

EL MONTE RV®

America's Trusted RV Rental Company

2023/24





EL MONTE RV

SUPERSTAR

BYC8751

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HIGHLIGHTS AND CHANGES

Vehicle Model Year Guarantee: We are proud to offer the following model year guarantee.

El Monte RV: **2022 - 2024 Model Year**

- Largest fleet of late model year vehicles
- All Class C vehicles with awnings, TV, and tether anchor for child seat.
- All Class A vehicles with awnings, 2 TV's, bunk bed, and cab-over bed.

MIGHTY Camper: **2021 Model Year or Newer**

- Available at discounted rates
- All vehicles with awnings, TV, and tether anchor for child seat
- Well maintained vehicles and thoroughly inspected

24/7 On-The-Road Support:

El Monte RV and Mighty USA are offering complete assurance that our customers are never alone on the road. Customers will have added confidence and reassurance during their trip knowing that they're just a phone call away from help should the need arise.

Canada/USA Transfers:

Complimentary transfers from select Vancouver Airport (YVR) hotels to our Vancouver, BC branch in Bellingham, WA. Transfers will cross the Canada/USA border. Fly into Vancouver (YVR) and pick up in Bellingham, WA to begin your Canadian adventure.

thl Content Hub:

We've made it even easier for you to find, download and share El Monte RV assets for brochures, social channels and marketing activities. The hub is the one-stop shop for all **thl** assets featuring: video content, imagery, collateral, social media assets, latest news and announcements, partner training and support, and more. Please refer to <https://hub.thlonline.com>

Future Fit:



Delivering holiday joy to the underserved in our community

We are committed to becoming a Future-Fit Business and are working towards making progress on the 23 Break-even Goals of the **Future-Fit Business** (<https://futurefitbusiness.org>) Benchmark and to sharing our journey towards becoming environmentally restorative, socially just and economically inclusive in everything that we do.

We are working hard to reduce our impact, all our branches have **Future-Fit branch Action Plans** in place focusing on saving energy, water conservation, tackling waste, lowering our operational emissions, and contributing to our communities.

Successes include,

- removed single use plastic bags from our rental kits,
- implemented improved recycling programs in all branches to tackle waste to landfill,
- installing LED lighting at our branches to reduce our energy use,
- changing our processes and equipment to significantly reduce our water use,
- donating equipment and non-perishable food items to local community organizations.

Through our **Travel with Heart program**, we encourage customers to embrace responsible RV travel, and we share tips and ideas to help our customers understand they can conserve resources and help look after the environment while on the road.

We share our **Future-Fit progress** and measure and report our **carbon emissions footprint** annually, to find out more visit www.thlsustainability.com

CORPORATE HIGHLIGHTS (*thl* GLOBAL NETWORK)

Founded in 1970, El Monte RV has grown to become one of the largest, most trusted RV rental companies in the world. With locations throughout the United States and a standard multi-point inspection conducted after every rental, El Monte RV is known for its commitment to offering reliable, high-quality, newer RVs for rent at affordable prices. El Monte RV is part of Tourism Holdings Limited (*thl*), the world's largest RV rental company.

- 12 Gateway Locations: Los Angeles, San Francisco, Las Vegas, San Diego, Vancouver, Salt Lake City, Denver, Dallas, Chicago, New York, Miami, Orlando.
- El Monte RV New Model Year Guarantee 2022 - 2024 (1st registration 2021 - 2023).
- Competitive rates and special offers.
- The largest and best equipped motorhome types and specifications in the USA incorporating:
 - Class C (cab over) motorhomes. From 21 to 31 feet in length.
 - All vehicles with full kitchen including stove, microwave, refrigerator with freezer.
 - All Class C vehicles with awnings, TV, and tether anchor for child seat.
 - Several El Monte RV vehicles feature slide outs (increasing living space when parked).
 - Premium Class A motorhomes (bus style) featuring slide out, overhead bed and bunk beds.
- Priority morning check in available (PAD) at LAX, SFO, MCO, LAS, DFW, and NYC.
- Personal walk-through service during pick-up time.
- El Monte RV specializes in one-way rental bookings - with more one-way availability than any other American RV rental company <https://myelmonterv.com/trade/oneways>
- An advanced online quotation and booking system.
- A full image database with scenic and detailed product images for marketing with an in-house marketing team able to assist with your requirements <https://hub.thlonline.com>

About El Monte RV

Headquartered in Los Angeles, El Monte RV, a Tourism Holdings Limited (*thl*) subsidiary, is one of America's leading motorhome and RV rental and sales companies catering to both international and domestic travelers. Thanks to a reputation for exceptional customer service, high quality vehicles and best in class vehicles El Monte RV has experienced rapid growth throughout the United States and can be found in Japan as well www.elmonterv-japan.com. El Monte RV is the only nationwide motorhome rental company to offer the larger Class A bunkhouse vehicles for rent.

About Mighty Campers

Mighty Campers is a great value brand that helps travelers kick start stories by providing the best value in motorhomes that are simple to use, with features you'd expect in more expensive RVs. Mighty proves that you don't need to sacrifice quality for cost.

About Tourism Holdings Limited (thl)

thl is the world’s largest provider of global RV experiences. The thl network of brands provides vehicles for every adventure to customers who are passionate about exploring new destinations by RV. Consisting of Maui motorhomes, Britz Campervans, Mighty Campers, Road Bear RV, El Monte RV and Just go Motorhomes, the thl global family of RV brands spans Australia, New Zealand, USA and the UK. thl brands are well recognized by customers who choose to travel by RV around the world, year over year.



LOCATION INFORMATION

El Monte RV maintains 12 gateway locations across the United States. Location addresses and details are subject to change.

For access to the latest Location Maps and Location addresses,
Please refer to: <https://hub.thlonline.com>

Los Angeles (LAX)

12818 Firestone Blvd.
Santa Fe Springs, CA 90670
Tel: +1 (562) 404-9300

Orlando (MCO)

3800 W Colonial Dr.
Orlando, FL 32808
Tel: +1 (407) 872-7730

New York / New Jersey (NYC)

3401 B Tremley Point Rd.
Linden, NJ 07036
Tel: +1 (908) 474-9000

Dallas (DFW)

3500 S. Central Expressway (Hwy 75)
McKinney, TX 75070
Tel: +1 (972) 562-1900

Miami (MIA)

[c/o RV Florida Group LLC]
13700 SW 248th Street
Princeton (Miami), FL 33032
Tel: +1 (305) 362-2777

Chicago (ORD)

[c/o Art's RV Service Center]
21W700 North Ave.
Glen Ellyn (Chicago), IL 60137
Tel: +1 (630) 469-1936

San Francisco (SFO)

6301 Scarlett Ct.
Dublin, CA 94568
Tel: +1 (925) 803-0331

Vancouver, BC (YVR)

Pick up in Bellingham, WA to begin your Canadian adventure.
Free transfers available from select Vancouver Airport Hotels
(Canada/USA border)
5242 Pacific Hwy.
Ferndale, WA 98248
Tel: +1 (360) 380-3300

Las Vegas (LAS)

3800 Boulder Highway
Las Vegas, NV 89121
Tel: +1 (702) 269-8000

Denver (DEN)

[c/o All Stars RV]
5989 Main St.
Littleton, CO 80131
Tel: +1 (720) 348-0404

San Diego (SAN)

[c/o Santee Rents]
8665 Mission Gorge Road # A1
Santee, CA 92071
Tel: +1 (619) 449-1513

Salt Lake City (SLC)

[c/o Full Service Storage, LLC]
3490 West 1820 South, Suite B
Salt Lake City, UT 84104
Tel: +1 (801) 256-6818

TIMES OF OPERATION

Holiday & Special Event Schedule:

El Monte RV offices will be CLOSED for the following holidays or special events. No bookings will be accepted for pick up or return on these dates. No exceptions.

2023	01 January	New Year's Day	04 September	Labor Day
	09 April	Easter Sunday	23 November	Thanksgiving
	29 May	Memorial Day	24 December	Christmas Eve
	04 July	Independence Day	25 December	Christmas Day
	24 July	Pioneer Day (SLC only)	31 December	New Year's Eve
	03 - 05 Sept	Burning Man (SFO only)		

2024 01 January New Year's Day

Hours of Operation:

Many locations are open 7 days a week Monday to Saturday 8:00 to 17:00, and Sunday from 8:00 to 16:00 April to September. Location closing dates are subject to change.

Some locations have reduced hours of operation:

Branch	01 April 2023 - 30 September 2023		01 October 2023 - 31 March 2024	
	Monday - Saturday	Sunday	Monday - Saturday	Sunday
LAX	08:00 - 17:00	08:00 - 16:00	09:00 - 16:00	09:00 - 16:00
SFO	08:00 - 17:00	08:00 - 16:00	09:00 - 16:00	09:00 - 16:00
MCO	08:00 - 17:00	08:00 - 16:00	09:00 - 16:00	09:00 - 16:00
LAS	08:00 - 17:00	08:00 - 16:00	09:00 - 16:00	09:00 - 16:00
DFW	08:00 - 17:00	Closed	09:00 - 16:00	Closed
YVR*	08:00 - 17:00	Closed	Monday - Friday 09:00 - 16:00	
NYC	08:00 - 17:00	Closed	Monday - Friday 09:00 - 16:00	
	Monday - Friday	Saturday - Sunday	Monday - Friday	Saturday - Sunday
DEN	08:00 - 17:00	Closed	09:00 - 16:00	Closed
MIA	08:00 - 17:00	Closed	09:00 - 16:00	Closed
ORD	08:00 - 17:00	Closed	09:00 - 16:00	Closed
SAN	08:00 - 17:00	Closed	09:00 - 16:00	Closed
SLC	09:00 - 16:00	Closed	09:00 - 16:00	Closed

*YVR is closed 23 January 2023 - 5 February 2024

MOTORHOME RENTAL FLEET – MODEL YEAR GUARANTEE

El Monte RV Fleet: **Model Year 2022 - 2024 (1st registration 2021 - 2023)** – All locations

- Class C Small [C] Approx. length: 21' - 23'
- Class C Medium [D] Approx. length: 24' - 26'
- Class C Large [T] Approx. length: 27' - 29'
- Class C Family Sleeper [FS] Approx. length: 30' - 32' Slide-out living area
- Class A Family Sleeper [AF] Approx. length: 31' - 34' Slide-out living area, bunk beds, overhead bed

Mighty Camper: **Model Year 2021 or Newer (1st registration 2020 or newer)**

– Available at LAS, LAX, SFO, MCO, DFW

- Class C Medium [MD] Approx. length: 24' - 26'
- Class C Large [MT] Approx. length: 27' - 29'

El Monte RV Motorhome

El Monte RV continuously strives to provide our international guests with the best possible motorhome product in the industry. To this end, we purchase units only from top RV manufacturers who make them to our higher than average specifications. All motorhomes are equipped with 110V generator, microwave oven, stove, and modestly branded.

Motorhome Specifications

Motorhome photos, drawings and floor plans provided are examples only. Sleeping capacities are recommendations only and do not mean like number of adults or full-size teenagers can be accommodated comfortably within every unit of a size category. Features and amenities are representative and may be changed, added to or deleted without notice. Bed sizes vary from unit to unit within size categories and cannot be guaranteed. Specific floor plans or models will vary within a category and cannot be reserved or guaranteed.

Motorhome Lengths

Motorhome lengths will vary within each size category. Specific floor plans, models or lengths cannot be reserved or guaranteed. It is the wholesaler's responsibility to explain clearly in their brochure/program that motorhome category designations do not represent the exact length. For example, if you designate the Class C Slide-Out model as a Class C Family Sleeper [FS], the lengths within this category may range from 30 feet to over 32 feet.

Motorhome Availability

Not all vehicle types will be available at all locations throughout the year. Please check the weekly Value Plan update for availability of a specific vehicle type before sending a booking request.



EL MONTE RV
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CLASS-C Small [C] 21-23' length

Sleeps 4



- Compact vehicle for easy handling
- Dinette with child safety tether
- LED TV, USB and/or bluetooth, rear camera
- Full kitchen
- Awning





EL MONTE RV
RENTALS • SALES

CLASS-C Medium [D] 24-26' length

Sleeps 5



- Roomy 5-person sleeper
- Dinette with child safety tether
- LED TV, USB and/or bluetooth, rear camera
- Awning
- Full kitchen
- Large exterior storage



Photos and floorplans are for illustrated purposes only and may vary



EL MONTE RV

RENTALS • SALES

CLASS-C Large [T] 27-29' length

Sleeps 6



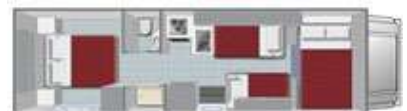
- Spacious 6-person sleeper with sofa bed
- Large dinette with child safety tether
- LED TV, USB and/or Bluetooth, rear camera
- Awning
- Full kitchen
- Large exterior storage



DAY



NIGHT



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EL MONTE RV

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CLASS-C Family Sleeper [FS] 30-32' length

Sleeps 7



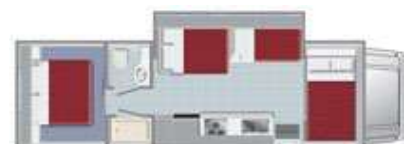
- Spacious 7-person sleeper with sofa bed
- Large dinette with child safety tether
- LED TV, USB and/or bluetooth, rear camera
- Awning
- Full kitchen
- Slide out for extra room



DAY



NIGHT



Photos and floorplans are for illustrated purposes only and may vary

EL MONTE RV

RENTALS • SALES



CLASS-A Family Sleeper [AF] 31-34' length

Sleeps 6



- Large 6-person sleeper with 6 separate beds
- 2 LED TV, USB and/or bluetooth, rear camera
- Motorized overhead bed
- Large slide out
- Awning
- Large exterior storage



DAY



NIGHT



Photos and floorplans are for illustrated purposes only and may vary



mighty
CAMPERS

CLASS-C MEDIUM [MD] 24-26' LENGTH

SLEEPS 5



- Roomy 5-person sleeper
- Dinette with child safety tether
- LED TV, USB and/or bluetooth, rear camera
- Awning
- Full kitchen
- Large exterior storage



Photos and floorplans are for illustrated purposes only and may vary



mighty
CAMPERS

CLASS-C LARGE [MT] 27-29' LENGTH

SLEEPS 6



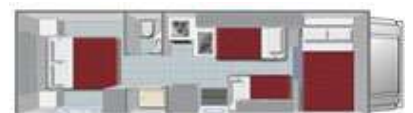
- Spacious 6-person sleeper with sofa bed
- Large dinette with child safety tether
- LED TV
- Awning
- Full kitchen
- Large exterior storage



DAY



NIGHT



Photos and floorplans are for illustrated purposes only and may vary

RENTAL CHARGES

- 2023 Rates and Charges are valid for pickups 01 April 2023 - 31 October 2023.
- 2023 / 24 Winter Rates and charges are valid for pickups 01 November 2023 - 31 March 2024.
- All amounts are reflected in US Dollars.
- Value Rates are NET per night.
- 7 nights minimum rental required.
- Mileage is not included.
- Taxes are not included in the rental charges, mileage options or a la carte charges.
- No tax applies to New Jersey State Rental Security Fee or Colorado State Rental Fee
- All nightly rates include:
 - Primary Liability Coverage (up to the required state financial responsibility limits (see Insurance and Coverage)
 - VIP coverage with \$1500 per incident deductible (see Insurance and Coverage)

Value Plan Rates

- Value Plan levels are based on our fleet capacity and availability according to the unit size and location. For instance, the more units available for a particular size or location the lower will be the Value Plan level, which creates incentive to book early much like an Early Bird Special.
- Value levels are updated weekly and distributed no later than Monday morning via email in Excel, CSV, and are also available for viewing and downloading online:

Specials & Discounts

- Valid for pickups: 01 April 2023 - 31 March 2024
- Specials or Discounts must be mentioned at time of booking.
- Specials or Discounts cannot be applied after pickup.

