



Avis Caraway Motorhomes France Terms & Conditions

RENTAL RATES

Our rates include:

- Tax (VAT = 19,6%)
- Comprehensive Insurance (see Insurance)
- Guaranteed newer vehicle not older than two model years (2007 or 2008 models)
- Unlimited mileage
- Vehicle kit (water hose, jerry can, electric cord, broom + dustpan, clothes hangers)
- Cooking utensils
- Tourist information (road maps, list of campgrounds, map of Aires de services [service areas])
- Regional suggested itineraries (Brittany, Loire Valley-)
- Outdoor cleaning after return

Trips overlapping seasons are charged in the appropriate seasonal rate for each day of travel. Special long term rental rates on request (35 days or more).

-Minimum charge is 7 days.

Even if the motorhome is needed for a shorter period, we will charge 7 days.

EXTRA CHARGE

Handling and preparation fee (100 €)

It includes first bottles of propane and first bottle of toilet chemicals.

HANDLING FEE IS MANDATORY AND MUST BE PREPAID.

OPTIONAL ITEMS

If applicable, options 1, 2 and 3 must be pre-paid

1. PRIVATE TRANSFER OE (PARIS ONLY - OTHER LOCATIONS ON REQUEST)

Tour operators are requested to report at the time of booking or not later than 7 working days before pickup date arrival details or hotel address and how many people are in customer's party.

DUE TO TOO MANY LAST -MINUTE CHANGES, ONLY PRE-PAID TRANSFERS WILL BE ARRANGED.

In the event a client who has pre-paid a transfer takes a regular taxi or public transportation, there will not be any refund. Transfers must be confirmed at least 7 days in advance.

TRANSFER ON ARRIVAL DAY

We can arrange transfers to our location from:

- CDG and ORLY Airports
 - EUROSTAR Terminal (Paris Gare du Nord - Train Station)
 - Other Paris Train Stations
 - Paris Downtown hotels
 - In case of airport transfers, we do need all flight details to arrange them: hour of arrival, flight number and departure place. (Ex: Flight BA 308 from London - 12h30)
 - In case of transfer from a Train Station, we do need all train details to arrange it: hour of arrival, train number and departure place. (Ex: Eurostar 1212 from London - 08.55)
 - In case of transfer from a hotel, we do need hotel details (name, address and telephone)
- Transfers are possible from 08:00 to 15:00. Due to potential traffic problems beyond our control, precise pick-up and departure times cannot be guaranteed.

TRANSFER ON LAST DAY

We can arrange a return transfer to a hotel, a train station or an airport

THIS TRANSFER CAN BE PRE -PAID OR PAID LOCALLY. TRANSFER MUST BE ARRANGED WITH THE CLIENT.

TRANSFER COST

Transfer for up to 4 persons (from CDG or ORLY airports, Eurostar Paris Gare du Nord, Hotel-) 80 €

Transfer for 5 persons (from CDG or ORLY airports, Eurostar Paris Gare du Nord, Hotel-) 90 €

Transfer for 6 or 7 persons (from CDG or ORLY airports, Eurostar Paris Gare du Nord, Hotel-) 120 €

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Transfer for up to 4 persons with up to 4 bikes (regular taxis do not accept bikes) 120 €

Transfer for 5 persons with up to 5 bikes (regular taxis do not accept bikes) 150 €

Transfer for 6 or 7 persons with up to 6 bikes (regular taxis do not accept bikes) 200 €

Other special transfers (such as clients with windsurf or special luggage, or transfers from BEAUVAIS Airport) must be notified upon booking and will be charged accordingly.

Airport Meeting points:

CDG OE Terminal 1 Outside, at Exit 8 OE Arrival I level

CDG OE Terminal 2 Avis desk OE iele boutiqueirel. level

CDG OE Terminal 3 Exit gate (just after the custom)

Orly Airport Exit gate

2. CANCELLATION INSURANCE = + 5% of daily rental rate. MUST BE PAID ON RESERVATION

When subscribed, except insurance premium, there is no cancellation fee, whenever the cancellation is notified.

