

# General Conditions Motorhome Ranger C28

For travel from 01/04/2024

To 31/03/2025

## HOURS, DAYS OF OPERATION AND RENTAL CONDITIONS

Please note that a night's rest is required on American soil before picking up the motorhome  
Rental center closing dates and times are subject to change

### Departures/Returns:

Departures are between 1:00 pm and one hour before the rental center closes.  
Returns are from 8:00 am to 11:00 am.

**Rental center hours:** (dates and hours of closure of rental centers are subject to change)

#### April through September

- Los Angeles, San Francisco, Orlando and Las Vegas: Monday through Saturday from 8:00 am. to 5:00 pm, Sunday from 8:00 am. to 4:00 pm.
- Dallas and New York: Monday through Saturday from 8:00 am to 5:00 pm, closed on Sunday
- Denver: Monday through Friday from 8:00 am to 5:00 pm, Saturday from 8:00 am to 1:00 pm. Closed on Sunday
- Miami, Chicago, San Diego: Monday through Friday from 8:00 am. to 5:00 pm., closed on weekends
- Salt Lake City: Monday through Friday from 9:00 am. to 4:00 pm., closed on weekends

#### October to March

- Los Angeles, San Francisco, Orlando and Las Vegas: daily from 9:00 am to 4:00 pm
- Dallas: Monday through Saturday from 9:00 am to 4:00 pm, closed on Sundays
- New York: Monday through Friday from 9:00 am to 4:00 pm, closed on weekends
- Denver\*: Monday through Friday from 9:00 am to 4:00 pm, Saturday from 8:00 am to 1:00 pm.  
Closed on Sunday

- Miami, Chicago, San Diego and Salt Lake City: Monday through Friday from 9:00 am to 4:00 pm, closed on weekends

\*Denver rental center is closed from December 6, 2024 to February 28, 2025 (by request only)

Rental centers are closed on the following holidays: January 1, 2024 (New Year's Day), March 31, 2024 (Easter Sunday), May 27, 2024 (Memorial Day), July 4, 2024 (Independence Day), July 24, 2024 (Pioneer Day: Salt Lake City only), from September 1st to 3rd during Burning Man (San Francisco only), September 2, 2024 (Labor Day), November 28, 2024 (Thanksgiving), December 24 and 25, 2024 (Christmas), December 31, 2024 (New Year's Eve), January 1, 2025 (New Year's Day).

**Minimum rental period:** The minimum rental period is 7 nights.

**Minimum age and driver's license:** Drivers must be at least 21 years old. Anyone wishing to drive must be present on the day of departure with their driver's license and passport in order to be listed on the rental contract and sign it. We recommend that renters bring a translation of their national driver's license or an international driver's license. In all cases, the renter must provide a valid national driver's license at the time of pick-up.

## DEPOSIT

A security deposit of US\$1,500 is required at check-out (additional deposit of US\$250 for Wifi/GPS or GPS rental).

Please note that **the security deposit can only be made by credit card**, such as Visa, MasterCard or American Express.

Cash, prepaid cards or debit cards will not be accepted. The amount on the credit card is blocked with a credit balance sufficient to cover the amount. Upon return, provided the rental vehicle is returned clean inside, undamaged and on time, this hold is lifted.

## MORE AND MORE ABOUT RANGER MODELS...

**Fleet:** a complete range of recreational vehicles across the country, some models of which offer sliding extensions. The models are very recent (2023-2025) and state-of-the-art: awning, TV and also bunk beds for the class A.

**Amenities:** Each rental offers multiple amenities, including air conditioning for the driver and the cabin, a full kitchen, a

generator; on some models an extension of the living space when the motorhome is parked (slide-out) and more to discover.

**Roadside assistance:** a team is available 24 hours a day, 7 days a week.

## DAY ONE...

Vehicles can be picked up between 1:00 pm and one hour before the rental center closes.

**Vehicle pick-up takes a long time** as the on-site team introduces you to the general concepts of motorhome use and safety tips, as well as your responsibilities for maintenance and use.

You will not be able to pick up your vehicle the same day you arrive from a transcontinental flight. We recommend that you spend the first night in an airport hotel or motel.

