

get **fit** for  
**Camping**

with



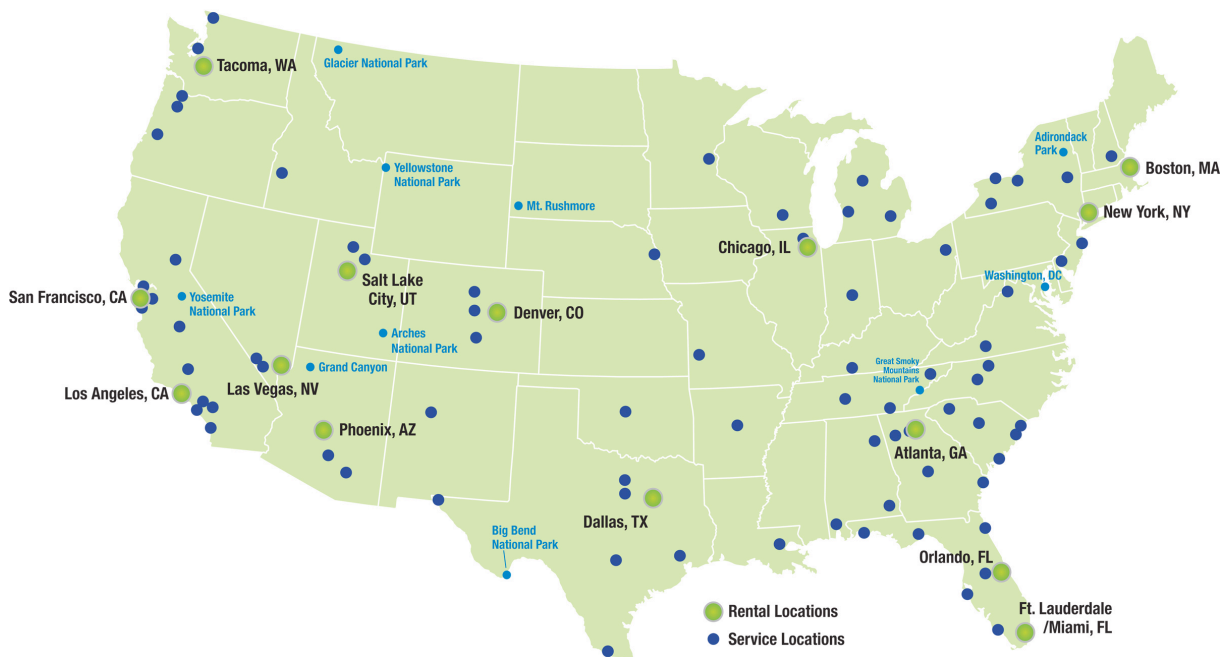
**MOTURIS RV**  
AND **CAMPING WORLD**

# General Rental Information

**MOTORHOME  
RENTALS IN THE USA**



**Summer & Winter 2013 / 2014 (valid from April 1<sup>st</sup>, 2013)**



## Online Pre check-in available as well as:

- Three-point child or baby car seat attachment ●
- Complementary Hotel / Airport Transfers available from all 14 rental locations ●
- Youngest fleet in the industry! No units older than 36 months ●
- Exclusive Freedom Elite Units specially designed to meet your customer's needs ●
- More than 25 Years of Rental Experience ●
- Backed by over 100 service centers in the US, customers enjoy safe and hassle free travel ●
- Enjoy the best rest on our LUXURY COMFORT & SUPPORT MATTRESS ●
- Lowest overall one-way charges in the industry ●
- 24-HOUR Roadside Assistance ●
- Camping World Gift Cards; a unique present for your customers ●
- Exclusive benefits for our customers: Free Good Sam Club 60 day membership ●
- We have multilingual staff at several of our rental locations ●
- Online tool to check availability, obtain quotes and confirm reservations. All you need is Internet access ●

**International Sales & Marketing Office:** Flughafenstrasse 55, CH-8152 Glattbrugg / Switzerland  
Phone: +41 44 808 7000, Fax: +41 44 808 7001, Reservation: Email: [zrhreservation@campingworldrv.com](mailto:zrhreservation@campingworldrv.com),  
Trade Information: Email: [zrh@campingworldrv.com](mailto:zrh@campingworldrv.com), Trade Support: [www.momomi.com](http://www.momomi.com)

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## **1. TOUR OPERATOR: REGISTRATION AND RESERVATION**

### **1.1 Registration**

A Tour Operator who wishes to establish a business relationship with **Moturis RV & Camping World** would need to complete, sign and return the enclosed **registration form**.