3. ONE-WAY (on request only) (no minimum period required)

No one-way between Continent and Corsica - Other one -way are possible - on request

4. CDW INSURANCE = 15 € per day (minimum charge = 105 €)

With the purchase of Collision Damage Waiver (CDW), the client's responsibility is reduced from a maximum of 1,800 € to 300 € per occurrence. (See exclusions)

5. PAI OE 24 HOUR BREAKDOWN INSURANCE = 6 € per day Assistance to passengers and vehicle in case of mechanical breakdown or non responsible accident. Towing costs, lodging (with a limit of 38 € per person per day), other transportation or repatriation to departure location are covered by this insurance. This is valid in countries listed in insurance green card. Radio, air conditioning, refrigerator, propane-gas and 12 volt-appliances malfunctions are not considered to be mechanical breakdowns.

6. BEDDING KIT = 30 € per person

1 kit = 2 sheets / 1 pillow / 1 pillow case + 1 blanket

7. PORTABLE GPS = 10 € per day (PARIS WEST OE RUEIL MALMAISON ONLY)

It covers Europe. An additional security deposit of 650 € is requested.

8. BIKE RACK = 3,50 € per day (can hold up to 3 adult bikes) MAX. CHARGE = 75 €

9. FOLDING PICNIC TABLE = 3,50 € per day MAX. CHARGE = 75 €

10. BABY SEAT = 3,50 € per day MAX. CHARGE = 75 €

INSURANCE

PUBLIC LIABILITY: (INCLUDED IN DAILY RATE)

Public liability insurance protects AVIS CAR-AWAY for 760,000 € in case of fire or explosion. Public liability is unlimited in case of accident.

BASIC COVERAGE: (INCLUDED IN DAILY RATE)

All the drivers must be approved, be at least 20 years old and have already held a full domestic driver's license for at least one year. International driving license is not mandatory. No charge for additional driver.

AVIS CAR-AWAY vehicles are insured against damage to vehicle from accident, fire, theft, vandalism and third part claim, subject to a 1,800 € excess clause. In the event of loss or damage to vehicle while on rental, the client's responsibility is limited to a maximum of 1,800 € per occurrence.

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With the purchase of Collision Damage Waiver (CDW), the client's responsibility is reduced from a maximum of 1,800 € to 300 € per occurrence.

This guarantee is effective in the majority of western countries :

France	Austria	Switzerland	Belgium
Germany	Netherlands	Italy	Spain
Portugal	United Kingdom	Ireland	Luxembourg
Norway	Sweden	Finland & Denmark	Greece
Hungary	Poland	Czech Republic	Croatia
Slovenia	Latvia	Lithuania	Estonia

Other countries in Eastern Europe on request.

Exclusions: Are not covered by our insurance, even with the purchase of CDW or PAI:

- Damages due to frost
- Damages to the interior of the vehicle
- Radio, tires and all glass damages (windscreen, windows)
- Theft of Personal belongings, or vandalism
- Electronic devices provided by Avis Car-Away (GPS OE TV)

Note that with the purchase of CDW, in case of damage caused by striking overhead objects and from backing up vehicle, the customer's responsibility is NOT reduced from 1800 € to 300 €.

CANCELLATION CONDITIONS

Cancellation Fees

In case of cancellation of confirmed reservations, charges will be billed as follows (if the cancellation insurance has not been taken): Cancellation fees take effect on receipt of your booking.

Outside 45 days prior to pickup	30% of rental
45 - 30 days prior to pickup	50% of rental
29 days or less prior to pickup	100% of rental
Amendment fee for each amendment	EUR 20 before documents issued
	EUR 39 after documents have been issued

CLIENT INFORMATION

first NIGHT ACCOMMODATION:

We strongly recommend our clients spend their first night in a hotel. (you may refer to our list of "Recommended hotels")

departure FORMALITIES: Allow approximately one hour for departure formalities

Normal pick-up time is between 09:00 to 11:00 and between 14:00 to 17:00.

NO DEPARTURE AFTER 17:00.

There is no refund if vehicle is picked up later than scheduled time.

Upon his arrival, the client should expect to:

- Show a valid driving license (domestic or international)



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- Leave a security deposit (1,800 €) OE credit card imprint VISA, MASTERCARD or AMEX not processed. This is to ensure vehicle is returned on time, complete with all equipment and in undamaged condition.
 - Watch a 10 minute video How to operate your motorhome (French or English). A bilingual Operator Manual is given to our clients. The vehicle is then inspected by AVIS CAR-AWAY and the renter who is asked to sign a Departure contract. The rental is thus open.
- We provide free storage for luggage or other valuables (plane tickets-). Not for One-Way rentals.

