



Frequently Asked Questions

Q: Can I pick up my motorhome on the same day that I fly into my pick up city? A: You cannot pick up your motorhome the same day as you arrive from an international flight. We strongly recommend that you spend your first night in your pick up city in a hotel. No transfers are offered by El Monte RV for same day flight arrivals.

Q: How do I get from my hotel to the El Monte RV rental depot? A: A standard transfer (from designated hotels) to the El Monte RV rental depot is available for our depot locations at Los Angeles, San Francisco, New York, Orlando, Las Vegas, Dallas, New York and Bellingham (Vancouver). For all other depot locations you will need to make your own way.

Q: Will the El Monte RV standard transfer service pick me up from any hotel? A: No, the El Monte RV transfer service will only pick you up from one of our designated hotels. Please refer to our El Monte RV pick up information for further details.

Q: What time will the El Monte RV standard transfer service pick me up? A: The El Monte RV shuttle will generally arrive at designated hotels between 10am and 2pm.

Q: If I want to make my own way to the El Monte RV rental depot (or if transfers are not offered at my chosen rental depot) what time can I pick my vehicle up? A: You would need to call the rental depot between 8.30 and 9.30am on the morning of vehicle pick up in order to determine the time of motorhome readiness. Motorhomes will generally be available for take over between 1pm and 4pm.

Q: Is it possible to have an early vehicle pick up? A: Yes – If you are picking up your vehicle from either our Los Angeles, Las Vegas, San Francisco, New York, Dallas or Orlando rental depots. For a surcharge per party we can offer a PAD (Priority AM Departure) transfer. This means that you would be picked up from one of our PAD designated hotels between 6:45am and 8am, and you would be guaranteed a departure ready motorhome by 12 noon. Please refer to our El Monte RV pick up information for further details.

Q: Will there be anyone at the rental depot to help me familiarize myself with my RV? A: Yes, you will receive a full orientation of your El Monte RV motorhome including maintenance and use responsibility. Orientation consists of a video in English, German, Dutch, French, Italian, Spanish or Japanese introducing general concepts of motorhome use, as well as a personal walk around the motorhome by a qualified instructor. Operator manuals are provided for you to take with you in English, Dutch, German, Italian, Spanish or Japanese.

Q: How long am I likely to be at the rental depot and what time will I be on the road with my motorhome? A: Once you have arrived at the depot you should allow 1-2 hours for rental contract processing and vehicle orientation. Please bear in mind that your time at the rental depot may increase significantly if the rental depot is experiencing a high volume of vehicle pick ups. In conjunction with the standard transfer your motorhome will generally be available for take over between 1pm and 4pm.

Q: Can I leave / store luggage at the El Monte RV depot? A: Luggage storage is available on a limited basis at our Los Angeles, San Francisco, Las Vegas, Bellingham (Vancouver), Dallas, Orlando and New York offices. However to facilitate pick up and drop off procedures, we recommend that you store your luggage in your motorhome. Soft sided or collapsible bags are best for storage. Please note that luggage capacity in the El Monte RV courtesy shuttles is limited and due to this you may need to store excess luggage or oversized items at your hotel and retrieve them later.

Q: Will I need to take my own bedding and kitchen equipment? A: No, we can include a personal convenience kit per person and a kitchen kit in your quote. A personal convenience kit includes items such as blankets, sheets, towels, pillows, cutlery, plate, bowl, glasses etc. A kitchen kit includes essential cooking and cleaning utensils.

Q: Can I rent a child safety seat from the rental depot? A: We do not provide child seats; you may bring your own or purchase one from a local store in the pick city.

Q: Is it possible to rent any other additional items from the rental depot? A: Yes, you can rent the following items which are available on a first come first served basis. Toaster \$8 per trip Coffee Machine \$10 per trip Folding chair \$12 each per trip Snow chains \$20 per trip (All of these prices are plus tax and subject to change & availability)

Q: What is the minimum driver's age to drive an El Monte RV? A: The renter (contract signer) and authorised drivers must be at least 21 years of age with a valid driving licence and identification from their country of residence.

Q: Is there a maximum driver's age to drive an El Monte RV? A: There is no maximum age limit, as long as you are still allowed to drive in your country of residence with a valid drivers licence.

Q: Is there a charge for additional drivers? A: There is no charge for additional drivers. All drivers must be present at the time of vehicle pick up and must sign the rental contract.

Q: Do I need an international drivers licence to drive an El Monte RV? A: An International Drivers Licence is recommended, though not required.

Q: What is the insurance excess / deductible? A: Vehicle Incident Protection (VIP) Insurance: - US\$1000 excess per occurrence provided certain exclusions have not occurred.

Public liability insurance / Supplemental Liability Insurance (SLI) - No excess applies when a claim is made by a third party, provided certain exclusions have not occurred.

Q: What deposit will I need to leave when I pick up my vehicle? A: You will be required to leave a US\$1,000 security deposit at the time of departure. It is a requirement that the deposit be guaranteed by a credit card with a sufficient credit balance to cover this amount (major credit cards only – no switch/solo/ debits cards accepted or cash or travellers cheques). The security deposit is automatically released upon completion of the return contract, provided that the rental vehicle is returned clean inside, undamaged and on time. Security deposit may be subject to change.

Q: Can I reserve a non-smoking vehicle? A: All units in our fleet are designated 'non-smoking'. El Monte RV requests that there be no smoking while inside any of our rental units. However, since we are not able to regulate this restriction while the unit is in the hands of our clients, we are not able to guarantee that any unit will have a history that is entirely free of smoking.

