

## TERMS & CONDITIONS

### Payment Policy

- Acceptable forms of payment:
  - Credit Cards: Visa, MasterCard or American Express
  - Bank Draft
  - Wire Transfer

### Reservation Deposit

- Minimum \$500 or 15% non-refundable deposit
- Plus non-refundable one way fees
  - One way fees are non-transferable

### Payments

- Remaining balance of reservation payable by credit card 45 days prior to departure

### Security Deposit

- \$500 required at departure
- \$500 additional deposit required for Burning Man Rentals
- \$500 additional deposit required for movie/production company rentals

### Taxes & Currency

- All prices are in USD
- Prices are subject to local and state taxes
- Local and state taxes are subject to change at any time

### Cancellation Policy

- Must be made in writing, and are effective once received - no exceptions  
NUMBER OF DAYS PRIOR TO DEPARTURE DATE & RESULTING CANCELLATION CHARGE  
There is a minimum of USD\$500 or 15%, plus one-way fees if applicable

45+ days	=	15% of total rental
30-44 days	=	60% of total rental
15-29 days	=	80% of total rental
0-14 days	=	100% of total rental
No Show	=	100% of total rental
- We strongly recommend purchasing trip cancellation insurance. You may provide your own insurance information, or you can visit [Travel Guard Insurance](#)
- In the unlikely event that we must cancel a rental due to circumstances beyond our control, all payments received to date will be refunded to the customer, which constitutes full settlement

### Minimum Rental Period

- 3 nights
- 5 nights during peak season and holidays

### Depot Hours

- Burbank Depot
  - Mon - Friday: 9 am to 6 pm
  - Saturday: 9 am to 5 pm
  - Saturdays & Statutory Holidays: Closed

### Departure & Return

#### Departure - Pick up

- Mon - Sat: 1 pm to 4 pm

#### Return - Drop off

- Mon - Sat: 9 am to 11 am
  - Late returns: Steep penalties will apply

### General Conditions

- Rental prices, policies, and conditions are not a rental contract and are subject to change without notice
  - Price will not change once a reservation has been confirmed, other than sales taxes
- We accept no responsibility or liability while acting as an agent for other rental companies, other than the supply of the rental vehicle as agreed upon with the customer/customer

<ul style="list-style-type: none"> <li>• We reserve the right to substitute a vehicle equivalent or larger at no extra cost to the customer. If a smaller or less expensive vehicle is offered, the refund shall be limited to the nightly rate difference between the vehicles</li> <li>• Customer agrees to return the motorhome in the same condition in which it was received</li> <li>• No refund for early return or unused prepaid mileage</li> <li>• Model or layout may vary from unit shown on website</li> <li>• Extensions to a rental after departure may attract a higher nightly rate</li> </ul>
<b>Driver</b>
<ul style="list-style-type: none"> <li>• Minimum 25 years of age</li> <li>• Possess and present a valid and identifiable National driver's license</li> <li>• International customers must present <ul style="list-style-type: none"> <li>○ An international driver's license is mandatory</li> <li>○ A valid passport</li> </ul> </li> <li>• A valid credit card must be presented for all rentals</li> </ul>
<b>Restricted Areas</b>
<b>Canada</b>
<ul style="list-style-type: none"> <li>• Canadian travelers picking up rentals in the US will not be allowed to cross the border into Canada with a US registered RV</li> <li>• Contiguous to the US only - Insurance binder required</li> </ul>
<b>USA</b>
<ul style="list-style-type: none"> <li>• Death Valley prohibited from June 15 to September 15</li> <li>• Restrictions within New York City</li> </ul>
<b>Mexico</b>
<ul style="list-style-type: none"> <li>• Baja, California, Mexico only</li> <li>• Pre-approval required</li> <li>• Mexico travel insurance must be provided prior to departure</li> </ul>
<b>Non-Public Roads</b>
<ul style="list-style-type: none"> <li>• Logging roads, non-public roads, off-road driving is prohibited</li> <li>• Mall parking lots are considered non-public roads</li> <li>• Insurance void should rules be violated <ul style="list-style-type: none"> <li>○ Customer held liable for damages and other expenses to vehicle</li> </ul> </li> </ul>
<b>Mileage</b>
<ul style="list-style-type: none"> <li>• 60 miles/night included with each rental</li> <li>• Additional mileage at return <ul style="list-style-type: none"> <li>○ 61-200 miles/night - \$0.38/mile</li> <li>○ 201-300 miles/night - \$0.79/mile</li> <li>○ 301+ miles/night - \$1.69/mile</li> </ul> </li> </ul>
<b>Pets and Smoking</b>
<ul style="list-style-type: none"> <li>• No pets allowed</li> <li>• No smoking</li> <li>• Minimum charge for deodorizing: \$350</li> </ul>
<b>Burning Man Festival</b>
<p>All rentals going to the Burning Man Festival will incur:</p> <ul style="list-style-type: none"> <li>• An additional security deposit</li> <li>• Mandatory cleaning and tank evacuation fee of minimum \$250 payable at the time of return <ul style="list-style-type: none"> <li>○ Additional cleaning fees may apply</li> </ul> </li> <li>• MBA Insurance is not available for Burning Man Rentals</li> </ul>
<b>Other Fees</b>
<ul style="list-style-type: none"> <li>• Modifications/Changes to a booking: <ul style="list-style-type: none"> <li>○ 3 Days, or less, prior to departure: \$150</li> <li>○ All other modifications: \$50</li> </ul> </li> <li>▪ One way fees may apply</li> <li>▪ One way fees are non-refundable and non-transferable</li> <li>▪ Additional fee for Burning Man rentals will apply</li> </ul> <p>Return vehicle in the same condition it was received (excluding normal wear)</p> <ul style="list-style-type: none"> <li>○ Subject to maximum \$350 cleaning fee</li> <li>○ Subject to dumping fees if tanks not emptied</li> </ul>

