



ADDENDUM TO LOST CAMPERS, INC. RENTAL AGREEMENT - TERMS AND CONDITIONS

- **Reservations:** A non-refundable booking deposit of 25% of the rental balance is due at the time of booking. Booking deposits have a minimum of \$45 and a maximum of \$500 if 25% of the balance is more or less than these amounts. Full payment for the remainder of the rental fee and any additional equipment or optional insurance added following confirmation is then required upon pickup of the rental vehicle.
- **Payments:** Payment by Renter must be made in U.S. Dollars in either cash or on a MasterCard, Visa, Diners or American Express card. Sorry, no personal checks accepted.
- **Cancellations:** All cancellations must be made in writing to Lost Campers, Inc. Deposits are nonrefundable; although exceptions to this policy may apply.
- **Security Deposits:** Before delivery of a Lost Campers vehicle to the Renter, a security deposit is required. This transaction is set up as an authorization hold (not a charge) on a major credit card or debit card in the primary driver's name. Please make sure the funds are available on your card prior to pick up. The security deposit will be voided following the return inspection of the vehicle. Returning rentals must be deemed undamaged, full of fuel, clean, all equipment is returned and in the same condition as when rented. Rentals returning after hours or with rooftop tents may have a 24-48 delay on the void of the security deposit. *Cash, cheques & pre-paid travel cards are not acceptable for the security deposit. Security Deposits are applicable as follows: In office pick ups have a \$500 security deposit. After-hours pick ups have a \$1000 security deposit. Redwood Class of van rentals have an \$800 security deposit.
- **Insurance:** Once the Rental Agreement is signed, Renter is responsible for the vehicle and any or all damage or loss Renter or others cause to the vehicle, regardless of fault. Collision Damage Waiver (CDW w/ no deductible) and/or Supplemental Liability Insurance (SLI) can be purchased from Lost Campers at \$11 per day & \$13 per day, respectively or \$24 for both options in CA. Collision Damage Waiver (CDW w/ \$1000 deductible) and/or Supplemental Liability Insurance (SLI) can be purchased from Lost Campers at \$13 per day & \$15 per day, respectively or \$28 for both options in UT. If you are a U.S. resident with a valid US driver's license and you have US automobile insurance, your policy may cover Lost Campers' rental vehicles. Please check with your insurance company regarding your coverage as you accept full responsibility for ensuring appropriate coverage. It is the choice of the Renter to accept or decline Lost Campers' CDW and/or SLI. Renter accepts full responsibility if renter chooses to decline our insurance options. Lost Campers reserves the right to request proof of insurance at the time of pick up. Lost Campers reserves the right to discontinue a rental agreement in the event of an accident.
- **Driver's License/Proof of Identification:** All drivers must hold a valid driver's license for the entire rental period, with at least one driver holding a major credit card. Further proof of identification may be required. An international driving permit is necessary for foreign tourists. Foreign Renters must also present their passport at time of vehicle pick up. Only drivers specified on the contract are allowed to drive Lost Campers vehicles. All specified drivers with their licenses must be present at the time of vehicle pick up.
- **Minimum Age of Drivers:** All drivers must be 21 years of age or older (25 or older for the Redwood van). Proof of age must be ascertained by a valid driver's license. There are no youth fees for drivers aged 21-25.
- **Additional Drivers:** Lost Campers' vehicles are designed for two to six person travel, depending on the van. The rental cost includes 2 drivers. Lost Campers does not charge any additional fees for the second driver.
- **Vehicle Pick Up and Drop Off:** Vehicles are available for pick up at the designated time on the first day of the rental period and must be returned at the agreed time and drop-off date. Lost Campers rates are based on a 24 hour period. A one hour grace period will be given for the late return of the vehicle, after which there will be a prorated charge of the daily rate for the next late hour. For returns made more than 2 hours after the pickup time, another day rental rate will be charged.
- **Rental Duration and Extensions:** Extensions may be granted through our reservations team; subject to availability. Full payment for the extension period must be paid immediately. The rental period can be longer than 30 days, however, a new rental contract is required for each 30 day period. No refunds will be granted for shortened rentals or for late pickup or early return of vehicles. Our rental maximum is 90 days. Any rental over 60 days in length is required to exchange for a different van at one of our locations at some point during their trip. This must be arranged at the time of booking.



