

CLIENT ESSENTIAL NOTES EFFECTIVE FOR DEPARTURES FROM SUMMER 2024

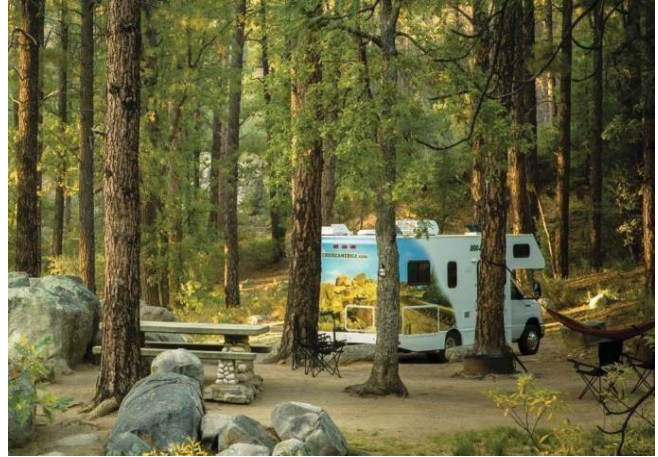
WRITTEN FOR CLIENTS

GENERAL CONDITIONS

All rentals are subject to the terms and conditions of the Rental Contract signed at the Cruise America or Cruise Canada office upon vehicle departure. The Rental Contract is the governing document between you (the Client) and Cruise America/Cruise Canada. Rental prices, policies, and conditions are subject to change without notice.

PRE-ARRIVAL

All clients are encouraged to visit our exclusive pre arrival website: www.RVCheckIn.com here you will find many tools to prepare you for your motorhome holiday. Some of the feature viewed here will also save you time at the rental counter. Thanks for visiting!



ON ARRIVAL

You may reserve a vehicle departure on the same day as your arrival into North America. However, Cruise America/ Cruise Canada will NOT be responsible for accommodating late arrivals due to any flight delays or delays related to clearing US Customs, Passport Control or Baggage Claim. Overnight stays in a hotel before departure are therefore welcome, however, they are NOT mandatory. We have clients arriving from time zones all over the world and we are not aware of how many days they may already be in North America prior to departure.

GETTING TO THE RENTAL CENTER – REGULAR RENTERS

Please call the Rental Center a few days prior to departure to arrange an arrival time at the Rental Center for an afternoon (1300 to 1600 hours) departure. **If you are scheduled to depart on a Saturday or Sunday, please note some locations close earlier, therefore please call a few days in advance to arrange your departure time (Please note Sunday departures are limited based on departure locations and the time of year you are traveling).** Arrivals at the Rental Center without notice may result in departure delays. Transfers to the Rental Center are not included in your prepaid rental charges.

GETTING TO THE RENTAL CENTER – EARLY BIRDERS

With pre-purchase of Early Bird Departure Special, transfers from designated hotel areas are of course provided, beginning at 9:00 AM (0900 hours). You should call the Rental Center a few days before you are scheduled to travel/depart in order for Cruise America to arrange your transfer details with you and to ensure your early arrival at the Rental Center. Arrivals at the Rental Center without notice may result in departure delays. If you are staying in a hotel in a non-designated area, the transfer costs will remain your expense and may void other benefits of the Early Bird Departure Special.

PLEASE NOTE that for both the standard pick up and the Early Bird pickup you need to call the rental center directly from where you are picking up to arrange a pick up/departure time. For contact details of all rental centers please visit www.rvcheckin.com and click on “Rental Center Maps.”

ARRIVING AT THE RENTAL CENTER

VEHICLE FAMILIARIZATION

A tour of approximately 25 minutes is required to familiarize you and other drivers with the operation of the vehicle before departure. Video vehicle familiarization presentations in multiple languages may also be available at most centers.

