



Terms and Conditions

General Terms (Long Term Rental)

Drivers license and age

Drivers must be at least 21 years of age and in possession of their valid national driver license. (international license is NOT required). All pricing includes 2 drivers. Any extra driver needs to be authorized and a small fee might apply.

Unauthorized extension of the rental

Should a customer keep the vehicle beyond the contracted period, charges up to 300.-- per day will apply. However, if customer contacts the head office and obtains proper authorization to extend, the regular contracted rate will apply. (Authorization of extension are granted on availability basis only).

Minimum rental days

40 days with progressive rebates for rentals or leases 90 days or longer.

Transfers and office hours

We will contact each customer by email or telephone prior to arrival in the USA or Canada and discuss transfer or meeting procedures. Here are the general rules. (Please refer also to our transfer and meeting information sheet)

SEA (Seattle) in Grayland,WA MAIN OFFICE

PU and DO around noontime from Monday to Saturday. Station is located in a campground in Grayland with transfers to and from Seattle airport (transfer time about 2.5 hours) Cost for transfers are US\$ 120.-- (for 2 persons) if you are using our shuttle service. Public transportation is possible very low priced.

LAX (Los Angeles) in Sylmar,CA

PU and DO at regular opening hours. 09:00-16:00 Monday - Friday and 09:00 to 12:00 Saturday, Sunday closed. Customer need to be at station not later than 15:00 (10:00 Saturday) Station is located in Sylmar, CA, closer to the Van Nuys Airport. Customer can use LAX Fly Away Bus to Van Nuys Airport and call station from there and can be picked up for a fee from there or of course customer can use a taxi from Van Nuys Airport for about 40.-- or a taxi directly from LAX airport for about 120.-- Transfer will not be provided through us from LAX to station.

YVR (Vancouver BC) in Metrotown, BC

We have no station in YVR and usually meet customer at a motel to our choosing in Vancouver Metrotown. Meeting procedures will be discussed individually with each customer beforehand. No Transfer will be provided.

SFO (San Francisco) in Hayward, CA

We have no station in SFO and usually meet customer at a motel in the Hayward area of our choosing with good connection to downtown or airport San Francisco. Meeting procedures will be discussed individually with each customer beforehand. No Transfer will be provided.

NYC (New York) in Peekskill, NY

This location is only used for very long reservations. We use a partner station at that location. Meeting procedures will be discussed individually with each customer beforehand. Transfer cost for shuttle will be the responsibility of the customer.

BLI (Bellingham), WA

We have no station in BLI and usually meet customers at a motel in Bellingham of our choosing. Meeting procedures will be discussed individually with each customer beforehand. No Transfer will be provided.

ANC (Anchorage) in Wasilla, AK

This location is only used for very long reservations. We use a partner station at that location. Meeting procedures will be discussed individually with each customer beforehand. Transfer cost for shuttle will be the responsibility of the customer.

All other WEST locations (Reno, Salt Lake City, Las Vegas)

These locations at request for longer reservations only
Meeting procedures will be discussed individually with each customer beforehand.
Delivery Charges will apply.

All other locations

Other locations at request for very long reservations only
Meeting procedures will be discussed individually with each customer beforehand.
Delivery Charges will apply.

Convenience Kits

We do provide convenience kits. Depending on your contract there might or might not be a charge. If it is free, it will not be a part of the contract and is accepted as is.

Preparation Fee

We do not charge any preparation fee.

