4 Terms & Conditions

Availability, Booking System Priorities and One-Way Trips

After you register you have access to the Britz USA NET rates, availability checks, etc.

Vehicle availability can be checked and bookings can be placed

- Via API/XML[5],
- Our B2B portal online at motek.b2b.thlonline.com
- Via email to to@britz-usa.com

To check availability or place a booking we will need the following information:

- Pick-up and drop-off branches
- Pick up- and drop-off dates (minimum rental time as specified on the rate sheet)
- Name of main renter, the total number of travelers, and
- If available, arrival date and hotel information

If a vehicle is not available as requested, an alternative will be offered which is part of the Britz service proposition. Britz reserves the right to cancel any online booking within the following business day.

Availability in API/XML, Online Booking Engine and Stop Sales-List

The availability reflected in real time booking channels of API/XML and the online booking engine is more current and takes precedence over the Stop Sales-list. Please note that booking requests for groups or convoys of 3 or more vehicles travelling together are on request until confirmed by the reservations team.

One-way Trips

One-way trips are possible between our locations for a one-way fee as shown on the rate sheet. Availability can be checked through our booking system and is subject to availability. One-way availability checks and booking requests can be placed the same way as round trips (see above).

If you submit a booking request through the API/XML or online, the system will perform basic availability checks and either accept or deny the request. If your request is denied by the system, please contact our team to manually check availability and provide alternative options.

When you submit us a booking request online or via email, we either return you a booking confirmation or provide you alternative options.

Reservation Amendment, Cancellation, Unused Portion and “No Show”

Reservation Amendment

To make changes to your reservation, please send a written request to to@roadbearrv.com. We will confirm the changes in writing. If you request an amendment to your reservation up to 61 days before your scheduled pick-up, there is no fee. If you request an amendment within 61 days of your pick-up date, a handling fee of $50 will apply.

It's important to note that an amendment refers to minor changes, such as adding mileage or add-on items, adjusting the number of passengers, or changing the vehicle size or dates within one week of the original booking. Any major changes, such as changing the vehicle type, travel dates, location, or customer name, are considered as making a new booking. In this case, the original booking will be cancelled, and a new booking will be entered into our system, with applicable cancellation fees.

[5] We offer real-time API/ XML availability check and booking. If you are interested to work with us via XML access, please contact us at to@britz-usa.com.

Regardless of when a change of vehicle category, name, date(s) or location(s) is requested, this will result in the recalculation of the amount due. The rates and discounts applicable at the time of the revision will apply. For a request to change date(s) or location(s) less than 61 calendar days prior to the existing pick up date the cancellation terms in the next paragraph apply.

No name change is accepted when a surcharge, e.g. Holiday Surcharge, or an extended minimal nightly rent rule applies. Such name change will be handled according to the cancellation terms in the next paragraph and results in a new booking.

Reservation Cancellation

Every cancellation needs to be made in writing and will be confirmed by us in writing.

The cancellation fee will be calculated based on the business day Britz USA has received the cancellation:

- Minimum cancellation fee — US$ 100.00
- 60 calendar days or more prior to rental date — US$ 100.00
- 59 to 30 calendar days prior to rental date — 20% of the nightly rental charge minus any applied discount plus one-way fee if applicable
- 29 to 15 calendar days prior to rental date — 50% of the nightly rental charge minus any applied discount plus one-way fee if applicable
- 14 to 05 calendar days prior to rental date — 100% of the nightly rental charge minus any applied discount plus one-way fee if applicable
- 04 to 00 calendar days prior to rental date discount and “no show” — 100% of the nightly rental charge minus any applied plus season surcharge plus preparation fee plus one-way fee if applicable

Refund for unused portion of confirmed reservation

No refund will be given for delayed pick-ups / early returns, unused mileage or for “no show”.