DRIVER REQUIREMENTS

Vehicles can only be operated by qualified drivers 21 years of age or older. All drivers must have a valid and identifiable driver's license. Your driver's license and foreign passport are required as identification and will be verified. All drivers must be identified, authorized, and must sign the Rental Contract. There is no cost for additional drivers and no 'under 25' surcharge.

UPGRADES

You may find the model reserved to be inadequate for your party. Where possible, upgrades to a larger sized model will be allowed at a charge determined from local posted rates. Our policy is to provide you with the model reserved. In some instances, circumstances may require an upgrade to a larger sized motorhome to accommodate an immediate departure. The upgrade will be provided at no charge to you and with no further liability to Cruise America.

DOWNGRADES

You may find the model reserved to be too large for your comfort. Where possible, downgrades to a smaller sized model will be allowed at no charge to you. In some instances, circumstances may require a downgrade to a smaller model to accommodate an immediate departure. The downgrade, if accepted, will earn a credit based on the difference in price at the time of reservation and with no further liability to Cruise America.

LUGGAGE STORAGE

Collapsible luggage is recommended on camping vacations, which you should take with you. Remaining luggage may be stored at most rental centers, all at your risk.

STOCKING YOUR VEHICLE

All items listed subject to availability and substitution without notice.

STANDARD EQUIPMENT - GENERALLY PROVIDED WITH ALL RENTAL VEHICLES:

15 to 30 amp shoreline Adapter	K.O.A. Value Card
Renter Assistance Guide	RV Toilet Paper
25ft. Power Cord	20ft. Sewer Hose
25ft. Water Hose	



VEHICLE PROVISIONING KIT – OPTIONAL ITEM:

Cookware	Cooking Fork
Cooking Spoon	Mixing Bowl
Spatula	Can Opener
Tea Kettle	Soup Bowls
Broom	Teaspoons
Flashlight	Dinner Knives
Soup Spoons	Tumblers
Dinner Fork	Dinner Plates
Steak Knives	Paring Knife
Colander	Carving Knife



PERSONAL KIT – OPTIONAL ITEM:

Pillow	Wash Cloths
Pillowcase	Bath Towels
Sheet	Dish Towel
Sleeping Bag/Comforter	

PETROL / PROPANE FOR COOKING AND HEATING (ALL FUEL IS AT YOUR EXPENSE.)

Your vehicle at departure will contain a minimum one-quarter tank of petrol (gasoline) and adequate propane for appliance use. Return fuels at the same level to avoid any local refueling costs. At the Rental Center you will be given directions to the nearest fueling stations. There are no warranties concerning fuel consumption rates while en route.

CHILD RESTRAINT SEATS & GPS – NOT PROVIDED BY CRUISE AMERICA

You must supply your own child restraint seats for transfers and while en route. GPS devices are not available to rent. You must bring your own or, alternatively, you can easily purchase one locally.

FOOD, BOTTLED WATER AND OTHER CAMPING ITEMS

Please ask for a map or directions to nearby supermarkets for you to stock up on food and bottled water.



PAYMENT OF DEPOSITS/CHARGES

SECURITY DEPOSIT

A basic refundable security deposit of \$500 USD/CDN and the use of a credit card to pay for all local charges and deposits is required at departure.

Please note due to the Burning Man Festival, the basic refundable deposit is increased to \$1000 USD and again the use of a credit card to pay for all local charges and deposits is required at departure. This only applies to ALL departures (no exceptions) from all locations in California, Nevada, Washington, Oregon & Utah between the 21st August and 27th August 2024 inclusive.

Upon vehicle return, all extra charges are balanced against the security deposit and a credit will be issued to cover the refund.

ENVIRONMENTAL FEE

There is a mandatory surcharge of \$9.95 per rental, payable locally for all USA and Canada departures. The Environmental Fee is designed to offset a wide range of environmental expenses (direct and indirect). These expenses include but are not limited to all costs associated with the proper disposal of oil, filters, tires, batteries, and shop waste.