Early Bird Discounts

- 17% off the nightly rate. Valid for bookings taken by 31 August 2022.
- 15% off the nightly rate. Valid for bookings taken by 4 January 2023
- 10% off the nightly rate. Valid for bookings taken by 31 January 2023.
- 5% off the nightly rate. Valid for bookings taken by 28 February 2023.
- Booking code: **EB-DISC**.
- Discount applied to Standard Value rate only.
- Discount can be applied to the nightly All-Inclusive package surcharge.

Long Term Discount (LTD)

- LTD applies to Standard Value rates, All Inclusive surcharges only.
- 10% off 42 nights or longer.
- 5% off 21 nights or longer.
- Booking Code: **LTD**
- Can be combined with **EB-DISC**

Please refer to: [MyElMonteRV.com/trade/rates](https://www.MyElMonteRV.com/trade/rates)

VALUE PLAN MATRIX

- Value levels determine the nightly rate based on the Value Plan Matrix below.
- Value levels are valid from Monday through Sunday for each published week.
- The Nightly Rental Rates are pro-rated; calculated week-by-week. The nightly rental rate is determined by unit type, pick-up location and dates of travel. If the dates of travel fall into more than one week’s Date Range, the nightly rental rate will change with the change of week. If any of these determining factors are changed, the rate will change to match.

	1	2	3	4	5	6	7	8
1	\$30	\$33	\$36	\$39	\$42	\$45	\$48	\$51
2	\$54	\$57	\$60	\$63	\$66	\$69	\$72	\$75
3	\$78	\$81	\$84	\$87	\$90	\$93	\$96	\$99
4	\$104	\$109	\$114	\$119	\$124	\$129	\$134	\$139
5	\$144	\$149	\$154	\$159	\$164	\$169	\$174	\$179
6	\$189	\$199	\$209	\$219	\$229	\$239	\$249	\$259
7	\$269	\$279	\$289	\$299	\$309	\$319	\$329	\$339
8	\$379	\$419	\$459	\$499	\$539	\$579	\$619	\$659

There are a total of 64 Value rate options. Levels range from Value 11 to 88. The first digit of the Value Level represents the vertical column number on the left. The second digit represents the horizontal row number along the top. For example: a Value Level of 47 would be down 4 and over 7 for \$134.

El Monte RV fleet and Mighty Camper fleet will be included in the Value Plan weekly updates with the appropriate Value rates.

Calculation Examples

Motorhome Unit Type	Class C Family Sleeper [FS]
Pick-up Date	10-Apr-2023
Pick-up Office	LAX (Los Angeles/Santa Fe Springs)
Return Date	15-May-2023
Return Office	SFO (San Francisco/Dublin)
Number of Nights	35

	Value Plan Rates			All Inclusive Plan		
VP62 @ \$199 x 17 nights	\$199.00	17	\$3,383.00	\$284.00	17	\$4,828.00
VP63 @ \$209 x 18 nights	\$209.00	18	\$3,762.00	\$294.00	18	\$5,292.00
Total Rental Rate			\$7,145.00			\$10,120.00
17% EB-DISC	\$7,145.00	17%	(\$1,214.65)	\$10,120.00	17%	(\$1,720.40)
5% LTD	\$5,930.35	5%	(\$296.52)	\$8,399.60	5%	(\$419.98)
Unlimited miles (10-21 nights)	\$895.00	1	\$895.00	Included	1	Included
Unlimited miles (21+ nights)	\$30.0	14	\$420.0	Included	14	Included
Prep Fee	\$189.0	1	\$189.0	Included	1	Included
7 Personal Convenience Kits	\$55.0	7	\$385.00	Included	7	Included
Kitchen Kit	\$130.00	1	\$130.00	Included	1	Included
Unlimited generator use	\$10.0	35	\$350.00	\$10.00	35	\$350.00
Supplemental Liability Insurance	\$17.0	35	\$595.00	\$17.00	35	\$595.00
One-Way Drop Fee	\$200.00	1	\$200.00	\$200.00	1	\$200.00
Sales tax	\$8,068.83	10.50%	\$923.7	\$8,509.62	10.50%	\$958.0
Invoice total			\$9,721.6			\$10,082.7

MILEAGE OPTIONS: Prepaid Only

500 Miles Package

- \$160 net per package
- 7 nights minimum
- Additional miles: @ 0.37 due at counter

Unlimited Mileage Package

- \$895 net per trip
- 12 night minimum
- \$30 surcharge for each additional rental night beyond 21 nights

All-Inclusive Package

- \$90 net per rental night
- 12 night minimum charge
- Includes: unlimited miles, all personal kits, kitchen kit, and Prep Fee.

ADD-ON OPTIONS AND KITS

PAD (Priority AM Departure)	\$295 per motorhome rental
Supplemental Liability Insurance (SLI).....	\$17 per night
VIP Plus Upgrade	\$17.95 per night
Personal Kit (all locations)*	\$55 per person
Kitchen Kit (all locations)*	\$130 per vehicle
Generator Use.....	\$3.50 per hour / \$10 per night
GPS.....	\$95 per trip

OTHER OPTIONS: Local payment only - no guaranteed availability

Toaster	\$8 rental per motorhome / trip
Coffee machine.....	\$10 rental per motorhome / trip
Folding chairs	\$11 rental each / trip
Rice Cooker	\$10 rental each/trip
Mexico Auto Liability Insurance (MALI)*	\$22 per night (all rental nights)

Personal Convenience Kit*

Blankets	Pillow Case	Hand Towel	Bath Towel	Dinner Plate	Saucer
Sheets	Pillow	Wash Cloth	Silverware	Coffee Cup	

Kitchen Kit*

Water Pitcher	Corkscrew	1 qt. Sauce Pan	Platter	Broom
Pan Covers	Dutch Oven	4 pc. Cutlery		Dust Pan
Frying Pan	Bottle Opener	2 qt. Sauce Pan		Dish Towels
Potato Peeler	Kettle	Mop		Clothes Hangers
Strainer	Salad Bowls	Bucket		

* Important Note:

- Kit items and quantities may vary by location. Items may be substituted without notice.
- Kit items are for rent and must be returned to rental locations.

TAXES AND FEES

Taxes

Option 1:

Taxes are due on all prepaid and local charges and vary depending on the pickup location.

Tax rates as of **May 2022** - **Subject to change without notice.**

DEN	4.00 %
DFW	10.00 %
LAS	8.38 %
LAX	10.50 %
MCO	6.50 %
MIA	7.00 %
NYC	6.63 %
ORD	5.00 %
SAN	7.75 %
SFO	10.25 %
SLC	17.25 %
YVR	14.70 %

Option 2:

Flat fee for all locations for pre-paid charges: **11.00%**.

MANDATORY FEES

New Jersey State Rental Security Fee:

Mandatory \$5 / night (maximum \$140) for all pickups at NYC station. Please indicate whether this fee will be pre-paid or payable at the counter.

Colorado State Rental Tax:

Mandatory \$2 / night (maximum \$88) for all pickups at DEN station. Please indicate whether this tax will be pre-paid or payable at the counter.

Prep Fee:

\$189 per vehicle at all locations. Prep fee includes: Thorough hygienic cleaning and disinfection of vehicle and regular branch sanitization, supply of toilet chemicals and tissue, full fresh water tank, fresh water hose and waste water hose, instruction manual, personal instruction on use of motor home and appliances, campground guides and maps, and external cleaning upon return. Please indicate whether this fee will be pre-paid or payable at the counter.

ONE-WAY RENTALS

One-Way Rentals are on request only - No Free Sale. Prices are in US dollars. One-way fee is determined by where the desired Pickup and Return locations' row and column intersect. For example, one-way fee from SFO to SLC is \$350; from MIA to YVR it is \$750.

Return:	DEN	DFW	LAS	LAX	MCO	MIA	NYC	ORD	SFO	SLC	SAN	YVR
Pickup:												
DEN	--	350	350	350	500	750	500	350	350	350	500	500
DFW	350	--	350	350	350	500	500	350	350	350	350	500
LAS	350	350	--	250	750	750	750	750	200	350	250	350
LAX	350	350	250	--	750	750	750	750	200	350	250	350
MCO	500	350	750	750	--	250	350	750	750	750	750	750
MIA	750	500	750	750	500	--	500	800	750	750	750	750
NYC	500	500	750	750	350	500	--	750	750	750	750	750
ORD	750	750	800	800	750	800	750	--	750	750	750	750
SFO	350	350	400	400	750	750	750	500	--	350	350	350
SLC	500	750	500	500	750	750	750	500	500	--	350	500
SAN	500	500	350	350	750	750	750	500	350	350	--	500
YVR	500	500	350	350	750	750	750	500	350	500	350	--

ONE-WAY FREE SALE:

To facilitate One-Way Motorhome rental booking requests we have created a website link. Agents, tour operators and customers can browse various options to determine if a one way request is available and receive an immediate real-time approval of the specific one way route. In addition this site provides alternatives should a desired one-way request not be available. Important: Approval does not mean guaranteed confirmation. Availability is subject to change until a reservation is made. Branch closure Dates, Rental Rate, One-way Fees and Minimum Rental Days are as published and always in effect.

Please refer to: [MyElMonteRV.com/trade/oneways](https://www.ElMonteRV.com/trade/oneways)

INSURANCE AND COVERAGE

Public Liability Insurance (included in the daily rate for El Monte RV and Mighty)

The Public Liability Insurance covers a 3rd party collision in the event that the renter is at fault. The insurance has no deductible. The policy protects the rental company up to US\$ 1,000,000 and the renter to Statutory Limits (state mandated minimum liability coverage which can be changed by a state anytime without notice - you find the current limits online). Liability Insurance has no deductible.

SLI (Supplemental Liability Insurance)

The optional SLI coverage provides the customer with an increased limit of liability protection. SLI protects the renter and any authorized driver listed on the rental agreement for up to US\$ 1,000,000 toward 3rd party damage claims.

VIP Coverage (included in the daily rate)

VIP coverage includes secondary comprehensive and collision coverage for the rented vehicle with a deductible of US \$1,500 per incident.

Coverage includes but is not limited to:

- “Uninsured Motorist” in case the renter is involved in an accident with a non-insured driver,
- Accidental damages to the vehicle (renter’s or 3rd party’s fault),
- Windshield, glass or tire damage,
- Vehicle theft and fire, and
- Vandalism

Security Deposit: US \$1,500 (authorized on a major credit card)

No insurance coverage is provided (liability or comprehensive & collision) while traveling into non-authorized areas including but not limited to Death Valley (June - September), the inner cities of New York, Montreal and Quebec (Canada). Northern Canada, Alaska Highway, Alaska.

VIP Plus Upgrade

With a standard rental with El Monte RV, you are responsible for any and all loss or damage to the vehicle from any cause regardless of fault to a maximum of \$1,500 per incident.

The optional VIP Plus Upgrade is not mandatory. VIP Plus Upgrade reduces the customer’s liability for damage to the rental vehicle in the case of an accident to \$0 (unless otherwise specified under notes 1-5 below and under Non-Covered Damages). Clients can either purchase VIP Plus Upgrade in advance or at the branch (sales tax applies).

VIP Plus Upgrade is not an insurance and only reduces the financial responsibility of the renter if the rented vehicle is damaged or stolen.

The Advantages of the VIP Plus Upgrade are:

- Eliminates the deductible in case of a loss to the rented vehicle, provided that the renter is not in violation of the Rental Agreement;
- No need to file a claim with your personal car insurance

Please note that the VIP Plus Upgrade will not apply if:

1. The renter uses the vehicle in violation of the rental agreement;
2. The renter fails to remove the keys or lock all doors and close windows and the vehicle is stolen;
3. The renter fails to notify us and the police immediately after loss; and
4. The renter fails to pay charges under the Rental Agreement; or
5. As allowed by the applicable state or provincial law

INSURANCE AND COVERAGE (Continued)

VIP-Vacation Interruption Protection

We take the safety of our clients very seriously. All units are thoroughly inspected mechanically and technically prior to each and every rental. Nonetheless, malfunctions may happen at times. In such cases, we promise not to spare any efforts to resolve any on the road issues very rapidly. Should the renter's motorhome vacation be interrupted by an Emergency, not accident or damages caused by renter, for more than 12 hours after reporting this to El Monte RV, the renter will be reimbursed for the greater of the gross daily rental rate or expenses for hotel rooms up to US \$25.00 per person per night and car rental up to US \$50.00 per day per motorhome with a combined maximum of US \$1,500.00 per rental agreement.