By signing the registration form, the Tour Operator *accepts the general conditions stated therein*.

The tour operator also confirms the receipt of

1. *Moturis RV & Camping World Price List*
2. *Registration Form to register*

and that he has taken note of all updates about

1. *Moturis RV & Camping World Transfer Information (locations) and General Rental Information*
2. *Moturis RV & Camping World Vehicle Specifications (fleet)*

on our website [www.momomi.com](http://www.momomi.com) (please check for updates)

After receipt of the duly signed registration form, Moturis RV & Camping World will supply you with the **necessary IP address, your address code** and your **password** for the **online reservation system**. All you need is Internet access. There are no other hard- or software investments or set-up fees to pay. You are then immediately set up and can make your bookings online.

Tour Operators who do not wish to use the online reservation system can use email, fax or telephone.

Our “**Frame Link**” allows your clients to directly book on the Moturis RV & Camping World online reservation system through your website, totally automating the reservation process. For Tour Operators wishing to make use of the Moturis “Frame Link” please contact us for more information.

### **1.2 Booking Procedure**

- **Online Bookings:**

Bookings are handled easiest and quickest through our online reservation system. Responds are immediate and 24 hours a day. Confirmations are immediate and final. The online reservation system can only handle new bookings. Alterations or cancellations must be communicated and confirmed by email or fax.

Group bookings (6 vehicles and more) and Seasonal Specials cannot be made online and have to be requested by email or fax.

- **Bookings by email or fax:**

Requests/bookings can also be made through the reservation office of Moturis RV & Camping World in Zurich. Tour Operators will receive responses to booking requests within one working day by email or fax.

**Moturis RV & Camping World**

Flughofstrasse 55

CH-8152 Glattbrugg, Switzerland

Phone +41 (0) 44 808 70 00

Fax +41 (0) 44 808 70 01

Email [reservation@moturis.com](mailto:reservation@moturis.com)

- **Information needed for booking:**

If you use the online reservation system, you will be automatically asked all relevant questions. If you have special requests, there is appropriate space for such requests.

The following information is necessary for bookings if you use email or fax:

- a) Customer name
- b) Number in party
- c) Type of motorhome
- d) Pick-up city and pick-up date
- e) Drop-off city and drop-off date
- f) Mileage package requested
- g) Items to be prepaid
- h) Number of convenience kits required
- i) Arrival/overnight info

### ***1.3 Calculation of Invoices***

The calculation of rental days in all seasons will be determined on a "per night" basis as is standard practice in the hotel and tourism industry. The pick-up day is counted as the first rental day, and there is no charge for the last rental day on which the vehicle is being returned. Invoices will be issued according to the information received in your reservation request.

### ***1.4 [www.momomi.com](http://www.momomi.com)***

Please visit our web domain <http://www.momomi.com> for our trade support information and photo material. On this website, we also show ample information about the early pick-

up/hotel transfer procedures and about the rental vehicles as well as our general rental information and services.

### **1.5 Pre Check-in: available online**

To speed up the check-in procedure, please have your customers make use of our online check-in facility. We will prepare all documentation ahead of time, saving your customers valuable holiday time.

<https://www.globustravel-reservation.com/4DCGI/MOT?1HTMCINLogin.htm?>

Your customers simply have to enter the following information:

- The Moturis booking reference number
- Pick-Up Date
- Pick-Up Location
- Customer details as well as choice of transfer hotel and any additional items.

Alternatively, clients can also download the Check-In Form on our [www.momomi.com](http://www.momomi.com) web domain and fax this to us.

### **1.6 Cancellation / Modification policy**

Moturis RV & Camping World ensures the validity of each confirmed reservation. Therefore, strict cancellation charges apply to confirmed reservations.

#### **These cancellation fees are:**

##### **For individual bookings**

- |                                       |                                   |
|---------------------------------------|-----------------------------------|
| • up to 42 days prior to pick-up date | 10 % of total rental days charges |
| • 41 to 29 days prior to pick-up date | 30 % of total rental days charges |
| • 28 to 15 days prior to pick-up date | 50 % of total rental days charges |
| • 14 to 1 days prior to pick-up date  | 75 % of total rental days charges |
| • Departure day and no shows          | 100% of total rental days charges |

Separate cancellation policy applies for group bookings (6 vehicles and more).

##### **No shows**

Customers who fail to arrive on pick-up day or decline vehicle at pick-up for whatever reason are considered as a departure day cancellation (no show) and will be charged 100% of the rental days.