MANDATORY EXTRAS (only applicable to locations and conditions set out below and is payable locally)

Surcharge of \$2.13 per day, "Colorado Road Safety Fee" – Denver (DEN) bookings only.

Mandatory surcharge of \$2 per day, "New Mexico LV Surcharge" - Albuquerque, NM (ABQ) bookings only. C30 rentals excluded.

Mandatory surcharge of \$4 per day, "Allegheny County VR Tax; Pennsylvania MVR Fee" - Pittsburgh, PA (PIT) rentals only. Surcharge only applies for the first 29 nights.

MILEAGE CHARGES

Your itinerary will determine estimated travel miles. Upon vehicle return, any additional miles/kms over prepaid miles are charged at the per mile/km rate. There are no refunds for unused miles.

MILEAGE RATES AT DEPARTURE/RETURN:

From Summer 2024 – \$0.39 Per Mile (USD) \$0.39 per KM (CDN)

Please note - all bookings must include some pre-booked mileage or kilometres.

GENERATOR CHARGES

If you choose to operate the gasoline-powered 110-volt generator, extra charges as determined by an installed running time meter. Or, unlimited usage may be prepaid or purchased at departure. The generator is not required for normal vehicle operation.

NOTE: In Canada, only the C30 has a generator. In the USA, all vehicles have a generator.

CAMPING CHAIRS

Camping chairs are available for rental at a charge. However, due to the cyclical nature of our business, we cannot guarantee availability of camping chairs 100% of the time. During high volume rental periods, we may be unable to provide chairs. In this case, we will provide clients with instructions on where to find reasonably priced alternatives.

ONE-WAY RENTAL FEES

One-way fees between rental locations within the USA or between rental locations within Canada are allowed and will vary in cost depending on pick up location and routing. Your tour operator will advise the rate applicable to your one-way choice at the time of booking. Please note, any unauthorized one-way returns will incur a fee of \$3,000.

TAXES

All rental charges are subject to sales tax by law. In some cases, taxes will not have been collected on items pre-paid to your tour operator, therefore these unpaid taxes will be collected directly from you at departure, at rates prevailing at the Rental Center at time of departure.



ADDITIONAL INFORMATION REGARDING

ALL-ELECTRONIC TOLLING

Please be aware that the implementation of All-Electronic Tolling is becoming more and more prevalent in many popular areas of the USA and Canada. "All-Electronic" Tolling means the Traveler using these roads has no option to pay local tolls with cash. Instead, a picture of the vehicle's license plate is taken and used to assess toll charges. Clients of Cruise America are responsible for the payment of these charges

THE FOLLOWING IS AN EXPLANATION OF HOW CRUISE AMERICA AND CRUISE CANADA WILL HANDLE THESE CHARGES:

In some cases, a process called "Reassignment" is allowed and is utilized by Cruise America. In this process, Cruise America transfers the client's information, including name and home address, to the relevant tolling authority.

The relevant tolling authority bills the clients directly and no further correspondence with Cruise America takes place. The client must resolve the outstanding tolls and/or fees directly with the tolling authority. The advantage for the client in this process is the avoidance of any administrative charges by Cruise America.

For all other cases, Cruise America will pay the tolling authority or road agency directly. We will add a \$15 administrative fee and charge the client's credit card used for the rental. Please note our administrative fee is per rental, not per violation.

SPECIAL NOTE: Please note there are differences between automated tolling and services such as Fastrack and EZ Pass lanes. Using Fastrack and EZ Pass lanes without the corresponding transponder will result in punitive fees in addition to the regular toll rates. Fees in these cases can often be as high as \$25 - \$100 per violation. It is the clients' responsibility to avoid using these lanes under all circumstances in order to avoid such fees. Finally, fines for Parking, Red Light, Speeding and other traffic violations are treated similarly to the above, however, the administrative fees charged by Cruise America in these cases is \$50 per rental.



