

# INFORMATION CLIENTÈLE

## CUSTOMER INFORMATION

Les conditions générales de location sont disponibles dans cette agence.

*Our general rental conditions are available at this rental office.*

Un devis sur support papier peut vous être remis sur demande.

*A paper-based quote can be provided on request.*

Tous nos tarifs sont consultables sur notre site internet [Trois-soleils.com](https://trois-soleils.com)

*All our prices are available on our website [Trois-soleils.com](https://trois-soleils.com)*

### Decree of 17 March 2015

Concerning the provision of pre-contractual information to consumers and price advertising for car rentals.

**The security and service of a major rental company.**

**Motorhomes available for rent, prices in € incl. tax**

Category	Mini Low Profile (A & A')	Family Low Profile (B)	Family Overcab (C)	Great Comfort Campervan (E)	Maxi Campervan (F & F')	Campervan F&Sport (G)	User-friendly Low Profile (W)	Luxury Low Profile (Y)
Ex Models (or similar) (*) Challenger Chausson Mac Louis RT / C.I. / Font Vendome / Randger	S194 S514	380 720	C256 C656 Glamys 322 Kronos 277	ATC XL / R530	Vany 114 Twist 594 Menfys 3	F&S Edition F&S Line	384 724	328 788
seats per reg. cert. / sleeps	4 / 2	5 / 6	7	4	4	5	5 / 6	4
<b>Off season</b>								
Base price - 1 to 4 days	€557	€628	€625	€572	€572	€578	€625	€632
Base price - week	€847	€956	€951	€870	€870	€880	€951	€961
Extra day	€121	€137	€136	€124	€124	€126	€136	€137
<b>Low season</b>								
Base price - 1 to 4 days	€590	€666	€662	€606	€606	€613	€662	€669
Base price - week	€898	€1013	€1008	€922	€922	€933	€1008	€1019
Extra day	€128	€145	€144	€132	€132	€133	€144	€146
<b>Middle season</b>								
Base price - 1 to 4 days	€643	€726	€722	€661	€661	€668	€762	€770
Base price - week	€979	€1105	€1099	€1005	€1005	€1017	€1159	€1171
Extra day	€140	€158	€157	€144	€144	€145	€166	€167
<b>High season</b>								
Base price - 1 to 4 days	€868	€1110	€1105	€955	€955	€964	€1083	€1093
Base price - week (unlimited km)	€1321	€1689	€1681	€1453	€1453	€1467	€1648	€1664
Extra day	€189	€241	€240	€208	€208	€210	€235	€238
<b>Peak Season</b>								
Base price - week	€1328	€1698	€1690	€1460	€1460	€1475	€1657	€1672
7 days / 6 nights – unlimited km								

\*Model subject to availability

Definition of seasons

Division into seasons by week number														
	Off season					Low season					Middle season			
	High season					Peak Season								
January					February					March				
1	2	3	4	5	6	7	8	9	10	11	12	13		
April					May					June				
14	15	16	17	18	19	20	21	22	23	24	25	26		
July					August					September				
27	28	29	30	31	32	33	34	35	36	37	38	39		
October					November					December				
40	41	42	43	44	45	46	47	48	49	50	51	52		

Mileage billing

- Basic package included in all contracts: 150 km/day
- Mileage over allowance: €0.55 incl. tax/km
- Optional weekly package, 200 km / day: €91 incl. tax / week
- Optional weekly package, unlimited mileage: €176 incl. tax / week
- Unlimited mileage offered free of charge in High and Peak seasons
- **Extra charge for distant destinations:** Flat fee of €390 for Finland, Greece, Norway, Sweden

## VEHICLE EQUIPMENT

- |                        |                  |                              |
|------------------------|------------------|------------------------------|
| ○ Cab air conditioning | ○ 1 Gas cylinder | ○ Water line                 |
| ○ Car radio            | ○ Extension lead | ○ Safety kit (triangle+vest) |
| ○ Cruise control       | ○ Toilet fluid   |                              |