RETURN FORMALITIES:

Normal Return time is between 09:00 to 12:00 and between 14:00 to 17:00.

NO RETURN AFTER 17:00.

Penalties are charged for late returns without prior authorization.

There is no refund if rental is terminated by client before scheduled time.

- Toilet must be clean and empty
- Waste water tank must be drained
- Interior of motorhome must be clean (especially refrigerator, stove and shower)

INDOOR CLEANING CHARGES (100 €) MAY APPLY IF VEHICLE IS RETURNED NOT CLEAN.

- Diesel tank must be full (as it was on departure)

The security deposit is returned provided that the motorhome is undamaged and clean.

The vehicle is inspected by AVIS CAR-AWAY and the renter who is asked to sign a Return contract. The rental is thus closed.

MAINTENANCE AND USE RESPONSIBILITY:

Client is responsible for routine maintenance while travelling (coolant, oil, and tire pressure) as well as reporting mechanical failure immediately. Clients may be held responsible for mechanical damage due to negligence on operation and/or in performing normal maintenance.

SUBSTITUTION:

If, for any reason beyond our control, the reserved vehicle is not available, we reserve the right to Substitute a model of similar or higher rated vehicle.

RESTRICTIONS:

Travel to North Africa and to some East Europe countries is not permitted.

DAYS OF OPERATION:

AVIS CAR-AWAY is open Monday through Saturday; however, some depots are closed on Monday morning. All stations are closed on Sundays and for the following days (Bank Holidays):

CLOSED 2008 Jan, 01 Mar, 24 May, 01 May, 08 Jul, 14 Aug, 15 Nov, 01 Nov, 11 Dec, 25

MOTORHOME EQUIPMENT

VEHICLE KIT

- 2 bottles of propane gas (one full, the other one half full)
- 1 bottle of toilet chemicals
- 1 fire extinguisher
- 1 water hose
- 1 jerry can (20 litres)
- 1 electric cord + European adapter
- 1 broom + dustpan
- 5 clothes hangers
- 1 kit of spare fuses and bulbs
- 1 bilingual Users Manual

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1 map of Aires de Services (=service areas)

1 guide of selected campgrounds in France

COOKING UTENSILS + DISHES

6 plates 1 can opener

6 dessert plates 1 corkscrew

6 glasses 1 bottle opener

6 bowls or mugs 1 frying pan

6 knives 2 sauce pans

6 forks 1 salad bowl

6 spoons 1 platter

6 tea spoons 1 strainer

1 potato peeler matches

1 kitchen knife

BEDDING KIT

Additional charges

1 blanket

1 pillow

1 pillow case

2 sheets

MISCELLANEOUS

Additional charges / not all locations

Baby seat

Bike rack / bikes

Picnic folding table

Snow chains

GENERAL TERMS & CONDITIONS

Taking possession of our vehicle implies full acceptance of our general rental terms.

1) The customer agrees that the use of vehicle is expressly limited and restricted to the customer or such authorised operators as provided in this agreement.

2) THE VEHICLE: the customer agrees that he has examined the vehicle hired and that it is undamaged and in good condition and repair, mechanically and otherwise, except as may be specifically noted on the vehicle 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 vehicle of the stated rate on the basis of four weeks of rental.

3) FUEL - OIL - GAS: the customer is responsible to verify engine oil, water and coolant levels. He is also responsible for purchase of fuel, including return of the vehicle with a full fuel tank. The vehicle 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.

4) MAINTENANCE - REPAIRS: regular maintenance is at the expense of AVIS CAR-AWAY and is payable upon the customer's return and presentation of duly paid invoices (diesel excepted). The customer should call the rental station for authorisation of any repairs greater than 100 €. The customer may be held responsible for mechanical damage resulting from negligent use of the vehicle or failure to effect normal maintenance. There is no reimbursement for rental days lost.

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5) 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. AVIS CAR-AWAY vehicles are insured against damage to vehicle from accident, fire or theft and third part claim, subject to a 1,800 € excess clause. This guarantee is effective in the majority of Western Europe countries. In the event of loss or damage to vehicle while on rental, the customer's responsibility is limited to a maximum of 1,800 €. With the purchase of Collision Damage Waiver (CDW), the customer's responsibility is reduced from a maximum of 1,800 € to 300 € per occurrence.