##### **Modifications**

Any modification of reservations is subject to a USD 25.00 handling fee.

**One-way charges for confirmed one-way bookings**

For one-way rental cancellations the full one-way drop-off charge plus taxes will be added to the regular cancellation charges (does not apply in winter season).

**1.7 Accounting and Payments**

**Payment due date**

Payment for rental charges and other prepaid items must be received **30 days prior to pick-up**. Moturis RV & Camping World reserves the right to cancel any reservation if payment has not been received.

**Statement of payment(s)**

Please refer to Moturis RV & Camping World client's name and confirmation/invoice/ booking number when making payments in order to let our accounts department know which booking was paid for.

**Approved payment method**

Bank wire transfers **at Tour Operators cost to be paid to:**

**Camping World Leasing Company, LLC**  
**250 Parkway Drive, Lincolnshire, IL 60069**

**Bank of America**

**101 S Tryon Street, Charlotte, NC 28255**

**Swift Code : BOFAUS3N**

**Incoming Wire Routing Number: 026009593**

**(for ACH-Payments please use the Routing Number: 081904808)**

**Account Number: 291006389165**

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## **2. CLIENT: PICK-UP and DROP-OFF INFORMATION**

### ***2.1 Transfer to Location***

Transfer times listed are approximate due to traffic, border and weather conditions. Moturis RV & Camping World is not responsible for refunds due to any of these conditions.

Please inform your customers clearly about hotel transfers to the rental station as well as airport/hotel transfers after vehicle drop-off. On our [www.momomi.com](http://www.momomi.com) website, customers can check-in online or you may provide customers with a copy of the published pre-check-in form ([www.momomi.com](http://www.momomi.com) under Download Docs).

**For pick-up and drop-off times, locations, cost, customer-waiting area, please refer to our Address List & Transfer Information document.**

### ***2.2 Vehicle Pick-up***

- **Vehicle Pick-up:** Mo-Sa 9.00 – 10.30 and 13.00 – 15.00 hr (afternoon pick-up only Mon – Fri).
- Overseas customers **must overnight** before picking-up their rental unit.
- **Early pick-up is provided between 08.00 and 10.00 hrs** for customers using **early hotel transfer. Exceptions are valid for San Francisco (Downtown) and Orlando (Orlando area) where pick-up is provided in the afternoon (Monday - Saturday).**
- For **early vehicle pick-ups without hotel transfer** from one of the designated hotels (e.g. customer arrives on his own at his own expense), customers have to arrive at rental location **between 08.00 and 08.30 hrs and inform Moturis RV & Camping World accordingly no later than three working days prior to vehicle pick-up.**
- **No hotel transfers** are provided for afternoon vehicle pick-ups. **Exceptions are valid for San Francisco (Downtown) and Orlando (Orlando area) (Monday to Saturday)**
- No refund is made in the event of late vehicle pick-up.

### ***2.3 Vehicle Drop-off and Airport Transfer***

- Vehicle drop-off hours are **from 09.00 to 10.30 hrs.**
- **Airport Transfer (Drop-off):**
- Airport transfer is being provided **at 11.00 hrs from all our rental locations to designated airports only: Atlanta, Boston, Chicago, Denver, Dallas, Fort Lauderdale (to the Airport in Ft. Lauderdale and Miami), Las Vegas, Los Angeles, New York (no transfers to JFK and LGA), Orlando, Phoenix, Salt Lake City, San Francisco, Seattle.** Please do not book return flights with departures

before 14.00 hrs, if your customers want to take advantage of the free drop-off transfer to the airport.

- **Late vehicle drop-off**

Late vehicle drop-off surcharges are **USD 30.00 per hour**. No airport transfers are provided in the event of a late vehicle drop-off. No refunds are made for early returns or unused portion of rentals.

## ***2.4 Designated Transfer Hotels and Airports***

Please refer to the list of names/addresses in our **Address List and Transfer Information**.

## **3. CLIENT: INSURANCE INFORMATION**

### ***3.1 Public Liability Insurance (included in daily rental rates)***

Moturis RV & Camping World maintains liability insurance coverage on all their rental vehicles for bodily injury and property damage liability claims brought by a third party (other than a passenger) against the renter (and any other driver listed in the rental contract) and/or the company as a result of the operation or use of their rental vehicles. The policy protects the company for USD 5 million and the renter for statutory limits. This basic public liability coverage is included in all rental rates. All coverage and waivers are subject to the express terms of the rental contract.