Defective comfort equipment such as radio, TV, Bluetooth, USB, GPS, generator, batteries, air conditioner, refrigerator, heater, water heater, cruise control, awning, slide-out, etc. are not considered mechanical breakdowns and are excluded from VIP reimbursement. A refund of expenses is only possible with proper receipts.

Non-Covered Damages

No liability, comprehensive or collision insurance coverage is provided and the customer has full legal and financial responsibility in case of:

- Damages to the interior of the vehicle;
- Personal injury, personal items and property;
- Carrying more passengers than having seat belts available;
- Deliberate or willful damages caused by the renter or his guests;
- Damages caused to the vehicle by abuse or misuse for illegal activities;
- Damages where the customer is charged by the local authorities for being careless;
- Damages caused by freezing, e.g. unit not winterized, or overheating of vehicle or systems;
- Driving the vehicle without a rental agreement, in breach or violation of the rental agreement;
- Damages and accidents caused under the influence of alcohol, drugs or any other controlled substance;
- Damages as a result of using a levelling system (if reconnected by a customer)
- Damages as a result of driving with an extended awning
- Damages and injuries caused by neglecting proper operating procedures, e.g. incorrect fuel type or quality, ignoring oil or coolant levels, air pressure, etc., by overloading the vehicle and/or exceeding the legal towing capacity (towing limit is with proper equipment 1,500 lbs. - enclosed trailers, boats or vehicles are not allowed);
- Damages where the customer is showing negligence or willfulness in failing to abide by the local laws and rules or disregarding common sense resulting in damage to the vehicle or third-party vehicle or property;
- Operation of the vehicle by anyone not meeting the age requirements as shown on the rate sheet and rental terms & conditions, or not listed on the rental agreement or not having a valid, original driver license; and
- Damages and losses due to "off-road" usage, or caused during travel in or thru restricted areas, following incorrect GPS guidance, traveling into non-authorized areas including but not limited to the country of Mexico, the inner cities of New York, Montreal and Quebec (Canada)

Please Note: In case of a claim, El Monte RV will not act as an adjuster for any third-party insurance purchased by the renter from which are not offered by El Monte RV (such as \$0 deductible insurance, etc...)

CLIENT INFORMATION

Online Customer Check-in

Customers are required to make use of El Monte RV's new online self-check-in at least 14 days prior to the vehicle pick-up date at the following website:

Please refer to: [MyElMonteRV.com/check-in](https://www.mymonterv.com/check-in)

By entering their customer information in advance via this tool, clients will speed up their motorhome pick up procedure.

Please note that it is a requirement for all customers to complete the online check-in at least 14 days prior to the first rental date. Please provide clients with the above website as part of their booking documentation. They will require either their Agency booking reference number, or El Monte RV's reference number, as well as last name, pick-up and return locations as well as pick-up and return dates.

First Night Accommodation

We strongly recommend that clients spend their first night in the United States in a hotel.

Transfers Are Not Provided By El Monte RV or Mighty Campers

(except for our Vancouver/Bellingham store which offers transfers from select Vancouver Airport hotels)

Motorhome Collection and Return Policies

- Motorhome collection time: after 1:00 pm but no later than 1 hour before branch closing time; Subject to vehicle readiness
- Latest motorhome collection time is one hour before station's official closing time
- Date of departure: No refund if client picks up later than the booked date of departure
- Motorhome return time: Between 8:00 am and 11:00 am
- A per hour penalty will be charged for returns after 11:00 am without prior authorization from rental station
- Early returns: no refund for any reason if rental is terminated by clients before the scheduled return date

Client Requirements

- All Renters are required to complete our online check-in at least 14 days prior to the first date of rental:
- [MyElMonteRV.com/check-in](https://www.mymonterv.com/check-in)
- Renter (named major credit card holder) must be at least 21 years of age and in possession of valid identification including driver's license and passport
- Renter and all additional drivers must be present at pick-up of 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 with a valid driver's license and identification and be listed on the rental agreement
- An International Driver's License is recommended but not required
- A major credit card such as Visa, MasterCard, Amex (no ATM/debit cards such as EuroCard or visa debit cards, etc) with available credit is required for all charges paid at the counter
- Cash or Travelers Checks are not accepted

CLIENT INFORMATION (Continued)

Security Deposit

- A **\$1,500** security deposit is required at the time of departure
- We require that the deposit be guaranteed by a major non-debit credit card such as Visa, MasterCard or American Express with sufficient credit balance to cover this amount
- We do not accept ATM/debit cards such as Check Cards, Visa debit cards or pre-paid credit cards
- We do not accept Cash or Traveler's Checks, Stored Value/Pre-paid cards or gift cards
- The security deposit is not charged on the customer's credit card on pick-up, but rather the amount is 'held' in the form of an authorization; Upon return provided that the rental vehicle is returned clean inside, undamaged and on time with any fines paid this 'hold' is removed

International Address Requirement

- El Monte RV's **2023/2024** International Rental Program and rates are designated exclusively for non-domestic clientele, i.e. for those clients living outside of the United States and having no US address
- El Monte RV reserves the right not to accept bookings from clients residing within the United States even though they may have reserved through an international tour operator / travel agency
- El Monte RV reserves the right to rebook clients residing within the United States using standard domestic rates and conditions
- El Monte RV reserves the right to cancel the booking if it is in violation of this requirement
- It is strongly recommended that tour operators / travel agencies and their representatives inform their reservation department of this policy
- It is the responsibility of the tour operator / travel agency to identify the customer's residency

Customer Orientation

- Clients receive a full orientation of their motorhome, including clients' responsibilities for maintenance and use
- Orientation consists of a 30 min. video in English, German, Spanish or Japanese introducing the general concepts of motorhome use and safety tips, as well as a personal walk-through of the motorhome with the client by a qualified instructor
- Operator manuals are provided for clients to take with them in English and German
- Clients also receive a regional campground directory and location map from the rental station with directions to the nearest supermarkets and gas stations

CLIENT INFORMATION (Continued)

Lost Items

El Monte RV is not responsible for items left in the motorhome after client's return and reserves the right to donate or dispose of them as it sees fit. Left items cannot be mailed to client.

Luggage Storage

- Luggage storage is available on a limited basis (one standard suitcase per person, no sports equipment) at the following locations: DFW, LAS, LAX, MCO, NYC, SFO & YVR
- No guarantee of luggage storage is made for these locations: DEN, MIA, ORD, SAN and SLC
- To facilitate the pick-up and drop off procedures, we recommend that clients carry their luggage in their vehicle and soft-sided or collapsible bags are recommended for easier storage
- Luggage storage is at the client's own risk and is not available for one-way rentals

Client Contact Information

- Customer information: [MyElMonteRV.com](https://www.elmonterv.com)
- Please use the direct telephone number for each branch location (see Locations - page 7)
- 24/7 On-The-Road Support: [1-800-367-4707](tel:1-800-367-4707) or [+1-562-661-9842](tel:+1-562-661-9842), and roadsidegroup@elmonterv.com
- **On-The-Road Support Contact requirement: in order to be eligible for any lost-use refund during their rental period clients must contact El Monte RV's On-The-Road Support and start a Customer Service Log and must have followed all instructions, self-help tips, and/or recommendations for repairs**

VEHICLE SUPPORT & USE

Maintenance and Use Responsibility

The client is responsible for routine maintenance while traveling (checking coolant, oil, tire pressure, etc.) as well as immediately reporting mechanical failures. Clients may be held responsible for mechanical damage due to negligence of operation and/or due to not performing normal maintenance. Tools for vehicle repair and tire change are not provided because clients are not authorized to make repairs.

Reimbursements & Refunds

- Refunds for Mechanical issues: In the event of a mechanical problem requiring repairs over \$75 clients must call El Monte RV's On-The-Road Support for authorization
- A toll-free number is provided for assistance with problems, questions, etc.: at [1-800-367-4707](tel:1-800-367-4707) or [+1-562-661-9842](tel:+1-562-661-9842), and contact can be made also at: roadsidegroup@elmonterv.com
- Clients will be reimbursed on return and upon presentation of receipts and any replaced parts; no repair receipts over \$75 will be reimbursed without prior authorization
- Note: \$75 reimbursement does not apply to de-winterizing or winterizing cost
- Additional Items: In the unlikely event that items are missing from kitchen or personal kits, or for example if a client needs an additional blanket, or needs to replace an item for the motorhome such as a water hose, sewer hose, etc., the client may purchase these items without prior approval and will be refunded at return upon presentation of valid receipts, provided they not total more than \$75
- Breakdowns: in the event of a mechanical breakdown requiring the vehicle to be in repair for more than 12 hours please see the section titled 'VIP Interruption Protection'
- Accompanying vehicles: Accompanying vehicles are not eligible for compensation
- Travel Agent Assistance: Contacting one's travel agency or tour operator will have no effect on the availability and/or speed of vehicle towing, repairs and/or replacement and no compensation of any kind will be given for communication costs incurred
- Clients should be instructed by their travel agency/tour operator to coordinate the repair efforts only with El Monte RV's On-The-Road Support and to discuss compensation with the staff at the return rental counter
- Client Complaints: client refund or reimbursement requests must be received in writing with all supporting documentation no later than 30 days after rental return to be eligible for compensation consideration
- El Monte RV reserves the right to take up to 30 days after receipt of any complaint to investigate and respond and claims should be emailed to: intl.claims@elmonterv.com
- On-The-Road Support Contact requirement: in order to be eligible for any lost-use refund during their rental period clients must contact El Monte RV's On-The-Road Support and start a Customer Service Log with them and must have followed all instructions, self-help tips, and/or recommendations for repairs
- Customers declining On-The-Road Support instructions, recommendations or appointments for repairs will not be eligible for lost-use compensation
- All vehicle lost-use issues must be verified by a pre-authorized repair facility and/or by location staff upon return and only after issues are validated will compensation be given
- No consideration for lost-use will be given if it is determined any issues were operator error
- Return without prior authorization: in order to be eligible for a lost-use refund, clients must return rental vehicle to the booked return station or a recovery fee and penalty will be charged
- Non-essential items: radio, air-conditioning, refrigerator, generator, microwave, appliances, automatic step, GPS, and cruise control are not considered mechanical breakdowns
- Cell-phone charges: clients are responsible for all cell-phone charges incurred and clients are encouraged to use On-the- Road-Support's 24-hour toll free number as the primary contact telephone number

VEHICLE SUPPORT & USE (Continued)

On-The-Road Support

- On-The-Road Support (OTRS): [1-800-367-4707](tel:1-800-367-4707) or [+1-562-661-9842](tel:+1-562-661-9842) is available 24 hours and 7 days
- Support staff may also be reached via email: roadsidegroup@elmonterv.com
- In order to be eligible for any lost-use refund during the rental period client must have contacted El Monte RV's On-The-Road Support and start a Customer Service log with them and must have followed all instructions, self-help tips, and/or recommendations for repair
- On-The-Road Support is a courtesy service provided by El Monte RV for our customers and this team is not authorized to determine refunds which is the sole responsibility of the return station manager
- In certain circumstances clients may be provided with a replacement vehicle; El Monte RV - at its sole discretion - reserves the right to determine if, where and when a vehicle exchange will take place
- In the event of an accident involving an El Monte RV rental vehicle, no matter who was at fault, El Monte RV reserves the right to determine if, where and when a vehicle exchange will take place
- Should clients violate applicable laws or the terms and conditions by driving intoxicated, under the influence of drugs, or should they fall asleep at the wheel or drive negligently the customer will be responsible for all costs involved in replacing, towing and repairing of the damaged motorhome whereby the client's financial responsibility includes but is not limited to the rental vehicle

Travel Restrictions

- Clients 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
- Restrictions are subject to change without notice and are determined solely by El Monte RV
- Clients are responsible for knowing and adhering to the travel restrictions and for informing themselves of possible changing conditions
- El Monte RV, to the best of its ability, will provide clients as much information at time of pick-up as possible, but is not liable for any delays or detours client may encounter
- Violation of these travel restrictions voids insurance and coverage options under the terms and conditions of the rental contract

Please note the following restrictions:

- **Off-road:** travel on non-public, unpaved and/or 'logging' roads is not permitted at any time
- **Death Valley:** traveling in or traversing Death Valley is not permitted in **June 1 to September 30** where ground temperatures can reach 140° F or 60° C and clients may be required to sign and acknowledge Death Valley restrictions on pick-up
- **Mexico:** travel is permitted at client's own risk and only with the purchase of El Monte RV's Mexico Auto Liability Insurance (MALI), available at all southwest locations
Note: there is no reimbursement for repairs, lost use or deductibles for damage when in Mexico
- **New York City / Manhattan:** travel is not permitted
- **Alaska / Northern Canada:** travel is permitted at client's own risk but there is no reimbursement for repairs or lost use

VEHICLE SUPPORT & USE (Continued)

- **Winter:** Travel during winter months is permitted. However, freezing conditions may occur in spring and fall at higher elevations and should be anticipated and precautionary measures taken. Clients are responsible for any damage due to systems freezing due to cold weather. As a precautionary measure at certain locations water may be replaced by anti-freeze to prevent water systems from freezing. Clients are then not allowed to use any water systems, including the toilet or shower, until they have traveled to areas with consistently above zero temperatures. In the event the clients want to replace the anti-freeze with water, they may re-winterize or de-winterize the vehicles with the help of an expert.
Note: Winterizing or de-winterizing costs - typically up to \$150 - are the responsibility of renter
- **Summer:** Travel in summer months and/or in extreme temperatures can strain motorhome systems such as roof and dash air conditioners, generator and refrigerator. We maintain our motorhome fleet to accommodate all weather conditions. However, clients should be made aware that the performance of motorhome systems under extreme conditions cannot be guaranteed. Roof A/C units will only cool the interior of the motorhome up to a maximum of 20 degrees cooler than the outside temperature.
- **Ontario / Quebec:** Due to the regular incidence of theft motorhomes are not allowed to be left unattended within the cities of Montreal, Ottawa and Quebec City. We recommend leaving the motorhome parked at a campground and using taxi or public transportation. Clients planning on traveling in these areas must inform the rental station prior to departure.
- **Vehicle Return:** Clients who return the rental vehicle to any location other than the one booked and confirmed without prior authorization or who abandon the rental vehicle will be charged a recovery fee and penalty.