Release of Vehicle after “no show”

If we are not able to establish communication with or hear from the client directly or the tour operator, we can re-use the unit in the afternoon of the 3rd calendar day whereas the pick-up day counts as the first calendar day.

Driver’s License and Age

The valid, original national driver's license is required and must be presented for each driver (no photocopies). In addition, we recommend that foreign customers have an international driver's license or an English translation of the license issued by their home country. All drivers must be at least 21 years old at time of the rental pickup.

Financials

Please contact usaccountsreceivable@thlonline.com for billing and statement related questions.

Bank information

Payments must be in U.S. currency or a check drawn on a North American bank payable to JJ Motorcars Inc. (dba Britz USA) or wired to:

Wells Fargo Bank
2030 Main Street, Ste. 900
Irvine, CA 92614

Account # 4121099261
Wire Routing ABA 121000248
Swift Code WFBIUS6S

Payment Due Date

Rental charges and other charges must be received **no later than 30 calendar days prior to vehicle pick-up**. Britz USA reserves the right to cancel the reservation when the payment is not received **in full** before or on the due date. In this case the cancellation fee schedule from above applies.

Bank Service Charges

All bank service charges are the customer's responsibility. We expect your payment 30 calendar days prior to pick-up in full. We reserve the right to charge a late payment fee or invoice you for any bank fees resulting from your payments.

Credit Card Payment

For payments of the reservation with a credit card, a 5% administration and processing fee is charged.

Customer Deposit at Pickup

Pease note that we authorize a deposit amount for all reservations based on credit card company rules. For your convenience, we have listed a few of our policies regarding cleaning and deposits below. We kindly ask our clients to return the vehicle with the interior clean and holding tanks emptied. Please note that a minimum cleaning/deodorizing fee of $250.00 applies if there is any smoking or pets in the vehicle. The customer is responsible for this fee if there is any violation of the policy.

For special events such as regional festivals, Coachella, Burning Man, Stagecoach, Further Future, NASCAR, EDC, RAAM, and other events where a surcharge applies or if no mileage has been pre-paid, additional deposits may be required or charged. If there are insufficient funds, the vehicle will not be released to customer, and the reservation will be cancelled, with the prepaid funds forfeited. Please check with us for further details on these policies.

Additional Customer Deposit after an Accident

In the event of an accident, before a replacement unit is provided to a customer, we require an additional charge of US$2,000 to be made on the customer's credit card, regardless of whether the customer is at fault or not. This amount will be refunded at drop-off (minus any fees/charges) provided there are no further damages to the vehicle.

Credit Cards

VISA-, Mastercard American Express cards are accepted. No pre-paid credit cards are accepted.

Taxes and governmental fees

Local sales taxes are included for all pre-paid items. Local sales taxes apply to all pick up- & drop-off charges and may change at any time. Newly assessed governmental fees (other than sales tax or DMV fees) not known at the time of the production of this document will be collected from the customer at pick-up.

Online VIP Check-In

We require our mutual customers to complete the online self-check-in at least 14 days prior to the vehicle pick-up date @ roadbearrv.sci.thlonline.com Customer email addresses must be provided at time of booking. All customers are required to complete the online check-in process prior to pick-up. This results in less administration at pick-up and means the client needs less time at the branch.

To access the online self check-in system and enter their information the client requires:

- The Britz booking number(eg - ABC123456-1) or the TO Ref#

(it is important customers include the "-1" at the end of their booking reference number)

- The last name of the customer
- The pick-up date, and
- The pick-up location.

Please make the link above, the branch address and pick-up times available to our mutual customers and enclose this information with the documents you send out to your customers.

Transfers

Transfers are available to be booked for a fee of $195 per booking (roundtrip transfer) and must be selected as part of the initial booking request. If booked, the transfer must be reserved via the online VIP check-in at least 14 days in advance of the first rental day and confirmed by the branch. Transfers will not be made available if the VIP check-in is not completed 14 days prior to the first rental day. Transfers are not available from any location that is not listed on the VIP check-in page. Customers with reserved transfers must contact the branch 4 days prior to the first rental days to schedule the shuttle pick up time otherwise the shuttle service cannot be guaranteed. Transfer hours are between 11AM and 1PM.