### ***3.2 SLI Supplemental Liability Insurance (included in daily rental rates)***

Moturis RV & Camping World maintains supplemental liability insurance coverage on all their rental vehicles for bodily injury and property damage liability claims brought by a third party (other than a passenger) against the renter (and any other driver listed in the rental contract). The policy increases statutory limits to USD 1 million for the renter. This supplemental liability coverage is included in all rental rates. All coverage and waivers are subject to the express terms of the rental contract.

### ***3.3 Customer Responsibility with CDW = Collision Damage Waiver (included in daily rental rates)***

In the event of loss or damage to vehicle while on rent, whether or not due to the fault of customer, customer's responsibility for direct and accidental loss (including theft and vandalism) or damage to the vehicle is unlimited. That is, customer is responsible for all loss or damage.

All daily rental rates for all vehicles include Collision Damage Waiver (CDW). With CDW, the customer's responsibility for accidental damage, theft and vandalism (police report is required) to the vehicle is reduced to **USD 2,500.00** per occurrence, with the following exceptions:

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Exceptions for which there is no reduction in customer's responsibility for damages:

- I) caused as a result of use without Moturis RV & Camping World' expressed permission or consent
- II) damage caused by striking overhead objects
- III) damage caused by freezing or overheating vehicle systems
- IV) all damage caused during any use of off public roads (including at camp grounds, parking lots, service stations, etc)
- V) undercarriage damage, including tires and wheels
- VI) damage caused from backing up vehicle
- VII) all glass damage

### ***3.4 Customer Responsibility with VIP = Vacation Interruption Protection (included in daily rental rates)***

- With VIP, the customer's responsibility for **accidental damage** is further reduced to **USD 1,000.00**. In case of **theft and vandalism** to the vehicle, the deductible is USD 1,000.00.
- VIP also covers the expenses in the event of a **mechanical breakdown** requiring the vehicle to be in repair for **more than 12 working hours**. Radio, air conditioning, refrigerator, generator, microwave, appliances, automatic step, cruise control are not considered to be mechanical breakdowns. Incurred expenses of USD 30.00 per person per day for lodging and USD 30.00 per group per day for other transportation is provided. A limit of USD 3,000.00 per tour applies and this plan is not valid in case of an accident. Customer must present all receipts for refund of expenses.

VIP coverage **is void** (I) if customer fails to file an accident/damage police report, or (II) if vehicle is used in violation of the terms of the rental contract.

**Deposit for all rentals is USD 1,000.00 (will strictly be enforced, authorized / not charged)**

## **4. CLIENT: CONVENIENCE KIT**

### ***4.1 Standard Kit (included in Preparation Fee)***

Water Hose	Road Atlas	Flash-Light & Batteries
Sewer Hose	Screwdriver (upon request)	First Aid Kit
Operator's Manual	Fire Extinguisher	Vehicle Levelers
Campground Guide	110v Adapter	

60 Good Sam Club Membership, including **Campground Discount Card for more than 1700 campgrounds in the US**

### ***4.2 Convenience Kit (refer to price list)***

#### **PER VEHICLE:**

Set of Posts	Cutting Board	Dish Cloth
Frying Pan	Kitchen tissue	Waste Basket/Bucket
BBQ Grill	Serving Spoons	Clothes Hangers
Mixing Bowl	Sponge	2 Kitchen (Tea) Towels
Coffee Pot	Can/Bottle Opener	Mixing Utensils
Carving Knife	Dust Pan & Broom	Cork Screw

#### **PER PERSON:**

Blanket or Comforter	Hand Towel	Cereal Bowl
Pillow & Pillow Case	Bath Towel	Cup & Saucer
1 Sheet	Dinner Plate	Glass
Face Cloth	Bread Plate	Knife/Fork/Spoon

Note: All tableware (plates etc.) is non-plastic and is made of Corning/Corelle china or equivalent.

Convenience Kits are paid per person.

### ***4.3 Good Sam Membership***

A free 60 day membership for the Good Sam Club comes with each rental.

Benefits are:

- Free Technical Service Hotline
- Minimum 10% Discount on nightly rates at one 1700+ Good Sam Parks
- Minimum 10% Discount on all Camping World Store Purchases

## **5. CLIENT: PREPARATION FEE, MOUNTAIN BIKES**

### ***5.1 Preparation Fee (refer to price list for tariff)***

This is a **mandatory** one-time charge per vehicle per booking. It is **applicable to all bookings without exception.**

The Preparation Fee covers

- Standard Kit per vehicle (see paragraph 4.1)
- First tank of propane
- First supply of toilet chemicals
- Vehicle outside cleaning
- Pick-up/drop-off transfers (see section 2)

There are no refunds for unused propane and toilet chemicals and there are no refunds if customers do not meet the transfer rules and did not take the advantage of transfers or if customers decide to do own transfer at their own cost.