## PRICES INCLUDE

- The provision of the VEHICLE for pick-up and return at the same RENTAL OFFICE
- "Basic multi-risk coverage" insurance:
- Assistance from Hertz Trois Soleils in the use of the VEHICLE and associated equipment
- Manufacturer's warranty within the Challenger, Chausson, Mc Louis, Panama, Randger, Font Vendôme, Roller Team or C.I. network for the living area
- Manufacturer's warranty from Citroën, Fiat, Ford, Peugeot or Renault for the base vehicle
- Free parking available at certain RENTAL OFFICES<sup>(1)</sup>

## RENTAL REQUIREMENTS

- Renters must have held a driving licence for at least 36 months.
- Provide the necessary information and supporting documents required to establish the rental contract (identification document, valid driving licence, proof of address, bank identity document, pay slips or tax returns. Copy of Visa and return flight ticket (for persons not residing in EUROPE).
- Provide a security deposit of €2500.

## OPTIONS<sup>(2)</sup>

### **(Subject to availability)**

- **Child seat:** €60/rental (group I/II/III models for children aged 1 to 12 and weighing from 9 to 36kg)
- **Bicycle rack:** €98/rental (2 bicycles for Vans and 3 bicycles for other motorhome types)<sup>(3)</sup>
- **Snow chains:** €55/rental {1}
- **Kitchen and tableware kit<sup>(4)</sup>:** Kit for 2 persons €88, Kit for 4 persons €118, Kit for 6 persons €138
- **Bedding kit<sup>(4)</sup>:** Small bed kit €68, Large bed kit €118
- **Additional driver:** €108 / additional driver (2 maximum)
- **Exterior cleaning:** €200

<sup>(1)</sup> Contact the booking centre for a list.

<sup>(2)</sup> Coverage/options must be acquired before departure. They are not changeable or refundable.

<sup>(3)</sup> Bicycle racks not available for certain categories; please contact the booking centre for more information.

<sup>(4)</sup> Bedding and Kitchen kits may be kept by the RENTER after the trip.

<sup>(5)</sup> Terms and conditions available at [www.trois-soleils.com](http://www.trois-soleils.com)

## PRICES DO NOT INCLUDE

- Additional coverage and options
- Surcharges and penalties
- Costs for fuel and ADBLUE associated with the use of the VEHICLE during the rental period
- Possible cleaning and/or repair costs

## CANCELLATION

- More than 30 days before the departure date: 30% of the rental amount is due. Any will be refunded.
- Less than 30 days before the departure date: the total cost of the estimated rental of the estimated rental price, excluding the security deposit, is due.
- Cancellation / Postponement coverage may be taken out can be taken out at the time of booking only.

## OPTIONAL SUPPLEMENTARY COVERAGE<sup>(2)</sup>

### **(Subject to compliance with Hertz general rental conditions)**

- **Cancellation/Postponement:** €12/day, paid in advance of the BOOKING; entitles you to be reimbursed for the amounts paid or to postpone your rental to a later date in case of unforeseen events occurring before the departure date. <sup>(5)</sup>
- **Medium multi-risk coverage:** €29/day, capped at €390; must be taken out before departure. Includes Repatriation Assistance coverage for persons and the VEHICLE, a reduced excess amount (€1600 instead of €2500), reduced glass damage excess (€600 instead of €2500) and repatriation assistance. <sup>(5)</sup>
- **Premium multi-risk coverage:** €45/day, capped at €590; must be taken out before departure. Includes Repatriation Assistance coverage for persons and the VEHICLE, a reduced excess amount (€990 instead of €2500), reduced glass damage excess (€0 instead of €2500) repatriation assistance and flat tyre coverage. <sup>(5)</sup>

SECURITY DEPOSIT FOR MOTORHOME RENTALS <sup>(1)</sup>						
A	B	C	E	F	V	Y
Mini Low Profile	Family Low Profile	Family Overcab	Luxury Van	Maxi Campervan	Escapade Van	Luxury Low Profile
€2500	€2500	€2500	€2500	€2500	€2500	€2500

<sup>(1)</sup> Amount remains the same regardless of rental duration.