Vehicle Returning at Different Dropoff branch

If the customer fails to return the vehicle to the originally agreed drop-off branch as stated in the Rental Agreement, we will charge for the transfer of the motorhome to the agreed branch.

Motorhome Pick-Up and Drop-Off Times

To pick up their motorhome, the person who made the reservation must be present with the physical credit card that shows their name. If they plan to drive, they must also present their original driver's license. If they are not driving, they need to provide another government-issued document to confirm their identity.

Additionally, all drivers who plan to drive the motorhome must be present at the time of pick-up with their original driver's license. We accept driver's licenses in English, Dutch, German, Spanish, Portuguese, French, or Italian. If the driver's license is in any language other than the above, an international driver's license or an official English translation must be presented at pick-up along with the original license.

We reserve the right to deny a renter the motorhome if they appear to be unable to drive, such as if they are intoxicated or suspected of being under the influence of drugs.

If someone else in the party will be driving, they must also present their original driver's license at pick-up to ensure they are legally allowed to drive the motorhome.

If the main renter is not deemed fit to drive, they will not be listed on the rental agreement as a driver and will not be covered by insurance. However, the main renter remains fully responsible for the motorhome.

If the main renter wants to be added as a driver, they must return to one of our branches at a later time to obtain an updated rental agreement.

To avoid waiting times, all customers are asked to check-in online at www.roadbearrv.sci.thlonline.com and communicate with the branch to schedule the exact pick-up time.

A limited number of earlier appointments may be available free of charge by calling the pick-up branch two or three business days prior to pick-up.

Regular vehicle pick-up times are

Monday to Friday	**13:00 to 16:00**
Saturday	**Call for an appointment (please note the shorter opening hours below)**

The vehicle drop-off period starts at 08:00 and has to be concluded by 10:30 am.

Note: In order to guarantee an early pick-up or late drop-off the customer has to extend, if availability allows, the reservation by one night prior respectively afterwards and pay for this extra night(s).

Branch Hours of Operation

Monday through Friday	08:00 to 17:00	NYL/SEA: NOV to FEB 09:00 to 16:00
Saturday	08:00 to 13:00 (or during high season as required)	NYL/SEA: NOV to FEB by appointment
Sunday	All Branches except LAS, MCO are closed	
	LAS, MCO – 08:00 to 16:00	

Winter Closure:
DEN Closed (available on request): 06 Dec 25 to 28 Feb 26
SEA Closed (available on request): 05 Jan 26 to 02 Feb 26

All Branches are closed on Sundays (except MCO and LAS) and on following Holidays:

20 April 2025	Easter
26 May 2025	Memorial Day

04 July 2025	Independence Day
01 September 2025	Labor Day
27 November 2025	Thanksgiving
24 December 2025	Christmas Eve
25 December 2025	Christmas Day
31 December 2025	New Year's Eve
01 January 2026	New Year's Day

Delayed Arrival due to Extenuating Circumstances

While we understand that external circumstances can result in travel plan changes, e.g. arrival times from a flight and we will do our best to accommodate our mutual customers, please note that a change does not give the right to a free cancellation or modification nor pick-up/drop-off service outside of our regular business hours.

Customer Orientation & Languages

We have German and English-speaking staff at all locations, and some locations also offer Dutch, French, Spanish, and Portuguese. After completing the necessary paperwork, clients receive a comprehensive personal walk-through of the motorhome. Additionally, we provide a digital operation manual in both German and English.

In case of an emergency, accident, or technical problem, clients can call our toll-free On Road Care number, which is available 24/7. The number is printed on the keychain for easy access.

