

# Road Bear RV Rental Terms & Conditions



## General Restrictions

### Age Restrictions:

- The minimum age for the rental of a RV is 25, the maximum age is 79 years (21 to 24 years only with prior authorization - obtainable for specific non-US licenses only).

### Pets:

- Pets are not allowed in any RV. Customer is fully responsible for all damages and a minimum fee of US\$250.00 for cleaning/deodorizing applies.

### Child Restraint Regulations:

- The customer is responsible to comply with all applicable laws. Be aware that a lapbelt is used to secure the carseat/booster. For our US customers we recommend to bring their car seat from home. For all others we recommend to purchase a US law compliant car seat online and have it shipped to the hotel to ensure that you can use the shuttle with your infant/child.

### Smoking:

- Smoking is not allowed in any RV. A minimum fee of US\$250.00 for cleaning/deodorizing applies.

## Travel Restrictions

### Mexico:

- Traveling into Mexico is not permitted. There is no insurance coverage in Mexico

### Death Valley:

- Traveling into Death Valley is not permitted between June 15th and September 15th.

### Alaska:

- Traveling within Alaska, Yukon and/or NWT is permitted. Road Bear RV must be advised at the time of reservation.

**Road Bear RV will hold the customer responsible for disregarding these restrictions including accidents, mechanical breakdowns and thefts occurring in travel restricted areas. Insurance coverage does not apply and roadside assistance will not be provided.**

### Winterization:

- Vehicles are winterized between November 1st. and March 31st., depending on the pick-up location (period may be longer depending on pick-up location and weather conditions). It is not possible to use the water-/waste systems during this time or when outside temperatures are below freezing.

See the Winterization Form (PDF: [English](#) / [German](#)) for more information.

**Other:**

- Inner Cities of New York City, NY as well as Montreal and Quebec City in Canada are not permitted. No insurance coverage for vehicle theft in Montreal and Quebec City.
- Private-, gravel-, dirt- or logging roads and other non-public roads, beaches, etc. are prohibited, e.g. 'Apache Trail in AZ'

Road Bear RV will hold the customer fully responsible for accidents or mechanical breakdowns occurring in a travel restricted area. Insurance coverage will be void in case of violation.

**No Shows**

If we are not able to establish communication with the customer we can re-use the unit in the afternoon of the 3rd calendar day whereas the pick -up day counts as the first calendar day.

**No Refunds for Unused Portion**

No refund will be given in the following cases:

- Vehicle is returned prior to the contracted dropoff date
- Prepaid miles are unused
- Client arrives late to pick up the RV or does not show up at all

## Shuttle Service & Transportation

No transfers from/to Downtown areas. Complimentary transfers are only available from/to certain airport hotels and to the Int. Airports. Clients cannot pick up the RV the day they arrive from overseas or a transcontinental flight. We recommend staying the first night at an airport hotel or motel. Clients are not entitled to a complimentary transfer in case of late RV return.

## Vehicle Pick-Up

Pick-up time is between 12:30 PM and 4:00 PM (Except Saturdays - Please call local branch to arrange pick up time)

## Security Deposit

Road Bear RV requires a security deposit of US\$1,000.00 at the time of pickup (Credit Card only).

Burning Man & other special events as advised when picking up - PLEASE NOTE: The following restrictions and conditions apply:

A US\$2,000.00 refundable cleaning and security deposit (credit card only) is required for Burning Man and other specific events - ask for details. Name or credit card changes are not permitted on confirmed reservations and the main renter/credit card holder must be present at the time of vehicle pick-up.

Vehicles will not be handed over in case of insufficient funds for the security deposit or to a 3rd party. The reservation will be cancelled and prepaid funds are forfeit! NO exceptions. Limited availability & rates subject to change at any time without prior notice.

Credit Card holder must be present at the time of RV pick-up.  
Dropoff charges and/or damages will be charged to the credit card.

## Driver's License

A valid national driver's license (original, no photocopies) is required for each driver at the time of pick-up. Additionally an international driver's license is recommended for foreign customers.

## Vehicle Substitution

If for any reason the booked RV should not be available, Road Bear RV reserves the right to substitute a higher-rated RV at no additional cost. Should a lower-rated RV be substituted, the liability is limited to the refund of the gross rate difference of the two vehicles.

## Your Responsibilities while Operating the RV

### **Gasoline and Oil**

The cost of propane, gasoline and oil are not included and Road Bear RV does not assume responsibility for estimates of consumption. All vehicles are delivered with full tanks and the customer is expected to return the RV with full tanks or will be charged for the refueling plus a service fee. Actual refueling costs are posted at each rental location.

### **Maintenance**

The customer is responsible for checking engine oil and coolant levels at each refueling as well as reporting mechanical failures immediately. Coolant refills and authorized repairs will be reimbursed upon return of the RV and presentation of all receipts (see Mechanical Breakdown). It is the driver's responsibility to operate the RV in a safe manner and to exercise all caution possible.

### **Mechanical Breakdown/Repairs**

For repairs exceeding US\$ 50.00 the customer must call the Road Bear RV 24-hour toll free telephone assistance to obtain proper authorization. Non-authorized repairs exceeding US\$ 50.00 will not be reimbursed. Receipts must be presented to Road Bear RV for reimbursement. Customer will be held responsible for mechanical damage due to negligence in operation and/or maintenance. Customers are required to cooperate fully with Road Bear RV to remedy any problem.