### SECURITY DEPOSIT TERMS & RETURN CONDITIONS

Each motorhome rental is subject to a security deposit currently fixed at €2,500, regardless of the category of VEHICLE or the rental duration. This security deposit is a way to verify the RENTER's solvency relative to the value of the VEHICLE provided. The purpose of this security deposit is to cover amounts potentially due from the RENTER at the end of the rental. This security deposit is equal to the RENTER's maximum liability, except in case of violation of the general terms of use of the VEHICLE.

#### TYPES OF SECURITY DEPOSIT:

- **Deposit by means of credit card imprint via Swikly:** RENTERS can provide a security deposit no later than 10 days before their departure date by providing a credit card imprint via Swikly.
- **Deposit by means of debit card charge or bank transfer:** RENTERS whose bankcards are not recognised by SWIKLY can make their security deposit by bank transfer or debit card charge no later than 10 days before their departure date. RENTERS without an account at a French bank must bear exchange rate risks.
- **Security deposits will not be accepted via personal check or cash.**

If the RENTAL COMPANY determines that the guarantees provided on the application are insufficient, it reserves the right to demand that RENTER pay the security deposit immediately by bank transfer or debit card charge.

#### RETURN OF MOTORHOME:

- **VEHICLE returned in a condition consistent with the pre-departure inspection report:** the security deposit will be returned to the RENTER within a maximum of one month.
- **VEHICLE returned in a condition not consistent with the pre-departure inspection report:** In case of any DAMAGE, a bill will be issued for the cost of restoring the VEHICLE to its original condition, in an amount capped at €2,500 per event, corresponding to the excess amount. If the loss suffered by the RENTAL COMPANY is subsequently reduced, the RENTER will be reimbursed for the amount of such reduction. The security deposit will be released upon payment of this bill. If no payment is made, the security deposit amount will be collected eight full days after the issuance of a written reminder. Collections made via SWIKLY shall incur an 8% collections fee payable by the RENTER.
- **When the keys to the VEHICLE are handed over,** a VEHICLE inspection report sheet, including an inventory of included accessories and a mileage statement, will be provided as an attachment to your Contract. It is the RENTER's responsibility to notify us in writing of any apparent defect or missing equipment/accessories not mentioned in the VEHICLE inspection report. If no such notification is received, the VEHICLE will be deemed delivered in a condition consistent with the inspection report. Claims concerning apparent DAMAGE not reported at the time of departure will not be taken into consideration.
- **Upon return of the VEHICLE,** an inspection of the VEHICLE will be performed, a mileage statement made, and an inventory of accessories taken in your presence. You are required to return the VEHICLE in the same condition in which it was received. In particular, the VEHICLE, its interior, its equipment and its accessories must all be returned cleaned and in perfect condition. Cleaning shall include emptying the wastewater and sewage and refilling with clean water. If the VEHICLE is returned in a condition unfit for immediate re-rental, cleaning costs up to €399 (three hundred and ninety-nine euros) may be charged. If the VEHICLE is not returned with a full tank of fuel, you will be charged an additional refuelling penalty for each missing 8th on the fuel gauge, as specified in the Price Conditions. The cost for any repair of destroyed or damaged equipment or accessories and for the replacement of any missing items will be billed to you separately. If DAMAGE to the VEHICLE is observed upon its return, you will be charged for the associated repair costs.

If the VEHICLE is returned late, a penalty of €300 will be applied starting one hour after the VEHICLE's expected time of return. If the VEHICLE is not returned on the expected date, you will be billed for a late return penalty at a rate of €500 per day.

#### SURCHARGES AND PENALTIES

- **Change fee:** €108
- **Late return more than 1 hour:** €300
- **Return date not met:** €500/day late
- **Fuel:** €30 for each missing eighth
- **Interior/exterior cleaning fees:** indivisible flat fee of €399
- **Extra mileage:** €0.55 for each additional kilometre travelled beyond the mileage allowance provided under the contract.