### ***5.2 Mountain Bike Rentals (refer to price list for tariffs)***

We offer mountain bike rentals at all our locations. We have one-size (adult) mountain bikes available. We offer a 2-bike carrier or a 4-bike carrier with 2 or 4 mountain bikes per carrier. If customers want to bring their own bikes, carriers can be rented. The prices for carriers only are the same as for carriers with bikes. Bike rentals are also available with one-way motorhome rentals.

Please note that in several U.S. states, the use of helmets is mandatory for bicycle riders. Moturis RV & Camping World does not provide any bicycle helmets for rent.

***Please request rental bikes at time of booking!***

### ***5.3 GPS Rental (refer to price list for tariffs)***

We offer GPS units at all our rental locations. Please pre-order these with the reservation to guarantee availability at point of pick-up

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## **6. CLIENT: GENERAL INFORMATION**

### **6.1 Office Hours and Holidays**

- **Office hours of all Moturis RV & Camping World Rental Locations in the USA:**  
09.00 – 17.00 hrs / Mondays through Fridays  
09.00 – 12.00 hrs / Saturdays
- Please refer to section 2 for pick-up and drop-off times.
- U.S. Holidays (Rental depots are closed or offer limited opening hours):  
[May 27, 2013](#) / [July 4, 2013](#) / [September 2, 2013](#) / [November 28, 2013](#) / [December 24, 2013 \(open 09.00 – 12.00 hrs\)](#) / [December 25, 2013](#) / [December 31, 2013 \(open 09.00 – 12.00hrs\)](#) / [January 1, 2014](#)
- **Office hours Moturis RV & Camping World, Zurich, Switzerland:**  
09.00 – 18.00 hrs CET / Mondays through Fridays
- CH Holidays (ZRH Office is closed or offers limited opening hours):  
[April 1, 2013](#) / [May 1, 2013](#) / [May 8, 2013 \(open until 16.00 hrs\)](#) / [May 9, 2013](#) / [May 20, 2013](#) / [August 1, 2013/](#) [December 24, 2013 \(open until 12:30 hrs\)](#) / [December 25, 2013](#) / [December 26, 2013](#) / [December 31, 2013 \(open until 12.30 hrs\)](#) / [January 1, 2014](#) / [January 2, 2014](#)

### **6.2 Maintenance and Cleaning Responsibility**

Customers are responsible to check all fluid levels at each refueling. Refills of all fluids (except gasoline and propane) will be reimbursed at check-in upon presentation of receipts. Gasoline costs are not included in rental price.

Gasoline tanks are full at pick-up and must be returned full.

Vehicles must be returned clean inside. Otherwise, cleaning charges may occur.

### **6.3 Repairs / Refunds / Early Returns**

Necessary repairs are refunded **without previous authorization up to USD 50.00**. Customer must provide receipts. If customers pay repairs exceeding USD 50.00 without previous authorization, we will not refund. Clients assume full responsibility for any additional expenses incurred by reasons of a breakdown of vehicle. If a vehicle which had a breakdown and is in repair for more than 12 working hours, through no fault of customer, our responsibility to client is limited to refund the daily rate or a portion thereof (VIP coverage). No refunds will be made for breakdowns in Death Valley (between June 15 and September 15), New York City, greater metropolitan area of Montreal and the city of Quebec (Canada). Radio, air conditioning, refrigerator, microwave, any appliances, plumbing, generator and cruise are not considered breakdowns and no refunds are made for repair time to these items. There will be no refunds made for the early return of a rental vehicle.

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## **6.4 Accident**

In case of an accident, customers must notify the police for a **police report immediately**, also inform the drop-off station within 24 hours and make full report in writing. CDW/VIP accident coverage is void if customer fails to follow these procedures.

## **6.5 Credit Cards / Traveler Checks**

We accept MASTER/Eurocard, VISA and AMEXCO credit cards as well as all Traveler Checks in US-Dollars. No Euro checks or debit cards are accepted. We are not responsible for exchange rate fluctuations or handling charges for any credit card transaction. Without any exception, a valid credit card is required for each rental.

## **6.6 Drivers License / Drivers Age**

A national automobile driver's license is required.

