liability insurance or comprehensive or collision coverage is provided and the customer carries full legal and financial responsibility in the case of:

- Damages to the interior of the vehicle;
- Personal injury, personal items and property;
- Carrying more passengers than the number of seat belts available;
- Deliberate or willful damages caused by the renter or his guests;
- Damages caused to the vehicle by abuse or misuse for illegal activities;
- Damages where the customer is charged by the local authorities for being careless;
- Damages caused by freezing, e.g. vehicle not winterized, or overheating of vehicle or systems;
- Driving the vehicle without a rental agreement, in breach or violation of the rental agreement;
- Damages and accidents caused by the driver being under the influence of alcohol, drugs or any other controlled substance;
- Damages as a result of the customer using a levelling system (if reconnected by the customer)
- Damages as a result of driving with an extended awning
- Damages and injuries caused by neglecting proper operating procedures, e.g. incorrect fuel type or quality, ignoring oil or coolant levels, air pressure, etc., by overloading the vehicle.
- Damages where the customer demonstrates gross negligence or willfulness in failing to abide by the local laws and rules or disregarding common sense resulting in damage to the vehicle or third-party vehicle or property;
- Operation of the vehicle by anyone not meeting the age requirements as shown on the rate sheet and rental terms & conditions, or not listed on the rental agreement or not having a valid, original driver license; and
- Damages and losses due to “off-road” usage, or caused during travel in or thru restricted areas, following incorrect GPS guidance, traveling into non-authorized areas including but not limited to the country of Mexico, the inner cities of New York, Montreal and Quebec (Canada) (see “**Travel Restrictions**” in section 4”).

**Please take note: In case of a claim, Road Bear RV will not act as an adjuster for any third-party insurances purchased by the renter that are not offered by Road Bear RV (such as \$ 0.00 deductible insurance, etc.)**



# PARTNER SET UP FORM



Thank you for your interest in Road Bear RV Rentals and Britz USA – part of the **thl** Group. Please return the completed form to [to@roadbearrv.com](mailto:to@roadbearrv.com). Upon receipt of the signed form, the User ID for the NET rate access will be supplied via email to Product Manager mentioned below.

AGENCY NAME: .....

AGENCY ADDRESS: .....

CITY & ZIP CODE: ..... COUNTRY: .....

PHONE: .....

Product Manager: ..... Email: .....

Reservations Contact: ..... Email: .....

Accounting Contact: ..... Email: .....

Are you already set up with Cosmos/Motek and using it to book in another thl Company? Yes/ No

Availability can be checked and bookings can be placed 24 hours a day, 7 days a week by following this link:

[motek.b2b.thlonline.com](http://motek.b2b.thlonline.com)

Please select and prepay only the products you wish to purchase from Road Bear RV Rentals during the booking process. Your booking confirmation will immediately reflect the charges for the selected products. Please note that our online system is only able to process new reservations, and any changes or cancellations to existing reservations, as well as group requests for more than three vehicles, must be requested by email to [to@roadbearrv.com](mailto:to@roadbearrv.com). We will reconfirm these requests in the same order as received. If a chosen vehicle is not available, we will manually confirm the reservation or provide suitable alternatives. Please be aware that thl brands reserve the right to cancel any online bookings within the next applicable business day.

User ID: ..... (will be assigned by Road Bear RV)

Confirmation E-Mail ..... (to send confirmation /invoice)

The Agency using the online booking engine accepts current Terms& Conditions and assumes full responsibility for the use of the assigned User ID and the Password.

Read and accepted Terms& Conditions:

Signature: ..... City & Date: .....

Print Name: ..... Title: .....



**SUNSEEKER**  
BY FOREST RIVERS



## Road Bear RV Rental & Sales

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**Web:** [www.roadbearrv.com](http://www.roadbearrv.com)

**Email:** [to@roadbearrv.com](mailto:to@roadbearrv.com)

**Phone:** +1 (818) 699-6488

General terms and conditions apply. See website for latest details.



Part of the **thl** global travel system

See your local Road Bear RV Travel Agent