

TERMS VALID FROM Jan 1, 2018 TO Dec 31, 2019**REQUIRED DOCUMENTS****Daily rates Include**

- » Modern rental vehicle
- » Taxes
- » Unlimited kilometres
- » Each calendar day is considered as a rental day unit
- » Compulsory insurance against loss or damage
- » Collision insurance with 28000 NOK deductible per accident or damage
- » Cooking ware and tableware
- » Linen exchange free of charge. Clients can replace TC linen and bedding for a freshly laundered supply during their stay at any of our rental stations.
- » Electricity cable for camping sites and water hose for fresh water refill
- » Each vehicle is supplied with instruction booklets
- » On-board computer

Base charge Includes

- » Reservation processing and customer service
- » Exterior cleaning
- » Basic interior cleaning (maximum time 2 hours)
- » Technical check-up
- » V.I.P Airport transfers; Transfer from and to airport/airport hotels in locations (Moss Rygge Airport, Trondheim Airport, Tromsø Airport). Familiarisation to the motorhome (Service language is English) by standardised video format & personal introduction.
- » Delivery and collection 7 days a week between 8:00 – 18:00 by appointment.
- » Holiday Guides and informative brochures about the holiday destination can be collected at the pick-up station.
- » 24/7 hotline roadside assistance phone.
- » Luggage handling - Clients can leave their hardcover suitcase to our Rental station for their vacation time.

Base charge in Mini Camper category includes

- » Bed linen for all passengers.
- » Preparation and basic cleaning, kitchenware.
- » On-Board computer.
- » Personal orientation.
- » 24-hour roadside service.

Services not included in the price

- » Petroleum (DIESEL) is not included in the price. Diesel tank is full at the pick-up and it has to be returned full. Clients can choose to purchase a refuelling service if they wish to return a vehicle with unfilled diesel tank.
- » Gas is not included in the price. Both bottles are full upon pick-up and we charge for each used bottle. No charges if returned full. Gas bottles can be purchased in advance.
- » Blankets and pillows are not part of standard accessories but can be rented separately.
- » Parking at our depot - Additional charges may apply. Subject to availability.

Service times

- » Touring Cars rental stations are open 8:00 - 18:00 by appointment only as we assign a customer service representative for each client. It is essential to confirm the service times in order to avoid delays in the service.
- » Touring Cars needs exact pick-up and drop-off times. In addition, flight numbers have to be informed for all rentals that include airport pick-up service. Please note that we charge 1700 NOK if the pick-up time is between 18:00 and 08:00.

Rental stations are open 8:00–18:00 by appointment. Pickup and drop-off services can be agreed also other hours. If a pick-up or a drop-off is between 18:00–8:00, a late surcharge of 1700 NOK will apply.

We take no liability to check if the arrival/departure flight is using our default airports, see Included airport transfers as the below.

Airport transfers free of charge

We offer transfers free of charge for the following main airports:

Moss Rygge Airport for Rygge

> www.ryg.no

Trondheim Airport

> www.avinor.no/en/airport/Trondheim-airport

Harstad-Narvik

> www.avinor.no/en/airport/harstadnarvik-airport/

Free Airport Hotel transfers are only available if the hotels are located at these airport areas!

If a customer does not inform the service times at all, we will confirm the booking as pick-up at 15:00 at our rental station and drop-off at 12:00 at our rental station.

Transfers, city center to rental stations

Rygge airport (RYG) > Oslo depot: 2400 one way

Torp airport (TRF) > Oslo depot: 3800 one way

Transfers, city center to rental stations

City transfers, Oslo: 1500 one way

City transfers, Trondheim: 1200 one way

City transfers, Tromsø: 800 one way

Pick-Up and Drop-Off Procedures / Transfers

If a client requests an airport transfer for pick-up, we will pick them up from the airport and drive them to our rental station. We do not give out rental vehicles at the airport. Clients always have to return their rental vehicle to our rental station. If they have booked an airport transfer for drop-off we will drive them to the airport after their rental vehicle has been cleared. Airport transfers are confirmed 30–60 minutes after arrival time and drop-off time is confirmed minimum 3 hours before departure time.

