CLIENT ESSENTIAL NOTES EFFECTIVE FOR DEPARTURES 2027

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, please note some locations close earlier, therefore please call a few days in advance to arrange your departure time 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 – AM ADVANTAGE (EBAM – 1st APRIL ONWARDS)

With the pre-purchase of the AM Advantage option, you must call the Rental Center a few days before you are scheduled to travel/depart in order to confirm a pick up time between 9.00am and 12.00pm

GETTING TO THE RENTAL CENTER – EARLY BIRDERS (EBDS)

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/EBAM 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 but it is advisable to watch these prior at www.rvcheckin.com.

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. The valid credit card used for the security deposit must match the name of the card holder and name of the lead passenger on the booking (who should also hold and present a valid driver's license). Please note Cruise America and Cruise Canada DO NOT accept Digital Driver's Licenses for the purpose of renting our vehicles.

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
Renter Assistance Guide 25ft.
25ft. Water Hose
20ft. Sewer Hose
K.O.A. Value Card
Power Cord
RV Toilet Paper

VEHICLE PROVISIONING KIT – OPTIONAL ITEM:

Cookware
Cooking Spoon
Spatula
Pouring pot
Broom
Matches
Soup Spoons
Dinner Fork
Steak Knives
Colander
Tongs
Coffee Filter
Mixing Bowl
Can Opener
Soup Bowls
Teaspoons
Dinner Knives
Tumblers
Dinner Plates
Paring Knife
Carving Knife
Bottle Opener



PERSONAL KIT – OPTIONAL ITEM:

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



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/CAD 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 Arizona, California, Nevada, Washington, Oregon & Utah between the 25th August and 31st August 2027 inclusive.

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

ENVIRONMENTAL & PREPARATION FEE

There is a mandatory environmental surcharge of $9.95 & mandatory preparation fee of $50.00 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. The preparation fee covers the cost of supplies associated with preparing our vehicles for departure. Cruise America and Cruise Canada exclusively use high quality materials that exceed industry standards.

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

Surcharge of $5.34 per day, “Colorado Road Safety Fee” – Denver (DEN) bookings only. Surcharge only applicable for the first 30 nights.

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.

Mandatory surcharge of $2 per day for the first 29 days, Philadelphia (PHL)

Mandatory surcharge of $5.00 per day, Newark (EWR) rentals only. Surcharge only applicable for the first 28 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:

$0.39 Per Mile (USD) $0.39 per KM (CAD)

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

KIT CHARGES

Provisioning Kit $125 per kit (USD/CAD)
Per Person Kit $75 per kit (USD/CAD)

GENERATOR CHARGES

If you choose to operate the gasoline-powered 110-volt generator, extra charges will accrue at $3.50 per hour as determined by an installed running time meter. Or, unlimited usage may be prepaid or purchased at departure at a rate of $8 (USD/CAD) per rental day. The generator is not required for normal vehicle operation.

NOTE: In Canada, only the C30 has a generator. In the USA, the C21, C25 and C30 vehicles are equipped with a generator.

CAMPING CHAIRS

Camping chairs are available for $12 (USD/CAD) per RENTAL. 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 from $350 to $1,000 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:

TOLLS, FINES, AND VIOLATIONS

You are responsible for all tolls (including road, bridge, tunnel, and congestion charges), parking or traffic violations, fines, penalties, tickets, and related expenses incurred during the use or operation of the vehicle by you or any authorized driver.

TOLLSPOT

Cruise America/Cruise Canada offers an optional service called TollSpot that allows customers to use electronic toll lanes on highways, bridges, tunnels, congestion zones, and other tolled passages. All Cruise America/Cruise Canada vehicles are pre-equipped to electronically process tolls. Unless you directly pay the toll yourself, you will automatically opt-in to TollSpot and pay the fees described herein if you drive through an electronic toll.

