

1. TRANSFER INFORMATION

Best Time RV offers TWO different types of Pick-ups:

Regular pick-ups are at **no extra cost** and **DO NOT** include transfers to rental locations and are described below under 2.2. The possession of the rental vehicle is Mon-Fri 1.00 pm - 3.00 pm or Sat in Las Vegas, Los Angeles, San Francisco and Phoenix 10.00 am – 11.00 am and in Point Roberts 1.00 pm – 3.00 pm (15th May – 15th October) / 10.00 am – 11.00 am (16th October – 14th May).

Early pick-ups are provided at a cost of **\$ 164.00 per rental for pick-ups July 1 –Sep 30** and at a cost of **\$ 54.00 for pick-ups Oct 1 – Jun 30**. With this option, the pick-up times are Mon-Sat 9.00 am – 11.00 am. These Early pick-ups include free transfers from designated hotels to rental location as described below under 2.1. The time for these free transfers will be arranged with the customers individually between 7.30 am and 9.30 am.

1.1. Early Pick-up (transfer to rental location included)

- There is a cost for this additional service (please refer to price list).
- Overseas customers **must overnight** before picking-up their rental unit, except they have booked our Jeep Explorer or Jeep HighRoller.
- Tour operators or customers are requested to report at the time of booking or **not later than three working days** before pick-up date in which designated transfer hotel customer is staying overnight and **how many people** are in customer's party.
- Customers should provide their **mobile phone number and, or email address**, so the rental location can contact them in case any additional information regarding the transfer has to be communicated.
- Customers have to do our **Online Check In** within 3 month – 72 hours before their pick-up: <https://www.besttimerv.com/checkin-form/>
Please provide the customers with the Best Time RV Booking Code, the Pick-up date and the Code of their Pick-up location.
- Customers have to **call their pick-up location 3 working days prior to their pick-up** to receive the exact time for their transfer. Please provide the customers

with the phone numbers of our rental locations and consider their opening hours for calls. Calls from Mon – Fri are preferred. If nobody picks up the phone, customers should leave a message with their name, Best Time RV Booking Code and phone number (incl. country code).

- **Customers must be ready for pick-up at the time approved by the rental location at one of the designated transfer hotels at specified customer waiting areas** (exceptions are listed separately with the transfer hotel information).
- **Transfers are only provided from the designated hotels if we have been informed of the transfer within the indicated time frame. Customers must be ready at the stated time and customer waiting area, otherwise no pick-up transfer will be provided.**
- Transfer times listed are approximate due to traffic and weather conditions. Best Time RV is not responsible for refunds due to delays for any of these conditions.
- **Customers who fly into YVR and will do a pick-up in YDT (Point Roberts, WA), will need to cross the border from Canada into the U.S. and will need to have the appropriate travel documents available for immigration. Border crossing can take up to 30 minutes.**

1.2. Regular Pick-up (no transfer included to rental location)

- **Vehicle Pick-up:** Mo-Fr 1.00 pm – 3.00 pm or Sat in Las Vegas, Los Angeles, San Francisco and Phoenix 10.00 am – 11.00 am and in Point Roberts 1.00 pm – 3.00 pm (15th May – 15th October) / 10.00 am – 11.00 am (16th October – 14th May).
- Overseas customers **must overnight** before picking-up their rental unit, except they have booked our Jeep Explorer or Jeep HighRoller.
- Customer must arrive at rental location at their own expense. No transfer to the rental location is provided by the rental company.
- Reserved rental vehicles will not be provided for pick-up before 1.00 pm Mo-Fr or before 10.00 am Sa.
- Reserved rental vehicles may be delivered as late as 3.00 pm Mo-Sa.
- Customers **have to call our rental location 3 working days prior to their pick-up**. The rental location will arrange a suitable time for the pick-up with them. This way we can avoid long waiting periods for the customers.

1.3. Vehicle Drop-off and Airport Transfer

- Vehicle drop-off hours are Mon - Sat **from 09.00 am to 11.00 am.**
- **Airport Transfer is only provided if drop-off time is on or before 10.00 am:**
Airport transfer is included in Prep Fee and provided to all renters **who drop-off their rental vehicles on or before 10.00 am** at no extra cost. Shuttles leave (around 11.00 am) **from our rental location to the Las Vegas (LAS), Los Angeles (LAX), Phoenix (PHX), San Francisco (SFO) or Vancouver (YVR) airport only.** Please do not book return flights with departures before 2.00 pm, if your customers want to take advantage of the free drop-off transfer to the airport.
- **No Airport Transfer is provided if drop-off time is after 10.00 am.**
Drop-offs after 10.00 am may take longer than the time the airport shuttle leaves, hence if customers arrive at rental location for vehicle drop-off after 10.00 am, no airport transfers are guaranteed anymore.
- **Late vehicle drop-off (= drop-off after 11.00 am)**
Late vehicle drop-off surcharges are **USD 30.00 per hour.** No airport transfers are provided in the event of a late vehicle drop-off. No refunds are made for early returns or unused portion of rentals.

1.4. Customer Information and Pre Check-In

Customers must do our Online Check In and provide us with their contact details. Please provide the customers with the Best Time RV Booking Code, the Pick-up date and the Code of their Pick-up location. On our website, customers can check-in online or you may provide customers with a copy of the pre-check-in form.

Online check-in link:

<https://www.besttimerv.com/checkin/>

The Online Check In is only available 3 month – 72 hours prior to the pick-up date.

1.5. Transfer Hotels, Pick-up time & Customer Waiting area:

San Francisco
SFO

Vagabond Inn Executive SFO Airport Bayfront

1640 Bayshore Hwy
Burlingame, CA 94010
Ph.: +1 (650) 692-4040

Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Holiday Inn Express San Francisco Airport South

1250 Bayshore Hwy
Burlingame, CA 94010

Ph.: +1 (650) 347-2381

Pick-up time: 07.30 am – 09.30 am by appointment

Customer waiting area: Main Entrance (outside)

Holiday Inn San Francisco International Airport

275 South Airport Boulevard

San Francisco, CA 94080

Ph.: +1 (650) 873-3550

Pick-up time: 07.30 am – 09.30 am by appointment

Customer waiting area: Main Entrance (outside)

Hyatt Regency San Francisco Airport

1333 Bayshore Highway

Burlingame, CA 94010

Ph.: +1 (650) 347-1234

Pick-up time: 07.30 am – 09.30 am by appointment

Customer waiting area: Main Entrance (outside)

San Francisco Airport Marriott

1800 Old Bayshore Highway

Burlingame, CA 94010

Ph.: +1 (650) 692-9100

Pick-up time: 07.30 am – 09.30 am by appointment

Customer waiting area: Main Entrance (outside)

2. ADDITIONAL TRANSFER INFORMATION FOR CUSTOMERS

Transfer possibility from San Francisco downtown:

The BART train (Bay Area Rapid Transit) serves four stations in downtown San Francisco. It is the fastest way to reach our rental location from San Francisco downtown (approximately 45 minutes) and only costs USD 5*.

The Best Time RV location in Hayward is providing shuttle transfers from and to the South Hayward BART station. Early Pick-up rules will apply if customer wants to pick-up in the morning. The transfer service from the South Hayward BART station is only available during the opening hours of our rental location. More information about the BART train can be found under: <http://www.bart.gov/schedules/byline>

*** Subject to change without notice**