

## **CRUISE AMERICA / CANADA - GENERAL CONDITIONS**

All rentals are subject to the terms and conditions of the Rental Contract signed at the Cruise America or Cruise Canada office upon vehicle departure. The Rental Contract is the governing document between you (the Client) and Cruise. Rental prices, policies, and conditions are subject to change without notice.

### **ON ARRIVAL**

#### **First Overnight**

Your first overnight in North America, after an international flight, should be in a motel/hotel. You are not allowed to drive a motorhome on flight arrival day.

#### **Getting to the Rental Center – Regular renters**

After a relaxing first overnight, you must call the Rental Center in the morning to arrange for arrival time at the Rental Center for an afternoon (1300 to 1600 hours) departure. Arrivals at the Rental Center without notice may result in departure delays, for which Cruise America accepts no responsibility.

Transfers to the Rental Center are not included in your prepaid rental charges.

#### **Getting to the Rental Center – Early Birders**

With pre-purchase of Early Bird Departure Special, transfers from pre-advised designated hotel areas are of course provided, beginning at 9:00 AM (0900 hours). You must call the Rental Center in the morning, starting at 8:30 AM (0830 hours) in order for Cruise America to arrange for your transfer and early arrival at the Rental Center. Arrivals at the Rental Center without notice may result in departure delays, for which Cruise America accepts no responsibility.

If you are staying in a hotel in a non-designated area, the transfer costs will remain your expense and may void other benefits of the Early Bird Departure Special.

### **ARRIVING AT THE RENTAL CENTER**

#### **Vehicle Familiarization**

A tour of approximately 25 minutes is required to familiarize you and other drivers with the operation of the vehicle before departure. Video vehicle familiarization presentations in English, German, Dutch and/or French may also be available at most centers.

#### **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.

#### **Upgrades**

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 motorhome to accommodate an immediate departure. The upgrade will be provided at no charge to you and with no further liability to Cruise America.

#### **Downgrades**

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.

## **Luggage Storage**

Collapsible luggage is recommended on camping vacations, which you should take with you. Remaining luggage may be stored at most rental centers, all at your risk.

## **STOCKING YOUR VEHICLE**

All items listed subject to availability and substitution without notice.

### **Standard Equipment - generally provided with all rental vehicles:**

- 110-Volt Adapter
- Renter Assistance Guide
- 25ft. Power Cord
- 25ft. Water Hose
- K.O.A. Campground Guide
- K.O.A. Value Card
- Toilet Chemicals
- Box of Matches
- 9-Volt Battery
- 20ft. Sewer Hose
- RV Toilet Paper
- Woodalls Guide

### **Provisioning Kit – Optional Item**

- Cookware
- Cooking Spoon
- Spatula
- Tea Kettle
- Broom
- Small Flashlight
- Soup Spoons
- Dinner Forks
- Steak Knives
- Coffee Cups
- Colander
- Cooking Fork
- Mixing Bowl
- Plastic Pail
- Can Opener
- Soup Bowls
- Teaspoons
- Dinner Knives
- Tumblers
- Dinner Plates

### **Per Person Kit – Optional Item**

- Pillow
- Pillowcase
- Sheet
- Sleeping Bag/Heavy Blanket
- Wash Cloth
- Bath Towel
- Dish Towel

**Petrol / Propane for cooking and heating** (All fuel is at your expense.)

Your vehicle at departure will contain a minimum one-quarter tank of petrol (gasoline) and adequate propane for appliance use. You may be charged a deposit for fuel included at departure, depending on local circumstances. Return fuels at the same level for refund of deposits. At the Rental Center, you will be given directions to the nearest fueling stations. There are no warranties concerning fuel consumption rates while en route.

**Child Restraint Seats – NOT Provided by Cruise America**

You must supply your own child restraint seats for transfers and while en route.

**Food, Bottled Water and Other Camping Items**

Please ask for a map or directions to nearby supermarkets for you to stock up on food and bottled water.

**PAYMENT OF DEPOSITS/CHARGES****Security Deposit**

A basic refundable security deposit of \$500 USD/CDN AND the use of a credit card to pay for all local charges and deposits is required at departure. For payment of any local charges and deposit by other than credit card, the security deposit is \$1,000 (\$1,500 CDN).

Upon vehicle return, all extra charges are balanced against the security deposit and a credit will be issued to cover the refund. For security reasons, since Rental Centers do not carry cash balances, refunds are issued by credit or by a check mailed to your home address.

**Mileage Charges**

Your itinerary will determine estimated travel miles. If you have not pre-paid to your tour operator for mileage packs, estimated travel miles are payable at departure. Upon vehicle return, any additional miles/kms over prepaid miles are charged at the per mile/km rate. There are no refunds for unused miles.

Mileage Rates at Departure/Return:

\$0.29 Per Mile (USD) \$0.28 per KM (CDN)

**Kit Charges**

Provisioning Kit \$100 per kit (USD/CDN)

Per Person Kit \$50 per kit (USD/CDN)

**Generator Charges**

If you choose to operate the gasoline-powered 110-volt generator, extra charges will accrue at \$3 per hour as determined by an installed running time meter. Or, unlimited usage may be prepaid or purchased at departure at a rate of \$6 (USD/CDN) per rental day. The generator is not required for normal vehicle operation.

