



Customer Information

Customer: _____

Reservation#: _____

1. INSURANCE

I hereby confirm that I have received and accept the insurance conditions.

Initials: _____

2. DAMAGE (VEHICLE CONDITION) REPORT

It is the renter's responsibility to inspect the vehicle for existing damages before leaving our property. All interior and exterior damages (incl. windshield), scratches, dents, etc. need to be marked on the Damage Report Form in order **not to be charged at vehicle return!**

Initials: _____

3. COLLISIONS (ACCIDENTAL or OTHERWISE)

In case of a **3rd party collision** with injuries or serious damage to the vehicle(s) you are required to call the police and have them take a report. Take note of the officer's name, ID, the case number and contact information to request the report. Independent of any police report and for minor collisions, the provided Collision Report form has to be completed immediately by the renter and documented with pictures if possible. Road Bear RV / BRITZ USA has to be contacted no later than the next business day. **If 3rd party collisions are not reported on time or if no police report can be provided, the insurance has the right to decline coverage**

Initials: _____

4. SECURITY DEPOSIT

A \$1,000 security deposit (in the amount of the insurance deductible) is due at the time of vehicle pick up (VISA, MasterCard, AMEX) and based on the credit card company rules, will be authorized for reservations up to 29 nights. For reservations of 30 nights and longer the amount is charged on the credit card. Additional deposits may be required or charged for special events such as a regional festival, "Coachella", "Burning Man", "Stagecoach", "Further Future", "NASCAR", when a surcharge applies or if no mileage has been pre-purchased, etc. Cash deposits are a minimum of \$3,000. Regardless of the customer being at fault or not, before handing out a replacement vehicle, we request an additional security deposit of \$2,000 charged on the credit card. This amount will be reimbursed at drop-off (minus any fees/charges).

Initials: _____

5. CHILD SEAT

It is solely the renter's responsibility to comply with any and all state or federal child safety seat laws during the rental period. Proper installation according to law and user guidelines in the rental vehicle or shuttle van is the renter's responsibility. Road Bear RV / BRITZ USA does not provide or rent child seats and the use of second-hand seats is at the discretion of the renter. Shuttle transport can be declined if a proper child seat is not provided by the renter. Renters are not allowed to send child seats to our offices. More information on child seats can be found under: aaa.com / nhtsa.gov / gsa.org

Initials: _____

6. DRIVING SAFETY

With your signature below, you acknowledge the reference of the "Driving Safety Form" in the Manual and certify your ability and intent to operate the rented vehicle in a prudent and safe manner and in accordance with all laws.

Initials: _____

7. VEHICLE SUBSTITUTION

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

Initials: _____

8. GLOBAL POSITIONING SYSTEM – LEGAL NOTICE

It is your responsibility as the operator and driver of the vehicle to observe safe driving practices and to place, secure, and use the GPS in a manner that will not cause collisions, personal injury or property damage. Do NOT handle or operate the GPS while the vehicle's transmission is in gear – you should be safely stopped. **NEVER operate your GPS while driving – it is unsafe and dangerous!** The GPS is provided as a navigational aid. Road Bear RV / BRITZ USA and Garmin® do not guarantee the error-free operation of the product nor the completeness or accuracy of the services or any content provided hereon (such as road construction or detours).

Road Bear RV / BRITZ USA and Garmin® do not accept and disclaim any liability for any loss or damage arising out of, or in connection with, the use or inability to use the services or any content. **It is your responsibility as the operator and driver of the vehicle to follow all traffic rules, signs and laws and to assure that the route selected and/or suggested by the GPS is suitable and/or permissible for your type of vehicle, especially in regards to vehicle length, height, width, and weight!**

Initials: _____

9. HOTSPOT

WiFi Hotspot - "The World at Your Fingertips - What you need, when you need it."

A WiFi Hotspot offers a connection for up to 5 devices. Cost to replace device \$499, fix broken screen \$250, loss or damage of any of the accessories \$15 (plus sales tax). Note that the device is non-operational after drop off date!