» If a client orders a hotel transfer for pick-up, Touring Cars will provide a transfer from the hotel to the rental station, where pick-up procedures will be performed by the staff.

Similarly, if they book a hotel transfer for drop-off they have to bring the vehicle back to our rental station first. After their rental vehicle has been cleared they will receive a transfer to the hotel.

» Touring Cars does not have offices in drop-off only locations. For one-way trip to these locations, our staff member will meet client at the airport at these locations to collect the rental vehicle. Clients, who wish to book one-way package to a One-way rental station, have to sign one deductible for us. Touring Cars reserve the right to perform post rental check-up on the rental vehicle. Touring Cars will refund the deductible if there are no new damages on the vehicle.

» **Pick-up and drop-off procedures will ALWAYS take place at our rental station.**

Vehicle check-up

Detailed damage pictures and price lists are available at pick-up. The price list has been compiled on a maximum price per damage basis.

We provide guidance for clients on how to check a motorhome at pick-up as all damages that are not marked on pick-up condition report will be at customers responsibility.

Travelling with children in a motorhome

A child whose height is less than 135 cm has to be a certified safety device when travelling. However, children under 3 years have to be travelling always in a baby seat, meaning that if a baby seat cannot be installed into the vehicle children under 3 years cannot travel in the vehicle.

All children whose height is under 135 cm must be seated in a child seat or a booster seat when travelling in a motorhome.

One-Way Rentals

One-way service fee including 2 gas bottles

Explore two countries on one holiday

One-way rentals include picking up the vehicle in one of our rental stations and returning the vehicle to another rental station or selected one-way destination. One-way rentals are subject to availability and might be restricted.

One-way fees have to be paid in advance.

Drop-off only destinations

Bergen, Trondheim, Ivalo and Kuopio are available only as one-way rentals. Touring Cars do not have rental stations in these destinations. Moreover, Pick-up has to be in one of our main rental stations. Clients who wish to book one-way package between one-way rental stations are required to sign one deductible for us and agree for a post rental check-up on the rental vehicle. We will refund the deductible when there are no new damages on the vehicle.

Insurance Coverage

The insurance coverage is divided into two different parts in Scandinavia; a compulsory and collision insurance. The compulsory insurance covers all the damages or accidents to the third party caused by you.

The second one is the collision insurance, which covers damages to your own rental vehicle caused by an accident.

Collision insurance covers damages to the vehicle due to an accident, fire or theft. The insurance is NOT valid if the vehicle is being used under the influence of alcohol or illegal drugs, or if the damage is caused due to reckless behaviour.

The collision insurance does not cover any interior damages that are not caused by a traffic accident.

All Touring Cars rentals include a TC Basic insurance with which has an 28000 NOK deductible. In a case of an accident caused to the rental vehicle, the client needs to pay maximum the deductible per damage, per accident, per lost items or per punitive sanctions (please see the returning policy). The collision insurance covers the part of the monetary loss, which exceeds 28000 NOK per damage. Insurance deductible does not cover interior damages which are not caused by traffic accident.

The minimum reduction period for lowering deductible is 7 rental days or equivalent monetary payment (10 days in TCTotal). All additional drivers need to be named for the insurance for it to be valid. If a non-designated driver drives the rental vehicle TC Basic insurance terms and conditions apply with an 28000 NOK deductible per damage. All other rental and insurance conditions remain the same.

Vehicle insurances are valid only in Nordic countries, the vehicle cannot be taken abroad without a special agreement with Touring Cars.

The client will be given details of the current defects on the damage form. The client is responsible for discovering the damages prior to signing the document. The client is liable for all new damages found in the vehicle at the end of client's rental period. All new damages, which were not marked on the agreement upon pick-up, will be charged from the client. This notice is given for clients' protection.

