



General Terms & Conditions for Motorhome hire with Auto Europe

Contractual relationship – Reservation by vehicle category

Auto Europe LLC has arranged your rental with the Motorhome company shown on this booking confirmation. Auto Europe LLC has acted as a booking agent in arranging the Motorhome rental between the rental company named on this booking confirmation and you. In the course of arranging this rental Auto Europe LLC has collected payment from you on behalf of the car rental company. This booking confirmation is not a rental agreement and Auto Europe does not provide Motorhome rental. When you pick up the vehicle, you must sign a rental agreement provided by the rental company named on this booking confirmation which will be subject to local laws. Auto Europe cannot be held responsible if you do not meet the Motorhome rental company's requirements to rent a vehicle, or if you do not have available all necessary documentation. Additional fees may apply for rental service beyond hours of operation, such fees being levied by the rental company stated on this booking confirmation and under the terms and conditions of that rental company and in local currency. All rates are guaranteed in the currency stated above. All fees for services are billed by, and under a contract with, the rental company named above. Auto Europe LLC is an agent and cannot issue a V.A.T. invoice. Auto Europe LLC, 39 Commercial Street, Portland, ME 04101 is a Limited Liability Company registered in Delaware, No. 3726730, USA. All car rates are guaranteed in EURO, all local fees are billed in local currency.

Motorhome Category

Reservation is only possible by vehicle category and not for a specific model. The mentioned vehicles are a typical example of the vehicle of that particular category. The renter onsite reserves the right to hand over a vehicle of a higher category if the selected category is unavailable.

Special Motorhome Regulations

Specified times apply to the collection and return of Motorhomes. Collection and return of motorhomes outside these hours may be requested and, if available, will always incur additional charges. These fees can only be disclosed upon the booking confirmation. Detailed vehicle instructions will be given upon collection.

Changes to reservation

Should you require an extension to your running reservation please contact Auto Europe at least three weeks before the rental agreement ends, otherwise, our partners will charge the local tariffs and conditions accordingly. We are not able to interfere. The alteration to a booked vehicle category on site occurs in accordance with the local tariffs and conditions. You are not entitled to any refund if you return a vehicle before the scheduled date, if the takeover is delayed due to a fault on your behalf, or if you decide not to make use of the vehicle. All changes to the booking due to flight details, arrival times etc. have to be forwarded to Auto Europe as soon as possible as otherwise we cannot guarantee you vehicle availability.

Payment

The vehicle is definitely booked once we have sent you the confirmation. Full prepayment must be done before the deadline stated in terms of the confirmation. If the payment arrives late, the vehicle can no longer be guaranteed, however the booking remains.

Your Rental amount paid to Auto Europe does not include

Local toll or highway fees

Late return fees

Fuel costs

Optional items or equipment paid locally to the Motorhome company

One Way fees if applicable paid locally.

Travel to other Countries

Customers must indicate travel to other countries at time of reservation. In most cases, the Motorhome rental supplier must authorize any cross-border travel and will charge a daily fee locally. If a fee is applicable clients will be informed of the fee before reservation payment assuming they have informed Auto Europe about their travel plans in advance

Cancellation of reservation

We only accept cancellations in written form by e-mail to be sent to:

muccampers@autoeurope.de. The cancellation will be valid once you receive our confirmation by email. For further conditions, see the confirmation.

Customer service

If difficulties arise during transit to the pick-up/drop-off the hirer has to immediately contact the pick-up location station or the head office of the rental company. This information can be found on the voucher, which you will receive after the full payment. Should this be insufficient to resolve the issue, please contact directly Auto Europe Motorhome department, Landsberger Straße 155, Munich, 80687.

Phone: +49 89 412 072 98 – E-Mail: muccampers@autoeurope.de

Deposit

The hirer needs to present valid credit card in their name on pick-up for deposit. This deposit usually matches the amount of the insurance franchise. The deposit may be debited. In such a case, the debited deposit will be reimbursed after termination of the rental without any claims remaining.