Insurances/deductibles

Rental and leases carry liability insurance with statutory limits directly to the customer and indirectly up to 1 MIO US\$ through STI. Collision Damage Reduction can be purchased through CDR coverage which will reduce your risk down to a deductible. In any case of liability or collision the customer is responsible for the first 600.-- US\$. If customer is under 25 years of age the responsibility is 1500.-- US\$. Theft deductible is 2000.-- US\$. For any accident or theft, we would need a police report or coverages will not apply. For theft coverage, customer must be in possession of the key and later research must prove that vehicle was properly locked, or customer will be responsible for full value of vehicle. If the client opt for the additional VIP coverage, the deductible will reduce to 100.- and 600.- for under 25 years old drivers. In addition the VIP covers following: If the unit is in the repair shop for authorized repairs, the client will get 75.- per day for personal expenses, no receipts necessary. IMPORTANT: This coverage is only for repairs to the chassis and drivability of the RV, not for the living space. A full day will be considered with at least 6 hours. It will start at time of drop off at a repair shop or at time when tow truck hooks up unit until the unit is repaired. Date and time will need to be on any receipts.

Exemption of coverage: Unlimited responsibility for damages caused to roof or roof items by striking overhead objects, damages by backing up, parking damages, damages that occur inside rv parks, off road, parking lots, service stations etc. and damages caused by negligence or while violating the rental agreement. All Interior damages are also not covered. Damages caused to tires, wheels or the undercarriages by driving over curbs, into nails or any other obstructions.

Accidents

The customer must obtain a police report (or at least a police report number to order the finished report) and a business card from the officer on the scene. STI must be contacted the next business day by phone and customer must write separate report and send to STI. (it is always helpful to make pictures). Customer must supply STI with name address, tel number, driver license number and vehicle make, model and license plate from the driver of the other vehicle. Customer is not allowed to admit any guilt, not to the other driver nor to the police officer on the scene. Our insurance carriers will eventually determine the fault of any drivers. If the unit is not fixable anymore, STI will try to provide an alternative unit, but it is understood that there is no right on a substitution as a result of an accident, no matter of fault.

Breakdowns

STI will be financially responsible for breakdowns to drive train. Breakdowns on other parts or the living area might or might not be repaired on the road at our discretion. If not repaired, customer will not be held responsible. Regular maintenance service will have to be performed to STI's satisfaction and will be refunded. Damages caused by disregarding STI's maintenance services will be charged to customer.

On the road payments for services and repair

Customer will have to advance all regular repairs and maintenance cost to the repair and service stations, while on the road. Exceptionally large repair costs will be refunded by us within a few days to customer's credit card if that is possible. All other repair and service cost will be refunded AFTER return of vehicle. Refunds are ONLY paid through our main office. Refunds for returning on other stations might be delayed from 2-3 weeks.

Refunds for repairs, or not scheduled service over the amount of 100.-- needs to be authorized by STI before work is done or refund payment might not be acknowledged. Unnecessary repairs that do NOT solve the problem will NOT be refunded ! While the customer is in possession of our vehicle, customer is fully responsible to make sure that the correct repairs and services are performed. Damages done to vehicle from repair shops with poor craftsmanship are the responsibility of the customer.

CUSTOMER MUST CHECK AND FILL MOTOR OIL AS OUTLINED IN RECEIVED OIL CHECK SHEET!

Vacation interruption, 4 working days or less will be the responsibility of customer. If caused by breakdown (drivetrain only) starting the 6th working days and longer will be refunded by STI to max. daily NET rental rate incl. tax. (CDR and extra services are not refundable). Refunds are not paid while waiting for NON drivetrain repairs. If the breakdown happens on a working day before 12:00 noon, it will be calculated as full working day. If after repaired unit is ready after 12:00 noon, this day will be calculated as full working day.

Towing/Roadside assistance: Towing will not be provided by STI. We do however strongly recommend the membership with AAA/CAA (around 200.-- US\$). We will be able to apply on your behalf beforehand and have it charged directly to your credit card. Membership offers 24 hours towing and other services like locked in key, running out of gas etc. It will also offer 10% rebate on a lot of RV parks and hotels in the USA and Canada.

Refunds

Any refunds due back to customer will be done after unit is returned. In our Grayland (SEA) station it is usually done at time of return if possible.

At all other stations it will NOT be done at return time. All paperwork will be mailed to our main station (SEA) and refund will be handled directly from there and wired to customers bank account or to their creditcard account as per customers wish. There might be a timeframe of 3-4 weeks for these refunds.

