

Alternate Terms and Conditions may be in effect for certain rental vehicles, dates, offices, events and uses

Requirements:

- Renter **must** be a minimum of 21 years of age and **must** have a major, non-debit credit card, a valid driver's license from country of residence and current identification.
- Renter and all drivers **must** be a minimum of 21 years of age with a permanent, valid driver's license (*temporary replacement or provisional license not accepted*) from country of residence and current identification. (\$25.00 fee for each additional driver will be added at some locations).
- Renter and all additional drivers **must** be present at the time of pick up to sign the rental contract.
- Major, non-debit credit card used for the required security deposit **must** have a minimum credit limit of the security deposit amount available above the rental charges.

El Monte RV management reserves the right to deny service to anyone deemed a credit , security or driving risk.

Vehicle Type:

- It is not possible to reserve a specific unit size, color, floor plan, television, awning, or model year within specified vehicle type category.
- El Monte RV reserves the right to substitute models with similar, higher rated or longer vehicle type category. No refund for additional fuel consumption, ferry charges or campground fees will be given due to the increased length or size of Rental Vehicle.
- Vehicles may be winterized during freezing temperatures. **Contact the pick up location for additional fees or instructions.**

Rates, Down Payment, Changes, Cancellation Policy, Security Deposit and Rental Payments:

- Rates are subject to change and are not guaranteed until the reservation is confirmed with a down payment to lock in the quoted price and is **non-refundable in the event of cancellation**. Reservation down payment is applied toward the total rental charges.
- The security deposit is a verification and pre-authorization of available funds on your major, non-debit credit card in the amount of \$1,500. The security deposit **must** be made with a major, non-debit credit card. **ATM/Debit Cards, Cash, Personal Checks, Check Cards, Stored Value/Pre-paid Cards and Gift Cards are not accepted for payment of the security deposit.**
- Full payment of the balance on all rental charges is due at least 7 days before pickup. Rental charges may be paid by Master Card, Visa, American Express or Discover Card. Personal checks, **Stored Value/Pre-paid Cards and Gift Cards are not accepted for payment of Rental charges.**
- Cancel 7 to 4 days before pick-up date: 75% of nightly rate plus applicable one-way fee will not be refunded (\$300 minimum). Cancel 3 days or less before pick-up date: 100% of the full rental rate. No refund is given for late pick up, early return or unused pre-paid miles. Lessor can re-use the vehicle in the afternoon of the 2nd calendar day when not picked up, which is considered a non-refundable cancellation.
- Contracts are subject to fees imposed by the local/state government.
- Unit type, rental location and the dates of travel determine the rental rate. Prevailing rate will apply for any changes to the original reservation in addition to a fee of at least \$50 to make the change.

Vehicle Pick Up:

- Rental Vehicle Pick-up Time is **after 1 pm**, based on vehicle readiness. **Renters must arrive at the pick-up station no less than one hour before rental station's official closing time.**
- Renters are required to call the rental office during business hours, the day before the booked pick up date to make an appointment for the vehicle pick-up time. Appointments are scheduled on a first come first serve basis and get priority over anyone showing up without appointment.
- Renter should complete the Self Check In asap and no later than 7 days before the booked pick up date.
- Renter should allow 1-2 hours after arrival for vehicle orientation and rental contract processing.
- All Renters must sign the "Winterization Advisory" when renting between October - March. **Fees may apply.**
- Customer vehicles cannot be stored at the rental location without prior authorization from the location's Manager. Vehicle storage is not available at all locations. El Monte RV is not responsible for any damages to the customer's stored vehicle. Storage fees may apply.

Vehicle Return:

- Return time is between **8:00 am and 11:00 am**. Renter will be charged \$50/hour for returns after 11 am without prior authorization from the return rental location. Unauthorized extensions will be charged at double the applicable nightly rental rate.
- There is no refund for unused rental nights and miles.
- Rental Vehicle **cannot** be dropped off later than 1 hour before closing or anytime outside of location's official hours of operation. All late returns or extensions **must** be authorized by the return rental location at least 48 hours prior to the scheduled date of return and any additional charges will be immediately applied to the Renters credit card on file.
- Rental Vehicle **must** be returned in clean condition and all trash removed before arrival at the return rental location. Cleaning fee of \$50 or more per hour may apply. \$250 minimum charge for smoking and \$25 minimum charge for any trash.
- Rental Vehicle must be returned with full fuel tanks and empty waste tanks.

Business Hours:

- Business Hours will vary. **Call the location for verification of hours.** Some locations open weekends.
- All locations are closed on: New Years, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas

Subject to change without notice