



El Monte RV Frequently Asked Questions

Q: Can I pick up my motor home 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 will be included in your motor home quote. (This is only available at Los Angeles, San Francisco, New York, Las Vegas and New York. There is a surcharge if you require a transfer from designated Vancouver area hotels to our Bellingham, WA rental depot)(ask us for details).

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. We can advise you which hotels these are.

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 no later than 9am on the morning of vehicle pick up in order to determine the time of motor home readiness. Motor homes will generally be available for take over between 1pm and 5pm.

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 or Orlando rental depots. For a surcharge per party we can offer you what we call a PAD (Priority AM Departure) transfer. This means that you would be picked up from one of our PAD designated hotels between 7:15am and 8am, and you would be guaranteed a departure ready motor home by 12 noon.(see quotation for 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 motor home including maintenance and use responsibility. Orientation consists of a video in English, German, Dutch, French, Italian, Spanish or Japanese introducing general concepts of motor home use, as well as a personal walk around the motor home 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 motor home?

A: Once you have arrived at the depot your paper work should take approximately 20-30 minutes to process, the video should take approximately 20 minutes and the orientation tour should take approximately 30-45 minutes. 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 motor home will generally be available for take over between 1pm and 5pm.

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, 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 motor home. 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 will 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

Iron & board \$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 drivers 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 drivers 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\$700 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\$700 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). 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: There are no units designated in our fleet specifically as "Smoking" or "Non-Smoking". El Monte RV requests that there be no smoking while inside any of our rental units as it greatly increases the amount of time it takes for our staff to sufficiently clean and aerate the unit and items for the next party's use. 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 motor home from one rental location and drop it off to another rental location?

A: Yes, 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\$200 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 motor homes 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 motor homes are self contained it would be possible to overnight anywhere; but it would not be legal. Motor homes 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 motor homes 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.

Q: Do I need to clean my vehicle before returning it?

A: Yes, your motor home must be returned in a clean condition. A cleaning fee will be estimated and charged at \$50 or more per hour if El Monte RV determines, in its sole and absolute discretion, the rental vehicle has not been returned in a clean condition. Clients should clean 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 motor home being returned.

Q: How do I get from the rental depot to the airport?

A: A standard transfer from the El Monte RV rental depot to either our designated hotels or the airport departure terminals will be included in your motor home quote. (This is not available for vehicle drop offs in Albuquerque, Denver, Miami or Salt Lake City – you will need to make your own way from these rental depots. There is a charge, if you require a transfer from our Bellingham, WA rental depot to designated Vancouver hotels or the airport departure terminals).

Q: How long does the Orientation take?

A:

- 1) Paperwork (20-30 Min) .Operations manual provided for clients to take with them
- 2) Video introducing general concepts of motorhome travel including maintenance, use and responsibility (20 min's)
- 3) Orientation Tour with personal instructional walk around of motorhome by a qualified instructor (30-45 min's)

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 Drivers seat and the Front passengers 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 Drivers seat and the Front passengers seat. The child safety seat should not be placed in the front passenger seat. With the exception of the C22 and CS30, all of our units have a seat directly in back of the passenger seat. This is the best place to secure a child safety seat.

The best place to secure a child safely seat in the C22 or CS30 is the couch - 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 if I return the vehicle early?

A: No refund for early return. Customer can book for a shorter time period and extend while they are on the road. This will usually be more expensive because we will charge the retail local domestic rates.

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:Music - Radio / CD / Cassette

A: All motor home 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:Can we bring our pet dog/cat?

A: Animals are allowed, the charge is a \$50.00 non refundable pet fee. Customers are responsible 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, the greater the amount of storage space in both number of external storage compartments as well as the total volume in each compartment.

Q:What type of MPG do the vehicles have?

A:

- C22: 8 - 10 mpg (23 – 29 1/100km)
- C25: 7 - 9 mpg (26 – 33 1/100km)
- C28: 6 - 8 mpg (29 -- 39 1/100km)
- CS30: 6 - 8 mpg (29 – 39 1/100km)
- AS32: 6 - 8 mpg (29 – 39 1/100km)

These figures are approximations US Gallons.