Traffic Citations, Golden Gate Bridge, Toll Roads

- The client is responsible for all traffic violations, fines, toll charges and/or citations incurred during the rental period.
- **Traffic Citations:** Client 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 clients will be charged a **\$100** administrative processing fee per infraction.
- In the event of customer non-payment or failure to turn over any citations to El Monte RV, clients are responsible for the fine amount plus late penalties. Additionally, clients 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.

Fuel Consumption: Gasoline and LPG (Liquid Propane Gas)

- Fuel costs are the client's responsibility
- Gasoline and LPG (Liquid Propane Gas) tanks are full at pick-up and must be returned full or the difference will be estimated and the clients charged; or if not full the gasoline and LPG (Liquid Propane Gas) tank must be returned at the same level as at takeover or the difference will be estimated and the clients charged
- No claims are accepted with regards to fuel consumption; fuel consumption will vary according to where and how a vehicle is driven and no claims are accepted as to fuel consumption if client is upgraded to a larger unit

VEHICLE SUPPORT & USE (Continued)**Vehicle Substitutions**

- We make every effort to provide the clients with the model reserved
- El Monte RV reserves the right to substitute models which are similar, higher rated, or longer; e.g. a Class C cab-over motorhome may be substituted for a Class A model; a FS may be substituted for an AF
- No refunds for any reason (such as increased fuel consumption, ferry charges, campground fees, etc.) will be given due to increased length or size of the motorhome substituted
- Should a smaller or lower rated vehicle be offered and accepted, liability will be limited to a refund of the price difference between the model booked and paid for and the model received at pick up
- No refund will be given should a smaller or lower rated vehicle be requested by the client at pick up
- When pre-booking campgrounds clients should consider that a larger unit may be substituted

Generator

- All motorhome unit types are outfitted with a 110 Volt generator
- The use of the generator is not required for normal vehicle operation and customers have the option of being charged a per-rental-night fee for unlimited use, or a per hour fee calculated upon return
- Generator charges are payable at the counter
- Use of power outlets for charging phones, etc., are at clients own risk
- Prepaid generator charges upon vehicle return are non-refundable

RESERVATIONS

All reservations are processed by the Santa Fe Springs office (LAX).

Tel: [+1 \(562\) 270-0442](tel:+15622700442) Reservations

Tel: [+1 \(562\) 483-4931](tel:+15624834931) Accounting

Fax: +1 (562) 404-2021

E-mail: intl.booking@elmonterv.com

Mailing Address:

El Monte RV

12818 Firestone Blvd

Santa Fe Springs, CA 90670 USA

Reservation requests

- Reservations can be made via e-mail, El Monte RV's online Reservation Portal or API connection (please contact us for details)
- All vehicles are on Free Sale unless specifically indicated as RQ (on request) or NA (not available)
- Response time for confirmations is usually within one working (PST) day
- One-way and long-term rental requests may take 48 hours to confirm
- Upon confirmation a contract number (booking reference) will be issued such that any correspondence regarding a specific client or booking will require this contract number to be quoted

Reservation requests must contain:

- Customer's first and last name, home address and e-mail address
- Pick-up and return date
- Pick-up and return station (specify airport code)
- Tour Operator / Travel Agency reservation number if applicable
- Value Level (flex level) being booked
- Mileage option being booked
- All Inclusive Option if requested
- Name of Special and/or any other discount if applicable MUST be mentioned at time of booking to be honored (example EB-DISC, LTD, etc.)
- Number of persons in the traveling party (important for personal kit preparation)
- Size and type of motorhome
- Clear information about which charges will be prepaid

Group reservation requests:

- Special group rates are available. Please note that booking requests for groups or convoys of 3 or more vehicles travelling together are on request until confirmed by the reservations team.
- Requests for group bookings should be made as early as possible
- A group is defined as consisting of 3 or more motorhomes
- Please contact intl.booking@elmonterv.com for special group rates

RESERVATIONS (Continued)

Long Term Rentals

- Maximum length of one rental is restricted to 45 nights.
- For requests 46 nights or longer, please contact International Reservations for a quote.
- Customers may be required to accept charges for normal maintenance; examples include but are not limited to: adding motor oil, transmission fluid or brake fluid; oil changes, tire rotation or tire replacement.

Cancellation Fees / Changes

- Every cancellation needs to be made in writing and will be confirmed by us in writing.
- The cancellation fee will be calculated based on the business day El Monte RV has received the cancellation:
 - Minimum cancellation fee US\$ 100.00
 - 60 calendar days or more prior to rental date US\$ 100.00
 - 59 to 30 calendar days prior to rental date 20% of the nightly rental charge minus any applied discount plus one-way fee if applicable
 - 29 to 15 calendar days prior to rental date 50% of the nightly rental charge minus any applied discount plus one-way fee if applicable
 - 14 to 05 calendar days prior to rental date 100% of the nightly rental charge minus any applied discount plus one-way fee if applicable
 - 04 to 00 calendar days prior to rental date 100% of the nightly rental charge minus any applied discount and “no show” plus season surcharge plus preparation fee plus one-way fee if applicable

* If a client declines the vehicle at departure this is classified as a ‘Departure Day’ and client is not eligible to receive a refund.

Cancellation of Group Reservations: per booking

- Over 90 days prior to departure \$100
- 31 to 89 days prior to departure \$200
- 30 days or less prior to departure \$500

Changes to Reservations

- Changes may be charged \$50 per change
- The following changes will result in a re-calculation of Value Rate, whereby the rate will be calculated using the most current Value Rate for the pickup week and the current rate as of the time the booking is changed) will be used:
 - Change of vehicle size
 - Change of departure location
 - Change in departure date
 - Cancellation and rebooking
 - Change in drop-off date
 - Change in one-way drop-off location
- Once confirmed, the following changes will not affect the Value Rate:
 - Change in traveling party size (unless larger vehicle type is required)
 - Change of main renter name
 - Adding pre-paid items

ACCOUNTING AND PAYMENTS

Bookings will be confirmed and invoiced immediately by fax or e-mail. No duplicate invoices will be sent. Please forward the invoices to your accounting department. Statements will be emailed **if requested**.

Important: FULL PAYMENT is due 30 days PRIOR to departure. NO payment reminders are sent to wholesalers regarding the pre-payment requirement. It is the responsibility of the wholesaler to pay in full all invoices 30 days prior to client's departure.

Important: IF PAYMENT IS NOT RECEIVED AND PROCESSED BY CLIENT'S DEPARTURE DATE THE CUSTOMER WILL NOT BE ALLOWED TO PICK UP THE RENTAL VEHICLE or WE WILL CHARGE THE CUSTOMER THE NET AMOUNT AT THE RENTAL COUNTER. THERE ARE NO EXCEPTIONS TO THIS POLICY.

Payment

A payment advisory must follow all payments indicating the invoices being paid. This advisory must include:

El Monte RV contract number.

Name of customer.

Payment amount per contract.

Please note: In the case of billing errors we reserve the right to re-invoice with correct pricing.

The following are acceptable forms of payment:

Checks

All check payments must be drawn on a US bank and sent to our corporate mailing address. Other checks are not acceptable. Do not use this payment type if booking is made less than 30 days before client departure.

Mailing Address:

El Monte RV
12818 Firestone Blvd.
Santa Fe Springs, CA 90670 USA

Wire transfers

Wells Fargo Bank
2030 Main Street, Suite 900
Irvine, CA 92614 USA
Swift #: WFBUS6WFFX
Routing #: 121000248
Acct. #: 4121099261

Please Note:

- Do not use the wire transfer option if booking is made less than 10 days before client departure
- A 'Wire Transfer' receipt from your bank is not acceptable as proof of payment. Funds must have been deposited to our bank before booking is considered paid
- All bank service charges and/or wire fees are the responsibility of the Tour Operator/wholesaler. **No exceptions**

ACCOUNTING AND PAYMENTS (Continued)**Floating Deposit**

- We will only apply payment if specifically requested by tour operator
- Please contact International Marketing for further information on this option

Company credit card

- Visa or MasterCard only
- This is the ONLY acceptable form of payment for short notice bookings
- All credit card payments will be surcharged an additional 5% service fee - no exceptions
- Please provide this information under Section 4 of the 'Travel Operator Agreement'

Deductions

- If there is a question or concern regarding an invoice amount, please contact the International Reservations Department for resolution and / or re-invoicing
- Deductions from invoices are not permitted without prior approval

Vouchers

- Vouchers must be issued by the serving agency
- Regardless of what you reserve, we will always honor your voucher and adjust your billing accordingly
- Please specify items that are to be prepaid when making your reservation
- All special offers that you wish to be applied must be printed on a voucher and presented at the time of pick up

TRAVEL OPERATOR REQUIREMENTS

Travel Operator Agreement

- The completed Travel Operator Agreement (TOA) must be returned by fax or email. This agreement is updated annually and maintained in our files.
Access fillable PDF file: <https://thl.widen.net/s/snrx5kpxc2/em-2022-toa-travel-operator>
- Numerous changes have been made to our program. For doing business with El Monte RV it is required that the tour operator completes this agreement and signs where indicated, acknowledging our policies.
- To help us serve your clients better, please forward either 3 hard copies of your brochure or the relevant El Monte RV pages in PDF format to the International Reservation Department.

Travel Operator / Wholesaler Acknowledgement

- Tour operators, travel wholesalers and their agencies/agents are responsible for the correct implementation and representation of El Monte RV's rates, terms, policies and conditions.
- El Monte RV is not responsible for any misunderstandings, misrepresentations or misinterpretations of its facts, rates, terms, policies or conditions.
- Acceptance of this condition is required in order to begin and/or continue to sell El Monte RV's product and services.

General Information

- Please inform El Monte RV International Reservations and/or Marketing prior to changes to your company name, mailing address, fax or telephone number so that we can update our systems.
- We strongly recommend providing our multi-lingual HQ staff with copies of El Monte RV's and all relevant pages in your brochure for our inspection prior to publication.

EMRVONLINE.COM

Getting your customers on the road faster than ever before

A new way of booking motorhome holiday vacations

emrvonline.com is an exciting way of interacting with El Monte RV/Mighty Camper. Whether you want to do a basic rental search, price up potential rentals with options and special offers or simply make a booking, our new online system lets you interact with us like never before.

The ever-expanding online travel marketplace requires instant feedback for your customers. With **emrvonline.com** you can integrate your website and internal booking systems with us, allowing you to get live availability (including one ways) and make reservations with immediate confirmation.

The Possibilities

With **emrvonline.com** you can perform the following functions from your website or any internal reservations system you have in place:

- Get all El Monte RV depot locations
- Get all El Monte RV rental options
- Get all El Monte RV special offers
- Search our entire fleet for availability at a location
- Search for and reserve one-way availability
- Search for specific and reserve vehicle availability
- Search availability on reverse itinerary
- Make a reservation
- Receive an instant confirmation invoice
- Retrieve an existing reservation
- Cancel an existing reservation

The Technology

emrvonline.com works over the popular JSONP communication interface. This cross domain technology uses JavaScript to securely transfer data to and from the system and is easily manageable for modern web interfaces. We've designed the system to follow common JavaScript structures, so your system developers will find integration easier than ever and with our in-house team ready for any technical support you require, we can get you up and running in no time.

Getting Started

If you would like to start using **emrvonline.com**, we're here to help! All we need are your company details and what email address you would like confirmation invoices to be sent to. From there, we will set you up with an account in our system and have our **emrvonline.com** team contact you with our guide to getting things setup on your end.

Please contact us at: intl.booking@elmonterv.com

The El Monte RV Reservation Portal

A better way of booking motorhome rentals

The El Monte RV Reservation Portal is a new way of interacting with El Monte RV. Whether you want to do a basic rental search, price up potential rentals with options and special offers or simply make a booking, our reimagined online rental system lets you interact with us like never before.

The Possibilities

The El Monte RV Reservation Portal brings a simple and elegant new interface to making reservations with El Monte RV. Just by logging in, El Monte RV customers can:

- Search our entire fleet for availability
- Search for one way availability
- Choose an RV from our El Monte RV or Mighty Camper fleet
- Choose from the many add-on rental options we have available
- Choose from our special offers list to save on bookings instantly
- Make a reservation
- Receive an instant confirmation invoice
- Retrieve an existing reservation
- Cancel an existing reservation

The Technology

With El Monte RV, there is no need for the expensive development costs of integrating a web service with your internal systems. Our Reservation Portal is accessible straight from your web browser, giving you one central location for you to track all of the El Monte RV bookings you have made (through the system) as well instantly confirming motorhome reservations through our booking system - with live availability (including one ways)!

Getting Started

If you would like to start using the Reservation Portal, we're here to help! All we need is your company details and what email address you would like confirmation invoices to be sent to. From there, we will set you up with an account in our system and have our reservations team contact you with your username and temporary password.

When you login for the first time, you will be asked to create a new password for your account to ensure that security is kept to the highest standard.

What if I can't find what I'm looking for?

The El Monte RV Reservation Portal and emrvonline.com are the best places to go for making reservations with El Monte RV quickly and efficiently. However, our reservation team is still available whenever you need us! Whether you have any questions about a potential booking or have specific requirements that need to be discussed, we will continue to offer our high quality service by phone or by email.



