

# EL MONTE RV

## El Monte RV – Transfer & Hotel Information *Current: Updated May 2019*

### Transfer Information

- Pick up and Return courtesy shuttle service is offered *free of charge* at our major locations.
- Clients, agents and tour operators are requested to indicate at the time of booking how many persons will be traveling.
- El Monte RV's transfer is optional. Alternative transfer options have been provided where available.
- Shuttle transfers (where available) are offered as a courtesy and have no monetary value, therefore transfers are not eligible for refunds for any reason including but not limited to: traffic delays, security restrictions, acts of God, etc.

### Standard Transfer: Pick Up

- Locations:
  - Standard Transfer is available at: DFW, LAS, LAX, MCO, NYC (Newark airport area only), SFO and YVR only.
- Notification:
  - Clients are encouraged to complete the online check in at: <http://myelmonterv.com/check-in> no less than 7 days prior to vehicle take over.
- 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:
  - Shuttle arrives between 10:00 AM and 2:00 PM at designated hotels only.
  - Note: Delays may occur during peak season, certain holiday or heightened security periods. No refunds are given for transfer delays.
- Vancouver (YVR) transfer:
  - Client must call 1-800-367-6507\* between 9:00-9:30 AM the morning of motor home takeover to schedule pick up time and confirm hotel entrance.
  - Pick up from specific Vancouver airport area hotels only.
  - Pick up time after 12:00 pm.
  - Transfer shuttle departs El Monte RV station at approximately 11:00 am.
  - US Border Crossing Fee of \$6 per person is required at the border. Clients should be aware that a visa to enter the United States may be required.
  - No transfer is offered to downtown SEATTLE or to SEATAC Airport.
- NYC (NYC) Midtown Manhattan transfer:
  - Customers will be charged \$80 per direction for Midtown Manhattan hotel transfers.
  - Midtown Manhattan pickups occur after 1pm.

**Priority AM Departure (PAD) Program:** See 'Value Rates and Pricing' for PAD fee.

- PAD locations / Hotels:
  - Restricted to the following locations: DFW, LAS, LAX, MCO, NYC & SFO.
  - PAD is restricted solely to those hotels designated as PAD hotels in El Monte RV's 'Transfer & Hotel Information' pages
- Notification:
  - Clients are required to complete the online check in at: <http://myelmonterv.com/check-in> no less than 7 days prior to vehicle takeover.
  - There are no refunds for PAD surcharge if we do not receive PAD hotel information 7 days prior to pick up. No exceptions.
  - In the event client, or agent, fails to notify El Monte RV, or notifies us less than 7 days prior to takeover a courtesy transfer may not be provided in which case clients must provide their own transfer at their own expense.
- 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 generally arrives between 7:15 am - 8:00. PAD transfer may begin as early as 6:45 am. Therefore, it is necessary that clients call 1-800-337-2199 beforehand for exact times.

### **Standard Transfer: Return**

- Locations:
  - Return transfer is provided free of charge as a courtesy at: DFW, LAS, LAX, MCO, NYC (Newark airport area only), SFO and YVR only.
- Transfer time:
  - Generally the shuttle will depart rental station between 8:15 am and 1:00 pm.
  - Only one return shuttle may be offered so clients should plan accordingly.
  - If clients are under time constraints due to departure flight time, then they should not rely on the Courtesy Shuttle as we cannot guarantee exact departure times from the rental office, nor can we be held in any way liable for delays or missed flights/connections. The clients will need to provide their own transportation at their own expense.
- Vancouver (YVR) transfer:
  - Courtesy Shuttle departs YVR location at approximately 11:00 am.
  - 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.
  - No transfer is provided to downtown SEATTLE or SEATAC Airport.
- NYC (NYC) Midtown Manhattan transfer:
  - Customers will be charged \$80 per direction for Midtown Manhattan hotel transfers.

### **Self-Transfer:**

- Takeover scheduling:
  - Clients must call 1-800-367-6507\* no later than 9:30 am on the morning of scheduled pick-up to arrange vehicle takeover time.
  - *Under no circumstances should clients arrive unannounced.*
- Takeover time:
  - After 1:00 pm, even if clients arrive earlier; subject to vehicle readiness.
  - Clients may book PAD in advance which will guarantee them a departure ready vehicle no later than 11:00, even if they arrive via self-transfer.

# **SAN**

## **SANTEE, CALIFORNIA**

**C/o Santee Rents  
8665 Mission Gorge Road  
Santee, CA 92071  
Tel: 619-449-1513**

**Travel time from airport: 35 - 45 min.  
Distance from airport: 20 mi.  
Taxi charge (approx.): \$80 - \$100**

- Standard Transfer and PAD option not available.
- El Monte RV does not offer transfer service from/to any hotels or airports in the San Diego area. Clients will need to provide their own transportation at their own expense.
- Clients will need to call (619) 449-1513 on the morning of scheduled pick up day to arrange a vehicle pick up time and be at the rental station no less than one hour before the official closing time.

### **Same Day Flight Arrival**

Clients may only collect the motorhome on the same day that their flight arrives if . . .

- 1) *They call the rental office after arrival to arrange a vehicle pick-up time.*
- 2) Clients provide their own transportation at their own expense. El Monte RV does not offer transfer service for same day flight arrival.
- 3) **They arrive at our rental station no less than 1 hour before station's official closing time.**
- 4) Clients are encouraged to complete the online check in at: <http://myelmonterv.com/check-in> no less than 7 days prior to vehicle take over

Please remember to take potential flight delays, customs, baggage claim and traffic into account before deciding to collect the motorhome on the same day that the flight arrives. ***Whether the flight is domestic or international, the requirements regarding Same Day Flight Arrival are the same.***

#### **PAD Program & same day flight arrival:**

- 1) Clients provide their own transportation at their own expense. El Monte RV does not offer transfer service for same day flight arrival.
- 2) **Clients cannot participate in our Priority AM Departure Program on the same day that their flight arrives unless they can get to the rental office by 10 am local time.**