



General conditions for tour operators

Rates 2018/2019 season:

Valid from April 1st 2018, until March 31st 2019.

1) BOOKINGS:

Bookings have to be made at info@motorhometime.com, indicating the pax's name, requested model and date of departure and return. The absence of other specifications will be taken as a request: Bs.As.-Bs.As.

If there is availability, you will receive a **provisory booking code for 3 days** which will expire if the following steps are not completed:

With this temporary code, the agency will be able to confirm the booking by making a bank deposit, in the accounts that Motor Home Time (from now MHT) indicates, with the 20% of the total net amount.

From that moment, the booking will be confirmed; and the agency will have 20 days to send the pax's data and all kind of information that you think would be convenient.

Being these requirements accomplished, and not being any objection, Motor Home Time will send the Agency a definitive Voucher which includes the service details and the remaining liquidation.

2) MEANS OF PAYMENT FOR REMAINING AMOUNTS:

- a) **Payment by bank transfer:** The service must be paid 30 days before the departure date to MHT's bank accounts.
- b) **Payment the day of departure:** Once the pax has made the booking deposit, and if he chooses to pay the balance the day of departure, **we will offer a 5% discount of the balance due. This option is available with cash only (€ or U\$S American)**. In order to have this benefit, we suggest having it previously arranged.

3) GUARANTEES OR WARRANTIES :

The pax must be left a guarantee of 2.500 € payable as follows: 500 € by cash upon vehicle pick up or by bank transfer (to cover operating charges such as km excess , extra time, traffic tickets, etc., and damages not covered in the insurance policy).

At the ending of the trip, the company will refund to the pax the amount left as security deposit, less the charges for above mentioned concepts, if required.

And 2.000 € with VISA or MasterCard credit card. Full refund of the security deposit and guarantee that were not made in spot cash; they may suffer bank commissions.

4) SALES COMMISSION:

- a) **Traditional Method:** MHT will give to Travel and Tourism Agencies a commission of 15 % from the total amount paid about daily rates and extra fees.
Charges of: Insurance, Border crossing authorizations, prep fees and remote pick-up and drop off services are not commissionable.

5) BOOKING CANCELLATION POLICY

If the pax decides to cancel the booking for any reason, he will have to pay the following penalties according to this chronogram:

- a) Cancellations with more than 90 days of anticipation..... 20% penalty
- b) Cancellations with less than 90 days of anticipation..... 30% penalty
- c) Cancellations with less than 60 days of anticipation..... 60% penalty
- d) Cancellations with less than 30 days of anticipation..... 80% penalty

e) Cancellations with less than 20 days of anticipation.....100% penalty

6) EXTREME CASES:

- a) If the day of departure the pax is not present; after 72 hours it will be considered as abandonment of service. Motor Home Time will retain for himself the money paid; and we will be able to use the motorhome for other rental services.
- b) If the pax decide to return the motorhome before completing the rental period, they cannot claim money back for unused days.
- c) If the company could not provide the agreed model, or a replacement of equal or greater category (because of fortuitous events or force majeure); the commitment of M.H.T.S.A is limited to the refund of the amount that the pax could have anticipated
- d) In case of accidents, breakage, or mechanical problems, they should follow the criteria established in the Rental Agreement.