



Terms & Conditions

Valid January 1st 2017 – December 31st 2018

SUMMARY

This document contains a summary of the rental conditions for Native Campervans, LLC

DRIVER'S LICENSE & MINIMUM AGE

- Drivers must be 21 years of age or over.
- A current and full motor vehicle driver's license is required. If the driver's license is not in the English language then an international driver's license is also required. The driver's license must have been held for at least one year and be valid for the whole length of the rental.
- The original driver's license must be shown at time of pick-up when the driver is present.
- Proof of insurance is required prior to vehicle pick up.
- Additional drivers must be approved and listed on the rental agreement to drive the Campervan.

DRIVING RESTRICTIONS

- We do not allow renters to travel outside of the US into Mexico. Canada is permitted.
- All off-road areas and closed roads (excluding country and state maintained roads) are off limits for travel in our Campervans. If you travel in a restricted area you'll be liable for all damages to vehicle, tires, windshield, and towing charges along with additional expenses of a breakdown or accident. Native Campervans insurance will be void.
- Burning Man is off limits due to limited road side assistance and accumulation of desert dust.
- The consumption of alcohol while operating any vehicle is prohibited.

PICK-UP/DROP-OFF

- Native Campervans operates 8:30am – 5:00pm, 7 days per week.
- Vehicle pick up and drop off must occur within office hours.
- A \$25 fee is assessed for pick up or drop off outside of the designated office hours.
- No refunds will be offered for late pick-ups or early drop-offs.
- Please give us a call if you're worried about getting your vehicle back in time, we'll work to accommodate you the best we can.

RESERVATION DEPOSIT

- A reservation deposit of \$200 is required to confirm your booking. This deposit will be credited toward your balance when you pick up your Campervan.

CANCELLATIONS

- No cancellation fee applies up to 30 days prior to the pick-up date and a full refund of the deposit will be made
- Cancellations within 30 days of pick-up we'll be assessed a \$200 fee
- No Show Policy: If cancelled on the day of pick-up or no show - 100% of the rental cost will apply
- No refunds can be given for early returns.
- All cancellations must be submitted in writing to Native Campervans.

MINIMUM/MAXIMUM RENTAL PERIOD

- We have a standard minimum 3 day rental due to availability.
- There is no maximum rental period.

DAILY RATES

- Rates are calculated as a per night basis. If a rental crosses into another season, the rate will adjust to accommodate for the new season rate.

CURRENCY/EXCHANGE RATE

- All credit card transactions are conducted in US Dollars.
- Due to exchange rate fluctuations, there could be some variance in the amount refunded compared to the amount initially charged. Native Campervans does not accept any liability for variances up or down.
- Refunds by credit card can take up to 15 working days depending on the renter's Financial Institution.

PAYMENT

- Native Campervans will only accept credit or debit cards for rental charges, paid on vehicle pick up or drop off. Cash payments will not be accepted

INTERNATIONAL DRIVERS

- All foreign tourists are required to have a valid driver's license from your home country. We recommend an international driver's license to those looking to purchase supplemental insurance.

ACCESSORIES

- Accessories are subject to availability. Failure of Native Campervans to provide accessories does not allow the cancellation terms to be void. Accessories ordered cannot be cancelled on the day of pick up and must be paid for.

ACCIDENTS

- If an accident occurs, please contact Native Campervans as soon as possible. We require you to gather information from the other party (license, insurance, etc.) along with filing a police report if the damages are extensive. We will work to get you back on your journey as fast as possible.

ROADSIDE ASSISTANCE

- All Native Campervans come with Roadside Assistance throughout the continental United States & Canada. In the event of mechanical issues, please contact Native Campervans immediately so we can become aware of the situation.
- Our goal is to get you back on the road as soon as possible. However, if your vehicle is unavailable overnight due to being held at a repair shop, you will be refunded for that night's rental.
- If possible, we will provide you with a replacement vehicle if one is available. In the unlikely event that the vehicle cannot be fixed or replaced, Native Campervans we will refund the remaining days of the rental agreement and assist you in reaching the nearest destination

MAINTENANCE & RESPONSIBILITY

- You are required to use the correct fuel and protect the vehicle against inclement weather. Failure to do so will result in damages due to the customer. Our winter fleet comes equipped with snow tires, but we advise you to use your best judgement and only travel when you are comfortable to handle winter conditions in the Rockies.
- Cleaning - We require that each van be returned in a clean and respectable state, similar to when you picked it up initially. A cleaning fee will be charged to the customer if the can is returned in any other condition.
- Tire Damage - Native Campervans will replace and change tires on a regular basis due to wear and tear. All other damages incurred to the tires/wheels is the customer's responsibility.
- Windshield Damage - Any new damage to the windshield is the responsibility of the renter.

VEHICLE TRANSFERS/ONE-WAY RENTALS

- Vehicles must be collected and returned to our rental office (no airport returns are permitted).
- Failure to return to our designated rental office may result in a relocation fee being charge or up to \$500.00.
- Transfers to and from the rental office are not included in the rental price. It is the renter's responsibility to get to and from the rental office.
- One-way rentals are determined on a case by case basis. We offer one way rentals as a potential option. Details of the drop off location, timing and other coordinated activities are considered in the decision to offer a one way rental agreement. The additional charge for the service is dependent on the factors listed above. Please contact us to work out details and options.

SMOKING

- Smoking is not permitted in Native Campervans vehicles.
- A \$300 cleaning fee will apply and be assessed to the renter's credit card upon return of the vehicle if there is evidence that smoking occurred.

ANIMALS

- Dogs (1 max) are permitted with prior approval
- A \$50 pet fee is required for cleaning services (dogs are messy) upon pickup of the vehicle
- A \$100 fee will be assessed if there is evidence of an unapproved pet in the vehicle
- If we are notified by authorities that we may be responsible for payment of a Citation, a \$50 processing fee will be charged for each such notification.