



**JUCY US & CANADA PICK UP AND
DROP OFF INSTRUCTIONS**

LAS VEGAS

ADDRESS:	5895 Boulder Hwy Las Vegas, NV 89122
RESERVATIONS:	1800 650 4180
HOURS:	Monday – Friday 9am – 4:30pm; Saturday 9am – 12pm; Sundays - Closed

WHEN WE'RE OPEN: PICK UP AND DROP OFF

PICKING UP YOUR VEHICLE

- Our Las Vegas office is open for campervan pickups Monday to Friday between 1pm and 3pm. An early departure fee of \$30 is charged for pickups from our opening time of 9am up until 1pm - please add this at the time of booking if you wish to collect your JUCY wheels early. For Saturday pickups, please arrive between 9am and 11am.
- If you are arriving into McCarran International Airport, our branch is located only six miles away. This is approximately \$30 in a taxi. If you're heading from the strip, it's about \$45 in a cab and 9 miles from your JUCY wheels. Uber is now in Vegas! If you're a new Uber user, simply download the Uber app here - ready whenever you are.

RETURNING YOUR VEHICLE

- For vehicle returns, please arrive at our branch between 9am and 11am. A late return fee of \$30 will apply for any JUCY wheels returned between 1130am – 4pm, this needs to be pre-booked. Please ensure your vehicle is full of petrol and you have removed all your belongings and rubbish before dropping off your vehicle.
- Please note on Sundays we are closed; however, we now allow after-hour drop offs, so you can still return on a Sunday. See info below for what you need to do when dropping out of JUCY hours.

WHEN WE'RE CLOSED: PICK UP AND DROP OFF

PICKING UP YOUR VEHICLE

All the USA branches offer after hours pickup option and a fee of \$55 applies to all vehicles collecting after hours. Once you have decided on the dates/timings for pickup, our USA branch will contact you for the process:

- We'll send you the vehicle paperwork to sign in advance. This will include collecting your credit card details for the bond hold.
- After the paper work is complete branch will email you a link to our show-through video.
- Close to your travel date, we'll send you an email on how to access your vehicle when you get to our branch.
- Email will include info on where your keys will be stored, and any individual codes needed to get at them!
- You'll find a vehicle check sheet to complete on your driver's seat, do a quick check of the vehicle, sign the final paperwork and pop it into our letterbox.
- You might like to take photos or videos of the van as we're not there to do the van inspection with you

RETURNING YOUR VEHICLE

For dropping off your Mini RV outside of our office hours, you can pay the **Late Return Fee \$30** and return after hours.

HOW TO RETURN YOUR JUCY WHEELS OUTSIDE OF OFFICE HOURS

Please return your vehicle and keys to the JUCY branch at 5895 Boulder Highway in Las Vegas.

1. Please ensure you have:
 - Filled the Gas
 - Turned off all electronic items
 - Closed all windows
 - Taken out all rubbish and food
 - Stored the GPS in the glove box
2. Park the vehicle facing the fence that runs along the front of the property and lock the doors.
3. Place the keys in the drop box, which is located on the left side of the JUCY building next to the electrical box.

You can order a cab or an Uber to get you to the airport, approximately six miles away.

IMPORTANT THINGS TO NOTE

WHEN WE'RE OPEN:

If customers need to collect their Mini RV outside of the stipulated collection times they can arrange to collect their Mini RV early or return late for an additional fee and this need to be pre-booked.

- Early Departure fee of \$30 applies for Min RVs collected between 9am – 1pm
- Late Return fee of \$30 applies for Mini RVs returned between 11am – 3pm

WHEN WE'RE CLOSED:

After-hours pickups & drop offs are **only available from our USA branches at this stage - pickups & drop offs from our JUCY Vancouver branch** must all be within office hours.

PICK UP

- After-hour collections must be approved by JUCY and are subject to availability and completion of paperwork by main hirer.
- JUCY **will charge** the customer's credit card for the total amount/balance due for the hire, once the booking has been confirmed, (credit card fees apply).
- The customer agrees to pay the After-hours Pickup Fee.

DROP OFF

- After-hour drop offs must be approved by JUCY and are subject to availability
- The customer agrees to pay the late return Fee
- The vehicle will be terminated when the branch opens the following morning
- Any damage caused to a vehicle returned After-hours will still be subject to hirers JUCY Rentals terms and conditions.
- Charges MAY be applicable, should damage be found or failure to adhere to the vehicle returns policy.
- Please ensure to follow drop off instructions:
 - Fuel is full
 - Turn off all electrical items
 - Close all windows
 - Take out all rubbish and food
 - Vehicle must be returned clean & tidy as per T&Cs
 - Doors are closed and LOCKED
 - Place the keys in the allocated spot for each branch