Please note that the deposit will be authorised on the client's credit card.

Travelling in Nordic Countries

» Client has a permission to travel in the Nordic countries (Finland, Sweden, Norway, Denmark and Iceland) with the Touring Cars motorhome.

Travelling in Europe

» Client is obligated to ask for permission from Touring Cars when planning to travel outside the Nordic countries.

» Outside the Nordic countries the insurance deductibles are two times higher and special insurance requirements ought to be followed.

» Touring Cars obtains a green card, insurance document if a client wishes to enter agreed Central and Western European countries but additional traffic insurance might be required.

If so, it may be bought at customs.

» When travelling to Central Europe and Western Europe, the minimum level of damage deductible is 11200 NOK.

Travelling in Baltic states and Russia

» Travelling to Russia, Belarus or Ukraine is not allowed.

» Travelling in Eastern Europe is allowed only for rental vehicles from our Tallinn office.

Please note that limitations apply.

» For insurance purposes, the client is obligated to ask for permission from Touring Cars when planning to travel outside the Estonia.

Deposit

» Deposit is required upon departure to ensure that the vehicle is returned in the same condition as it was upon pick-up.

» We will authorise one full deductible from client's card at pick-up. The client's credit limit ought to be sufficient to cover the deductible and other purchases that they plan to make during their holiday. Authorization will be cancelled when no new damages are discovered at drop-off.

» All authorised drivers have to present an individual credit card for insurance purposes.

» Credit Card has to be valid minimum 6 months after drop-off. The Credit card's credit limit must be sufficient for

required deposit amount.

Accepted Credit Cards are Visa, Amex and Mastercard. No cash or other credit cards are accepted!!

Please note that we will charge 6% for using Amex.

Authorized Driver

A valid driver's license is required for all drivers. Driver must have held a driver's license for at least 2 years and be over 25 years of age. Driver must present an acceptable credit card (debit cards not accepted). All additional drivers must be marked on the rental agreement (additional fee will apply). Renter and each additional authorised driver must be present to sign the Rental Agreement.

Breakdown

The customer is responsible for checking engine oil, fluids and coolant levels at each refuelling as well as reporting mechanical failures immediately. Instructions and procedures for maintenance expense reimbursement are provided at pick-up. Clients may be held responsible for mechanical damage due to negligence in vehicle operation or failure to provide normal maintenance. In the event of the vehicle being in breakdown repair for 24 hours or more, through no fault of the customer, our responsibility to a customer is limited to a refund of daily rate or portion thereof. Client is required to take their rental vehicle to the closest repair location stated by Touring Care Roadside Assistance. Daily refund will be issued only for the days that a vehicle is broken down due to no fault of a client. No refund will be issued if a client violates the rental agreement. Moreover, Touring Cars will not issue refunds for the whole rental period. Diesel reimbursements will be granted only on severe cases. Please note that Road Side Assistance is available in Touring Cars destination countries only.

Roadside Help

- » **Free 24- hour telephone assistance** - We provide customer service to clients 24 hours a day during their holiday.
- » **Key replacement** (additional fee) - Lost keys? No worries, we will send replacement keys or a locksmith.
- » **Flat tire** - If the vehicle's spare tire is inflated and serviceable, it will be installed to replace a flat tire. If no inflated spare is available, the vehicle will be towed to the nearest garage. Free of charge service if a client has purchased windshield and tyre protection package.
- » **Towing** - If the vehicle is inoperable (unrelated to an accident or fault of driver's behaviour towing charges will be covered at no additional charge.
- » **Jump start** (additional fee) - A battery boost will be provided in an attempt to start the vehicle.
- » **Fuel delivery** (additional fee) - A limited supply of gasoline will be delivered to the vehicle to enable you to reach the nearest open service station. Up to 15 litres.

Roadside help available at all locations in the Scandinavia. Local service charges/fees will apply.