VEHICLE DEPARTURE – LEAVING THE RENTAL CENTER

TIME OF DEPARTURE – REGULAR RENTERS

Vehicle departure time begins at 1:00 PM (1300 hours), **however please note, if you are departing on a Saturday or a Sunday, times may vary as some locations close earlier. (Please note Sunday departures are limited based on departure locations and the time of year you are traveling).** This policy is similar to the “check-in” policy at a hotel. Your actual departure time will vary. There are no refunds for late pick-ups.

TIME OF DEPARTURE – EARLY BIRDERS

With pre-purchase of Early Bird Departure Special, vehicle departure time runs between 9:00 AM (0900 hours) and Noon.

VEHICLE ACCEPTANCE

You will be required to sign a Vehicle Acceptance/Service Satisfaction form listing the condition of the vehicle, to ensure you depart in a vehicle cleaned to your standard which is in good working order, with complete kits, adequate propane tank, empty waste tanks and an appropriate gasoline level. Be sure to have any items corrected prior to departure if you are not completely satisfied.

WHILE EN ROUTE

WE PROVIDE A TRAVELERS ASSISTANCE HOTLINE 24-HOURS A DAY 7-DAYS A WEEK

You must call the (800) 334-4110 number with concerns you may have, whether mechanical breakdowns, service problems, or holiday impairment. We cannot assist you unless you call. A call to the departure rental center or your travel agent or tour operator will not help. Cruise America assumes no liability for your concerns, without a call to Travelers Assistance and documentation of your problem or issue while en route.

DISCLAIMER: Cruise America in no event assumes responsibility or shall be held liable for any refund for clients for cellular, text-based communication, data or roaming surcharges, for calls to our toll-free helpdesk.

Our Travelers Assistance helpdesk is a toll-free number so can be called using a local phone at garage, services, campground, restaurant, etc. Alternatively, we encourage clients to seek less expensive options like purchasing a SIM on a local / reduced rate tariff for all your foreign travel arrangements.

RENTER ASSISTANCE GUIDE

The Renter Assistance Guide discusses operation of all features of motorhome operation. Important instructional information is included in the Renter Assistance Guide. You are responsible for reading the Renter Assistance Guide thoroughly. This Guide will also advise what to do in the case of an accident or any damage that may occur to the motorhome, as well as tips regarding the use of included safety equipment. This is the first place you should check if there is a problem. The Renter Assistance Guide (available in multiple languages) is included with each motorhome rental and may be viewed online or printed from www.RVCheckin.com.

ACCIDENTS/COLLISION

In the event of an accident, you must notify Travelers Assistance immediately from the scene of the accident (see phone number above). You will be given instructions on how to proceed.

You must also obtain a police or bench report. If you are unable to obtain a police report at the scene of the accident, you must go to the local police station and obtain a bench report. We will accept either report.



TRAVEL RESTRICTIONS

Coverages are invalid if problems occur in the following areas and all recovery expenses are at the client's own cost. Violations of these restrictions void damage waivers and may subject you to liability for all vehicle damages including to tires, towing charges and other related expenses as a result of a breakdown associated with operating in these areas. Clients should consult with departure location personnel for complete information on travel restrictions and local circumstances at the time they collect their motorhome.

INCLUDING (BUT NOT LIMITED TO) - ALASKA, YUKON AND NORTHWEST TERRITORIES & NEWFOUNDLAND

Travel on all public and/or numbered roads is permitted. Travel on non-public roads, unpaved back roads, trails and the like – commonly called 'logging roads' or on any surface subjecting the vehicle to unreasonable damage or road hazard is prohibited. Clients may receive further information from Cruise America regarding seasonal travel restrictions as well. We reserve the right to restrict travel, dependent on current road conditions.

DEATH VALLEY AND OTHER DESERT AREAS

Vehicles may be operated with EXTREME CARE in Death Valley and other desert areas during the months of July and August. In Summer, clients may visit these areas however, Cruise America will not be held responsible for extraordinary vehicle recovery, delays and other charges. During certain periods these areas are not habitable and could pose a danger to the driver and passengers.