Child / Booster Seats

The parents or guardians are responsible that the applicable laws in regards to child or booster seat are followed. Britz USA cannot provide child or booster seats; nor can our staff provide installation instructions nor help with the installation.

We recommend customers bring their own child or booster seats or purchase one locally.

Vehicle Substitution

If for any reason the booked vehicle should not be available Britz USA reserves the right to substitute a higher-rated vehicle at no additional cost. Should a lower-rated vehicle be substituted the Britz USA liability is limited to the refund of the retail (= gross) rate difference of the two vehicles.

No vehicle substitution entitles the customer to any other compensation than the one mentioned above.

Vehicle Length

If a customer requires the exact measurements to make arrangements with a ferry or other service such customer needs to touch base directly with us so that we are aware that the assigned vehicle cannot be substituted with a longer one.

Travel Restrictions

Mexico	Traveling into Mexico is not permitted.
Death Valley	Traveling into Death Valley is not permitted between **June 01 and September 30**.
Others	Traveling on any non-public, gravel, dirt or logging roads and other non-public roads, beaches, etc. and in the Inner city of New York, Montreal and Quebec City (Canada) is not permitted.
	Violating any of the above listed restrictions, including collisions, mechanical breakdowns and thefts occurring in a travel restricted area, voids this contract.
Alaska	Traveling within Alaska, Yukon and Northwest Territories is permitted as long as Britz USA has been **advised at the time of booking**. At Renter's own risk, there is no reimbursement for repairs or lost use.

Britz USA will hold the customer responsible for disregarding these restrictions including accidents, mechanical breakdowns and thefts occurring in a travel restricted area.

Gasoline and Propane

Please note that the cost of gasoline and propane is not included in the rental fee, and Road Bear RV is not responsible for estimates of consumption. All vehicles are supplied with full tanks of fuel and propane, and customers are expected to

return the vehicle with full tanks. Failure to do so may result in additional charges.

Maintenance Responsibilities, Repairs and Reimbursement

Maintenance Responsibilities

The customer is responsible for checking engine oil and coolant levels at each refueling as well as reporting mechanical failures immediately. Coolant refills and authorized repairs will be reimbursed upon return of the vehicle and presentation of all receipts (see mechanical breakdown).

It is the driver's responsibility to operate the vehicle in a safe manner and to exercise all caution possible.

Maintenance, Repairs and Reimbursement

To ensure timely authorization and reimbursement for maintenance and repairs exceeding US$ 100.00, customers must call the Road Bear RV helpline as soon as possible, and no later than 24 hours after any incident. Non-authorized invoices over US$ 100.00 will not be reimbursed, and receipts and replaced parts must be presented for reimbursement. Please note that customers are responsible for any mechanical damage due to negligence in operation and/or maintenance.

Technical Difficulties with the Vehicle and its features

While our first and foremost priority is to provide our mutual customers with an excellent and high-quality vehicle and service, unexpected technical difficulties can arise.

To ensure that our mutual customers can enjoy their motorhome experience we provide an extensive vehicle explanation and with every vehicle an operation manual and the phone number of our 24-hour/7-day help line which is free of charge from any landline in the USA.

Please note: We do not return phone calls nor accept requests to call a customer back because customers may be hiking, visiting an attraction, etc. and therefore not at the vehicle when we call. The customers shall call when at or nearby the vehicle.

When we receive a phone call we differentiate between an inconvenience and an emergency:

- We define an inconvenience as something that requires the customer to spend additional time, find a workaround or where a non-safety-related feature is not available. Examples are purchasing ice because the refrigerator is not working, the DVD player is not working or the slide-out is not extending such that the interior space not increased.
- We define as emergency as being when the motorhome cannot be driven safely anymore. An example is when the engine has stopped working. In this case the Vacation Interruption (VIP) Insurance applies (see next paragraph).