EL MONTE RV

"Goin' Places with Smilin' Faces"

800-620-5200

EL MONTE RV.COM
39804

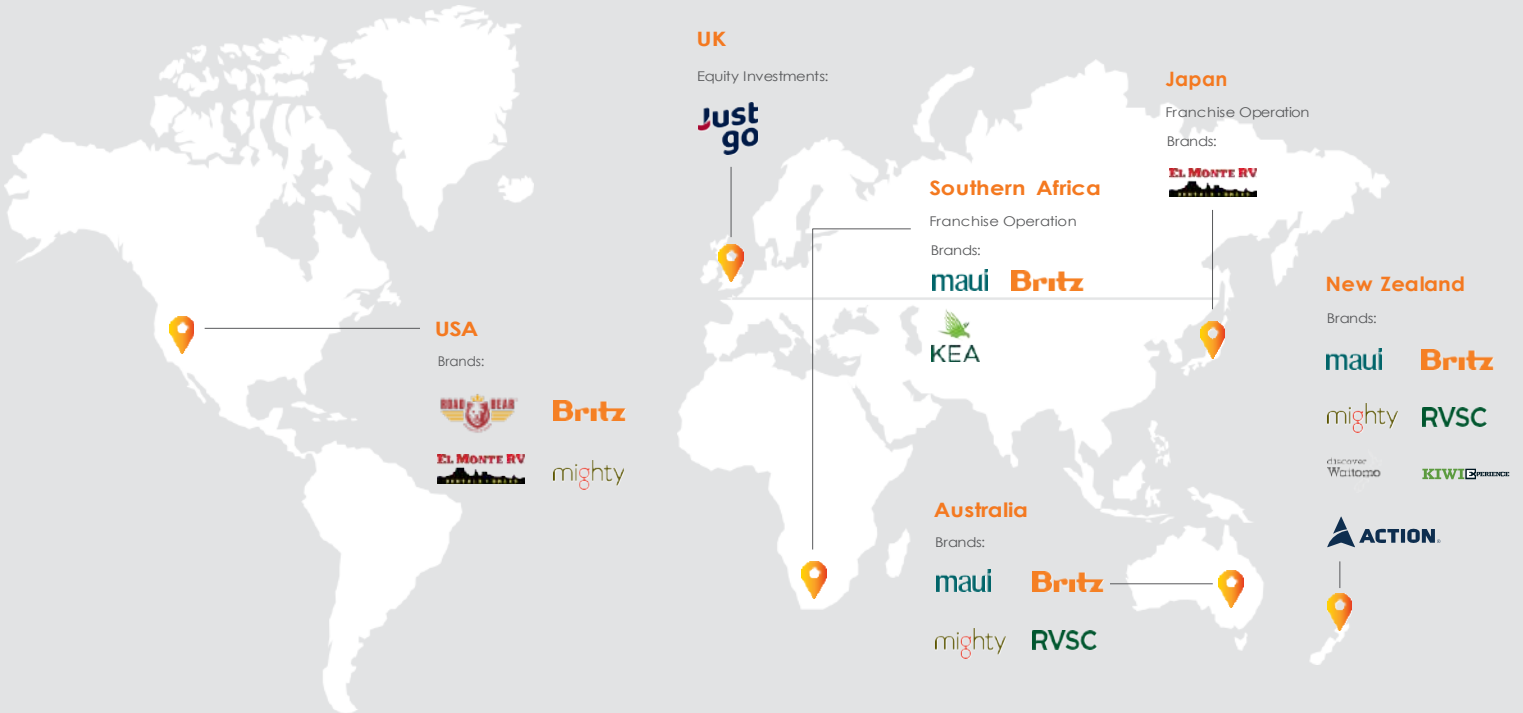
WHY INVEST
WASHINGTON
BJJ9007

WARNING
DO NOT
CAMP
HERE



*Pick up in Bellingham, WA to begin your Canadian adventure - only 1 hour drive away from YVR international airport!

12818 Firestone Blvd.,
 Santa Fe Springs, CA 90670
 Web: www.elmonterv.com
 Email: intl.booking@elmonterv.com
 Phone: +1 (562) 483-9300



EL MONTE RV®

Explore
the USA



2024/25



America's Trusted RV Rental Company



EL MONTE RV

73209

WHY INVEST
WASHINGTON
CCV4465
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HIGHLIGHTS AND CHANGES

Vehicle Model Year Guarantee: We are proud to offer the following model year guarantee.

El Monte RV: **2023 - 2025** Model Year

- Largest fleet of late model year vehicles
- All Class C vehicles with awnings, TV, and tether anchor for child seat.
- All Class A vehicles with awnings, 2 TV's, bunk bed, and cab-over bed.

MIGHTY Camper: **2022** Model Year or Newer

- Available at discounted rates
- All vehicles with awnings, TV, and tether anchor for child seat
- Well maintained vehicles and thoroughly inspected

24/7 On-The-Road Support:

El Monte RV and Mighty Camper are offering complete assurance that our customers are never alone on the road. Customers will have added confidence and reassurance during their trip knowing that they're just a phone call away from help should the need arise.

th/Content Hub:

We've made it even easier for you to find, download and share El Monte RV assets for brochures, social channels, and marketing activities. The hub is the one-stop shop for all **th/** assets featuring: video content, imagery, collateral, social media assets, latest news and announcements, partner training and support, and more. Please refer to <https://hub.thlonline.com>

Future Fit:

Delivering holiday joy to the underserved in our community



We are committed to becoming a Future-Fit Business and are working towards making progress on the 23 Break-even Goals of the Future-Fit Business (<https://futurefitbusiness.org>) Benchmark and to sharing our journey towards becoming environmentally restorative, socially just and economically inclusive in everything that we do.

We are working hard to reduce our impact, all our branches have Future-Fit branch Action Plans in place focusing on saving energy, water conservation, tackling waste, lowering our operational emissions, and contributing to our communities.

Successes include,

- removed single use plastic bags from our rental kits,
- implemented improved recycling programs in all branches to tackle waste to landfill,
- installing LED lighting at our branches to reduce our energy use,
- changing our processes and equipment to significantly reduce our water use,
- donating equipment and non-perishable food items to local community organizations.
- Through our Travel with Heart program, we encourage customers to embrace responsible RV travel, and we share tips and ideas to help our customers understand they can conserve resources and help look after the environment while on the road.

We share our Future-Fit progress and measure and report our carbon emissions footprint annually, to find out more visit www.thlsustainability.com

CORPORATE HIGHLIGHTS (*thl* GLOBAL NETWORK)

Founded in 1970, El Monte RV has grown to become one of the largest, most trusted RV rental companies in the world. With locations throughout the United States and a standard multi-point inspection conducted after every rental, El Monte RV is known for its commitment to offering reliable, high-quality, newer RVs for rent at affordable prices. El Monte RV is part of Tourism Holdings Limited (*thl*), the world's largest RV rental company.

12 Gateway Locations: Los Angeles, San Francisco, Las Vegas, San Diego, Salt Lake City, Denver, Dallas, Chicago, New York, Miami, Orlando, Seattle.

El Monte RV New Model Year Guarantee 2023 - 2025 (1st registration 2022 - 2024).

Competitive rates and special offers.

The largest and best equipped motorhome types and specifications in the USA incorporating:

- Class C (cab over) motorhomes. From 21 to 31 feet in length.
- All vehicles with full kitchen including stove, microwave, refrigerator with freezer.
- All Class C vehicles with awnings, TV, and tether anchor for child seat.
- Several El Monte RV vehicles feature slide outs (increasing living space when parked).
- Premium Class A motorhomes (bus style) featuring slide out, overhead bed and bunk beds.
- Priority morning check in available (PAD) at LAX, SFO, MCO, LAS, DFW, and NYC based on capacity.
- Personal walk-through service during pick-up time.
- El Monte RV specializes in one-way rental bookings – with more one-way availability than any other American RV rental company
- An advanced online quotation and booking system. www.motek.b2b.thlonline.com
- A full image database with scenic and detailed product images for marketing with an in-house marketing team able to assist with your requirements <https://hub.thlonline.com>

About El Monte RV

Headquartered in Los Angeles, El Monte RV, a Tourism Holdings Limited (*thl*) subsidiary, is one of America's leading motorhome and RV rental and sales companies catering to both international and domestic travelers. Thanks to a reputation for exceptional customer service, high quality vehicles and best in class vehicles El Monte RV has experienced rapid growth throughout the United States and can be found in Japan as well www.elmonterv-japan.com. El Monte RV is the only nationwide motorhome rental company to offer the larger Class A bunkhouse vehicles for rent.

About Mighty Campers

Mighty Campers is a great value brand that helps travelers kick start stories by providing the best value in motorhomes that are simple to use, with features you'd expect in more expensive RVs. Mighty Campers are available at our most popular locations including LAS, LAX, SFO, MCO and DFW. Mighty proves that you don't need to sacrifice quality for cost.

About Tourism Holdings Limited (*thl*)

thl is a global tourism operator listed on the NZX and ASX (code: THL) and is the largest commercial RV rental operator in the world. In November 2022, *thl* merged with Apollo Tourism & Leisure, creating a multi-national, vertically integrated RV manufacturing, rental, and retail business spanning motorhomes, campervans and caravans. *thl* also operates tourism adventure, travel technology, and commercial vehicle manufacturing businesses.

In New Zealand/Australia, *thl* operates rental brands (Maui, Britz, Apollo, Mighty, Hippie, Cheapa Campa), manufacturing (Action Manufacturing, Apollo RV Manufacturing), retail brands (Talvor, Kea, Winnebago, Adria, Coromal, Windsor), retail dealerships (RV Sales Centre, Apollo RV Sales, Kratzmann, George Day, Sydney RV), travel technology (TripTech) and tourism attractions (Kiwi Experience and the Discover Waitomo Group, which includes Waitomo Glowworm Caves, Ruakuri Cave, Aranui Cave and The Legendary Black Water Rafting Co.). In North America, *thl* operates the Road Bear RV, El Monte RV, CanaDream, Britz and Mighty rental brands. In UK and Europe, *thl* operates the Just go, Apollo, Bunk Campers, and E-Camperco brands.

The logo for Maui, featuring the word "maui" in a lowercase, teal, sans-serif font.The logo for Mighty Campers, featuring the word "mighty" in a lowercase, green, sans-serif font with "CAMPERS" in a smaller, red, sans-serif font below it.The logo for El Monte RV, featuring the words "EL MONTE RV" in a bold, red, sans-serif font.

LOCATION INFORMATION

El Monte RV maintains 12 gateway locations across the United States. Location addresses and details are subject to change.

For access to the latest Location Maps and Location addresses, please refer to: <https://hub.thlonline.com>
New users will need to create a login.

Los Angeles (LAX)

12818 Firestone Blvd.
Santa Fe Springs, CA 90670
Tel: +1 (562) 404-9300

Orlando (MCO)

3800 W Colonial Dr.
Orlando, FL 32808
Tel: +1 (407) 872-7730

New York / New Jersey (NYC)

3401 B Tremley Point Rd.
Linden, NJ 07036
Tel: +1 (908) 474-9000

Dallas (DFW)

3500 S. Central Expressway (Hwy 75)
McKinney, TX 75070
Tel: +1 (972) 562-1900

Miami (MIA)

[c/o RV Florida Group LLC]
13700 SW 248th Street
Princeton (Miami), FL 33032
Tel: +1 (305) 362-2777

Chicago (ORD)

[c/o Art's RV Service Center]
21W700 North Ave.
Glen Ellyn (Chicago), IL 60137
Tel: +1 (630) 469-1936

San Francisco (SFO)

6301 Scarlett Ct.
Dublin, CA 94568
Tel: +1 (925) 803-0331

Seattle (SEA)

1541 S. 96th Street
Seattle, WA 98108
Tel: +1 (206) 334-7303

Las Vegas (LAS)

3800 Boulder Highway
Las Vegas, NV 89121
Tel: +1 (702) 269-8000

Denver (DEN)

6586 Brighton Blvd.
Commerce City, CO 80022
Tel: +1 (720) 570-1100

San Diego (SAN)

[c/o Santee Rents]
8665 Mission Gorge Road # A1
Santee, CA 92071
Tel: +1 (619) 449-1513

Salt Lake City (SLC)

c/o Full Service Storage
2222 West 2300 South
West Valley City, UT 84119
Tel: +1 (801) 256-6818

TIMES OF OPERATION

Holiday & Special Event Schedule:

El Monte RV offices will be CLOSED for the following holidays or special events. No bookings will be accepted for pick up or return on these dates. No exceptions.

2024

01 January	New Year’s Day	02 September	Labor Day
31 March	Easter Sunday	28 November	Thanksgiving
27 May	Memorial Day	24 December	Christmas Eve
04 July	Independence Day	25 December	Christmas Day
24 July	Pioneer Day (SLC only)	31 December	New Year’s Eve
01 - 03 Sept	Burning Man (SFO only)		

2025 01 January New Year’s Day

Hours of Operation:

Many locations are open 7 days a week Monday to Saturday 8:00 to 17:00, and Sunday from 8:00 to 16:00 April to September. Location closing dates are subject to change.

Some locations have reduced hours of operation:

	01 April 2024 - 30 September 2024		01 October 2024 - 31 March 2025	
Branch	Monday - Saturday	Sunday	Monday - Saturday	Sunday
LAX	08:00 - 17:00	08:00 - 16:00	09:00 - 16:00	09:00 - 16:00
SFO	08:00 - 17:00	08:00 - 16:00	09:00 - 16:00	09:00 - 16:00
MCO	08:00 - 17:00	08:00 - 16:00	09:00 - 16:00	09:00 - 16:00
LAS	08:00 - 17:00	08:00 - 16:00	09:00 - 16:00	09:00 - 16:00
DFW	08:00 - 17:00	Closed	09:00 - 16:00	Closed
SEA	08:00 - 17:00	Closed	Monday - Friday 09:00 - 16:00 Closed (available on request): Jan 5, 2025 – Feb 2, 2025	
NYC	08:00 - 17:00	Closed	Monday - Friday 09:00 - 16:00	
	Monday - Friday	Saturday - Sunday	Monday - Friday	Saturday - Sunday
DEN	08:00 - 17:00	09:00 – 13:00 Sat. (Sunday Closed)	09:00 - 16:00	09:00 – 13:00 Sat. (Sunday Closed)
			DEN Closed (available on request): Dec 6, 2024 to Feb 28 2025	
MIA	09:00 - 16:00	Closed	09:00 - 16:00	Closed
ORD	09:00 - 16:00	Closed	09:00 - 16:00	Closed
SAN	08:00 - 17:00	Closed	09:00 - 16:00	Closed
SLC	09:00 - 16:00	Closed	09:00 - 16:00	Closed

MOTORHOME RENTAL FLEET – MODEL YEAR GUARANTEE

El Monte RV Fleet: **Model Year 2023 - 2025 (1st registration 2022 - 2024)** – All locations

- Class C Small [C] Approx. length: 21' – 23'
- Class C Medium [D] Approx. length: 24' – 26'
- Class C Large [T] Approx. length: 27' – 29'
- Class C Family Sleeper [FS] Approx. length: 30' – 32' Slide-out living area
- Class A Family Sleeper [AF] Approx. length: 31' – 34' Slide-out living area, bunk beds, overhead bed

Mighty Camper: **Model Year 2022 or Newer (1st registration 2021 or newer)** – Available at LAS, LAX, SFO, MCO, DFW

- Class C Medium [MD] Approx. length: 24' – 26'
- Class C Large [MT] Approx. length: 27' – 29'

El Monte RV

El Monte RV continuously strives to provide our international guests with the best possible motorhome product in the industry. To this end, we purchase units only from top RV manufacturers who make them to our higher-than-average specifications. All motorhomes are equipped with 110V generator, microwave oven, stove, and modestly branded.