All drivers must be present at the pick-up and must present their full valid driver's license, passport and sign the rental agreement. Photocopies will not be accepted.

## ...AND THE LAST DAY

Returns are between 8:00 am and 11:00 am on the agreed upon return date.

**Please allow up to one hour** for inspection and documentation.

**The vehicle must be returned clean, in the same condition as when it left**, with full fuel and propane tanks, an empty and clean waste water tank, empty gray water tanks (if applicable), otherwise a fee will be charged.

## GENERAL CONDITIONS

The rental contract itself, regardless of the manner in which the reservation and payment of the rental were executed, brings together the company that owns the fleet, the "lessor", and the person signing the contract, the "hirer". The exchange of the vehicle by the hirer implies the unreserved acceptance of the following general rental conditions.

**Use of the vehicle:** The hirer agrees to use the vehicle in a prudent and normal manner, to use it only for his personal needs, and not to sublet it, nor to transport people for a fee. The driver must take the utmost care of the vehicle's water and oil levels. The renter is not allowed to participate in any match, race, rally or other competition of any kind, as well as test-drives or training. The hirer agrees not to use the vehicle for any illegal purposes or purposes other than those specified by the manufacturer, and not to overload the rented vehicle by carrying more passengers than indicated on the vehicle's registration document. The hirer agrees not to attach a trailer or similar vehicle, not to make any modifications to the vehicle.

### Vehicle specifications

The occupancy capacities listed for each vehicle are recommendations only and do not mean that the same number of adults, teens, children can be comfortably accommodated in an equivalent manner. Features and amenities are representative and may be changed, added or deleted without notice. Bed sizes vary from unit to unit and cannot be guaranteed. Specific floor plans or models vary within a category and cannot be reserved or guaranteed. Similarly, vehicle lengths vary within each category. Specific models or lengths cannot be reserved or guaranteed. All vehicle types may not be available at all rental locations throughout the year.

## INSURANCE AND EXCLUSIONS

### Insurance and coverage

Liability Insurance: (included in the daily rate)

Liability insurance provides the hirer with automobile liability coverage up to the state's 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 the hirer is driving the rental vehicle.

SLI: (Supplemental Liability Insurance)

Optional excess liability insurance provides the hirer with automobile liability coverage for amounts in excess of state limits and up to \$1,000,000 against third party claims for bodily injury and/or property damage.

VIP Coverage: (included in the daily rate)

VIP coverage reduces the hirer's financial responsibility for covered physical damage (exclusions apply) to the rental vehicle to \$1500.

It includes, but is not limited to, the following:

- "uninsured motorist" in the event the hirer is involved in an accident with an uninsured driver;
- accidental damage to the vehicle (either at the fault of the hirer or a third party);
- damage to the windshield, windows or tires;
- theft and fire of the vehicle;
- vandalism.

The security deposit is \$1,500 (authorized on a credit card).

No insurance coverage is provided (liability or comprehensive and collision) when traveling in unauthorized areas including, but not limited to, Death Valley (June through September), downtown New York, Montreal and Quebec City (Canada), Northern Canada, Alaska Highway, Alaska.

#### Zero Deductible Option : (ZDO)

On a standard rental, the hirer is responsible for any loss or damage to the vehicle, regardless of the cause or person responsible, up to \$1,500 per incident. The Zero Deductible option is not mandatory, it reduces the hirer's financial responsibility for covered physical damage (exclusions apply) to the rental vehicle to \$0.

The Zero Deductible option is not insurance, it only reduces the hirer's financial responsibility if the rental vehicle is damaged or stolen.

The Zero Deductible option does not apply if:

- the hirer uses the vehicle in violation of the lease agreement;
- the hirer fails to remove the keys or lock all doors and windows and the vehicle is stolen;
- the hirer fails to immediately notify the lessor and the police of any incident;
- the hirer fails to pay the fees set forth in the rental agreement;
- Applicable local or national law does not allow it.