**Camping Chairs**

Camping chairs are available for \$7 (USD/CDN) per RENTAL. However, due to the cyclical nature of our business, we cannot guarantee availability of camping chairs 100% of the time. During high volume rental periods, we may be unable to provide chairs. In this case, we will provide clients with instructions on where to find reasonably priced alternatives.

**One-Way Rental Fees**

One-way fees between rental locations within the USA or between rental locations within Canada are allowed and will vary in cost from \$50 to \$750 depending on pick up location and routing. Your tour operator will advise the rate applicable to your one-way choice at the time of booking.

## **Taxes**

All rental charges are subject to sales tax by law. In some cases, taxes will not have been collected on items pre-paid to your tour operator, therefore these unpaid taxes will be collected directly from you at departure, at rates prevailing at the Rental Center at time of departure.

## **VEHICLE DEPARTURE – LEAVING THE RENTAL CENTER**

### **Time of Departure – Regular renters**

Vehicle departure time begins at 1:00 PM (1300 hours). 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.

### **Time of Departure – Early Birders**

With pre-purchase of Early Bird Departure Special, vehicle departure time runs between 9:00 AM (0900 hours) and Noon.

### **Vehicle Acceptance**

You will be required to sign a Vehicle Acceptance/Service Satisfaction form listing the condition of the vehicle, to ensure you depart in a vehicle cleaned to your standard which is in good working order, with complete kits, adequate propane tank, empty waste tanks and an appropriate gasoline level. Be sure to have any items corrected prior to departure if you are not happy.

## **WHILE EN ROUTE**

### **We Provide a Travelers Assistance Hotline 24-hours a day 7-days a Week.....**

You must call the **(800) 334-4110** number with concerns you may have, whether mechanical breakdowns, service problems, or holiday impairment. We cannot assist you unless you call. A call to the departure rental center or your travel agent or tour operator will not help. Cruise America assumes no liability for your concerns, without a call to Travelers Assistance and documentation of your problem or issue while en route.

### **Renter Assistance Guide**

The Renter Assistance Guide discusses operation of all features of motorhome operation. Important instructional information is included in the Renter Assistance Guide. You are responsible for reading the Renter Assistance Guide thoroughly. This Guide will also advise what to do in the case of an accident or any damage that may occur to the motorhome, as well as tips regarding the use of included safety equipment. This is the first place you should look if there is a problem.

The Renter Assistance Guide (English or German) is included with each motorhome rental and may be viewed online or printed from

[www.cruiseamerica.com/rent/renters\\_resources/pdf/RAG\\_Eng.pdf](http://www.cruiseamerica.com/rent/renters_resources/pdf/RAG_Eng.pdf)

[www.cruiseamerica.com/rent/renters\\_resources/pdf/RAG\\_Ger.pdf](http://www.cruiseamerica.com/rent/renters_resources/pdf/RAG_Ger.pdf)

### **Accidents/Collision**

In the event of an accident, you must notify Travelers Assistance immediately from the scene of the accident (see phone number above). You will be given instructions on how to proceed. You must also obtain a police or bench report. If you are unable to obtain a police report at the scene of the accident, you must go to the local police station and obtain a bench report. We will accept either report.

## **TRAVEL RESTRICTIONS**

Coverages are invalid if problems occur in the following areas and all recovery expenses are at the client's own cost. Violations of these restrictions void damage waivers and may subject you to liability for all vehicle damages including to tires, towing charges and other related expenses as a result of a breakdown associated with operating in these areas. Clients should consult with departure location personnel for complete information on travel restrictions and local circumstances at the time they collect their motorhome.

### **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 not allowed to operate in Death Valley and other desert areas during the months of July and August. In May, June and September 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**

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**

Motorhomes are permitted to enter Northern Baja and Mexican states contiguous to the US border though area restrictions apply. No automobile liability or other coverages apply to vehicle operation in Mexico. The client is responsible for purchase of separate insurance, available at southwestern rental centers. The cost of this coverage is \$20.00 per day, payable locally only.

## **WINTER WARNING**

Vehicle operating systems are not fully operable during subfreezing temperatures. Check the Renter Assistance Guide 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 to you.

## **REFUELING AND SERVICING**

**You must turn off engine** and all ignition sources including gas appliances, refrigerator, hot water heater, stove, furnace, etc. each time you refuel. You are responsible for checking and maintaining engine oil, fluids, tire pressure, and coolant levels at each refueling, as well as reporting mechanical failures immediately. You may be held responsible for mechanical damage if you fail to do so.

## **BREAKDOWN ASSISTANCE AND REPAIR REIMBURSEMENT**

During a motorhome vacation some aspects of the vehicle or coach systems may fail or be impaired. Our objective is to get you back on the road as quickly as possible. If a mechanical breakdown should occur, Cruise America will assist you to secure over-the-road maintenance from reputable service providers. All repairs require authorization by phone from Travelers Assistance at **(800) 334-4110** who will document your problem on a customer

service log. Tools for vehicle repair are not provided. Your expenses for authorized repairs will be paid directly by Cruise America or you will be reimbursed upon presentation of receipts. Any vehicle service expense over \$75 requires a call to Travelers Assistance **1-800-334-4110**. If the cost is under \$75 you may have the service completed, but you must keep the receipt for reimbursement. Rental centers are authorized to reimburse receipts up to \$75 without a customer service log. Engine battery jump-starts require Travelers Assistance approval in advance.