Damages due to frost, or/and to the interior of the vehicle, radio, windows, windscreen, tires, GPS, TV, electronic devices and personal belongings are not covered by the insurance, even with the purchase of CDW. With the purchase of CDW, in case of damage caused by striking overhead objects and from backing up vehicle, the customer's responsibility is NOT reduced from 1800 € to 300 €. If you are involved in an accident with another vehicle, fill out the accident report: take down circumstances, date, and place, name of any witnesses, third part name, insurance company and policy. Should no notice given, the vehicle will be considered missing if not returned on time. In addition, the vehicle will be no more covered by AVIS CAR-AWAY insurance. These terms are null and void for any Drunken driver or any driver who has given false information.

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

7) RESERVATION: AMENDMENT - CANCELLATION: If the case of cancellation, the following conditions apply: from the date of reservation to the 45th day before departure: 30 €, 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) SUBSTITUTIONS: AVIS CAR-AWAY will make every effort to provide the vehicle model requested. We reserve, however, the right to substitute a similar vehicle with variations in layout and specifications from that published.

9) DEPARTURE FORMALITIES: Upon arrival, the client should expect to fill out a rental contract, to leave a 1,800 € security deposit - we only accept credit card (VISA, MASTERCARD or AMEX) -, to show a valid driver's licence and to inspect the vehicle before leaving. Should for reasons beyond our control a vehicle 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.

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 vehicles. 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 will be asked to inform AVIS CAR-AWAY of any accidents during the rental period. The vehicle must be returned on the date, and before the time, stated on the rental agreement. The customer must ensure the vehicle is in a reasonably clean and tidy condition with chemical toilet and wastewater tank empty. Otherwise, the customer must pay a sum of 100 € for cleaning not including any repair not covered by the insurance. AVIS CAR-AWAY cannot be held responsible for loss, damage or destruction of any property carried on the vehicle.

12) EARLY RETURN: No reimbursement will be given if the customer returns the vehicle 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.

14) TICKETS: AVIS CAR-AWAY is under no conditions responsible for speeding tickets, parking tickets or other infraction during the rental period.



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Acceptance

Taking possession of our vehicle implies full acceptance of our general rental terms. Floor plans and specifications are intended as a guide. Avis Car-Away cannot guarantee exact specifications and layouts. We reserve the right to substitute similar or higher-rated vehicles at no extra cost.

Departure formalities

Upon arrival, the client should expect to fill out a rental contract, to leave a security deposit, to show a valid driver's licence and to inspect the vehicle before leaving.

Licence

A full resident country driver's licence, held for at least one year, is to be presented at the time of rental. If the licence is not in English format, an international driver's licence is also required.

Departure hours

In order to insure the best service, we kindly ask you to respect our departure hours. Allow about one hour for departure formalities and to get familiarized with your motorhome.

PARIS WEST - NICE - AJACCIO

Monday to Saturday = 0900 - 1130 & 1400 - 1700

Sunday & Public Holidays = CLOSED

be aware that our locations are closed between 1230 and 1400.

PARIS SOUTH - LYON

Monday to Friday = 0900 - 1130 & 1400 - 1700

Saturday = 0900 - 1130

Sunday / Public Holidays = CLOSED

be aware that our locations are closed between 1230 and 1400

BREST - DIGNE - MARSEILLE - MONTPELLIER - TOULOUSE

Monday = 1400 - 1700

Tuesday to Friday = 0900 - 1130 & 1400 - 1700

Saturday = 0900 - 1130

Sunday / Public Holidays = CLOSED

be aware that our locations are closed between 1230 and 1400

Security deposit

The security deposit is only an imprint of credit card (VISA - MASTERCARD - AMEX). The amount is not debited. The Security Deposit is returned provided the vehicle is returned on time, undamaged, with a clean interior and with full fuel tank. We reserve the right to retain a 100 € cleaning fee if the vehicle is not returned with the interior in a clean condition. The toilet and waste water tank must be emptied prior to the return of the vehicle.

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Your Motorhome

Please note that reservations can only be made by motorhome group and not by specific models. Avis Car-Away reserves the right to substitute similar or higher-rated motorhome.