#### Vacation interruption protection: (VIP)

If the hirer's vacation is interrupted by a mechanical breakdown of the vehicle (excluding collision and/or damage caused by other persons or by the hirer) for more than 12 business hours after reporting the incident to the lessor, the hirer will be reimbursed the greater of:

(1) the gross daily rental rate

(2) hotel room charges up to \$25 per person per night and car rental charges up to \$50 per day per vehicle to a maximum of \$1,500 per rental agreement.

Defective comfort equipment such as radio, television, Bluetooth, USB, GPS, generator, batteries, air conditioner, refrigerator, heater, cruise control, awning, slide-out, etc. are not considered mechanical failures and are excluded from reimbursement. Reimbursement is only possible upon presentation of appropriate receipts.

#### **Damage not covered**

No liability, comprehensive or collision insurance coverage is provided and the hirer has full legal and financial responsibility for:

- Damage to the interior of the vehicle;
- Damage to personal property and belongings;
- Carrying more passengers than the number of seat belts available;
- Intentional or deliberate damage caused by the hirer or his/her guests;
- Damage to the vehicle caused by abuse or detour for illegal activities;
- Damage for which the hirer is charged by local authorities with negligence;
- Damage caused by freezing, e.g., of an unwintered vehicle, or overheating of the vehicle or systems;
- Driving the vehicle without a rental agreement, or in violation of the rental agreement;
- Damage and accidents caused by the driver being under the influence of alcohol, drugs or any other controlled substance;
- Damage resulting from the use of a leveling system (if reconnected by the renter);
- Damage resulting from driving with an awning deployed;
- Damage and injury caused by neglecting proper operating procedures, such as improper fuel type or grade, failure to maintain proper oil or coolant levels, air pressure, etc., overloading the vehicle and/or exceeding the legal towing capacity (towing limit is 1,500 pounds with proper equipment - trailers, boats or enclosed vehicles are not allowed);
- Damage when the hirer is negligent or intentional in failing to follow local laws and rules or in disregarding common sense, resulting in damage to the vehicle or to the property of another;
- Operation of the vehicle by any person not meeting the age requirements as stated in the rental documents, rental conditions, not listed on the rental agreement or not possessing a valid original driver's license;
- Damage and loss due to "off-road" use of the vehicle, or caused while traveling in or through restricted areas, as a result of improper GPS guidance, traveling in unauthorized areas, including but not limited to Mexico, downtown New York, Montreal and Quebec City (Canada) (see "Travel Restrictions" section).

In case of a claim, the lessor will not act as an adjuster for any third-party insurance purchased by the hirer from which are not offered by the lessor.

#### **SCHEDULES, DEPARTURE, RETURN**

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### **Departure**

Pick-up is after 1:00 pm., provided that the vehicle is ready.

The deadline for picking up vehicles is one hour before the official closing time of the rental center.

Late departure: no refund is possible if the hirer picks up the vehicle after the reserved departure date.

Hirers must call the rental office between 9:00 am. and 3:00 pm. the day prior to the scheduled pickup to arrange a time to pick up the vehicle. Hirers must arrive at the pick-up station at least one hour before the official closing time of the rental station.

### **Return**

The return of the vehicle is done between 8:00 am and 11:00 am. An hourly penalty will be applied for returns after 11:00 am. without prior authorization from the rental station.

Early return: No refund is possible if the hirer terminates the rental before the scheduled return date, regardless of the reason for the early return.

## **GENERAL RULES**

### **Online registration**

The lessor asks the hirers to make their online registration at least 14 days before the first day of rental. This will expedite the pick-up process.

### **First Night on American Soil**

Hirers must spend the first night in the United States in a hotel before they can pick up their vehicle.

### **Transfers**

The rental company does not provide transfers to or from the rental center.

### **Hirer and Drivers**

- The hirer (credit card holder) must be at least 21 years of age and have a valid driver's license and passport.
- The hirer and all additional drivers must be present when picking up the rental vehicle and sign the rental agreement. There is no charge for additional drivers.
- Authorized drivers must be at least 21 years of age and have a valid driver's license and passport and be listed on the rental agreement.
- An international driver's license is highly recommended.
- A credit card such as Visa, MasterCard, Amex (no debit or ATM cards such as EuroCard) with available credit is required for all charges paid over the counter. Cash or traveler's checks are not accepted.