Initials: _____

10. RESTRICTIONS

Smoking / Pets: Are not allowed. (Minimum charge of \$250 plus applicable damages).

Death Valley: Traveling into or through Death Valley is not permitted between June 15 and September 15.

Alaska: Traveling to and within Alaska, Yukon and Northwest Territories is permitted as long as Road Bear RV / BRITZ USA has been advised at the time of booking.

Mexico: Traveling into Mexico is not permitted.

Others: Traveling on any private, gravel, dirt, fire or logging road and other non-public roads, beaches, etc. is not permitted. Traveling in or through the Inner cities of New York, Montreal and Quebec City (Canada) is not permitted.

Do not drive into any (parking) structures – above ground or underground.

Using any form of drive-thru, drive-in or other covered entryways (such as hotel marquees, etc.) is not permitted.

Road Bear RV / BRITZ USA will hold the customer responsible for disregarding these restrictions including collisions, mechanical breakdowns and thefts occurring in a travel restricted area!

Initials: _____

11. WINTERIZATION

Vehicles rented between October 31st and March 31st may be winterized depending on seasonal weather conditions at the rental location or travel destination. If a vehicle is winterized the water system cannot be used. It is the renter's responsibility to ensure the vehicle is winterized (again) when needed. Any damages to the water system are the renter's liability. Pick-ups from Seattle are required to carry snow chains. The use of snow chains is not permitted due to insurance regulations. If the seal is broken a fee of \$99.00 will apply at drop off – NO Exceptions.

Initials: _____

12. TOLLS, PARKING & TRAFFIC VIOLATIONS (TICKETS)

Toll road fees, parking citations, and traffic violations have to be paid before the due date, but no later than at vehicle return. Inform Road Bear RV / BRITZ USA about a ticket if it is due before the return date. With your signature below, you authorize Road Bear RV / BRITZ USA to charge your credit card for any fines, all late fees and a \$100 administrative fee per incident for any ticket not paid on time or at vehicle return.

Initials: _____

13. FUEL & PROPANE

The cost of fuel (gasoline) and propane is not included in any rental rate and Road Bear RV / BRITZ USA does not assume responsibility for estimates of consumption. All vehicles are delivered with full tanks and the customer is expected to return the vehicle with full tanks or will be charged accordingly.

Initials: _____

14. MAINTENANCE AND REPAIRS

Maintenance: The customer is responsible for checking the engine oil and coolant levels at each refueling stop as well as reporting mechanical failures immediately. An oil change is required every 5000 miles driven after vehicle pick up. Coolant refills, oil changes, and authorized repairs will be reimbursed upon return of the vehicle and presentation of all receipts (see mechanical breakdown). It is the driver's responsibility to operate the vehicle in a safe manner and to exercise all caution possible. Generator oil needs to be checked every 8 operating hours. For maintenance and repairs exceeding \$50 the customer must call the Road Bear RV / BRITZ USA Help Desk to get an authorization. Non-authorized repairs or maintenance costs over \$50 will not be reimbursed. Receipts and replaced parts must be presented for reimbursement. The customer will be held responsible for mechanical damage due to negligent operation and/or lack of maintenance.

Repairs: Any and all repairs of the vehicle and its equipment due to technical defects over \$50 need to be approved by Road Bear RV / BRITZ USA in advance of such repairs. Damage repairs are excluded. Please call the Road Bear RV / BRITZ USA Help Desk to get an authorization. Non-authorized repairs or repairs without a receipt and replaced parts will not be reimbursed.

Initials: _____

15. MECHANICAL BREAKDOWN / TECHNICAL DIFFICULTIES

While our first and foremost priority is to provide excellent and high-quality vehicles and service, unexpected technical difficulties can arise. To ensure that you can enjoy your motorhome experience we provide an extensive vehicle explanation and operations manual with every vehicle, as well as our Help Desk phone number which is free of charge from any landline in the USA and Canada. Please note: We are not returning phone calls or accepting requests to call you back because you may be hiking, visiting a museum, etc. and not at the vehicle when we call.

