



# LOST CAMPERS

## San Francisco, Los Angeles & Salt Lake City Campervans

### Terms & Conditions for Lost Campers After-hours Pick Ups

#### **Reservations**

- A \$75 non-refundable administration fee applies to all after-hours pickup reservations.
- All after-hours pickups must be booked directly with the Reservations Department by phone & email. Online reservations for after-hours pick ups are not available.
- Customers will need access to phone, email, scanner & printer to be capable of completing this type of reservation with us.
- Once the Reservations Team has received all of the required paperwork to confirm the reservation, the rental balance will be due in full at that time to finalize the booking. All monies collected are non-refundable and subject to the Lost Campers cancellation policy as per our standard terms & conditions.
- If you change your after-hours pick up to an in-office pick up once we've started this process, we will remove the \$70 after-hours pick up fee, but you will incur a \$25 change fee.

**Lost Campers requires proof of insurance for this type of rental process.** You are welcome to purchase insurance for your rental from us or provide proof of your own coverage that includes collision and liability for third parties. After-hours reservations will not be confirmed until proof of insurance is provided and all required paperwork is returned to us complete & accurate.

#### **Regulated Pick Up Hours For This Service**

After-hours pick ups are available between Monday-Saturday 6AM - 8AM & 5PM - 9PM, & Sundays 6AM - 9PM PST. Attempts to pick up outside of these regulated hours may be considered trespassing. Please note that staff may not be present for your drop off - even if you are dropping off during office hours. Please follow the after-hours drop off procedure outlined in the binder for instructions.

#### **Security Deposit**

Lost Campers requires a major credit card in the primary driver's name for the \$1,000 security deposit. The security deposit will be set up and held on your account up to 48 hours prior to the scheduled after-hours pick up time on the reservation. (We accept Visa, Mastercard, American Express and Discover.)

#### **Renter's Due Diligence**

- It is the responsibility of the renter to inform their bank they are traveling and to make sure that the funds for the security deposit are available for holding. If the credit card declines for the security deposit and Lost Campers is unable to reconcile the situation with the renter immediately, the after-hours pick up will be rescheduled for the next available pick up time slot during regular business hours and the \$75 administration fee for the after-hours pickup will remain applicable and non-refundable.
- It is the responsibility of the renter to thoroughly read through the information we send you as well as what is on our website and to watch the instructional videos provided prior to pick up.
- Once at the depot, access to a phone/device (preferably with data package) is required to complete after-hours pick up or renter must download all required instructions/video to their device prior to traveling. Renters must have access to this information once on-site to pick up the vehicle in order to be self-sufficient and find answers to their own questions. All non-emergency calls regarding an after-hours pick up, made to our emergency line, will be subject to a \$25 administrative fee.
- If you block other return renters from being able to return after-hours, you will be charged a minimum of a \$75 fee.

By their signature below, Renter confirms that they understand and accept Lost Campers' Rental Terms and Conditions as stated above.

X Renter's Name ..... X Signature .....

X Addt. Driver Name ..... X Signature .....

X Date .....