Disputes

- » All post-rental damage charges will be executed after a client approves the charges on a damage form, except on specific one-way rentals.
- » Touring Cars reserves the right not to make any refunds if a client does not make his or her claim during the holiday.
- » Place of a jurisdiction of all contracts evolving Touring Cars is Helsinki, Finland.

Penalties

The vehicle must be returned with an empty waste water tank and an empty lavatory cassette. Also, the vehicle has to be moderately clean inside. Failure to comply will entail a cleaning surcharge **2750 NOK**.

Smoking is prohibited in the camper, **7000 NOK penalty will apply** if this rule is broken.

Animals are not allowed in the motorhomes without prior notice. The penalty fee is **3200 NOK**.

Touring Cars will automatically charge clients credit card for all parking fines which clients have received during their holiday with office fee (**190 NOK**). If a client does not comply with the agreed returning time, Touring Cars reserve the right to charge **450 NOK** per hour for each hour that a client is late. The Client has to give a minimum 24-hour notice of being late or the surcharge will be issued. However, it is essential to confirm any changes in the scheduled service times with Touring Cars. In addition to the above-mentioned fee, Touring Cars may charge monetary losses from the client, if the client returns the vehicle later than scheduled and if this delays the next rental of the rental vehicle.

Payment Policy

- » Each reservation will be confirmed with an electronic confirmation sheet and an electronic invoice will be issued. Please do not pay based on the confirmation! All invoices are valid, so credit invoices are important - do not disregard the invoices. All billing related reclamations have to be made within 14 days from issuance.
- » If Touring Cars have made a mistake on the original booking, no fee will be charged. Flight info updates are free of charge if service time does not change away from 08:00–18:00.
- » All payments are due on 58 days before pick-up. For the bookings made less than 58 days prior to departure,

full payment must be paid within 7 days of the booking. Moreover, the payment has to be made before pick-up.

» If the payment is late, we reserve an option to charge a 13%, Annual Percent Rate, a late fee of the total amount of the original invoice. Late payments are compounded periodically, not daily.

» **there is an invoice update fee of for all updates requiring manual work after the original invoice is issued.**

» For each reminder that we will send by mail, we charge 200 NOK. We will send the first note within a week from the due date, but the late charges will start running from the first day that the invoice is late. An extra copy of the original invoice is included in the 200 NOK reminder fee - copies have to be requested separately.

Cancellation & alteration

The initial deposit paid is non-refundable. In addition, the following charges also apply:

In case of cancellation or shortening of confirmed reservations, charges will be invoiced as follows:

33 days or more prior to departure: cancellation is free of charge.

32 to 25 days prior to departure 25%.

24 to 19 days prior to departure 50%.

18 days to 1 day prior to departure 100%

Departure day or no-show 100%

This policy applies for reducing the rental period and/or removal of any prebooked extra items and services of a confirmed booking. Please note that if a payment has not been sent when the cancellation is made, the cancellation fees are subject to collection activities. These fees are invoiced from the agent, who booked the motorhome.

If the cancellation is made less than 30 days prior to the departure, the cancellation fee will be minimum 2100 NOK (or equivalent amount in other currencies) or a percentage of the total amount of an invoice including base charge, rental days, one-way fees, extra items, etc.

Winter in Scandinavia is a unique experience

See the northern lights and explore the winter wonderland with a motorhome! Winter conditions are valid between 01.11.–31.03.

To avoid frost damages to the car client will be responsible for making sure that the rental vehicle is heated properly at all times. An especially water system is sensitive to damages during extreme cold temperatures. Additional information on driving in winter conditions is given at the pick-up. All vehicles are fitted with winter tires on request.

Touring Cars standard accessories

All Touring Cars vehicles are fully equipped for an enjoyable holiday;

Full kitchen ware.

First aid kit.

Instant tyre repair kit.

Cleaning set.

**Bicycle rack.

On-board computers.

Mosquito nets.

Blinders.

12 V/220 V outlets.

Electricity cable.