### **Security Deposit**

A security deposit of \$1,500 is required at the time of departure, only by credit card, such as Visa, MasterCard, American Express with a balance sufficient to cover the amount of the deposit.

Debit or ATM cards such as check cards, Visa debit cards or prepaid credit cards are not accepted, nor are cash or traveler's checks, stored value/prepaid cards or gift cards.

The security deposit is not deducted from the credit card at the time of departure, but the amount is put on "hold" and must be available.

Upon return and provided the rental vehicle is returned clean inside, undamaged, on time and all fines are paid, this "hold" is lifted.

### **International Address Requirement**

The lessor reserves the right to not accept reservations from renters residing in the United States.

### **Tenant Orientation**

Hirers receive a complete vehicle orientation, including their maintenance and operating responsibilities. The orientation consists of a 30-minute video in English, German, Spanish, or Japanese presenting general vehicle operation concepts and safety tips, as well as a personal tour of the vehicle by a qualified instructor.

User manuals are provided in English and German. In addition, renters receive from the rental center a regional campground directory and a location map showing the nearest supermarkets and gas stations.

### **Lost and Found**

The hirer is not responsible for items left in the vehicle after it has been returned and reserves the right to donate or dispose of them as it sees fit. Items left behind cannot be mailed to the hirer.

### **Luggage Storage**

Limited luggage storage (one suitcase per person and no sporting equipment) is available at the following locations:

Dallas, Las Vegas, Los Angeles, Orlando, New York, San Francisco and Vancouver. No baggage storage guarantees are made for other rental locations.

To facilitate pick-up and drop-off procedures, it is recommended that luggage be carried in the vehicle. Luggage storage is at the hirer's risk and is not available for one-ways.

### **Maximum rental duration**

The maximum rental period is limited to 50 nights. Hirers may be required to accept charges for normal maintenance; examples include, but are not limited to, adding engine oil, transmission fluid or brake fluid, oil changes, tire rotation or tire replacement.

## **VEHICLE USE AND ASSISTANCE**

### **Responsibility for maintenance and use**

The hirer is responsible for maintaining the vehicle during the trip (checking coolant, oil, tire pressure, etc.), as well as reporting mechanical failures immediately. The hirer may be held responsible for mechanical damage due to negligent use or maintenance. Tools for repairing vehicles and changing tires are not provided, as renters are not permitted to make repairs.

### **Refunds**

- In the event of a mechanical problem requiring repairs over \$75, hirers must call the lessor's roadside assistance department for authorization. A toll-free number is available for assistance with problems, questions, etc.
- Hirers will be reimbursed upon return of the vehicle and presentation of receipts and any replaced parts. No repairs over \$75 will be reimbursed without prior authorization.
- Note: The \$75 reimbursement does not apply to de-winterization or winterization fees.
- In the event that items are missing from the kitchen or individual kits, or for example if a hirer needs an additional blanket or needs to replace an item for the vehicle such as a water hose, sewer hose, etc., the hirer may purchase these items without prior authorization and will be reimbursed upon return upon presentation of valid receipts, provided the total does not exceed \$75.
- In the event of a mechanical breakdown requiring the vehicle to be repaired for more than 12 hours, please refer to the section entitled "VIP Vacation Interruption Protection".
- Escort vehicles are not eligible for compensation.
- Any communication for the repair, breakdown, replacement of one or more elements during the trip must be done with the rental company's roadside assistance. Any related compensation must be discussed with the lessor's return team.
- Claims: Claims must be received in writing with all supporting documentation no later than 30 days after the return of the vehicle to the rental center to be considered for compensation.
- The lessor reserves the right to take up to 30 days after receiving a complaint to investigate and respond.
- To be eligible for reimbursement for loss of use of the vehicle during the rental period, hirers must contact the lessor's roadside assistance and initiate a customer service log and must have followed all instructions, self-help tips, and/or recommendations for repairs.
- Hirers who refuse instructions, recommendations, or appointments from the lessor's roadside assistance for repairs will not be eligible for loss of use compensation.
- All loss of use issues must be verified and validated by a pre-authorized repair facility and/or rental center personnel upon return of the vehicle.
- No refunds for loss of use will be given if it is determined that the problems were due to hirer error.
- Return without prior authorization: to be eligible for a loss of use refund, hirers must return the rental vehicle to the reserved return station or be charged a recovery fee and penalty.
- To qualify for a loss-of-use refund, hirers must return the vehicle to the reserved return rental station in the condition in which they received it or a recovery fee and penalty will be charged.
- Malfunctions of the radio, air conditioning, refrigerator, generator, appliances, automatic step, GPS, automatic cruise control are not considered mechanical failures.
- The hirer is responsible for all costs of repair and maintenance.