MANHATTAN

Due to restrictions on vehicle heights, propane gas and parking, vehicles with propane are not permitted in Manhattan and are not permitted to travel through any underground or underwater tunnels.

MEXICO

Crossing the United States border into Mexico in a Cruise America vehicle is strictly forbidden.

WINTER WARNING

Vehicle operating systems are not fully operable during subfreezing temperatures. Check the Renter Assistance Guide for winter operations but be aware that in Canada and northern US cities, vehicles are likely to have anti-freeze in holding tanks meaning that vehicle water facilities will not be available to you.

REFUELING AND SERVICING

You must turn off engine and all ignition sources including gas appliances, refrigerator, hot water heater, stove, furnace, etc. each time you refuel. You are responsible for checking and maintaining engine oil, fluids, tire pressure, and coolant levels at each refueling, as well as reporting mechanical failures immediately. You may be held responsible for mechanical damage if you fail to do so.

BREAKDOWN ASSISTANCE AND REPAIR REIMBURSEMENT

During a motorhome vacation some aspects of the vehicle or coach systems may fail or be impaired. Our objective is to get you back on the road as quickly as possible.

If a mechanical breakdown should occur, Cruise America will assist you to secure over-the-road maintenance from reputable service providers. All repairs require authorization by phone from Travelers Assistance at (800) 334-4110 who will document your problem on a customer service log. Tools for vehicle repair are not provided. Your expenses for authorized repairs will be paid directly by Cruise America or you will be reimbursed upon presentation of receipts.

Any vehicle service expense over \$75 requires a call to Travelers Assistance 1-800-334-4110. If the cost is under \$75 you may have the service completed, but you must keep the receipt for reimbursement. Rental centers are authorized to reimburse receipts up to \$75 without a customer service log. Engine battery jump-starts require Travelers Assistance approval in advance.



TRAVEL EXPENSE REIMBURSEMENT

In the event the vehicle is in breakdown repair for 12 hours or less, through no fault of yours, our responsibility to you is limited to a refund of the daily rental rate or portion thereof. Radio, air conditioning, refrigerator, generator, microwave, appliance, and cruise control malfunctions are not considered breakdowns and no refunds are available for repair time to these items. In the event of a mechanical breakdown that is immediately reported to Travelers Assistance and requires the vehicle to be in repair for more than 12 hours, certain living/transportation expenses are reimbursable. Living/ transportation expenses are not covered in cases of radio, air conditioning, refrigerator, generator, microwave, appliance, and cruise control malfunctions since these are not necessary for basic operation of the vehicle. Expense reimbursement is void in case of collision, accident, or failure to call Traveler's Assistance immediately.

DAMAGE TO VEHICLE/YOUR FINANCIAL RESPONSIBILITIES

DAMAGE TO VEHICLE – BREACH OF TERMS & CONDITION OR RENTAL CONTRACT – YOUR RESPONSIBILITY

If the Rental Contract is breached or if you fail to secure a police report, or if you engage in prohibited uses, you are responsible for any and all loss of or damage to the vehicle from any cause, regardless of fault and all related expenses.

DAMAGE TO VEHICLE – YOUR RESPONSIBILITY

Provided Rental Contract conditions are met, your responsibility for damage, theft and vandalism to the vehicle is limited to \$2,500 (USD/CDN) per occurrence or incident.

DAMAGE RESPONSIBILITY – ZERO DAMAGE PLAN

As a result of including insurance in the pre-paid rate, we have been able to vastly improve both the coverage for you and the simplicity of the transaction. You only have responsibility for up to only \$2,500 deductible per incident regardless of fault for vehicle loss or damage per occurrence, provided you abide by the Terms & Conditions of the Rental Agreement, report promptly in case of an accident or vehicle damage and avoid prohibited uses.