## **TRAVEL EXPENSE REIMBURSEMENT**

In the event the vehicle is in breakdown repair for 12 hours or less, through no fault of yours, our responsibility to you is limited to a refund of the daily rental rate or portion thereof. Radio, air conditioning, refrigerator, generator, microwave, appliance and cruise control malfunctions are not considered breakdowns and no refunds are available for repair time to these items. In the event of a mechanical breakdown that is immediately reported to Travelers Assistance and requires the vehicle to be in repair for more than 12 hours, certain living/transportation expenses are reimbursable. Living/transportation expenses are not covered in cases of radio, air conditioning, refrigerator, generator, microwave, appliance, and cruise control malfunctions since these are not necessary for basic operation of the vehicle. Expense reimbursement is void in case of collision, accident, or failure to call Traveler's Assistance immediately. These provisions provide up to \$30 (USD/CDN) per day per person for lodging and up to \$30 (USD/CDN) per day per party for transportation expenses. Total provisions are limited up to \$3,000 (USD/CDN) per tour. You must present all receipts for a refund of expenses.

## **DAMAGE TO VEHICLE/YOUR FINANCIAL RESPONSIBILITIES**

### **Damage to Vehicle – Breach of Terms & Conditions of Rental Contract – Your Responsibility**

If the Rental Contract is breached or if you fail to secure a police report, or if you engage in prohibited uses, you are responsible for any and all loss of or damage to the vehicle from any cause, regardless of fault and all related expenses.

### **Damage to Vehicle – Your Responsibility**

Provided Rental Contract conditions are met, your responsibility for damage, theft and vandalism to the vehicle is limited to \$500 (USD/CDN) per occurrence or incident.

## **INSURANCE**

### **Auto Liability**

Basic minimum statutory auto liability coverage is included in the rental rates on a secondary basis. All coverages are subject to the Terms and Conditions of the Rental Contract.

A separate auto liability protection policy is required for travel to Mexico. This policy must be obtained at the rental center prior to departure, for \$20 per day (USD), based on the exact days you will travel to Mexico. Travel is permitted into Mexican states of Baja, Sonora, Chihuahua, Tamaulipas, Nuevo Leon, Coahuila, for only those dates confirmed and paid for in advance. While in Mexico, you are fully responsible for all expenses related to any and all mechanical problems or towing.

### **Supplemental Liability Insurance (SLI) – Included with USA & CAN Rentals – Not Valid in Mexico**

SLI provides excess liability coverage up to a total of \$1,000,000 combined single limit of coverage per occurrence against claims made by third parties for bodily injury, death, and/or property damage caused by operation of the vehicle. EXCLUSIONS APPLY. A partial list is contained in the Rental Contract. Please check at departure.

### **Coverage Summaries – USA Departures**

Provided you abide by the Terms and Conditions of the Rental Agreement, report accidents and/or damage promptly, and avoid prohibited vehicle uses, your coverages include:

Auto Liability: Statutory and excess Supplemental Liability Insurance up to \$1,000,000.

Vehicle Damage / Loss: Per occurrence or incident, only \$500 of responsibility. You are covered for amounts in excess of \$500, under most conditions.

Trip Reimbursement: Travel Expenses incurred as a result of mechanical breakdown up to \$3,000 per tour.

### **Coverage Summaries – Canada Departures**

Provided you abide by the Terms and Conditions of the Rental Agreement, report accidents and/or damage promptly, and avoid prohibited vehicle uses, your coverages include:

Auto Liability: Statutory and excess Supplemental Liability Insurance up to \$1,000,000.

Vehicle Damage / Loss: Per occurrence or incident, only \$500 of responsibility. You are covered for amounts in excess of \$500 under most conditions.

Trip Reimbursement: Travel Expenses incurred as a result of mechanical breakdown up to \$3,000 per tour.

## **VEHICLE RETURN**

### **Vehicle Return Time – Regular renters**

Vehicles are to be returned by 9:00 AM (0900 hours) and in no case later than 11:00 AM (1100 hours.).

### **Vehicle Return Time – Early Birders**

With pre-purchase of Early Bird Departure Special, you must return vehicle to Rental Center between 9:00 AM (0900 hours) and, in no case later than, 3:00 PM (1500 hours).

### **Vehicle Return Late Fees/Charges**

A fee of \$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 \$150. You will also pay for damages or loss of equipment. There are no refunds for early returns.

### **Parking/Traffic Violations**

You are responsible for reporting and payment of all parking/traffic violations at rental return. Your credit card will be charged for any charges/fines/penalties issued to Cruise America in addition to an administrative fee of up to \$250 as a result of your not reporting a parking/traffic violation at return.

### **Return 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 (1600 hours).