### **Roadside Assistance**

Roadside assistance (OTRS) is available 24 hours a day, 7 days a week. Assistance personnel can also be contacted by e-mail.

To be eligible for loss of use reimbursement during the rental period, hirers must contact the lessor's roadside assistance service and open a customer service log, have followed all instructions, self-help tips and/or repair recommendations.

Roadside assistance is a service provided by the lessor to the hirers. Its staff is not authorized to determine refunds. Any consideration of refunds can only be made by the Rental Return Center Manager.

Under certain circumstances, hirers may receive a replacement vehicle. The lessor, at its sole discretion, reserves the right to determine if, where and when a vehicle exchange will take place.

If hirers violate applicable laws or the terms and conditions of the rental by driving while intoxicated, under the influence of drugs, or if they fall asleep at the wheel or drive negligently, they will be responsible for all costs associated with the replacement, towing and repair of the damaged vehicle. The hirer's financial responsibility includes, but is not limited to, the rental vehicle.

### **Travel Restrictions**

Hirers are not permitted to travel to certain areas due to road conditions, extreme weather conditions, acts of God, safety alerts and/or availability of assistance. Restrictions are subject to change without notice and are determined solely by the hirer.

Hirers are responsible for knowing and complying with travel restrictions and for informing themselves of any changing

conditions. The lessor, to the best of its ability, will provide the hirer with as much information as possible at the time of pick-up, but is not responsible for any delays or detours the hirer may encounter. Violation of these travel restrictions voids insurance and coverage options under the terms and conditions of the rental agreement.

Travel on non-public, unpaved and/or "forest" roads is not permitted at any time. Travel in or through Death Valley is not permitted from June 1 through September 30, as ground temperatures can reach 60°. Renters may be required to sign and accept Death Valley restrictions upon departure. Trips are permitted at the hirer's own risk and only with the purchase of the lessor's Mexico Auto Liability Insurance (MALI), available at all Southwest locations. However, there is no reimbursement for repairs, loss of use of the vehicle, or deductibles for damage incurred in Mexico. Travel is not permitted to New York City and Manhattan. Travel is permitted at the hirer's risk in Alaska and northern Canada. However, there is no reimbursement for repairs or loss of use of the vehicle. Travel during the winter months is permitted. However, freezing conditions may occur in the spring and fall at higher elevations and should be anticipated and precautions taken. Hirers are responsible for any damage due to freezing of systems by cold weather. As a precautionary measure, in some locations, water may be replaced with antifreeze to prevent water systems from freezing. Hirers are then not allowed to use the water systems, including toilets or shower, until they have moved to areas with temperatures consistently above zero. In the event that the hirer wishes to replace the antifreeze with water, they may re-winterize or de-winterize the vehicle. Note: The cost of winterizing or de-winterizing, usually up to \$150, is the responsibility of the hirer. Traveling during the summer months or in extreme temperatures can put a strain on vehicle systems such as the roof and dash air conditioners, generator and refrigerator. The lessor maintains its fleet of vehicles to accommodate all weather conditions, however, hirers should be aware that the performance of motorhome systems in extreme conditions cannot be guaranteed. Rooftop air conditioners only cool the interior of the motorhome to a maximum of 20 degrees cooler than the outside temperature. Due to the increased incidence of theft, vehicles should not be left unattended in Montreal, Ottawa and Quebec City. It is recommended to leave the vehicle parked in a campground and use cabs or public transportation. Hirers planning to travel in these areas must inform the rental center prior to departure. Hirers who return the rental vehicle to a location other than the one reserved and confirmed, without prior authorization, or who abandon the rental vehicle, will be charged a recovery fee and a penalty.