<ul style="list-style-type: none"> <li>▪ Option to prepay for cleaning and dumping of tanks</li> <li>▪ Generator: <ul style="list-style-type: none"> <li>○ Unlimited use included if available</li> </ul> </li> <li>▪ Convenience Kits available: <ul style="list-style-type: none"> <li>○ Kitchen kits</li> <li>○ Linen kits</li> </ul> </li> </ul>
<b>Winterization of Vehicle</b>
<ul style="list-style-type: none"> <li>• Unit will be winterized on request in order to prevent freezing in colder climates</li> <li>• This means: <ul style="list-style-type: none"> <li>• No water is available in the RV - all plumbing is also drained of water</li> <li>• The toilet is usable, however, windshield washer antifreeze must be poured into the holding tank</li> </ul> </li> <li>• Renter will be responsible for any burst or damaged water pipes, water tanks, etc. occurring due to freezing</li> </ul>
<b>Traffic Violations &amp; Parking Tickets</b>
<ul style="list-style-type: none"> <li>• Renter will be responsible for all traffic violations and any costs incurred as a result of said violations</li> </ul>
<b>Maintenance &amp; Breakdowns</b>
<ul style="list-style-type: none"> <li>• In the event of a mechanical breakdown, wherein the motorhome is inoperable for 24 hours or more, <ul style="list-style-type: none"> <li>○ The supplier and Adventure Touring/USA RV Rentals responsibility shall be limited to reimbursement of rental rate only for day(s) lost as determined by supplier</li> <li>○ No other expense will be reimbursed</li> </ul> </li> <li>• Customer is responsible for reporting mechanical failures immediately to depot</li> <li>• Customer is responsible for mechanical damage due to negligence</li> <li>• Radio, TV, satellite components, auto and roof A/C, refrigerator, cruise control microwave and generator malfunctions are not considered breakdowns and no refunds will be made for these items</li> <li>• 24 hour/7 day/week emergency number is provided</li> <li>• Customer is responsible for checking engine oil and coolant levels at each refueling</li> </ul>
<b>Insurance</b>
<b>Public Liability Insurance</b>
<ul style="list-style-type: none"> <li>• Renter is required to provide their own insurance binder</li> <li>• If binder is not provided, MBA Insurance may be purchased through the Supplier <ul style="list-style-type: none"> <li>○ MBA Insurance is not available for rentals going to the Burning Man Festival</li> </ul> </li> </ul>
<b>Accidents</b>
<ul style="list-style-type: none"> <li>• Customer must provide a police report from the officer investigating the accident <ul style="list-style-type: none"> <li>○ Fill out the accident form provided at time of registration</li> <li>○ Notify the depot directly</li> <li>○ A full written report including the name, address, phone number, license plate and insurance details of the other party must be given to depot at rental termination end</li> <li>○ All documents relating to the accident must include a police report or identifying number</li> </ul> </li> <li>▪ Insurance coverage may be void if the above instructions are not followed</li> </ul>
<b>Towing</b>
<ul style="list-style-type: none"> <li>• Pre-approval required</li> <li>• 2,000 lb limit</li> </ul>
<b>Parking</b>
<ul style="list-style-type: none"> <li>• Parking may be possible</li> <li>• Supplier not responsible for vehicles left at depot</li> </ul>