Q: Can I pick up my motorhome from one rental location and drop it off to another rental location? A: Yes if available, however a one way rental fee will be applicable and this will vary depending on the combination of pick up and drop off points. For example, the applicable one way fee for a Los Angeles pick up and a San Francisco drop off is US\$250 plus tax.

Q: How can I find details of campgrounds and do I need to pre-book? A: It is always wise to check on the availability of sites long before you begin your holiday. Campground sites at National Parks and other commonly visited tourist spots can sometimes reach capacity 5-6 months in advance. Not every Campground allows all sizes of motorhomes. Most sites that can accommodate large size motorhomes make a distinction between those that are up to 25 feet and those that are larger. Please keep this in mind when making reservations.

Please visit www.elmonterv.co.uk for more information and visit our campgrounds page.

Q: Do I have to stay in a campground? A: Since our motorhomes are self contained it would be possible to overnight anywhere; but it would not be legal. Motorhomes may only overnight at campgrounds or at roadside "Rest Areas" where allowed by law.

Q: What sort of fuel do your vehicles use? A: All of our motorhomes and their generators are powered by unleaded petrol engines. No claims are made as to fuel consumption. Fuel consumption will vary according to where and how the vehicle is driven.

Q: Will El Monte RV provide any Vehicle Support while I am on the road in my motorhome? A: Yes, a toll free number is provided for on the road assistance with problems, questions etc and is available during business hours, weekends and most holidays.

Q: Do I have to return my vehicle by a certain time? A: Yes, vehicles must be returned to the rental station between 8am and 11am. A minimum US\$50 per hour penalty will be charged for returns after 11am without prior authorisation from the rental station. Where offered, transfers are not available if motorhome is returned after 11am.

Q: What if I return the vehicle early? A: No refund for early return.

Q: Do I need to clean my vehicle before returning it? A: Yes, your motorhome must be returned in a clean condition or a cleaning fee will be estimated and charged. Clients should clear out anything that they have brought into the vehicle. Interior condition should be as it was at pick-up. There will be a flush out fee if the waste

and/or holding tanks have not been drained (valves open, cap off) by the renter prior to the motorhome being returned. Rental vehicles returning from special events, e.g. music festivals, race events may require additional cleaning.

Q: How do I get from the rental depot to the airport? A: A transfer from the El Monte RV rental depot to either our designated hotels or the airport departure terminals is available at Los Angeles, San Francisco, New York, Orlando, Las Vegas, Dallas and New York. From our Bellingham (Vancouver) depot we can transfer you to our Vancouver designated hotels or airport departure terminal.

Q: Delayed arrivals due to flight delays. A: If client picks-up later than the scheduled date of departure; there is no surcharge but there is also no refund.

Q: Do any of the vehicles have awnings? A: There are no awnings on the motorhome rental units and we do not carry awnings to rent. Awnings are either removed entirely or permanently locked so they cannot be opened.

Q: Are we able to hire Bicycles and accessories? A: No. We do not currently rent bicycles or racks. Many campgrounds offer bike rental.

Q: Fixing child seat to El Monte Vehicles. A: The driver's seat and the front passenger's seat both have 3 point seat belts. No other seat in the vehicle has a 3 point seat belt, they only have 2 point seat belts. There is no seat between the driver's seat and the front passenger's seat. The child safety seat should not be placed in the front passenger seat. The best place to secure a child safety seat is the forward facing couch in the dinette area - which has lap belt style safety restraints. There are no Federal laws regarding child seats.

Q: What is the size of Generator Output for recharging toys and mobile phones in the vehicle? A: The Generator's Output is 30-45 amps. If the campsite has electrical hook-up with a choice of 30 amps or 50 amps then they should choose the 30 amps. The motorhome has a 12 volt power outlet in the driver's cabin. The motorhome also has two separate 110 volt Power Outlets for use during hook-up. We do not carry adaptors to convert 220v (European style) onto 110v (American style). The staff at the rental counter may be able to provide directions to where one can be purchased.

Q: What is winterisation? A: Winterization is a process whereby water is replaced with antifreeze to prevent the water systems from freezing. As a precautionary measure, El Monte RV rental offices located in areas where the temperature is likely to reach freezing will winterize the motorhomes whilst they are unused at the depot. Vehicles may also need to be winterised whilst travelling.

Q: Music - Radio / CD / Cassette A: All motorhome units come equipped with AM/FM Radio and Cassette or CD player (mostly CD). This feature varies year by year, model by model and manufacturer by manufacturer. Those vehicles with cassette players and those with CD players will vary. We cannot guarantee a specific vehicle.

Q: Do the motorhomes have a TV? A: Only the CS30, AS32, FS31, AF34 and AB35 have a TV, you may need to improve the signal by hooking up to TV cable at the campground or use the roof antenna (full details in motorhome manual).

Q: Do the motorhomes have DVD Player? A: None of the motorhomes have a DVD player.

Q: Satellite Navigation (GPS). A: Available at our Dallas, Las Vegas, Los Angeles, New York, Orlando and San Francisco. Customers will be required to leave a security deposit for the GPS unit.

Q: Can we bring our pet dog/cat? A: Animals are allowed. Customers are responsible for all damage and may be surcharged if special cleaning is needed.

Q: What storage facilities are there in the vehicle? A: All of our motorhomes have some on-board storage. Motorhome units vary in the amount of external storage space that is available. This ranges from as few as one external storage compartment with only 8 cubic feet of space up to 5 external storage compartments, some with up to 24 cubic feet of space. In general, the greater the length of the motorhome, the greater storage space available in both number and volume of external storage compartments.

Q: What type of MPG do the vehicles have? A: Our motorhomes run at around 6-10 miles per gallon, fuel consumption will vary according to where and how the vehicle is driven.

All information is supplied as a guide and subject to change without notice.