### **Golden Gate Bridge Traffic, Toll Roads, Fines**

Hirer is responsible for all traffic violations, fines, tolls or tickets incurred during the rental period.

- Traffic tickets: hirers may pay the tickets themselves, or choose to return the ticket to the rental center for processing and payment. In addition to the ticket amount, the hirer will be charged a \$100 administrative processing fee per violation.

In the event of non-payment or non-delivery of any ticket to the lessor, the hirer is responsible for the amount of the fine plus late penalties. In addition, hirers may be charged up to \$250 per violation for administrative processing.

- Toll Roads/Golden Gate Bridge: hirer will be charged the toll amount PLUS an additional processing fee of up to \$25 to the hirer's credit card. This service does not include traffic or parking violations.

### **Fuel consumption and LPG**

The cost of fuel is the responsibility of the hirer. The gasoline and liquid propane gas tanks are full when the vehicle is picked up and must be returned full. If not, the difference will be estimated and charged to the hirer.

No claims are accepted for fuel consumption. Fuel consumption will vary depending on where and how the vehicle is driven. No claims are accepted for fuel consumption if the hirer is upgraded to a larger unit.

### **Vehicle Changes**

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

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

### **Generator**

All vehicle types are equipped with a 110-volt generator.

The use of the generator is not required for the normal operation of the vehicle. Hirers have the option of being charged per night of rental for unlimited use, or per hour, which is calculated upon return. Fees are payable at the rental center. The use of power outlets for charging phones, etc., is the responsibility of the hirer. Prepaid generator fees upon return of the vehicle are non-refundable.

### **Complaints**

All claims must be submitted to the renter no later than 30 days after the end of the rental period.

### **Changes**

Any change in the reservation arrangements, whether it be vehicle size, departure and/or return location, or travel dates will result in a \$50 service charge per change.

Any change will result in a recalculation of the daily rate and may result in a new reservation with a cancellation of the original reservation and therefore a cancellation fee. The new rate will be calculated using the most recent value rate. Reservations are not transferable to other hirers. Hirer name changes will be treated as a cancellation and a new reservation, unless the hirer who originally made the reservation is present at the time of departure.

Consecutive rentals for the same hirer will be considered as two separate rentals. A hirer may not book two consecutive rentals in order to receive a tax reduction or special offer that would not otherwise apply.

In the event of a date change, the new travel dates must be within the same calendar year. Moving the rental date to the next calendar year will be treated as a cancellation and will be subject to a fee. The cancellation fee applied will be based on the original requested travel dates.

### **Cancellation fees**

All cancellations must be made in writing and will be confirmed in writing:

- Cancellation notified more than 65 days before departure: \$100
- Cancellation notified 65 to 35 days before departure: 20% of the rental amount
- Cancellation notified 34 to 20 days before departure: 50% of the rental amount
- Cancellation notified less than 20 days before departure: 100% of the rental amount

### Remarks :

One-way rental systematically entails a surcharge in addition to the applicable fees above.

The case of a hirer not appearing on the day of departure or refusing a vehicle on departure is considered as a cancellation and does not allow any refund.

If a hirer refuses the vehicle upon departure, it is a "departure day" and they are not entitled to a refund.

The lessor shall assume no liability whatsoever in the event a booking is canceled, rescheduled, changed, postponed or interrupted due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of the rental impracticable, illegal or impossible.

### **Cancellation fees for group reservations**

For any cancellation, the hirer must notify CampingCar Online, special charges apply.

### **Dispute**

The provider reserves the right to change the vehicle for another appropriate to the number of occupants. This does not constitute a breach of contract and does not authorize the hirer to claim any compensation. The photos are not contractual and the choice of vehicles is made by category and not by model.

The present general conditions are subject to French law. Any dispute arising from the execution, interpretation or application of the travel contract shall be brought before the competent court in the place of the registered office of the company CampingCar online.