Motorhome Specifications

Motorhome photos, drawings and floor plans provided are examples only. Sleeping capacities are recommendations only and do not mean like number of adults or full-size teenagers can be accommodated comfortably within every unit of a size category. Features and amenities are representative and may be changed, added to or deleted without notice. Bed sizes vary from unit to unit within size categories and cannot be guaranteed. Specific floor plans or models will vary within a category and cannot be reserved or guaranteed.

Motorhome Lengths

Motorhome lengths will vary within each size category. Specific floor plans, models or lengths cannot be reserved or guaranteed. It is the wholesaler's responsibility to explain clearly in their brochure/program that motorhome category designations do not represent the exact length. For example, if you designate the Class C Slide-Out model as a Class C Family Sleeper [FS], the lengths within this category may range from 30 feet to over 32 feet.

Motorhome Availability

Not all vehicle types will be available at all locations throughout the year. Our B2B booking system features live availability and is a convenient way to check vehicle availability. <https://motek.b2b.thlonline.com/>



CLASS-C Small [C] 21-23' length

Sleeps 4



- Compact vehicle for easy handling
- Dinette with child safety tether
- LED TV, USB and/or bluetooth, rear camera
- Full kitchen
- Awning



Photos and floorplans are for illustrated purposes only and may vary



CLASS-C Medium [D] 24-26' length

Sleeps 5



- Roomy 5-person sleeper
- Dinette with child safety tether
- LED TV, USB and/or bluetooth, rear camera
- Awning
- Full kitchen
- Large exterior storage



Photos and floorplans are for illustrated purposes only and may vary



CLASS-C Large [T] 27-29' length

Sleeps 6



- Spacious 6-person sleeper with sofa bed
- Large dinette with child safety tether
- LED TV, USB and/or bluetooth, rear camera
- Awning
- Full kitchen
- Large exterior storage



Photos and floorplans are for illustrated purposes only and may vary

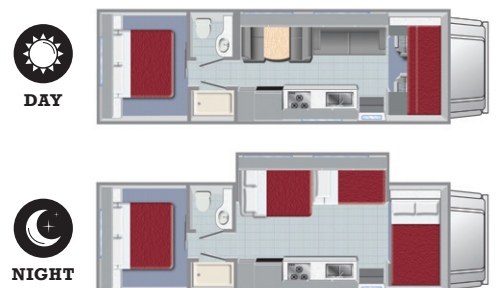


CLASS-C Family Sleeper [FS] 30-32' length

Sleeps 7



- Spacious 7-person sleeper with sofa bed
- Large dinette with child safety tether
- LED TV, USB and/or bluetooth, rear camera
- Awning
- Full kitchen
- Slide out for extra room



Photos and floorplans are for illustrated purposes only and may vary



CLASS-A Family Sleeper [AF] 31-34' length

Sleeps 6



- Large 6-person sleeper with 6 separate beds
- 2 LED TV, USB and/or bluetooth, rear camera
- Motorized overhead bed
- Large slide out
- Awning
- Large exterior storage



Photos and floorplans are for illustrated purposes only and may vary



mighty
CAMPERS

CLASS-C MEDIUM [MD] 24-26' LENGTH

SLEEPS 5



- Roomy 5-person sleeper
- Dinette with child safety tether
- LED TV, USB and/or bluetooth, rear camera
- Awning
- Full kitchen
- Large exterior storage



NIGHT



Photos and floorplans are for illustrated purposes only and may vary



mighty
CAMPERS

CLASS-C LARGE [MT] 27-29' LENGTH

SLEEPS 6



- Spacious 6-person sleeper with sofa bed
- Large dinette with child safety tether
- LED TV
- Awning
- Full kitchen
- Large exterior storage



Photos and floorplans are for illustrated purposes only and may vary

RENTAL CHARGES

- 2024 Rates and Charges are valid for pickups **01 April 2024 – 31 October 2024**.
- 2024 / 25 Winter Rates and charges are valid for pickups **01 November 2024 – 31 March 2025**.
- All amounts are reflected in US Dollars.
- Value Rates are NET per night.
- 7 nights minimum rental required.
- Mileage is not included.
- Taxes are not included in the rental charges, mileage options or a la carte charges.
- No tax applies to New Jersey State Rental Security Fee or Colorado State Rental Fee
- All nightly rates include:
- Primary Liability Coverage (up to the required state financial responsibility limits (see Insurance and Coverage)
- VIP coverage with \$1500 per incident deductible (see Insurance and Coverage)

Value Plan Rates

- Value Plan levels are based on our fleet capacity and availability according to the unit size and location. For instance, the more units available for a particular size or location the lower will be the Value Plan level, which creates incentive to book early much like an Early Bird Special.
- Value levels are updated weekly and distributed no later than Monday morning via email in Excel, CSV, and are also available for viewing and downloading online:

Specials & Discounts

- Valid for pick-ups: **01 April 2024 - 31 March 2025**
- Specials or Discounts must be mentioned at time of booking.
- Specials or Discounts cannot be applied after pickup.

Early Bird Discounts

- **17% off the nightly rate.** Valid for bookings taken by **31 December 2023**.
- **10% off the nightly rate.** Valid for bookings taken by **4 February 2024**.
- **5% off the nightly rate.** Valid for bookings taken by **3 March 2024**.
- Booking code: EB-DISC.
- Discount applied to Standard Value rate only.
- Discount can be applied to the nightly All-Inclusive package surcharge.

Long Term Discount (LTD)

- LTD applies to Standard Value rates.
- **15% off 40 nights or longer.**
- **10% off 30 nights or longer.**
- **5% off 20 nights or longer.**
- Booking Code: LTD
- Can be combined with EB-DISC
- Discount can be applied to the nightly All-Inclusive package surcharge

Please refer to: motek.b2b.thlonline.com

- Value levels determine the nightly rate based on the Value Plan Matrix below.
- Value levels are valid from Monday through Sunday for each published week.
- The Nightly Rental Rates are pro-rated; calculated week-by-week. The nightly rental rate is determined by unit type, pick-up location and dates of travel. If the dates of travel fall into more than one week’s Date Range, the nightly rental rate will change with the change of week. If any of these determining factors are changed, the rate will change to match.

	1	2	3	4	5	6	7	8
A	\$30	\$33	\$36	\$39	\$42	\$45	\$48	\$51
B	\$54	\$57	\$60	\$63	\$66	\$69	\$72	\$75
C	\$78	\$81	\$84	\$87	\$90	\$93	\$96	\$99
D	\$104	\$109	\$114	\$119	\$124	\$129	\$134	\$139
E	\$144	\$149	\$154	\$159	\$164	\$169	\$174	\$179
F	\$189	\$199	\$209	\$219	\$229	\$239	\$249	\$259
G	\$269	\$279	\$289	\$299	\$309	\$319	\$329	\$339
H	\$379	\$419	\$459	\$499	\$539	\$579	\$619	\$659

There are a total of 64 Value rate options. Levels range from Value A1 to H8. The letter Value Level represents the vertical column number on the left. The second digit represents the horizontal row number along the top. For example: a Value Level of D7 would be down 4 and over 7 for \$134.

El Monte RV fleet and Mighty Camper fleet will be included in the Value Plan weekly updates with the appropriate Value rates.

Calculation Examples

Motorhome Unit Type	Class C Family Sleeper [FS]
Pick-up Date	10-Apr-2024
Pick-up Office	LAX (Los Angeles/Santa Fe Springs)
Return Date	15-May-2024
Return Office	SFO (San Francisco/Dublin)
Number of Nights	35

	Value Plan Rates		
VPF2 @ \$199 x 17 nights	\$199.00	17	\$3,383.00
VPF3 @ \$209 x 18 nights	\$209.00	18	\$3,762.00
Total Rental Rate			\$7,145.00
17% EB-DISC		17%	(\$1,214.65)
10% LTD (over 30 nights)		10%	(\$714.50)
Unlimited miles (10-21 nights)	\$895.00	1	\$895.00
Unlimited miles (21+ nights)	\$30.00	14	\$420.00
Prep Fee	\$189.00	1	\$189.00
7 Personal Convenience Kits	\$55.00	7	\$385.00
Kitchen Kit	\$130.00	1	\$130.00
Unlimited generator use	\$10.00	35	\$350.00
Supplemental Liability Insurance*	\$15.75	35	\$551.25
One-Way Drop Fee	\$200.00	1	\$200.00
Sales tax	\$7,784.85	10.50%	\$817.41
Invoice total			\$9,153.51

	All Inclusive		
VPF2 @ \$199 x 17 nights	\$199.00	17	\$3,383.00
VPF3 @ \$209 x 18 nights	\$209.00	18	\$3,762.00
Total Rental Rate			\$7,145.00
17% EB-DISC		17%	(\$1,214.65)
10% LTD (over 30 nights)		10%	(\$714.50)
All- Inclusive Package	\$90	35	\$3,150
All- Inclusive LTD & EB-DISC			(\$850.50)
Unlimited miles	Included	1	Included
Prep Fee	Included	1	Included
7 Personal Convenience Kits	Included	7	Included
Kitchen Kit	Included	1	Included
Unlimited generator use	\$10.00	35	\$350.00
Supplemental Liability Insurance*	\$15.75	35	\$551.25
One-Way Drop Fee	\$200.00	1	\$200.00
Sales tax	\$8,065.35	10.50%	\$846.86
Invoice total			\$9,463.46

MILEAGE OPTIONS: Prepaid Only

500 Miles Package

- \$160 net per package
- 7 nights minimum
- Additional miles: @ 0.37 due at counter

Unlimited Mileage Package

- \$895 net per trip
- 12 night minimum
- \$30 surcharge for each additional rental night beyond 21 nights

All-Inclusive Package

- \$90 net per rental night
- 12 night minimum charge
- Includes: unlimited miles, all personal kits, kitchen kit, and Prep Fee.

ADD-ON OPTIONS AND KITS

PAD (Priority AM Departure).....	\$295 per motorhome rental
Supplemental Liability Insurance (SLI)**	\$15.75 per night
VIP Plus Upgrade	\$17.95 per night
Personal Kit (all locations)*	\$55 per person
Kitchen Kit (all locations)*	\$130 per vehicle
Generator Use	\$3.50 per hour / \$10 per night
GPS	\$95 per trip

OTHER OPTIONS: Local payment only - no guaranteed availability

Toaster.....	\$8 rental per motorhome / trip
Coffee machine	\$10 rental per motorhome / trip
Folding chairs	\$11 rental each / trip
Rice Cooker	\$10 rental each/trip
Mexico Auto Liability Insurance (MALI)**	\$22 per night (all rental nights)

Personal Convenience Kit*

Blankets	Pillowcase	Hand Towel	Bath Towel	Dinner Plate	Saucer
Sheets	Pillow	Wash Cloth	Silverware	Coffee Cup	

Kitchen Kit*

Water Pitcher	Corkscrew	1 qt. Saucepan Platter	Broom
Pan Covers	Dutch Oven	4 pc. Cutlery	Dustpan
Frying Pan	Bottle Opener	2 qt. Saucepan	Dish Towels
Potato Peeler	Kettle	Mop	Clothes Hangers
Strainer	Salad Bowls	Bucket	

*** Important Note:**

*Kit items and quantities may vary by location. Items may be substituted without notice. Kit items are for rent and must be returned to rental locations.
 ** SLI and MALI are both tax exempt products

TAXES AND FEES

Taxes

Option 1:

Taxes are due on all prepaid and local charges and vary depending on the pickup location. Tax rates as of **April 2023** - **Subject to change without notice.**

DEN	9.25 %
DFW	10.00 %
LAS	8.38 %
LAX	10.50 %
MCO	6.50 %
MIA	7.00 %
NYC	6.63 %
ORD	5.00 %
SAN	7.75 %
SFO	10.25 %
SLC	17.25 %
SEA	17.8 %

Option 2:

Flat fee for all locations for pre-paid charges: **11.00%**.

MANDATORY FEES

New Jersey State Rental Security Fee:

Mandatory \$5 / night (maximum \$140) for all pickups at NYC branch. Please indicate whether this fee will be pre-paid or payable at the counter.

Colorado State Rental Tax:

Mandatory \$2 / night (maximum \$88) for all pickups at DEN branch. Please indicate whether this tax will be pre-paid or payable at the counter.

Prep Fee:

\$189 per vehicle at all locations. Prep fee includes: Thorough hygienic cleaning and disinfection of vehicle and regular branch sanitization, supply of toilet chemicals and tissue, full fresh water tank, fresh water hose and waste water hose, instruction manual, personal instruction on use of motor home and appliances, campground guides and maps, and external cleaning upon return. Please indicate whether this fee will be pre-paid or payable at the counter.

ONE-WAY RENTALS

One-Way Rentals are on request only - No Free Sale. Prices are in US dollars. One-way fee is determined by where the desired Pickup and Return locations' row and column intersect. For example, one-way fee from SFO to SLC is \$350; from MIA to YVR it is \$750.