We recommend customers to carry a translation of the national driver's license or an international driver's license, but under any circumstances, customer must provide a valid national driver's license at pick-up.

Minimum age is **21 years for all motorhomes**.

## **6.7 Parking / Traffic Violations / Toll Roads**

Customers are responsible for reporting and paying of all parking/traffic/toll road violations at rental termination. Non-reporting of parking/traffic/toll road violations will result in an administrative charge of up to USD 100.00. Non-reported parking/traffic violations plus administrative charge will be charged against customers credit card or will be collected at customers domicile.

## **6.8 Travel to Mexico**

Motorhomes are allowed to travel into Mexico, but such travel must be confirmed in advance. Area restrictions may apply. US or any other liability insurance does not provide coverage in Mexico. The customers therefore must purchase additional liability and CDW insurance before entering Mexico. This insurance, with a premium of USD 19 per day, is sold at all depots. Customers have to provide the depots with the exact dates the vehicle will be in Mexico. When traveling in Mexico, traveler assistance is not available and any repair costs, towing or fines occurred in Mexico are the renter's responsibility. The Insurance is not taxable with the exception of Denver, Phoenix, Seattle, Orlando, Ft. Lauderdale and Atlanta. Please advise us at the time of reservation if your clients are planning on traveling to Mexico.

## **6.9 Restrictions**

- Mexico, unless an additional insurance is purchased
- Death Valley from June 15 to September 15

- Logging roads, non-public roads and off-road driving
- City of New York
- Greater metropolitan areas of Montreal and Quebec City (Canada)

### ***6.10 Northern Travel supplement***

All rental vehicles traveling to Alaska, the Northwest Territories or the Yukon are permitted and must be confirmed in advance. A USD 450.00 prepaid non-refundable supplement is required.

### ***6.11 Substitutions***

**Moturis RV & Camping World** is entitled to upgrade customers to a higher rated vehicle at no extra cost. Should a lower rated vehicle be offered, the responsibility of the rental company is limited to the refund of the difference in gross rates.

### ***6.12 Minimum Rental***

3 day minimum rental (**exception: 7 days minimum rental period from July 8 to August 25, 2013**).

### ***6.13 Pets***

Small pets are allowed at owner's responsibility. An additional deposit of USD 1,000 is charged at the time of pickup as well as a cleaning fee of USD 150 at the time of pick-up.

### ***6.14 Towing***

Towing is not permitted.

### ***6.15 Storage***

Storing items on vehicle roof is not permitted.

Free storage of luggage is available at all locations at owner's risk (not available for one way rentals).

### ***6.16 Winterization***

Each motorhome has to be winterized from November to April in Denver, Chicago, Boston, New York, Dallas, Atlanta, Seattle and Salt Lake City (rental location and period may vary depending on the weather and temperatures) to prevent freezing. This will include the water pipes, toilet, fresh water tanks, sink, shower, external shower, hot water heater and holding tanks. Winterization requires that water be drained from the fresh water tank, hot water heater and both waste tanks. Once the vehicle is winterized, no water can be put into the fresh water tank and it cannot be hooked up to the city water supply anymore. Therefore, **no** water at all is available in the motorhome. The toilet, however, can still be used as long as windshield washer antifreeze is poured down to rinse.

Pink RV antifreeze has been run through all the pipes and put into the black and grey tanks. If the renter removes this antifreeze and put water into the system, the tanks and pipes will crack. If this happens, he/she will be responsible for repairing these systems and any other damages caused by cracking pipes/tanks.

It is the renter's responsibility to have the vehicle re-winterized on the return trip (if de-winterized for a trip to an area with warmer temperatures). Upon return, if the renter presents us with a receipt for either winterization or de-winterization, we will reimburse him/her, up to a maximum of USD 75. If the renter does not have a receipt, we will keep the security deposit and charge him /her for any additional costs incurred in repairing damaged pipes, tanks, water heater, walls, floors etc.

Please inform your clients at the time of booking.

### ***6.17 Baby / Child Seat***

Due to applicable law, a baby or child seat must be attached in the rear of the vehicle, not in the front seats. All Class C coaches are equipped with minimum one anchor for three-point child or baby car seat attachment.

Dinette table may require lowering to install baby and child seats. The dinette table will only lower to seat level. Due to this other passengers will not be able to travel in the dinette area, if the dinette has been lowered.

### ***6.18 General Conditions***

All rentals are subject to the terms and conditions of the rental contract.

Prices, policies and conditions are subject to change without notice at any time.