Name: _____

Vehicle#: _____

Reservation#: _____

Dear customer,

The ROAD BEAR RV Team wishes you a relaxing vacation and kindly asks you to read the following information carefully:

1. Please make sure that all damages (incl. windshield), scratches, dents etc. are marked on the **damage report form** in order **not to be charged at drop off!**

2. **Liability insurance**: If the Renter is at fault the liability policy will protect the Lessor for up to US$ 1 Million and all authorized drivers listed on the rental agreement (minimum age 25) to Statutory Limits required by the state. By purchasing optional **SLI-Insurance** the liability coverage increases to US$ 1 Million for bodily injury- and property damage claims against the Renter.

   VIP-Coverage (included in the daily rental rate) reduces the deductible for theft and accidental damages (also if Renter is not at fault) to US$ 750.00 (exceptions: "damages not covered"). Personal contents are never covered.

   If the Renter's motor home vacation is interrupted by an automotive mechanical breakdown (not accidental or caused by renter) for more than 12 working hours after reporting such incident to Road Bear RV, the Renter will be reimbursed for the greater of: (1) the gross daily rate or: (2) expenses for hotel rooms up to US$ 25.00 per person per night and car rental up to US$50.00 per day per motor home to a maximum of US$1,500.00 per trip. Receipts for all incurred expenses must be presented for a refund. Radio, TV / VCR / DVD / CD / Cassette Tape, generator, air conditioning, refrigerator, furnace, cruise control, awning, slide-out malfunction, etc. are not considered to be mechanical breakdowns and excluded.

   Non-covered Damages: 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:) accidents occurring off road; (ii) accidents occurring while backing up; (iii) damages above windshield caused by striking overhead objects, undercarriage damage (including tires and wheels); (iv) all damages caused to awning or by misuse of slide-out; (v) damage caused by freezing or overheating of the vehicles systems. (It is not permitted to fill the water/waste tanks if temperatures are below freezing). Deliberate or willful damage caused by renter or guests, damages to the interior of the vehicle, failure to maintain all fluid levels, driving under the influence of alcohol, drugs or other controlled substance, traveling in restricted areas, carrying more passengers than having seatbelts, failure to use specified fuel, exceeding the load carrying or tow capacity of the vehicle. Operation of the vehicle by anyone under 25 years of age unless approved by Road Bear RV. The rental agreement contains further terms & conditions and has priority over this form.

3. Please call the police in case of an **accident** (for emergencies dial 911) and have them take a report. Request the officer's name, ID- and case number. The accident report form in the rental vehicle has to be completed by the Renter and documented with pictures of the scene if possible. Road Bear RV has to be contacted within 24 hours (**Emergency # 1-888-832-4080**). **For accidents not reported on time or if no police report can be provided, the insurance has the right to decline coverage.**

4. **Prohibited are driving** to and through **Death Valley** from June 15th to September 15th and to **Mexico** at all times. The inner city of New York, Montreal and Quebec Cities in Canada are prohibited and restricted year round as well.

5. **Maintenance and repairs**: An oil change is required every 5000 miles driven after pick up. Repairs over US$ 50.00 need prior authorization by ROAD BEAR RV. Non-authorized repairs or repairs without a receipt will not be reimbursed.

6. **Vehicle return and transfers:** The vehicle has to be returned between 8:00 and 11:00 am **(10:30 am for the shuttle transfer)**, clean inside, waste water tanks emptied and the gasoline- and propane tank full to prevent being charged additional fees posted at the stations. No complimentary transfer will be provided to the airport or hotels after 11:00 am.

7. **Parking citations and other traffic violations** have to be paid at drop off. With your signature you authorize ROAD BEAR RV to charge your credit card plus an additional handling fee of US$ 100.00 per incident for all tickets not paid at vehicle drop off.

8. **Luggage**: Road Bear RV does not assume liability for any lost or stolen property.

9. Sorry, **no refunds** for unused rental time and/or prepaid miles.

10. **Other Restrictions:** Smoking and pets are not allowed. (Minimum penalty: US $250.00 plus applicable damages)

Read and agreed:

Date: _____ Signature: _____