TOLL ADMINISTRATOR

If you use TollSpot, a third-party toll program administrator (“Toll Administrator”) contracted by Cruise America/Cruise Canada, the Toll Administrator will process and charge your credit or debit cards for all electronic tolls incurred during your rental term, along with applicable service fees. These fees apply to both U.S. and Canadian toll charges. You agree that Cruise America/Cruise Canada may share your personal information, including your address, credit or debit card details, and rental information, with the Toll Administrator and any relevant government authority or their agents for toll processing purposes. You authorize the Toll Administrator and Cruise America/Cruise Canada to charge your credit or debit card for tolls, fees, and administrative costs associated with TollSpot. The Toll Administrator may contact you directly regarding TollSpot fees, which may take 4–8 weeks after your rental concludes to appear on your credit or debit card. You agree to indemnify and hold harmless Cruise America/Cruise Canada, the Toll Administrator (TollSpot), and any authorized agents for fines, charges, or administrative fees incurred from toll violations for which you are liable.

NOTICE REGARDING TOLL AND FINE PROCESSING FEE

The amount of the service fee which you will be charged if Cruise America/Cruise Canada and Tollspot, is required to pay for such an infraction or toll occurrence is up to **$5.00** per toll occurrence or citation, not to exceed **$19.95** per rental. If you do not incur tolls or fines during the rental period, you will not be charged this fee.

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 $19.95 per occurrence.

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.

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, times may vary as some locations close earlier. 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/AM ADVANTAGE

With pre-purchase of Early Bird Departure Special OR AM Advantage, vehicle departure time runs between 9:00 AM (0900 hours) and 12:00 PM (1200 hours).

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 (800) 334-4110 or text 480-470-6583 or WhatsApp 480-605-2921 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/COLLISIONS

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 or text 480-470-6583 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.

These provisions provide up to $30 (USD/CAD) per day per person for lodging and up to $30 (USD/CAD) per day per party for transportation expenses. Total provisions are limited up to $3,000 (USD/CAD) per tour. You must present all receipts for a refund of expenses.

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 $3,000 (USD/CAD) 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 $3,000 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 $3,000 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.

Exclusions Apply: Non-Covered Damage includes:

- **Damage to the interior of the Vehicle**
- **Damage caused while reversing or backing up the vehicle**
- **Damage caused by striking overhead objects**
- **Damage caused by incorrect fueling or filling of potable water tank (e.g., wrong fuel, fuel in water tank, water in fuel tank)**
- **Damage caused by freezing**
- **Damage caused by Prohibited Use of the Vehicle as outlined in the Rental Agreement.**

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 PROTECTION (OPTIONAL) USA ONLY

What is Supplemental Liability Protection (SLP)?
SLP is an optional coverage for renters of vehicles, in this case, RVs from Cruise America. It offers additional liability coverage beyond the basic liability limits that come standard with the rental. Here's what it covers:

Excess Liability: SLP covers the difference between the basic liability coverage provided by Cruise America and up to a $300,000 limit for damages related to bodily injury (including death) and property damage to third parties.

Uninsured/Underinsured Motorist Protection: It also covers damages caused by drivers who are uninsured or underinsured, up to the $300,000 limit, filling the gap between the statutory minimum and the limit of the SLP coverage.

Electing Coverage: SLP can be pre-purchased or directly at the rental counter. Clients can also choose to add SLP coverage when they sign their Rental Agreement.

Cost: The cost of SLP is based on a nightly fee, applied to each full or partial night of the rental. The nightly fee for the SLP is $19.95.

Not Mandatory: Purchasing SLP is optional and is not a requirement for renting an RV from Cruise America.

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:

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

PRIMARY COVERAGE CANADA RENTALS

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 – 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 Primary Coverage Insurance up to $1,000,000.
- Vehicle Damage/Loss Per occurrence or incident, only $3,000 of responsibility. You are covered for amounts in excess of $3,000 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.

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