Gas bottles.

Tire wedge pair.

Waterhose/water can.

Stove.

Fridge.

Shower.

** Limitations in Mini and Van categories.

Fuel purchase option

A refuelling charge of 250 NOK + 20 NOK per litre will be applied to a rental if a vehicle is returned with less than a full tank of diesel. Client may also choose the Fuel Purchase Option at pickup. Fuel Purchase Option is available at the time of rental and allows clients to return the vehicle without refuelling diesel tank. Total cost is based on self-service diesel price in the area and 205 NOK surcharge. This option allows a client the convenience of not having to refuel the vehicle prior to returning.

USE OF THE CAR DURING RENTAL

The Renter is obligated to take care of the car as well as a careful person takes care of his or her own car and to observe special carefulness and cautiousness while driving. The Renter undertakes to use the car only in the manner for which it is normally intended. During the rental period, the Renter shall take care of the normal monitoring of the car's condition, such as tyre pressure and sufficient filling of oil and other liquid quantities. Whenever the car is left parked even momentarily, it shall always be locked.

The Renter undertakes to drive the car him or herself. He or she is not allowed to hand over the car to other persons or for their use without such permission being explicitly noted in the rental agreement. The Renter (driver) shall possess a valid driving licence and have at least one year of driving experience. In addition, he or she shall fulfil the age requirements of the Rental Company.

The Renter is obligated to inform the person to whom he or she hands over the rental object within the scope of this agreement about the contents of this agreement.

Use of the car for illegal purposes, towing, competitions or training for these, educational driving and driving on ice outside officially marked ice roads is prohibited. Crossing the Finnish border with the car is prohibited without the written permission of the Rental Company. Smoking and the transportation of pets in the car is prohibited.

The Renter is always fully liable for any parking fees and tickets, charges of private parking control, overload penalty fees, on-the-spot fines, fines incurred for speeding or other traffic offences or violations, road tolls and congestion taxes caused by the use of the car during the rental period unless otherwise mentioned.* By signing the rental agreement, the Renter entitles the Rental Company to disclose his or her identification information to the authorities for the imposition of the aforementioned sanction charges.

The Renter pays for the fuel used. The fuel to be used in the car appears from the rental agreement and/or the registration of the car. The Renter is fully liable for any damage to the car caused by filling the tank with or use of incorrect quality fuel. If the Renter returns the car with a partially filled tank, the Rental Company has the right to charge for the missing fuel and the potential filling-up fee at the price indicated in the rental agreement or price list.

Terms of booking on this website

Information disclaimer

The rates on this website are often heavily discounted. This is due to our negotiated rates and bulk buying power. On very rare occasions, a rate may be displayed incorrectly due to our, or a vehicle supplier's error. In such a case, if you book with us at a quoted rate that is incorrect, we will notify you of any price change and give you the option to proceed or cancel. We make every effort to keep information on our site up to date, but we cannot guarantee this website is free of errors or omissions and retain the right to update or change the information published at any time.

Liability

To the extent permitted by law we/the owners of this website will not be liable to you or to any third party (whether in contract, tort, or otherwise) for any direct, indirect or consequential loss or damage (including but not limited to any accident, injury, delay or loss of enjoyment) arising out of your reliance upon information contained on this website, including but not limited to your use (or inability to use) any products or services described or procured through this website.

When you pick up your vehicle, you will be required to sign a rental agreement with the supplier of the vehicle. Your rental and use of the vehicle will be governed by the terms of the rental agreement and any other documentation or information provided to you by the supplier at the time you pick up your vehicle. The rental agreement is between you and the supplier and we will not be liable to you or to any third party in relation to the terms of the supplier's rental agreement or any other documentation provided to you by the supplier at the time of pick up.