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- **Minimum Rental Period:** The minimum rental period is 3 days in LOW SEASONS, 4 days in SHOULDER SEASONS and 5-7 days in HIGH SEASON, although these may be much higher over certain busy times.
- **Mileage:** Unlimited mileage is included with the daily rate. Total miles traveled are calculated at drop off. It is the responsibility of the renter to maintain the fluids and tire pressure during their rental. Renter will contact Lost Campers to arrange for a service when mileage of van reaches the service due mileage. Mechanical damages caused by the negligence will be the liability of the renter. If arrangements are made for renter to see a mechanic, failure of renter to meet appointment could be treated as negligence.
- **Road Restrictions:** Driving on unpaved roads (excluding state and county maintained roads), dirt roads, restricted areas and 'off road' areas is NOT allowed. Renter is liable for all damages to vehicle, tires, under carriage, towing charges and other expenses as a result of a breakdown, collision, or other, associated with operating Lost Campers vehicles in these areas. Lost Campers' insurance options will also be null & void.
The following are RESTRICTED AREAS:
 - Anywhere in Mexico and Alaska. Canada (no further north than Edmonton, AB - draw a straight line west to east through Edmonton for northernmost travel point) is only permitted with purchase of Canadian insurance card
 - Death Valley, unless specific approval has been given by Lost Campers' staff
 - Any unimproved road, trail, track, etc. and on Indian Reservations regardless of road conditions
 - Any off-road areas (dunes, beaches, riverbeds, logging roads, forest trails, dirt trails etc.)
 - Burning Man Festival - Travel to the Burning Man festival in the Nevada desert, located just outside of Gerlach, Nevada, otherwise named 'The Playa' OR to this location at any time of year is not permitted in a Lost Campervan, due to the extreme nature of this area. A \$2000 fine will be imposed if a Lost Campervan is taken to this area without permission. Ask for permission and special fees if going to this area.
- **One-Way Rentals:** Limited one way rentals between all of our depots are available with prior approval. A minimum rental period may be required and drop fees range from \$100 to \$350.
- **RULES:**
 - Please do not smoke inside Lost Campers vehicles. Step outside to smoke!
 - No pets are allowed (except designated service dogs) in the vehicles.
 - Cooking is NOT allowed inside vehicles. Lost Campers' insurance will be null & void if this is done. Lost Campers provides a picnic table and portable propane stove so Renter can cook outside.
 - Evidence of smoking, cooking or pets in vehicle is subject to a minimum \$150 cleaning fee.
 - Towing of anything by a Lost Campers vehicle is prohibited at all times.
 - Sitting or standing on roof or hood or on the outside of the vehicle is not allowed at any time.
 - All passengers must use vehicle restraint systems (seatbelts) while vehicle is in motion. No passenger is to travel in the back of The vehicle, unless factory seats and seatbelts are installed and used. No sitting on bed while vehicle is in motion. Lost Campers does not accept any liability for any injuries or death incurred to passengers traveling in the back of the vehicle and/or while not using seatbelts.
- **Cleaning Fees:** Lost Campers requires that our vehicles be returned in clean and decent condition. Clean & decent condition = trash/garbage/junk removed, floors vacuumed & interior wiped down if necessary. Cooler empty, sink waters emptied, dishes clean and stove wiped down. Rooftop tents must be free of any garbage or debris and stowed dry. If the vehicle is not returned in clean condition cleaning fees will apply starting from \$150 depending on the condition in which the vehicle is returned. The outside of the van is required to be clean enough to perform a return inspection. If the vehicle requires an exterior wash, the renter will use self serve touchless car washes only for the Sierra and Hotel Sierra Vans to avoid damaging awnings & rooftop tents.
- **Vehicle Equipment:** Equipment, as detailed in this Rental Agreement and the vehicle checkout list, must be returned upon completion of the rental term clean & undamaged. Renter will be charged for any missing or damaged items.
- **Fuel:** At pick-up time, Renter will receive the vehicle with a full tank of gas. Please ensure that the gas tank is full when returning the vehicle to Lost Campers depot. A charge of between \$5-10 per gallon plus a \$25 administration fee will be implemented if Lost Campers has to fill the gas tank of any returned vehicle.