Vacation Interruption Protection (VIP) Coverage

Ensuring the safety of our clients is our top priority. Prior to each rental, all units undergo thorough mechanical and technical inspections. Although rare, malfunctions may occur. In such cases, we are committed to swiftly resolving any on-the-road issues. If a renter's motorhome vacation is interrupted by an emergency (excluding accidents or damages caused by the renter) and lasts for more than 12 hours after reporting it to Road Bear RV, the renter will be reimbursed for the greater of the gross daily rental rate or expenses for hotel rooms up to $25.00 per person per night, and car rental up to $50.00 per day per motorhome, with a combined maximum of $1,500.00 per rental agreement.

Excluded from VIP reimbursement are defective comfort equipment, such as radio, RV, Bluetooth, GPS, generator, batteries, air conditioner, refrigerator, heater, water heater, cruise control, awning, slide-out, etc., which are not considered as mechanical breakdowns.

In the Event of an Accident

To ensure that coverage is not voided, it is important to follow these instructions:

The Customer must:

• Obtain a local police report from the police officer who is investigating the accident.

• Notify Road Bear RV as soon as possible, but no later than 24 hours after the accident.

• Provide the completed accident report form, which can be found in the vehicle along with the registration and insurance papers, no later than at the return of the vehicle. The completed report must include the other party's name, address, phone number, driver's

license number, date of accident, etc.

All documents relating to the accident must include a police report or identifying number

Parking and Traffic Violations

The Renter assumes responsibility for all fines, charges, and court costs associated with road tolls, traffic and parking violations, or any other violations that occur and will be charged accordingly. An administrative fee of no less than $25 will be added to each such charge.

For traffic citations, the renter is responsible for the full amount of the citation, including any late fees, and will be charged a $100 administrative processing fee per citation.

For toll roads/bridge tolls, the Renter's credit card will be charged for the toll amount, late fees, and an additional handling fee of $25 per toll.

Toll Road System in the Florida Keys

Since February 2011 the Florida Turnpike Enterprise has implemented an all-electronic open road tolling for the southern 47 miles stretch of the turnpike, from US1 in Florida City to the Miami-Dade/Broward County line. The old toll booths have been eliminated and the toll-fees cannot be paid in cash anymore.

There are the following options for payment to travel on the Turnpike:

1. Customers picking up in MCO may conveniently rent a Sun Pass transponder at the branch. (We do not accept bookings in advance, but the product can be added when the guest is picking up their vehicle.)
2. A SunPass Transponder can be obtained by calling 1-888-865-5352 or visiting www.SunPass.com. The transponder will allow traveling on toll roads by paying money into the personal SunPass account.
3. The “TOLL-BY-PLATE” program can be used as an alternative. This program captures an image of the vehicle license plate and bills the registered owner of the vehicle for the toll amount. The “TOLL-BY-PLATE” program allows the customer to call in to register for a “TOLL-BY-PLATE” account and to pay for tolls before an invoice is issued. Payments can be made by cash, credit/debit card on-line or through new payment kiosks located at major retail stores.

Important Florida toll notice

Florida State Law (Statue 316.1001) requires payment of prescribed tolls for the usage of toll facilities. Failure to comply with this statute may result in the assessment of a US$ 100.00 or higher civil penalty, assessment of court costs, and suspension of the vehicle registration and/or suspension of the driver's license. It is vital that the customer informs the Britz USA drop-off location of the fact that they traveled on the Florida Turnpike regardless of what option they choose. In the case that an invoice for toll fees is sent to Britz USA as the registered owner of the vehicle, all fees due will be charged to the customer’s credit card on file and processed according to our rental provisions with regards to traffic citations (incl. administrative fees).

Cleaning Fee

The clients are responsible to return the vehicle with the interior clean and holding tanks dumped. The vehicles exterior does not require cleaning by the customer. The vehicle exterior does not require cleaning by the customer (the exceptions are special events such as Burning Man, RAAM, EDC, etc). Cleaning and dumping charges apply as posted at the drop-off location