

**Important information
for your upcoming
motorhome trip.**

Thank you for reserving one of our motorhomes through our valued trade partner. To ensure you get the most out of your holiday, we would like to offer some handy tips on getting ready for your trip, advice for on-the-road and how to prepare your motorhome for drop-off.

PRE-ARRIVAL

Get ready

You've already chosen a motorhome vacation – now it's time to prepare for your trip. We have plenty of hints and tips for you here. And don't worry about finding room for your belongings, our units have ample storage space and can accommodate both hard and soft luggage.



Register your details

As early as possible, please complete the **pre-registration link** with your booking details, email address, license and contact details, to help our team be prepared for your arrival. This may also speed up the process at check-out.



Watch the videos

We have created super helpful video content to guide you through your motorhome holiday. You will find great planning advice and a run down on motorhome-life on the road.

watch
here



Getting to the Branch

We recommend you stay in a hotel near the rental office the night before you collect your motorhome, ensuring you are well-rested and ready to go the next day. You will need to make your own way to and from the rental office, at your expense, via public transport, taxi or rideshare options.

The days and hours of operation for the rental offices vary, so make sure you are familiar with your specific rental office's hours.

You'll find the rental office addresses and current opening hours on the link below.

branch hours of
operation



YOU'VE ARRIVED!

At the Branch

At the check-in counter, you'll just need to present your driver's license from country of residence and current identification (including passport for non-US residents) as well as Major, non-debit Credit Card and we'll process anything else we need to, depending on your booking. You'll also be asked to sign the Rental Agreement.

We will give you the opportunity to watch the show-through video of your home on the road again and then take you to your motorhome. This is a great opportunity to refresh yourself with the motorhome, open and close everything, have a good look around and ask the rental office staff any final questions before hitting the road.

Child & booster seats

We do not offer infant/child seats as part of our published program. We recommend that customers bring their own infant/child seats. Those flying in usually either check the infant/child seat with the baggage or use it with the infant/child on the plane. This works out best for both the parents and infant/child as neither has to take the time to familiarize themselves with a new car seat. The staff at the rental counter can provide directions to where infant/child seats can be acquired if needed.

Traffic Citations, Golden Gate Bridge, Toll Roads

Customers are responsible for all traffic violations, fines, toll charges and/or citations incurred during the rental period.

Traffic Citations: Customers may either pay the traffic citations themselves, or opt to hand the citation over to the rental office upon return for processing and payment. In addition to the citation amount customers will be charged a \$25 administrative processing fee per infraction. In the event of customer non-payment or failure to turn over any citations to El Monte RV, customers are responsible for the fine amount plus late penalties. Additionally, customers may be charged up to \$250 per infraction for increased administrative processing.

Toll Roads/Golden Gate Bridge tolls: El Monte RV will charge the customer the amount of the toll PLUS an additional handling fee of up to \$25 using the credit card we have on file. This service does NOT include traffic citations or parking infractions.

Reminders

Pack your belongings into the motorhome and hit the road! Remember, don't drive too far on your first day and we highly recommend you have a campsite booked to settle in to your motorhome.

How to Videos

We have a number of useful instructional videos here showing you how to use the features of your motorhome.

instructional videos here



You can also find the **Operation & Troubleshooting Manual** in the motorhome (or click below for an online version), which will help you answer any operational questions you may have.

operation & troubleshooting manual here



Discounts KOA Campgrounds

While on the road, take advantage of the KOA discount we have negotiated for you:

- Present the KOA Value Kard which is attached to the vehicle's keychain when registering at any KOA Campground in North America to receive a 10% discount.

Fuel

Your motorhome takes regular unleaded gasoline.

Road Restrictions

Customers are restricted from traveling to certain regions due to road conditions, extreme weather, acts of God ('force majeure'), security alerts and/or availability of support.

road restrictions here



Repairs and Maintenance

If you experience technical or mechanical problems with the motorhome or any of the built-in appliances/amenities or need to report an accident or damage, please contact the On the Road Support Helpline:

Telephone: 1-800-367-4707 or 1-562-661-9842 or email: roadsidegroup@elmonterv.com right away and follow the instructions given by the On the Road Support Helpline.

Leave No Trace - respect the environment

We are committed to being a Future-Fit business and endorse the Leave No Trace program in the United States. This means that you leave nothing but footprints and tire tracks and take nothing but photographs and happy memories. We encourage you to travel in a sustainable way.

Stay Social!

We love to see everyone out on the road and enjoying their motorhome holidays. Don't forget to share your photos to our socials:

#ElMonteRV

#MightyCampers



ON DROP OFF

Please arrive at the return rental office between 8:00AM and 11:00 AM local time. If you are running late, you will need to call the rental office to let them know. They will be expecting you at your designated drop-off time. A per hour penalty will be charged for returns after 11:00 am without prior authorization from rental office.

Please make sure the motorhome's fuel and propane tanks are full and the waste water tanks are empty.

Ensure your motorhome is in a clean, respectable condition, free of rubbish and that you have collected all of your belongings. If your pet has

travelled with you, make sure you have fully cleaned up after it, to avoid an extra cleaning fee.

When you are ready to leave the branch to go home, our crew are more than happy to arrange a taxi if required. Just let them know if you need one.

Thank you for booking an **El Monte RV** or **Mighty Motorhome**. We hope you enjoy preparing for your holiday with us, almost as much as the holiday itself!

see you soon