Return:	DEN	DFW	LAS	LAX	MCO	MIA	NYC	ORD	SFO	SLC	SAN	SEA
Pickup:												
DEN	--	350	350	350	500	750	500	350	350	350	500	500
DFW	350	--	350	350	350	500	500	350	350	350	350	500
LAS	350	350	--	250	750	750	750	750	200	350	250	350
LAX	350	350	250	--	750	750	750	750	200	350	250	350
MCO	500	350	750	750	--	250	350	750	750	750	750	750
MIA	750	500	750	750	500	--	500	800	750	750	750	750
NYC	500	500	750	750	350	500	--	750	750	750	750	750
ORD	750	750	800	800	750	800	750	--	750	750	750	750
SFO	350	350	400	400	750	750	750	500	--	350	350	350
SLC	500	750	500	500	750	750	750	500	500	--	350	500
SAN	500	500	350	350	750	750	750	500	350	350	--	500
SEA	500	500	350	350	750	750	750	500	350	500	350	--

ONE-WAY BOOKINGS:

To make one-way bookings easier, we have added One-way availability to our B2B system. Partners can use our B2B system to check if a one-way option is available and receive an immediate real-time approval of the specific one-way route. Branch closure Dates, Rental Rate, One-way Fees and Minimum Rental Days are as published and always in effect. Partners can contact our reservations team to request a booking that may not show as available, we will either confirm it, or provide alternative vehicle type, route, or dates.

Please refer to: motek.b2b.thlonline.com

INSURANCE AND COVERAGE

Public Liability Insurance (included in the daily rate for El Monte RV and Mighty Campers)

PLI provides the Renter auto liability coverage for up to the state 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 Renter is operating the Rental Vehicle.

SLI (Supplemental Liability Insurance)

The optional Supplemental Liability Insurance provides the Renter auto liability coverage for amounts over the state limits and up to **\$500,000** against claims made by a third party for bodily injury and/or property damage.

VIP Coverage (included in the daily rate)

VIP reduces Renter's financial responsibility for covered physical damage (exclusions apply) to the Rental Vehicle to \$1500.

Coverage includes but is not limited to:

- "Uninsured Motorist" in case the renter is involved in an accident with a non-insured driver,
- Accidental damages to the vehicle (renter's or 3rd party's fault),
- Windshield, glass or tire damage,
- Vehicle theft and fire, and
- Vandalism

Security Deposit: **US \$1,500** (authorized on a major credit card)

VIP Plus Upgrade

No insurance coverage or damage waiver coverage is provided (liability or comprehensive & collision) while traveling into non-authorized areas including but not limited to Death Valley (June – September), the inner cities of New York, Montreal and Quebec (Canada). Northern Canada, Alaska Highway, Alaska.

With a standard rental with El Monte RV, you are responsible for any and all loss or damage to the vehicle from any cause regardless of fault to a maximum of \$1,500 per incident.

The optional VIP Plus Upgrade is not mandatory. VIP Plus reduces the Renter's financial responsibility for covered physical damage (exclusions apply) to the Rental Vehicle to \$0.

VIP Plus Upgrade is not an insurance and only reduces the financial responsibility of the renter if the rented vehicle is damaged or stolen.

The Advantages of the VIP Plus Upgrade are:

- Eliminates the deductible in case of a loss to the rented vehicle, provided that the renter is not in violation of the Rental Agreement;
- No need to file a claim with your personal car insurance
- Please note that the VIP Plus Upgrade will not apply if:
 - The renter uses the vehicle in violation of the rental agreement;
 - The renter fails to remove the keys or lock all doors and close windows and the vehicle is stolen;
 - The renter fails to notify us and the police immediately after loss; and
 - The renter fails to pay charges under the Rental Agreement; or
 - As allowed by the applicable state or provincial law

INSURANCE AND COVERAGE (Continued)**VIP-Vacation Interruption Protection**

Ensuring the safety of our clients is our top priority. Prior to each rental, all units undergo thorough mechanical and technical inspections. Although rare, malfunctions may occur. In such cases, we are committed to swiftly resolving any on-the-road issues. If a renter's motorhome vacation is interrupted by an emergency (excluding accidents or damages caused by the renter) and lasts for more than 12 hours after reporting it to El Monte RV, the renter will be reimbursed for the greater of the gross daily rental rate or expenses for hotel rooms up to \$25.00 per person per night, and car rental up to \$50.00 per day per motorhome, with a combined maximum of \$1,500.00 per rental agreement.

Excluded from VIP reimbursement are defective comfort equipment, such as radio, TV, Bluetooth, GPS, generator, batteries, air conditioner, refrigerator, heater, water heater, cruise control, awning, slide-out, etc., which are not considered as mechanical breakdowns.

Non-Covered Damages

No liability, comprehensive or collision insurance coverage is provided and the customer has full legal and financial responsibility in case of:

- Damages to the interior of the vehicle;
- Personal injury, personal items and property;
- Carrying more passengers than having seat belts available;
- Deliberate or willful damages caused by the renter or his guests;
- Damages caused to the vehicle by abuse or misuse for illegal activities;
- Damages where the customer is charged by the local authorities for being careless;
- Damages caused by freezing, e.g. unit not winterized, or overheating of vehicle or systems;
- Driving the vehicle without a rental agreement, in breach or violation of the rental agreement;
- Damages and accidents caused under the influence of alcohol, drugs or any other controlled substance;
- Damages as a result of using a levelling system (if reconnected by a customer)
- Damages as a result of driving with an extended awning
- Damages and injuries caused by neglecting proper operating procedures, e.g. incorrect fuel type or quality, ignoring oil or coolant levels, air pressure, etc., by overloading the vehicle and/or exceeding the legal towing capacity (towing limit is with proper equipment 1,500 lbs. – enclosed trailers, boats or vehicles are not allowed);
- Damages where the customer is showing negligence or willfulness in failing to abide by the local laws and rules or disregarding common sense resulting in damage to the vehicle or third-party vehicle or property;
- Operation of the vehicle by anyone not meeting the age requirements as shown on the rate sheet and rental terms & conditions, or not listed on the rental agreement or not having a valid, original driver license; and
- Damages and losses due to “off-road” usage, or caused during travel in or thru restricted areas, following incorrect GPS guidance, traveling into non-authorized areas including but not limited to the country of Mexico, the inner cities of New York, Montreal and Quebec (Canada)

Please Note: In case of a claim, El Monte RV will not act as an adjuster for any third-party insurance purchased by the renter which is not offered by El Monte RV (such as \$0 deductible insurance, etc...)

CLIENT INFORMATION

Online Customer Check-in

Customers are required to make use of El Monte RV's new online self-check-in at least 14 days prior to the vehicle pick-up date at the following website:

Please refer to: elmonterv.sci.thlonline.com

By entering their customer information in advance via this tool, clients will speed up their motorhome pick up procedure. Please note that it is a requirement for all customers to complete the online check-in at least 14 days prior to the first rental date. Please provide clients with the above website as part of their booking documentation. They will require either their Agency booking reference number, or El Monte RV's reference number, as well as last name, pick-up and return locations as well as pick-up and return dates.

First Night Accommodation

We strongly recommend that clients spend their first night in the United States in a hotel.

Transfers Are Not Provided By El Monte RV or Mighty Campers

Motorhome Collection and Return Policies

- Motorhome collection time: after 1:00 pm but no later than 1 hour before branch closing time; Subject to vehicle readiness
- Latest motorhome collection time is one hour before station's official closing time
- Date of departure: No refund if client picks up later than the booked date of departure
- Motorhome return time: Between 8:00 am and 11:00 am
- A per hour penalty will be charged for returns after 11:00 am without prior authorization from rental station
- Early returns: no refund for any reason if rental is terminated by clients before the scheduled return date

Client Requirements

- All Renters are required to complete our self-check-in at least 14 days prior to the first date of rental: elmonterv.sci.thlonline.com
- Customers are required to call the rental office between 9:00 am – 3:00 pm the day before the scheduled pick-up and arrange a vehicle pick-up time. Customers must arrive at the pick-up station no less than one hour before rental station's official closing time.
- Renter (named major credit card holder) must be at least 21 years of age and in possession of valid identification including driver's license and passport
- Renter and all additional drivers must be present at pick-up of 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 with a valid driver's license and identification and be listed on the rental agreement
- An International Driver's License is recommended but not required
- A major credit card such as Visa, MasterCard, Amex (no ATM/debit cards such as EuroCard or visa debit cards, etc) with available credit is required for all charges paid at the counter
- Cash or Travelers Checks are not accepted

CLIENT INFORMATION (Continued)

Security Deposit

- A **\$1,500** security deposit is required at the time of departure
- We require that the deposit be guaranteed by a major non-debit credit card such as Visa, MasterCard or American Express with sufficient credit balance to cover this amount
- We do not accept ATM/debit cards such as Check Cards, Visa debit cards or pre-paid credit cards
- We do not accept Cash or Traveler's Checks, Stored Value/Pre-paid cards or gift cards
- The security deposit is not charged on the customer's credit card on pick-up, but rather the amount is 'held' in the form of an authorization; Upon return, provided that the rental vehicle is returned clean inside, undamaged and on time with any fines paid this 'hold' is removed

International Address Requirement

- El Monte RV's **2024/2025** International Rental Program and rates are designated exclusively for non-domestic clientele, i.e. for those clients living outside of the United States and having no US address or drivers license.
- El Monte RV reserves the right not to accept bookings from clients residing within the United States even though they may have reserved through an international tour operator / travel agency
- El Monte RV reserves the right to rebook clients residing within the United States using standard domestic rates and conditions
- El Monte RV reserves the right to cancel the booking if it is in violation of this requirement
- It is strongly recommended that tour operators / travel agencies and their representatives inform their reservation department of this policy
- It is the responsibility of the tour operator / travel agency to identify the customer's residency

Customer Orientation

- Clients receive a full orientation of their motorhome, including clients' responsibilities for maintenance
- Orientation consists of a 30 min. video in English, German, Spanish or Japanese introducing the general concepts of motorhome use and safety tips, as well as a personal walk-through of the motorhome with the client by a qualified instructor
- Operator manuals are provided for clients to take with them in English and German

CLIENT INFORMATION (Continued)

Lost Items

El Monte RV is not responsible for items left in the motorhome after client's return and reserves the right to donate or dispose of them as it sees fit. Left items cannot be mailed to client.

Luggage Storage

- Luggage storage is available on a limited basis (one standard suitcase per person, no sports equipment) at the following locations: DFW, LAS, LAX, MCO, NYC, & SFO
- No guarantee of luggage storage is made for these locations: DEN, MIA, ORD, SAN, SEA & SLC
- To facilitate the pick-up and drop off procedures, we recommend that clients carry their luggage in their vehicle and soft-sided or collapsible bags are recommended for easier storage
- Luggage storage is at the client's own risk and is not available for one-way rentals

Client Contact Information

- E-mail: intl.booking@elmonterv.com
- Please use the direct telephone number for each branch location (see Locations - page 7)
- 24/7 On Road Care: 1-800-367-4707 or +1-562-661-9842 or onroadcareUSA@thlonline.com
- On-The-Road Support Contact requirement: in order to be eligible for any lost-use refund during their rental period clients must contact El Monte RV's On-The-Road Support and start a Customer Service Log and must have followed all instructions, self-help tips, and/or recommendations for repairs

VEHICLE SUPPORT & USE

Maintenance and Use Responsibility

The client is responsible for routine maintenance while traveling (checking coolant, oil, tire pressure, etc.) as well as immediately reporting mechanical failures. Clients may be held responsible for mechanical damage due to negligence of operation and/or due to not performing normal maintenance. Tools for vehicle repair and tire change are not provided because clients are not authorized to make repairs.

Reimbursements & Refunds

- Refunds for Mechanical issues: In the event of a mechanical problem requiring repairs over \$75 clients must call El Monte RV's On-The-Road Support for authorization
- A toll-free number is provided for assistance with problems, questions, etc.: at 1-800-367-4707 or +1-562-661- 9842, and contact can be made also at: onroadcareUSA@thlonline.com
- Clients will be reimbursed on return and upon presentation of receipts and any replaced parts; no repair receipts over \$75 will be reimbursed without prior authorization
- Note: \$75 reimbursement does not apply to de-winterizing or winterizing cost
- Additional Items: In the unlikely event that items are missing from kitchen or personal kits, or for example if a client needs an additional blanket, or needs to replace an item for the motorhome such as a water hose, sewer hose, etc., the client may purchase these items without prior approval and will be refunded at return upon presentation of valid receipts, provided they not total more than \$75
- Breakdowns: in the event of a mechanical breakdown requiring the vehicle to be in repair for more than 12 hours please see the section titled 'VIP Interruption Protection'
- Accompanying vehicles: Accompanying vehicles are not eligible for compensation
- Travel Agent Assistance: Contacting one's travel agency or tour operator will have no effect on the availability and/or speed of vehicle towing, repairs and/or replacement and no compensation of any kind will be given for communication costs incurred
- Clients should be instructed by their travel agency/tour operator to coordinate the repair efforts only with El Monte RV's On-The-Road Support and to discuss compensation with the staff at the return rental counter
- Client Complaints: client refund or reimbursement requests must be received in writing with all supporting documentation no later than 30 days after rental return to be eligible for compensation consideration
- El Monte RV reserves the right to take up to 30 days after receipt of any complaint to investigate and respond and claims should be emailed to: customer.care.USA@thlonline.com
- On-The-Road Support Contact requirement: in order to be eligible for any lost-use refund during their rental period clients must contact El Monte RV's On-The-Road Support and start a Customer Service Log with them and must have followed all instructions, self-help tips, and/or recommendations for repairs
- Customers declining On-The-Road Support instructions, recommendations or appointments for repairs will not be eligible for lost-use compensation
- All vehicle lost-use issues must be verified by a pre-authorized repair facility and/or by location staff upon return and only after issues are validated will compensation be given
- No consideration for lost-use will be given if it is determined any issues were operator error
- Return without prior authorization: in order to be eligible for a lost-use refund, clients must return rental vehicle to the booked return station or a recovery fee and penalty will be charged
- Non-essential items: radio, air-conditioning, refrigerator, generator, microwave, appliances, automatic step, GPS, and cruise control are not considered mechanical breakdowns
- Cell-phone charges: clients are responsible for all cell-phone charges incurred and clients are encouraged to use On-the-Road-Support's 24-hour toll free number as the primary contact telephone number

