

Taking possession of our Motorhome implies full acceptance of our general rental terms and conditions.

1) USE OF MOTORHOME : The customer agrees that the use of Motorhome is expressly limited and restricted to the customer or such authorised operators as provided in this agreement. The Motorhome must only be used on a surface which is sealed.

The driver must NOT:

allow or permit the Motorhome to be used for any illegal purpose, race, contest or performance test of any kind;
allow or permit the Motorhome to be used to tow or push anything, sublet or let the Motorhome on hire to any other person;
carry more passengers than may be properly accommodated by the seat belt restraints provided in the Motorhome, or carry a greater load than that for which it was built;
be under the influence of alcohol, drugs or have a blood alcohol content that exceeds the legal limit in the Country, State or Territory in which the Motorhome is driven;
or refuse to take a breath or blood test in the Country, State or Territory in which the Motorhome is driven;
allow the Motorhome to be used to carry passengers for payment of any kind;
use the Motorhome when it is damaged or unsafe;
transport any animal inside the Motorhome [except with the permission from the Owner]. An additional Motorhome cleaning charge may apply.
operate or permit the Motorhome to be operated in breach of any legislation, regulations, rules or by laws relating to road traffic and use.

2) THE MOTORHOME : the customer agrees that he has examined the Motorhome hired and that it is undamaged and in good condition and repair, mechanically and otherwise, except as may be specifically noted on the Motorhome check out form. The customer shall not disconnect or/and tamper with speedometer and if the same show signs of having been tampered with or disconnected, customer agrees that he shall pay AVIS CAR-AWAY for the said Motorhome of the stated rate on the basis of four weeks of rental.

The customer must:

maintain all of the Motorhome's engine and brake oils and engine coolant levels to the manufacturer's specifications and ensure that the tyres are maintained at the manufacturer's recommended pressure as provided in the Motorhome manual;
keep the Motorhome locked and the keys under his/her personal control at all times and produce such keys if the Motorhome has been stolen;
comply with any applicable seat belt & child restraint laws; and
generally do all things necessary to keep and maintain the Motorhome in its current state and condition. (fair wear and tear excepted).
The customer must not arrange or undertake any repairs or salvage to the Motorhome (whether because of an accident or breakdown) without the express written authority of Avis Car-Away except to the extent that the repairs or salvage are necessary to prevent further damage to the Motorhome or other property in which case he/she must first attempt to contact Avis Car-Away by phone to inform them of the steps he/she is intending to take and obtain approval to those steps. Avis Car-Away will only reimburse the customer for the cost of such authorised repairs or salvage if he/she keeps and produces to Avis Car-Away the original receipts for those repairs or salvage. The customer may be held responsible for mechanical damage resulting from negligent use of the Motorhome or failure to effect normal maintenance.
The customer is also responsible for purchase of fuel, including return of the Motorhome with a full fuel tank. The Motorhome is supplied with two gas bottles : one is full, one is half full. There is no charge for the first two gas bottles. Any extra bottle bought by customer during rental period remains at his expenses.

3) INSURANCE : All the drivers must be approved by AVIS CAR-AWAY, be at least 20 years old and have already held a full domestic driver's licence for at least one year. Your driver's licence must be written in English or is an international driver's licence translated in English/French. AVIS CAR-AWAY Motorhomes are insured against damage to Motorhome from accident, fire or theft and third part claim, subject to a 2,000 Euro excess clause per occurrence. This guarantee is effective in the majority of Western Europe countries. In the event of loss or damage to Motorhome while on rental, the customer's responsibility is limited to a maximum of 2,000 Euro. (see exclusions) With the purchase of Collision Damage Waiver (CDW), the customer's responsibility is reduced from a maximum of 2,000 Euro to 300 Euro per occurrence. (see exclusions)

Exclusions : Damages due to frost, or/and to the interior of the Motorhome, radio, windows, windscreen, tires, repair kit, TV, GPS and personal belongings are not covered by the insurance, even with the purchase of CDW.

Note that even with the purchase of CDW, customer's responsibility is not limited to 2000 euro in case of damages caused to the roof, or by striking overhead objects = Customer's responsibility is unlimited.

4) ACCIDENT : If you are involved in an accident with another vehicle, fill out the accident report : take down circumstances, date, place, name of any witnesses, third part name, insurance company and policy.
Use the original accident report – in French - which is in your user's manual. Do not use the copy in English.

In addition to any repairing cost or charge, the Renter is liable to pay Avis Car-Away the 40 Euro accident administration fee. (per accident). If the renter is not responsible, that amount will be refunded.