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- **Parking/Traffic Violations/Toll Roads:** Renter is responsible for reporting and paying all parking, traffic and toll road violations at rental termination. Non-reporting of parking/traffic/toll road violations will result in an administrative charge on top of the fine, up to \$250. Non-reported charges and administrative fees will be charged against Renter's credit card, or will be invoiced to Renter's home address and authorities will be notified. **Lost Campers standard policy is to charge the renters credit card for violation cost plus \$25 admin fee, immediately upon receipt of violation.** Lost Campers then pays the violation on renters behalf. We do not give prior warning that we have received a ticket in renters name, however we do send a personal email & copies of all paperwork and receipts to you once violation is paid.
- **Vehicle Types:** Lost Campers will make every effort to supply Renter with the vehicle model reserved. Lost Campers reserves the right to substitute models with any other model in our fleet, and will make every effort to provide a model upgrade if substitution is required.
- **Tires and Windshield Damage:** Renter is liable for repair or replacement of tires and/or windshield in the incident that any new damages occur without the purchase of Collision Damage Waiver (CDW) . Lost Campers covers regular wear and tear of tires and windshields. Please use care when operating the vehicle, and note any pre-existing damage upon taking delivery of the vehicle. If Renter purchases Collision Damage Waiver (CDW) from Lost Campers, this waiver will remove Renter liability for the repair or replacement of up to two tires & repair or replacement of up to one windshield
- **Maintenance and Responsibility:** It is Renter's responsibility to maintain oil and water levels on the vehicles and to report any vehicle issues immediately to Lost Campers' main office. If traveling in desert areas or in high mountain regions in particular, along with all other areas, it is important to continually check all vitals on the vehicles. Engine or any damage caused by negligence of Renter will result in repair fees to Renter. Renter must call or email Lost Campers and arrange an on-the-road oil change and inspection for every 4000-5000 miles driven, which can be carried out in whichever nearby town renter is currently in. Lost Campers does not provide compensation for time or transportation while on the road services are being conducted. Lost Campers does not cover on the road services if conducted in Canada, all services must be arranged within the U.S.
- **Mechanical Problems:** Lost Campers maintains it's vehicles to extremely high standards. However, we cannot guarantee that the vehicle's mechanical systems will function effectively under extreme weather conditions and in certain circumstances. For any minor repairs, Lost Campers will reimburse Renter (up to \$50) at the completion of your rental. Remember to keep any receipts for repairs. In the event that Renter's vehicle has a breakdown, Lost Campers will endeavor to get vehicle to a reasonable location where you can wait for repairs or a replacement vehicle. At the time of a breakdown, if Lost Campers cannot get you another vehicle or repairs will take an unreasonable amount of time (this length of time is to be decided between Renter and Lost Campers at time of incident), Lost Campers will refund you for the outstanding rental period and/or offer a credit for the next time you choose to travel with us. Lost Campers' liability extends to either replacing your vehicle for the rental period or refunding your rental fees for any of the days the total use of the vehicle is lost. Lost Campers is not responsible for any accommodation expenses Renter may incur as a result of an accident or vehicle breakdown. Regardless of circumstance, Lost Campers wants a positive outcome so you will continue to travel with us and will endeavor to give you 100% support whilst on the road.
 - In the event a tow is required, Lost Campers will pay for the first 50 miles of towing. Renter is liable for any towing charges thereafter. Please be aware there are many remote areas in the US.
 - If a breakdown occurs on a dirt road and/or in the above restricted areas, including state & county maintained dirt roads, Indian reservations, anywhere in the east half of the USA (past North Dakota down to the Texas state line) or anywhere in Canada, renters will liable for all towing charges and/or all costs to return the vehicle to a Lost Campers depot. Renter is liable for all towing costs in the event of an accident. Lost Campers reserves the right to discontinue a rental agreement in the event of an accident.
- **Maximum Number of Passengers:** Renter agrees that the vehicle rented may only be used to carry the maximum number of passengers corresponding to the amount of seat belts AND factory seats, or as dictated by licensing authorities. Lost Campers will not accept any liability if these terms are breached.
- **Accidents:** If Renter is involved in a collision, the renter is responsible for obtaining driver's license details and insurance information from all other persons involved in the accident. A police report must be made at ALL times. Renter must notify Lost Campers as soon as possible after the accident. The security deposit covers you for a single accident. You may be liable for a further deposit if after an accident you continue to drive the vehicle. A \$250 accident file fee may be charged to the Renter, due immediately.



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- **Valuables:** Lost Campers assumes no liability for valuables left in or stolen from a Lost Campers vehicle. Because of possible theft, please do not leave valuables in any unattended vehicle. Personal property is the responsibility of Renter or Renter’s passengers. Renter is responsible for all extra equipment provided by Lost Campers with rental vehicle. If this equipment is lost, stolen or damaged, Renter is responsible for replacement costs of said equipment.
- **Keys:** Renter will be responsible for the cost of replacing vehicle keys that are lost or broken. Renter is also responsible for the retrieval of vehicle keys locked in a vehicle. Cost for a locksmith will be charged at Renter’s expense. Replacement keys can cost up to \$400 per key.
- **General Conditions:** All rentals are subject to the terms and conditions of Lost Campers’ Rental Agreement and this Addendum and any supplemental Rental Agreement. Rates, policies, terms and conditions are subject to change without notice. Lost Campers assumes no responsibility for any detention, delay, loss, damage or injury that Renter might experience, no matter how it is caused or by whom.

The above is a summary of Terms and Conditions that form part of Lost Campers’ full Rental Agreement. For detailed conditions, refer to the Rental Agreement to which this Addendum is attached. The Lost Campers Rental Agreement and this Addendum thereto must be signed on the day you rent your campervan. Renter will receive a copy of the Rental Agreement, along with a copy of this Addendum thereto, upon delivery of the vehicle to Renter.

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.....