Cruise America and Cruise Canada offer a product called "Zero Damage Plan". The product can be purchased at the rental counter and will enable you to reduce your responsibility for loss of or damage to the vehicle from \$2,500 to zero (\$0). Called Zero Damage Plan, or "ZDP," the product will bring peace of mind to many of our clients that have expressed an interest in an option for further reducing their damage responsibility while on rent.

ZDP is available for a nominal nightly fee and if you have not already pre-purchased this it can be purchased at the rental counter.

INSURANCE

AUTO LIABILITY

Basic minimum statutory auto liability coverage is included in the rental rates on a secondary basis. All coverages are subject to the Terms and Conditions of the Rental Contract.

SUPPLEMENTAL LIABILITY INSURANCE (SLI) – INCLUDED WITH USA RENTALS & PRIMARY COVERAGE CANADA RENTALS

SLI provides excess liability coverage up to a total of \$500,000 for USA rentals combined single limit of coverage per occurrence against claims made by third parties for bodily injury, death, and/or property damage caused by operation of the vehicle. Primary coverage of \$1,000,000 for Canada rentals. EXCLUSIONS APPLY. A partial list is contained in the Rental Contract. Please check at departure.



COVERAGE SUMMARIES – USA DEPARTURES

Provided you abide by the Terms and Conditions of the Rental Agreement, report accidents and/or damage promptly, and avoid prohibited vehicle uses, your coverages include:

- Auto Liability Statutory and excess Supplemental Liability Insurance up to \$500,000.
- Vehicle Damage/Loss Per occurrence or incident, only \$2,500 of responsibility. You are covered for amounts in excess of \$2,500 under most conditions.
- Trip Reimbursement Travel Expenses incurred as a result of mechanical breakdown up to \$3,000 per tour.

COVERAGE SUMMARIES – CANADA DEPARTURES

Provided you abide by the Terms and Conditions of the Rental Agreement, report accidents and/or damage promptly, and avoid prohibited vehicle uses, your coverages include:

- Auto Liability Statutory and excess Supplemental Liability Insurance up to \$1,000,000.
- Vehicle Damage/Loss Per occurrence or incident, only \$2,500 of responsibility. You are covered for amounts in excess of \$2,500 under most conditions.
- Trip Reimbursement Travel Expenses incurred as a result of mechanical breakdown up to \$3,000 per tour.

VEHICLE RETURN

VEHICLE RETURN TIME – REGULAR RENTERS

Vehicles are to be returned by 9:00 AM (0900 hours) and in no case later than 11:00 AM (1100 hours).

VEHICLE RETURN TIME – EARLY BIRDERS

With pre-purchase of Early Bird Departure Special, you must return vehicle to Rental Center between 9:00 AM (0900 hours) and, in no case later than, 3:00 PM (1500 hours) unless you are returning on a Saturday. Please note Saturday times may vary, as some locations close earlier. **(Please note Sunday departures are limited based on departure locations and the time of year you are traveling).**

VEHICLE RETURN LATE FEES/CHARGES

A fee of \$25 per hour will be charged for each hour that the vehicle is overdue without permission. You agree to return vehicle in the same condition as it was received, excluding normal wear and tear. Depending on local conditions, a cleaning and/or waste tank evacuation fee may be assessed at vehicle return. You will also pay for damages or loss of equipment. There are no refunds for early returns.

PARKING/TRAFFIC VIOLATIONS

You are responsible for reporting and payment of all parking/traffic violations at rental return. Your credit card will be charged for any charges/fines/penalties issued to Cruise America in addition to an administrative fee of up to \$250 as a result of your not reporting a parking/traffic violation at return.

RETURN TRANSFERS

Transfers are not included in your prepaid rental charges. Return transfers are your responsibility. Only with pre-purchase of Early Bird Departure Special are return transfers to designated hotel areas or airport included with the fee. A late return will void our responsibility to you for return transfers. Return transfers are normally accomplished up to 4:00 PM.