



GENERAL INFORMATION

Depots and opening hours

Main depot

HOLIDAY RENT

Santa Marta de Liray, Parcela 15

Colina

Region Metropolitana.

Phone.: + 56 9 9822 3896

Office opening hours:

Monday – Friday, 8:30 a.m. –
5:30 p.m.

Pick-up and drop-off hours:

Monday – Friday, 9:00 a.m. –
5:00 p.m.

Saturdays Pick-up and drop-off
hours: 9.00 am – 12 noon

Branch Punta Arenas

HOLIDAY RENT

Los Pinos 29

Aqua Fresca, Km 45 sur

Punta Arenas

Further Pick-Up und Drop-Off places

Arica, Iquique, Calama, San Pedro de Atacama, Antofagasta,
Copiapó, Valparaíso, Temuco, Pucón, Valdivia, Osorno, Puerto Montt,
Puerto Varas, Coihaique, Balmaceda, Puerto Natales, Mendoza,
Ushuaia, Buenos Aires, Tacna

More locations are available on request.

One-way rentals

One-way rentals are available for a fee between depot locations.

Minimum requirements

- National and international driver's license
- Credit card with a limit of minimum 1.400 €
- Minimum 25 years of age

Pick-up and Drop-off

Can be arranged inside and outside of Santiago, in Argentina and in Peru from Monday to Friday and on Saturdays (see section Rates). On January 1 and on December 25, as well as September 18th and 19th campers will neither be rented out nor received. The usual drop-off location for the campers outside of Santiago or Punta Arenas is either the local airport or a previously agreed upon place, usually a hotel.

The vehicle and the camper are to be returned in a clean swept state from the inside and cleaned from the outside, fuelled up and in the same state as they have been found upon rental. In case that the vehicle or the camper are returned in an unacceptable state of tidiness, Holiday Rent reserves the right to charge the renter a cleaning fee of 70 €. In case that the previously established mileage has been exceeded, a charge of 0.50 € per km applies. We highly recommend notifying us as soon as the usage of excess mileage becomes apparent.

Compulsory coverage

The rental prices do not contain insurance, however, we offer a vehicle-CDW combination insurance with either 1.400 € or 450 € deductible per accident. Damages to the vehicle and to the camper up to total loss as well as material and personal damages of third parties are covered up to the amount of ca. 180,000 €.

Guarantee

As a measure of guarantee the renter is obliged to sign a credit card voucher in blank. This voucher will be handed back to the renter upon return of the vehicle, given that there are no irregularities.

Reservation

It is possible to make a temporary reservation. Shall the first day of the requested rental and the day of reservation be more than 60 days apart; the reservation has a validity of 20 days. In case that it is less than 60 days, the reservation expires within 48 hours. Within the validity of the reservation, it is also possible to fix the quote in CLP. The official exchange rate of the day of the reservation applies.

Terms of payment

30% of the total amount needs to be paid at reservation. The rest balance must be settled by 45 days before departure. If the booking should be made in less than 45 days before departure, the total amount is due immediately.

We only accept for payment the following credit cards: Visa, MasterCard, American Express, Diners Club

Cancellation police

If cancelled 90 days prior to pick up = 10% of the total price

If cancelled 89 – 45 days prior to pick up = 30% of the total price

If cancelled 44 – 20 days prior to pick up = 80% of the total price

If cancelled 90 – 0 days prior to pick up = 100% of the total price

Change of booking

Shall the client wish to change the category of the camper for a higher one, they are obliged to pay the difference. Shall the client wish to change the category of the camper for a lower one, Holiday Rent will reimburse the due amount given that the inquiry has been made at least 45 days before the rental date. The same regulation applies if the price gets affected positively or negatively by the change, such as by change of the rental season or the number of days.

Exchange of Campers

Should the camper be not available for unforeseen circumstances, we reserve us the right to replace the vehicle by a comparable or superior one. This will be at no additional costs for the customer. Shall there be no vehicle of equal or higher value available, the client will be reimbursed with a partial amount of the rental, if they are content with the rental of a vehicle of a lower value. Shall this not be the case, the client will be reimbursed the total amount of the rental plus a non-monetary compensation, usually in form of two overnight stays in a mid-range hotel. Shall the client not agree with the form of compensation, we are at disposition to discuss other forms of compensation on site.

Border crossing

Leaving Chilean territory is possible to Argentina, Uruguay and Peru. Before the border crossing, it is possible to get the mandatory CDW and vehicle insurance for abroad through us. The costs of this coverage will be charged with 7 € per day (independently from the time actually spent in Argentina, Peru or Uruguay).

The minimal charge will be equivalent to 15 days, the maximum charge will be equivalent to 60 days (details see price list). In case of Peru besides of the international vehicle insurance, there is a unique payment of 150 EUR.

This CDW insurance is only effective on these territories. The client is at liberty to enter and exit the country as many times as he pleases.

The vehicle insurance covers damages to the own vehicle as well as the camper up to total loss. The CDW covers material damages to third parties up an amount of 20,000 US Dollar and personal damages to third parties up to an amount of 40,000 US Dollar.

Restrictions

Smoking as well as pets are strictly prohibited in the campers of Holiday Rent. In Chile, Argentina, Peru and Uruguay only public roads and roads that can be clearly identified as such can be used, since in case of an accident on these grounds, the insurance company will not assume liability. Hence driving off-road is not permitted.

Liability

Please note that you pay deductible to your insurance company always when having an accident, even if the accident was not caused by you.

The renter is liable up to his deductible:

- for any damage to the car, including damages caused by rocks and stones on the street. In case of even a minor damage to the windshield, the renter has to pay for a new one.
- for damages to property and bodily injury to third parties.

The renter is liable to the full extent if the damages mentioned above were incurred under circumstances contrary to the contract. This is given if:

- damage is caused under the influence of alcohol or drugs.
- damage is caused by the use of roads that can not clearly be identified as such. (see section *Restrictions*)

Furthermore the renter is liable to the full extent:

- for damages to mechanical parts of the vehicle, such as the clutch or the shock absorbers, unless the posterior revision proves that the parts failed due to fatigue, in which case it is the responsibility of Holiday Rent
- for loss of or damage to personal property.
- for all kinds of damage to the floor of the vehicle caused by bad road conditions. On roads in a bad condition speed must not exceed 15 km/h.
- for damages caused by the neglect of maintenance.
- for damages caused by careless handling as defined in this document.
- for warning and administrative fines as well as any other traffic penalties. In this case, an additional administrative fee of € 15 will be charged.

Maintenance

The renter is obliged to regularly check the oil and fuel level, tire pressure, the tension of the chains (if applicable) as well as the and the condition of battery charge.

Accident / Repairs

In the case of a breakdown, the renter is asked to call us immediately. We have a 24 hour emergency breakdown service in Chile and Argentina. In the event of a serious problem a tow truck will be sent to take the renter to the nearest car repair station in order to solve the problem.

The renter is allowed to carry out repairs up to a value of 100 € without prior authorization. The possibility of reimbursement of these costs will be evaluated upon return of the camper. Repairs which exceed this amount require the previous approval of Holiday Rent.

Updated octobre 23, 2016