



**First Night Accommodation**

- We strongly recommend that clients spend their first night in the U.S.A. in a hotel.
- Transfers are restricted to designated hotels advised at time of booking.
- No refunds are given for self-transfer.
- No transfers are provided for same day flight arrivals.

**Transfer Procedures**

Transfers (except PAD) are provided as a courtesy and are not financially negotiable or refundable. Transfers to or from rental station at times may be subject to restrictions or limitations beyond El Monte RV's control. In such circumstances, transfers may be the financial and logistical responsibility of the renter.

**Standard Transfer: Pick Up**

- **Locations:** Pick up transfers are included from a selection of airport hotels as a courtesy for most locations.
- **Exceptions:** Denver, Miami, Salt Lake City and Vancouver (see below).
- **Contact number:** Client must call 1-800-367-6507 no later than 9:00 am the morning of motor home takeover to schedule pick up time and confirm hotel entrance. Under no circumstances should clients arrive unannounced.
- **Transfer time:** Courtesy Shuttle arrives between 10:00 am and 2:00 pm at designated hotels only.  
Note: Delays may occur during peak season and certain holiday periods. No refunds are given for transfer delays.
- **Bellingham transfer:** Pick up from Vancouver airport area hotels only.
  - Pick up time approximately 11:30 am.
  - \$60 Surcharge
  - US Border Crossing Fee of that a visa to enter the United States may be required.
  - Due to increased security and traffic, Delays Crossing into the US are possible. El Monte RV is not responsible for refunds of any type as a result of border crossing delays.
- **Seattle (SEA) transfer:** No pick up transfer provided (see Self-Transfer below).

**Priority AM Departure (PAD) Transfer \$75.00**

- **PAD locations:** Restricted to the following locations: Las Vegas, Los Angeles, San Francisco, New York and Orlando.  
Not offered at Denver, Dallas, Miami, Salt Lake City and Vancouver.
- **Hotel restrictions:** PAD is restricted solely to those hotels designated as PAD hotels and advised at time of booking.
- **Hotel notification:** Client or agent must inform El Monte RV of PAD hotel no fewer than 14 days prior to vehicle takeover date.
- **Contact numbers:** PAD Transfer instructions.  
A pre-recorded message is available at 1-800-337-2199 which instructs at what time and at which entrance clients should wait for transfer shuttle:
  - It is recommended that clients also call 1-800-367-6507 the day before motor home takeover to confirm pick up time and hotel entrance.
- **Transfer time:** PAD Shuttle arrives between 7:15 am - 8:00 am.
- **PAD surcharge:** This option guarantees a departure-ready motor home by 11:00 am.
  - Please indicate PAD hotel at time of booking, or at least 7 days in advance.

- A 'Client Information' form is available for clients to fill out and fax to us in advance of motor home takeover indicating PAD hotel.
- There are no refunds for PAD surcharge if we do not receive PAD hotel information 14 days prior to pick up. No exceptions.

**Standard Transfer: Return**

- **Locations:** Return transfers are included as a courtesy for most locations.
- Exceptions: DEN, MIA, SLC, and BEL (Vancouver) (see below).
- **Transfer time:** Courtesy Shuttle departs from rental station between 10:00 am - 2:00 pm.
- **Bellingham (Vancouver) transfer:**
  - Courtesy Shuttle departs Bellingham location at approximately 8:30 am.
  - \$60 Surcharge
  - Due to increased security and traffic, delays crossing into Canada are possible.
- El Monte RV is not responsible for any refunds of any type as a result of border crossing delays.
- **Seattle (SEA) transfer:** No return transfer provided (see Self-Transfer below).

**Self-Transfer:** Clients can make their own way to all depots at their own expense.

- **Self Transfer:** Mandatory at Denver, Miami, Salt Lake City, and for Vancouver to and from Seattle / SEATAC area.
- **Takeover scheduling:** Clients must call 1-800-367-6507 on the morning of scheduled pick-up to arrange vehicle takeover time. Even if clients arrange their own transfers, they still must call for time of vehicle readiness. Under no circumstances should clients arrive unannounced.
- **Standard takeover time:** After 1:00 pm, even if clients arrive earlier. Subject to readiness.
- **PAD takeover time:** 8:00 am and 11:00 am if participating in the PAD.
- **Seattle (SEA) transfer:** No transfer provided in either direction. Clients must arrange and pay for their own transfer. We recommend that clients rent a car to and / or from Bellingham airport. In most cases the charge for one-way rental car is less than \$80. Courtesy transfer to and from Bellingham airport by El Monte RV is provided at no charge.

**Motor Home Takeover and Return Policies**

- **Takeover time:** After 1:00 pm. Subject to vehicle readiness.
- Even though clients may be picked up or arrive earlier on their own (except PAD).
- Latest motor home takeover time is 1 hour before station's official closing time.
- **Day of departure:** No refund if client picks up later than the booked day of departure.
- **Return time:** Between 8:00 am and 11:00 am.
  - A \$50+ per hour penalty will be charged for returns after 11:00 am without prior authorization from rental station.
  - clients with an early flight must make prior arrangements with rental station for possible earlier transfer to airport  
Clients may have to return by 11:00 am a day early to obtain courtesy shuttle, or arrange other means of transportation. No refunds for early return.
- **Early returns:** No refunds for any reason if rental is terminated by clients before the scheduled return date.

**Please call rental depot morning of pick up to confirm your collection**