Return formalities

The vehicle must be returned on the date, and before the time, stated on the rental agreement. The customer must ensure the vehicle is in a reasonably clean and tidy condition with chemical toilet and waste water tank empty. Otherwise, the customer must pay a sum of 100 € for cleaning not including any repair not covered by the insurance. No refund for early return.

Return hours

PARIS WEST- NICE - AJACCIO

Monday to Friday = 0900 - 1200 & 1400 - 1730

Saturday = 0900 - 1200

NO RETURN ON SATURDAY DURING HIGH SEASON (JULY & AUGUST)

Sunday & Public Holidays = CLOSED

be aware that our locations are closed between 1230 and 1400

PARIS SOUTH – LYON

Monday to Friday = 0900 - 1130 & 1400 - 1700

Saturday = 0900 - 1130

NO RETURN ON SATURDAY DURING HIGH SEASON (JULY & AUGUST)

Sunday / Public Holidays = CLOSED

be aware that our locations are closed between 1230 and 1400

BREST – DIGNE - MARSEILLE - MONTPELLIER - TOULOUSE

Monday = 1400 - 1700

Tuesday to Friday = 0900 - 1130 & 1400 - 1700

Saturday = 0900 - 1130

NO RETURN ON SATURDAY DURING HIGH SEASON (JULY & AUGUST)

Sunday / Public Holidays = CLOSED

be aware that our locations are closed between 1230 and 1400

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.

Fuel, oil and gas

The customer is responsible to verify engine oil, water and coolant levels. He is also responsible for purchase of fuel, including return of the vehicle with a full fuel tank. The vehicle is supplied with two gas bottles: one is full, one is half

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full. Any extra bottle bought by customer during rental period remains at his expenses. In case of incorrect use of fuel, the hirer will be responsible for any associated cost.

Maintenance and repairs

Regular maintenance is at the expense of AVIS CAR-AWAY and is payable upon the customer's return and presentation of duly-paid invoices (diesel excepted). The customer should call the rental station for authorization of any repairs greater than 100 €. The customer may be held responsible for mechanical damage resulting from negligent use of the vehicle or failure to effect normal maintenance.

Reservation / Cancellation

The terms of payment are as follows: 30% upon reservation with a minimum of 200 €. The balance is to be paid 30 days before departure or else the reservation will be cancelled.

When cancellation coverage is subscribed, Avis Car-Away will reimburse the insured person for motorhome rental costs as a result of this rental being cancelled or curtailed due to:

1. Death, accidental bodily injury, or illness of:
 - o The insured person and/or any person with whom he/she has arranged to travel.
 - o Any close relative or business associate of the insured person or of any person with whom he/she has arranged to travel.
2. Others:
 - o jury service
 - o witness call
 - o Unemployment through redundancy, after the date of booking and before the commencement date of the motorhome rental.
 - o Pregnancy of the insured person and/or any person with whom he/she has arranged to travel.

Cancellation Insurance Premium is not reimbursed.

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 vehicles

Theft of motorhome

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.



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Responsibility

If the reserved vehicle is not available, Avis Car-Away reserves the right to substitute a comparable or superior vehicle at no extra cost to the client. Should a lower rated vehicle be offered, the responsibility of the rental company is limited to the refund of the difference in gross rates. This shall not constitute a breach of contract.

Violation of road regulations

Any responsible accident or accident due to violation of road/traffic regulations, and which prevents the car being used again, constitutes early termination of the rental agreement irrespective of which Insurance chosen.

In such a case, there is no refund for unused days and no exchange motorhome.

AVIS CAR-AWAY is under no conditions responsible for speeding tickets, parking tickets or other infraction during the rental period.

AVIS CAR-AWAY will supply your details to the authority levying such penalty and will provide you with a copy of any traffic violation notice.

A 30 euro administration charge for dealing with these matters will be charged.

Drivers Licence:

Driver's Licence Requirements for driving a Motor Home can change from Country to Country. It is your responsibility to ensure that your driver's licence permits you to take delivery of the size and weight of the vehicle you choose to hire and to drive in all the countries where you propose to travel.

PLEASE CHECK THESE REQUIREMENTS WITH THE RELEVANT COUNTRIES' EMBASSY, CONSULATE, OR TRAVEL OFFICE IN YOUR AREA, OR YOUR LOCAL MOTORING ORGANISATION.

NO REFUNDS FOR EARLY RETURN OF VEHICLE UNDER ANY CIRCUMSTANCES

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