5) BREAKDOWN : The customer is strongly recommended to purchase a Breakdown insurance. AVIS CAR-AWAY will be pleased to provide policy details on request, should the customer not have his own cover.

6) THEFT : In case of the theft of the motorhome, it is mandatory to fill a complaint with the authorities within 48 hours of the theft. Hand in the complaint form receipt with the keys of the vehicle. The customer may be held fully responsible if keys are not returned.

The customer agrees to pay the full cost of replacing all contents supplied by Avis Car-Away (including but not limited to; radio, GPS units and keys). Personal belongings are not covered by Avis Car-Away.

7) RESERVATION - CANCELLATION : If the case of cancellation, the following conditions apply : from the date of reservation to the 45th day before departure : 50 Euro, from the 45th to the 30th day before departure : 30% of the total cost is charged, from the 29th day to the departure date : 100% is charged.

8) DEPARTURE FORMALITIES : Upon arrival, the renter should expect to fill out a rental contract, to leave a 2,000 Euro security deposit - we only accept credit card (VISA, MASTERCARD or AMEX) -, to show a valid driver's licence and to inspect the Motorhome before leaving.
Should for reasons beyond our control a Motorhome not be available on the book date, our liability is limited to a refund for hire days lost.
Departure time is imperative and is noted down in customer's contract .

9) SUBSTITUTIONS : AVIS CAR-AWAY will make every effort to provide the Motorhome model requested. We reserve, however, the right to substitute a similar Motorhome with variations in layout and specifications from that published.

10) EXTENSION OF HIRE : The duration of the contract is imperative. We will be pleased to extend your hire period if required, subject to availability of Motorhomes. Please phone for advice of additional hire costs, which are required to be paid in full, prior to commencement of the extended period.

11) RETURN FORMALITIES : The customer must return the Motorhome to Avis Car-Away to the place, on the date & by the time shown on the contract in the same condition as it was at the commencement of the Rental Period (subject to fair wear and tear). If the Motorhome is returned outside the hours of operation, the customer will be deemed to have returned the Motorhome to Avis Car-Away only when Avis Car-Away takes possession of the keys to the Motorhome. (Please obtain the hours of operation from our counter staff). The rental charges will continue and the customer will be responsible for the Motorhome until such time as the Motorhome is deemed to have been returned. The customer must pay all additional rental charges details of which are available upon request. The customer will be asked to inform AVIS CAR-AWAY of any accidents during the rental period. The customer must ensure the Motorhome is in a reasonably clean and tidy condition with chemical toilet and wastewater tank empty. Otherwise, the customer must pay a sum of 100 Euro for cleaning not including any repair not covered by the insurance. AVIS CAR-AWAY can not be held responsible for loss, damage or destruction of any property carried on the Motorhome.

If the customer returns the Motorhome with less fuel than it had when he/she rented it, he/she must pay all the refuelling charges.

12) EARLY RETURN : No reimbursement will be given if the customer returns the Motorhome before the date mentioned in the rental contract.

13) LATE RETURN : If you will be late in returning, advise us immediately. Failure to advise will result in prosecution for driving whilst uninsured. An additional hire charge of 1 day' hire cost will be payable for each 4 hours' delay. Should no notice given, the Motorhome will be considered missing if not returned on time. In addition, the Motorhome will be no more covered by AVIS CAR-AWAY insurance.

14) PAYMENT OF CHARGES : At the end of the Rental Period, the customer must pay Avis Car-Away on demand:

- any amount paid or payable by Avis Car-Away or payable by the customer arising out of his/her use of the Motorhome or imposed on the customer or Avis Car-Away by governmental or other competent authority (such as speeding, road toll, parking and traffic fines). **In addition to any penalty or fine, the Renter is liable to pay Avis Car-Away the 20 Euro infringement administration fee.**

- any amount for which the renter is liable to Avis Car-Away under the Rental Agreement, in respect of a breach of the Rental Agreement or for damage or loss to the Motorhome or third party property.

The renter authorises Avis Car-Away to charge all moneys payable to Avis Car-Away under the Rental Agreement to his/her credit card for any extension of the original contracted rental period, or damage detected upon return of the Motorhome. Any existing damage will be noted in Part A of this Agreement. If the Motorhome is returned with any additional damage Avis Car-Away will charge his/her credit card with the damage.

15) LOST ITEMS : If you need to contact Avis Car-Away regarding any lost items, please call the location where you returned the motorhome. However, please note that Avis Car-Away accept no liability for items left in the vehicle at the end of the rental.

These terms are null and void for any drunken driver or any driver who has given false information