Special equipment

Child seats, roof racks etc. can be offered in many different locations. Please note that the safety standard of child seats in the southern hemisphere is not comparable to European standards. Auto Europe recommends that you take your own child seats with you.

Driver's age

For most countries, the minimum age for a driver is 21. Conditions vary in each country and for each rental company.

Terms and conditions of the rental company apply according to the rental confirmation.

Driver's license/ Passport

The driver needs to be in the possession of a valid driver's licence for at least one year for most rental companies.

We strongly recommend obtaining an international driving licence for any travel outside EU countries.

A valid passport or identity card will also be required at the time of vehicle pick up.

Insurance

Vehicle Insurance

- Basic insurance is included in the rental rates.
- It covers 'insured' damages to the rented motorhome
- The renter is responsible for any damage to the rented vehicle in the first instance until any third party responsibility is established
- The renter is always liable for an excess, additional insurance can be purchased locally if the suppliers offer it.
- Some rental companies offer additional insurance options (VIP) that reduce the level of the excess

Public Liability Insurance

- Included in the rental rates
- Covers 'insured' damage caused to third parties and their property
- The total amount of insurance provided ('sum insured') differs for the rental vehicle and the driver
- The statutory limit (i.e. of the country in which you are driving at the time) dictates the sum insured for the driver.
- Most rental companies offer an additional insurance option (SLI) in order to increase the sum insured per driver while others include the SLI in the base rental rates.
- The health and wellbeing of passengers is not covered by the rental insurance

Data Protection

Please note that the Auto Europe Web Sites site are operated on servers controlled by Auto Europe, LLC, a US based company, and that any data which you send to us will be processed not only by Auto Europe Deutschland GmbH Ltd but also by Auto Europe, LLC, in the United States. If you do not want your data to be transferred to Auto Europe, LLC, in the United States, please do not make a reservation with us. By using our services, you acknowledge that your data will be processed in the United States and recognize that the transfer of your data to the United States to Auto Europe, LLC is required for us to provide you with our services.

Personal Data Protection

You may at any time, request to see the information which is being held by us on you and request to make amendments to this information or delete this information. Please contact us at data-protection@autoeurope.de or use our postal address:

Auto Europe Deutschland GmbH
Landsbergerstrasse 155
D-80687 Munich
Germany

Limits of Liability

As a direct agent, Auto Europe is exclusively liable for the orderly placement of the Motorhome rental booking with the Motorhome rental company, that is, for the procurement of the opportunity to complete the Motorhome on the agreed conditions. Auto Europe is not liable if rental agreements are not effected locally for reasons which the customer is responsible for including but not restricted to missing or invalid documents at time of pick-up (driving licence, passport/personal ID, credit card, voucher), not fulfilling rental requirements like minimum/maximum age, incapability of driving due to consumption of alcohol, drugs, prescriptions etc. Other than that Auto Europe is only liable for compensation of financial damages due to willful or severely negligent acts by its employees. In the event of simple negligence, Auto Europe's liability and the amount of compensation shall be limited to the foreseeable losses typical of the contract and only in the event of a breach of contractual duty, whose compliance is of a particular importance for fulfilling the contract. Auto Europe shall be liable for cases which are impossible from the outset only if the impediment upon fulfillment was known to Auto Europe or if its lack of knowledge arose from gross negligence. The aforementioned limitation or exclusion of liability shall not apply in the case of damage or injury to life, body, and health. In the event that our liability should be excluded or limited, the same shall also apply to the liability of Auto Europe's employees, representatives, and agents. With the exception of claims based on tortious acts, the liability for damage shall expire after one year. Auto Europe is not responsible or liable for any claims based on the contractual rental agreement between the customer and the Motorhome rental company or for the Motorhome car itself. In such cases customers need to contact the Motorhome rental company as their contractual partner. Auto Europe is not responsible or liable for the rented vehicle itself, in particular not for its technical safety nor for the vehicle being suitable for the client's needs. In this respect, the customer's claims are exclusively limited to the supplier in question/on the spot.

Miscellaneous

The ineffectiveness of single regulations of the rental contract does not result in the ineffectiveness of the entire contract. In addition, the generally applicable legal regulations apply.

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