VEHICLE SUPPORT & USE (Continued)

On-The-Road Support

- On-The-Road Support (OTRS): 1-800-367-4707 or +1-562-661-9842 is available 24 hours and 7 days
- Support staff may also be reached via email: onroadcareUSA@thlonline.com
- In order to be eligible for any lost-use refund during the rental period client must have contacted El Monte RV's On-The-Road Support and start a Customer Service log with them and must have followed all instructions, self- help tips, and/or recommendations for repair
- On-The-Road Support is a courtesy service provided by El Monte RV for our customers and this team is not authorized to determine refunds which is the sole responsibility of the return branch manager
- In certain circumstances clients may be provided with a replacement vehicle; El Monte RV - at its sole discretion - reserves the right to determine if, where and when a vehicle exchange will take place
- In the event of an accident involving an El Monte RV rental vehicle, no matter who was at fault, El Monte RV reserves the right to determine if, where and when a vehicle exchange will take place
- Should clients violate applicable laws or the terms and conditions by driving intoxicated, under the influence of drugs, or should they fall asleep at the wheel or drive negligently the customer will be responsible for all costs involved in replacing, towing and repairing of the damaged motorhome whereby the client's financial responsibility includes but is not limited to the rental vehicle

Travel Restrictions

- Clients 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
- Restrictions are subject to change without notice and are determined solely by El Monte RV
- Clients are responsible for knowing and adhering to the travel restrictions and for informing themselves of possible changing conditions
- El Monte RV, to the best of its ability, will provide clients as much information at time of pick-up as possible, but is not liable for any delays or detours client may encounter
- Violation of these travel restrictions voids insurance and coverage options under the terms and conditions of the rental contract

Please note the following restrictions:

- Off-road: travel on non-public, unpaved and/or 'logging' roads is not permitted at any time
- Death Valley: traveling in or traversing Death Valley is not permitted in June 1 to September 30 where ground temperatures can reach 140° F or 60° C and clients may be required to sign and acknowledge Death Valley restrictions on pick-up
- Mexico: travel is permitted at client's own risk and only with the purchase of El Monte RV's Mexico Auto Liability Insurance (MALI), available at all southwest locations
- Note: there is no reimbursement for repairs, lost use or deductibles for damage when in Mexico
- New York City / Manhattan: travel is not permitted
- Alaska / Northern Canada: travel is permitted at client's own risk but there is no reimbursement for repairs or lost use

VEHICLE SUPPORT & USE (Continued)

- **Winter:** Travel during winter months is permitted. However, freezing conditions may occur in spring and fall at higher elevations and should be anticipated and precautionary measures taken. Clients are responsible for any damage due to systems freezing due to cold weather. As a precautionary measure at certain locations water may be replaced by anti-freeze to prevent water systems from freezing. Clients are then not allowed to use any water systems, including the toilet or shower, until they have traveled to areas with consistently above zero temperatures. In the event the clients want to replace the anti-freeze with water, they may re-winterize or de-winterize the vehicles with the help of an expert.
- **Note:** Winterizing or de-winterizing costs - typically up to \$150 - are the responsibility of renter
- **Summer:** Travel in summer months and/or in extreme temperatures can strain motorhome systems such as roof and dash air conditioners, generator and refrigerator. We maintain our motorhome fleet to accommodate all weather conditions. However, clients should be made aware that the performance of motorhome systems under extreme conditions cannot be guaranteed. Roof A/C units will only cool the interior of the motorhome up to a maximum of 20 degrees cooler than the outside temperature.
- **Ontario / Quebec:** Due to the regular incidence of theft motorhomes are not allowed to be left unattended within the cities of Montreal, Ottawa and Quebec City. We recommend leaving the motorhome parked at a campground and using taxi or public transportation. Clients planning on traveling in these areas must inform the rental station prior to departure.
- **Vehicle Return:** Clients who return the rental vehicle to any location other than the one booked and confirmed without prior authorization or who abandon the rental vehicle will be charged a recovery fee and penalty.

Traffic Citations, Golden Gate Bridge, Toll Roads

- The client is responsible for all traffic violations, fines, toll charges and/or citations incurred during the rental period.
- **Traffic Citations:** Client 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 clients will be charged a
- **\$100** administrative processing fee per infraction.
- In the event of customer non-payment or failure to turn over any citations to El Monte RV, clients are responsible for the fine amount plus late penalties. Additionally, clients 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.

Fuel Consumption: Gasoline and LPG (Liquid Propane Gas)

- Fuel costs are the client's responsibility
- Gasoline and LPG (Liquid Propane Gas) tanks are full at pick-up and must be returned full or the difference will be estimated and the clients charged; or if not full the gasoline and LPG (Liquid Propane Gas) tank must be returned at the same level as at takeover or the difference will be estimated and the clients charged
- No claims are accepted with regards to fuel consumption; fuel consumption will vary according to where and how a vehicle is driven and no claims are accepted as to fuel consumption if client is upgraded to a larger unit

VEHICLE SUPPORT & USE (Continued)**Vehicle Substitutions**

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

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

Generator

- All motorhome unit types are outfitted with a 110 Volt generator
- The use of the generator is not required for normal vehicle operation and customers have the option of being charged a per-rental-night fee for unlimited use, or a per hour fee calculated upon return
- Generator charges are payable at the counter
- Use of power outlets for charging phones, etc., are at clients own risk
- Prepaid generator charges upon vehicle return are non-refundable

RESERVATIONS

All reservations are processed by the Santa Fe Springs office (LAX).

Tel: +1 (562) 270-0442 Reservations

Tel: +1 (562) 483-4931 Accounting

Fax: +1 (562) 404-2021

E-mail: intl.booking@elmonterv.com

Mailing Address:

El Monte RV

12818 Firestone Blvd

Santa Fe Springs, CA 90670 USA

Reservation requests

- Reservations can be made via e-mail, El Monte RV's B2B Portal motek.b2b.thlonline.com or API connection (please contact us for details)
- Our B2B system provides live availability and instant confirmations where we have availability.
- It is possible to submit an availability request to us for review.
- Response time for confirmations is usually within one working (PST) day
- Upon confirmation a contract number (booking reference) will be issued such that any correspondence regarding a specific client or booking will require this contract number to be quoted

Reservation requests must contain:

- Customer's first and last name, home address and e-mail address
- Pick-up and return date
- Pick-up and return station (specify airport code)
- Tour Operator / Travel Agency reservation number if applicable
- Value Level (flex level) being booked
- Mileage option being booked
- All Inclusive Option if requested
- Name of Special and/or any other discount if applicable MUST be mentioned at time of booking to be honored (example EB-DISC, LTD, etc.)
- Number of persons in the traveling party (important for personal kit preparation)
- Size and type of motorhome
- Clear information about which charges will be prepaid

Group reservation requests:

- Special group rates are available. Please note that booking requests for groups or convoys of 3 or more vehicles travelling together are on request until confirmed by the reservations team.
- Requests for group bookings should be made as early as possible
- A group is defined as consisting of 3 or more motorhomes
- Please contact intl.booking@elmonterv.com for special group rates

RESERVATIONS (Continued)**Long Term Rentals**

- We offer long rental discounts to customers travelling over 20 days.
- For bookings over 50 nights, we may be able to provide a quote, please contact our reservations team.

Cancellation Fees / Changes

- Every cancellation needs to be made in writing and will be confirmed by us in writing.
- The cancellation fee will be calculated based on the business day El Monte RV has received the cancellation:
- Minimum cancellation fee US\$ 100.00
 - 60 calendar days or more prior to rental date US\$ 100.00
 - 59 to 30 calendar days prior to rental date 20% of the nightly rental charge minus any applied discount plus one-way fee if applicable
 - 29 to 15 calendar days prior to rental date 50% of the nightly rental charge minus any applied discount plus one-way fee if applicable
 - 14 to 05 calendar days prior to rental date 100% of the nightly rental charge minus any applied discount plus one-way fee if applicable
 - 04 to 00 calendar days prior to rental date 100% of the nightly rental charge minus any applied discount and “no show” plus season surcharge plus preparation fee plus one-way fee if applicable

If a client declines the vehicle at departure this is classified as a ‘Departure Day’ and client is not eligible to receive a refund.

Cancellation of Group Reservations: per booking

- Over 90 days prior to departure \$100
- 31 to 89 days prior to departure \$200
- 30 days or less prior to departure \$500

Changes to Reservations

- Changes may be charged \$50 per change
- The following changes will result in a re-calculation of Value Rate, whereby the rate will be calculated using the most current Value Rate for the pickup week and the current rate as of the time the booking is changed) will be used:
- Change of vehicle size
- Change of departure location
- Change in departure date
- Cancellation and rebooking
- Change in drop-off date
- Change in one-way drop-off location
- Once confirmed, the following changes will not affect the Value Rate:
- Change in traveling party size (unless larger vehicle type is required)
- Change of main renter name
- Adding pre-paid items

ACCOUNTING AND PAYMENTS

Bookings will be confirmed and invoiced immediately by fax or e-mail. No duplicate invoices will be sent. Please forward the invoices to your accounting department. Statements will be emailed **if requested**.

Important: FULL PAYMENT is due 30 days PRIOR to departure. NO payment reminders are sent to wholesalers regarding the pre-payment requirement. It is the responsibility of the wholesaler to pay in full all invoices 30 days prior to client's departure.

Important: IF PAYMENT IS NOT RECEIVED AND PROCESSED BY CLIENT'S DEPARTURE DATE THE CUSTOMER WILL NOT BE ALLOWED TO PICK UP THE RENTAL VEHICLE or WE WILL CHARGE THE CUSTOMER THE NET AMOUNT AT THE RENTAL COUNTER. THERE ARE NO EXCEPTIONS TO THIS POLICY.

Payment

A payment advisory must follow all payments indicating the invoices being paid. This advisory must include:

El Monte RV contract number.

Name of customer.

Payment amount per contract.

Please note: In the case of billing errors we reserve the right to re-invoice with correct pricing.

The following are acceptable forms of payment:

Checks

All check payments must be drawn on a US bank and sent to our corporate mailing address. Other checks are not acceptable. Do not use this payment type if booking is made less than 30 days before client departure.

Mailing Address:

El Monte RV
12818 Firestone Blvd.
Santa Fe Springs, CA 90670 USA

Wire transfers

Wells Fargo Bank
2030 Main Street, Suite 900 Irvine,
CA 92614 USA
Swift #: WFBUS6S
Routing #: 121000248
Acct. #: 4121099261

Please Note:

- Do not use the wire transfer option if booking is made less than 10 days before client departure
- A 'Wire Transfer' receipt from your bank is not acceptable as proof of payment. Funds must have been deposited to our bank before booking is considered paid
- All bank service charges and/or wire fees are the responsibility of the Tour Operator/wholesaler. **No exceptions**

ACCOUNTING AND PAYMENTS (Continued)**Company credit card**

- Visa or MasterCard only
- This is the ONLY acceptable form of payment for short notice bookings
- All credit card payments will be surcharged an additional 5% service fee - no exceptions
- Please provide this information under Section 4 of the 'Travel Operator Agreement'

Deductions

- If there is a question or concern regarding an invoice amount, please contact the International Reservations Department for resolution and / or re-invoicing
- Deductions from invoices are not permitted without prior approval

Vouchers

- Vouchers must be issued by the serving agency
- Regardless of what you reserve, we will always honor your voucher and adjust your billing accordingly
- Please specify items that are to be prepaid when making your reservation
- All special offers that you wish to be applied must be printed on a voucher and presented at the time of pick up

TRAVEL OPERATOR REQUIREMENTS

Travel Operator Agreement

- The completed Travel Operator Agreement (TOA) must be returned by fax or email. This agreement is updated annually and maintained in our files. fillable PDF file
- Numerous changes have been made to our program. For doing business with El Monte RV, it is required that the tour operator completes this agreement and signs where indicated, acknowledging our policies.

Travel Operator / Wholesaler Acknowledgement

- Tour operators, travel wholesalers and their agencies/agents are responsible for the correct implementation and representation of El Monte RV's rates, terms, policies and conditions.
- El Monte RV is not responsible for any misunderstandings, misrepresentations or misinterpretations of its facts, rates, terms, policies or conditions.
- Acceptance of this condition is required in order to begin and/or continue to sell El Monte RV's product and services.

General Information

- Please inform El Monte RV International Reservations and/or Marketing prior to changes to your company name, mailing address, fax or telephone number so that we can update our systems.
- We strongly recommend providing our multi-lingual HQ staff with copies of El Monte RV's and all relevant pages in your brochure or online presentation for our inspection prior to publication.

Our B2B Portal

It's now easier than ever to connect with us and make bookings, using the *thl* booking system Motek,

Motek has been designed to work on all major internet browsers, but works best in Google Chrome. Training material for Motek can be found here

Using the *thl* booking system motek.b2b.thlonline.com, you will be able to

- Search pricing and special offers
- Check availability at our locations, including one way availability
- Make a booking
- Modify a booking

Getting Started

If you would like to start using the Motek B2B system, we're here to help! All we need is your company details and what email address you would like confirmation invoices to be sent to. From there, we will set you up with an account in our system and have our reservations team contact you with your username and temporary password.

When you login for the first time, you will be asked to create a new password for your account to ensure that security is kept to the highest standard.

XML/API Connection

We can enable an API connection with our booking system, allowing you to connect your system with ours seamlessly, making it easy to;

- Search pricing and special offers
- Check availability at our locations, including one way availability
- Make a booking
- Modify a booking

If you would like to start using All we need are your company details and what email address you would like confirmation invoices to be sent to. From there, we will set you up with an account in our system and have our API support team contact you with our guide to getting things setup on your end.

Please contact us at: intl.booking@elmonterv.com



EL MONTE RV®

mighty
CAMPERS



12818 Firestone Blvd.,
Santa Fe Springs, CA 90670

Web: www.elmonterv.com

Email: intl.booking@elmonterv.com

Phone: +1 (562) 483-9300



EL MONTE RV

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