### **Vacation Interruption Protection (VIP) Insurance**

(included in daily rental rate) reduces the deductible for theft and accidental damages (also if renter is not at fault) to \$1,000 per incident (exceptions: "damages not covered"). Personal belongings are never covered. If Renter's motorhome vacation is interrupted by an automotive mechanical breakdown (=mechanical breakdown which does not allow to drive the motorhome safely anymore, e.g. engine failure, flat tire - NOT collision or damages caused by others or the renter) for more than 12 business hours after reporting such incident to Road Bear RV the renter will be reimbursed for the greater

of: (i) the gross daily rate or (ii) 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 to a combined maximum of US\$1,500.00 per rental agreement.

Such reimbursement is only possible against receipts and when we had the chance to take care of the problem and the customer cooperated to do so. Accidents, damages by the renter, defects and repairs of WiFi device, GPS, radio, TV, CD or DVD player, generator, AC, refrigerator, heater, water heater, slide-out room, awning, cruise control, etc. are not considered mechanical breakdowns and are excluded from VIP reimbursement. Refund of expenses is in any case only possible against proper receipts. Receipts for all incurred expenses must be presented for a refund. Defective comfort equipment such as radio, TV, DVD, CD, Bluetooth, USB, GPS, Wi-Fi, generator, batteries, A/C, refrigerator, heater, water heater, cruise control, awning, slide-out, etc. are not considered mechanical breakdowns and are excluded from VIP reimbursement.

### **In the Event of an Accident**

The customer must obtain a local police report as provided by the attending police officer investigating the accident. An accident report form is supplied to the customer and is located in the RV along with the registration and insurance papers.

Road Bear RV must be notified as soon as possible. A full-written report along with the other party's name, address, phone number, insurance information and driver's license number on the supplied accident report form will be required upon return of the RV. Damage and accident scene pictures should be taken and provided if at all possible.

All documents relating to the accident must include a police report number or identifying number. Insurance coverage may be void if the above instructions are not followed.

### **Parking/Traffic Violations**

It is the clients responsibility to report and pay for all parking/traffic violations at check-in. Failing to report these violations at drop off will cause a charge of an administrative fee of up to \$100.00 plus the fine (including all late charges) to the clients credit card.

## **Vehicle Return**

- Drop off Time: Between 08:00 AM and 10:30 AM
- No complimentary transfers to the Airports and Hotels after 10:30 AM
- Charges for late RV return or unauthorized extension of the rental period: US \$300.00 per day (plus applicable rental charges). The regular rental rates apply only with proper authorization through Road Bear RV prior to a rental extension.
- The clients are advised to return the RV with the interior cleaned and holding tanks dumped to avoid any cleaning/dumping charges.
- Tips & check list for returning your motorhome - download PDF:
  - [English](#)
  - [German](#)
- Generator use will be charged at US\$3.00 per hour plus local tax
- Additional miles will be charged at US\$0.45 per mile plus local tax

## **Unauthorized Late Return/Unauthorized Extension of Rental Period**

For an unauthorized late return after 11 am the sum of a) the actual gross rental rate plus b) USD 300.00 for administration and handling will be charged for each late day or part thereof. If the renter contacts Road Bear RV at least one business day before the vehicle is due for drop-off and obtains the proper authorization to extend in writing the regular rental rate (gross) will apply and is due at time of extension.

## **Insurance and Liability for Damage**

### **Premium VIP Coverage (included in the daily rate)**

Premium VIP coverage includes secondary comprehensive and collision coverage for the rented vehicle with a deductible of USD 1;000 per incident. Coverage includes but is not limited to:

- Motor vehicle accident
- "Uninsured Motorist" in case the renter is involved in an accident with a non-insured driver
- Vehicle theft
- Vandalism
- Fire
- Windshield & glass damage

Note: There is a US\$1,000.00 deductible for all Accidental Damages whether caused by the renter or not. Deductible applies per accident or damage and not per rental.

### **Damage NOT covered by Insurance**

Negligent Damage. Customer assumes unlimited responsibility for Negligent Damage. "Negligent Damage" refers to accidents caused as a result of Driver's negligence and includes but is not limited to:

- Personal injury, personal items and property
- Accidents occurring off public roads or caused during travel through 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 (CAN).
- Damages where the renter is charged by the local authorities for being careless.
- Damages to the interior of the vehicle.
- Carrying more passengers than having seat belts available.
- Deliberate or willful damages caused by the renter or their guests.
- Damages where the customer is showing gross 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
- Damage caused by freezing of the vehicle's systems (it is not permitted to fill water- and/or waste tanks when temperatures are below freezing - please see Winterization) or overheating of vehicle or systems
- 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 allowed towing capacity (towing limit including proper equipment: 1,500 lbs. - enclosed trailers, boats or vehicles are not allowed.

- Driving under the influence of alcohol, drugs or other controlled substances.
- Damages caused to the vehicle by abuse or misuse for illegal activities
- Operation of the vehicle by anyone not meeting the age requirements, not listed on the rental agreement or not having a valid, original driver's license
- Driving the vehicle without a rental agreement, in breach or violation of the rental agreement

Note: No coverage is provided for travelers and their belongings in the rented RV under either policy.

### **Public Liability Insurance (secondary coverage included in the daily rate)**

The Public Liability Insurance covers a 3rd party collision in the event that the renter is at fault. 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 - current limits can be found online). Liability Insurance has no deductible.

### **Supplemental Liability Insurance (Optional)**

[Supplemental Liability Insurance \(SLI\) - Download brochure \(PDF, 2.3MB\)](#) may be purchased for an additional fee. SLI provides the customer and any authorized driver on the rental contract with an increased limit of liability protection for up to US\$1,000,000 toward 3rd party damage claims.