While we will make reasonable efforts to ensure we are representing only reputable suppliers, we make no warranty about the fitness or suitability of any third party (supplier) product or service and will not accept responsibility for the quality or fitness of any vehicle. If you encounter issues with the vehicle whilst on hire, you MUST report these issues directly to the relevant supplier at the earliest possible time. This will allow the supplier to remedy any issues and minimise any inconvenience to you. If you fail to report any vehicle issues during your rental, it is likely that compensation will not be offered. We welcome feedback from our customers on their experience with our suppliers. We may, at our discretion, provide you with reasonable assistance in resolving any dispute you may have with a supplier.

Our total liability to you in relation to your use of this website and the information contained on this website will not exceed the dollar amount of the deposit we have received from you in relation to your booking/rental. Refunds will not be made for bookings cancelled due to inclement weather. Again, we strongly recommend that you take out travel insurance. Your use of this website is governed by the laws of New Zealand and the jurisdiction of the New Zealand courts.

Booking information

To make a booking you must complete our booking form which is easy to follow and secured with the latest encryption technology. Once we receive your form, we will, subject to availability, confirm your booking by emailing you a confirmation voucher and invoice. The deposit required to secure your vehicle (as shown on the secure booking page) will only be processed on your credit card when your booking is confirmed. Please note that a 2% credit card or debit card surcharge will be added when your payment is processed.

A booking is confirmed when you have been emailed a confirmation voucher and at this stage the deposit is processed on your card and becomes non-refundable and any cancellation fees stated in the supplier's terms apply. Upon receipt of your confirmation, please check your details carefully and notify us immediately if there are any incorrect details, as it may not be possible to make changes at a later date.

If you are booking via phone, please make sure you have read the terms and conditions of the vehicle you wish to rent first. Our reservations consultant will ask you if you have read the terms and agree to them before proceeding. The onus is always on the renter to ensure they make themselves fully aware of the terms displayed on our website.

Information disclosure

In booking on this website you acknowledge that we disclose your information to your selected Supplier in order to provide the requested rental services.

Amendments

Please note that some suppliers treat an amendment as a new booking and apply the rate current at the time the amendment is made to recalculate the entire booking amount (not just the days changed). If the rental period is increased, an additional deposit may be required. If the rental period is shortened which results in a reduction of the rental charges, the deposit amount will remain unchanged, and the difference between the original and revised deposit is forfeited (it cannot be used towards remaining rental charges). To request a change to a confirmed booking, please use the alterations request link on your confirmation. Any alterations are subject to availability and the approval of the supplier. In addition to the alteration policy of the supplier stated in their terms, the following charges will apply:

Motorhome rental alterations (all charges stated in local currency): 25.00

The alteration fee will not be charged if your alteration request is not possible.

Vehicle Capacity and fitness to drive

Under no circumstances are you permitted to carry more passengers than the vehicle you rent is legally registered to carry, and if you do your insurance may be invalidated. The number of seatbelts (and passengers) is indicated next to each vehicle on this website. Luggage capacity where shown is an indication only and we will not be responsible should you be unable to fit your entire luggage into a vehicle. It is your responsibility to choose a journey that is within your capabilities. A vehicle supplier can refuse to rent a vehicle to any person who is in their opinion unfit to drive or does not meet eligibility requirements. In such circumstances we will have no further liability to you.

Refund Policy

We are committed to providing a quality service and aim for complete customer satisfaction. In the event of cancellation, any refunds or penalties are detailed in the terms and conditions of your selected vehicle that you are asked to read and accept at time of booking. In the event you are unsatisfied with our service, please contact us within 48 hours of placing your booking or request and we will work to resolve any issues and determine if compensation is due. In the event you have completed your rental and are unhappy with your vehicle, we are happy to assist you in seeking compensation from the operator of the vehicle.

This website is owned and operated by Motorhome Republic Ltd. Our financial centre and marketing office is based at Level 5, 12 Madden Street, Wynyard Quarter, Auckland, New Zealand. In Australia, we are based at Suite 3.01, 11 Queens Rd, Melbourne VIC 3004. Thank you for booking with us.