Restrictions

Pets are allowed after special authorization from STI and a deposit is paid (amount depends on type of pet and vehicle and can range anywhere from US\$ 100-500.--)
Refund of pet deposit will be made after unit is thoroughly checked. It will NOT be paid at time of vehicle return.

Smoking is absolutely not allowed inside the vehicle. We reserve the right to charge any cleaning fee necessary for smoke damage or just smoke smell.

Death Valley is allowed only by prior authorization. Heat related damages will not be covered by any warranty and customer will be fully responsible for such breakdown, no matter what type of contract, even if customer has authorization for driving in death valley.

Mexico is only allowed with prior authorization with deposit paid in the amount of the value of the vehicle. Customer will be fully responsible for the vehicle and does need to buy mexican insurance at the border.

Northwest Territories and Yukon except Highway 1 are only allowed with prior authorization. Customer will be fully responsible for the vehicle. (suspension, tires, brake wear will be responsibility of customer)

Alaska north of Fairbanks is not allowed. Other unpaved roads must be prior authorized and a damage deposit might have to be paid.

Canada highways that are not paved, are in poor condition or are paved with rough surface, will limit your warranty (suspension, tires, brake wear) will be responsibility of customer.

DRIVING ON UNPAVED ROAD, Alaska, Yukon, Northwest Territories

These roads will need prior authorisation and if granted, a fee will apply. 600.-- for all 4 wheeled vehicles, (econovans, campervans) and 900.-- for all 6 wheeled vehicles, (motorhomes).

Disregarding any of the restrictions will void all insurance coverages !

Early returns

No refund for early returns or late pick ups.

Return of vehicle

Vehicle has to be returned CLEANED in same condition as received or charges might apply. The interior has to be clean the same way as received. (except floors, which just has to be wiped out). The exterior can be returned with regular street dust. All Fuel tanks need to be brought back full (gasoline and propane). Sewer and Graywatertanks must be returned empty, or charges will apply.

Parking and traffic violations

All official tickets, parking, moving or toll bridges etc. need to be paid right away. If not possible, let us know right away and we will organize payment for you. If you do not act on such traffic violations it will double its amount. We reserve the right do charge customers credit card for any late arriving traffic violations that are caused while under contract plus an additional 100.-- administrative fee. (no exemptions)

Payments

A down payment of US\$ 1000.-- is due within 14 days of booking in addition to any special requests. Rest payment is due 30 prior to pick up of vehicle. Payments can be made by bank wire to one of our banks or by sending a check in US\$. Payments with creditcard must be made 90 days in advance and a 3.5% fee will apply. Creditcards can be used at SEA office for local charges (like mileage etc.) STI reserves every right to cancel any reservation if payment has not arrived when due.

Deposit An authorization sheet will have to be filled out and signed (on most contracts we might have this authorization sheet filled out in advance.

Cancellation policy

US\$ 1000.-- for cancellations made 30 days or more before pick up time.
50% of total invoice for cancellation 29 to 15 days before pick up time.
75% of total invoice for cancellation 14 days to 4 days before pick up time.
100% of total invoice for cancellation 3 days or less before pick up time.
All extras will be added to the cancellation fee.

Opening Hours

Regular opening hours
Monday to Friday 0900h to 1600h
Saturday 0900h to 1200h
Special opening hours at different stations possible

Special holidays and black out dates when offices are closed

Sundays

In May: Memorial day weekend Friday to Monday

July 2-5 Independence Day

In September: Labor day Friday to Monday

In November: Thanksgiving day

December 23 to 26

December 30 to January 2

Substitution

If for any reasons beyond our control, the booked vehicle is not available, we reserve the right to substitute a higher rate vehicle at no additional cost. Should a lower rated vehicle be substituted, our liability is limited to the refund of the difference in the daily rate of the two vehicles.

Price changes

We do reserve the right to change the price anytime for any reason we feel is necessary with no advance notice. (reservations with down payment made will be price guaranteed)

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