Road Bear RV/Britz USA is not liable for any air time, data, roaming or other charges related to phone calls or electronic messages to/from our Help Desk. You should call when at or nearby the vehicle.

We further differentiate between an inconvenience and an emergency:

An Emergency: is when the motorhome cannot be driven safely anymore. An example is when the engine stopped working. In such a case the Vacation Interruption (VIP) Insurance applies (see point 1 - Insurance)

An Inconvenience is: the failure of comfort equipment – such as the DVD player not working or the slide-out not extending and therefore the interior space not increasing, things that require you to spend additional time, a workaround or a non-safety related feature that is not available. For example: purchasing ice because the refrigerator is not cooling.

(For details see the VIP section of point 1 – Insurance)

Initials: _____

16. REFUNDS/REIMBURSEMENTS

There are **no refunds** for unused rental time, unused mileage, unauthorized repairs, and/or repairs without a receipt

Initials: _____

17. COMPLIMENTARY SHUTTLE TRANSFER

A complimentary shuttle transfer is provided at all rental locations, once a day, to the airports DEN/EWR/LAS/LAX/MCO/SEA/SFO and to/from named airport hotels. Our permitted amount of luggage in accordance with the airline regulations for economy passengers is 1 suitcase (max. 50 lbs/23 kg) plus 2 pieces of hand luggage per person. Excessive luggage (bicycle, child seat, wheel chairs) is the customer's responsibility. Parents are responsible to provide a child or booster seat according to applicable laws (see point 5 -CHILD SEAT).

Initials: _____

18. CHANGES TO THE RENTAL AGREEMENT

Early return: Early returns are possible Monday through Friday no later than 4:00 pm, Saturdays no later than 12:00 pm. There are no returns on Sunday or Holidays or outside regular business hours. The main renter needs to be present at the time of vehicle return. There is no key drop or parking in front of our properties.

Extension: To extend your rental, you need to contact the return (drop off) location in writing no later than 72 business hours before the scheduled return. Extensions are only possible based on the current availability of the same vehicle category. Unauthorized extensions will be charged with a) the current nightly gross rental rate and b) a \$300.00 processing fee per day.

Other location: For an unauthorized return at a location different than stated on the rental agreement additional fees (minimum \$2.50/mile) is due to cover the transport of the vehicle to the correct drop off location.

Initials: _____

19. STORAGE, LOST & FOUND

Road Bear RV / BRITZ USA does not assume any liability for any damaged, lost or stolen personal property and items left behind in the vehicle or left/stored at our facilities.

Initials: _____

20. VEHICLE RETURN

Time & date: The vehicle return begins at **8:00 am and needs to be concluded by 10:30 am** (11:00 am if the shuttle transfer is not needed) on the date & location stated on the rental contract.

Cleanliness: The vehicle needs to be wiped & swept inside, wastewater tanks emptied and the fuel and propane tanks full. Please dispose of any **garbage before returning to prevent being charged additional fees at the return location.**

Late return: For an unauthorized late return after 11:00 am the sum of a) the current nightly gross rental rate plus b) \$300.00 for administration and handling will be charged.

Office hours: Vehicles cannot be returned outside our office hours due to the checkout procedure and final charges. The main renter has to be present.

Non-return: Should the vehicle not be returned at the designated location as listed on the rental contract, the cost for transferring the motorhome to the proper location will be charged. (See point 18)

Shuttle Transfer: Complimentary transfers are provided once a day at 11:00 am to the airports DEN/EWR/LAS/LAX/MCO/SEA/SFO and to listed airport hotels. No transfer will be provided for vehicle returns not concluded at 10:30 am

Read and agreed:

Initials: _____

Date

Renter's Signature