

TERMS AND CONDITIONS VIVE LA VAN INC

DRIVER'S LICENSE AND MINIMUM AGE

- Drivers must be at least 25 years old.
- The original driver's license must be shown at the time of delivery of the vehicle, said license must be valid throughout the trip. The condition applies to foreign customers.

PAYMENT AND EXTRA CHARGES.

- The total amount of the trip will be paid by credit card when making the reservation. Cash payments are not accepted.
- Based on the information provided by the client in relation to the credit card, **any extra charge that is generated will be charged to it.** Extra charges could be any damage to the vehicle caused by the client that is not covered by insurance or extra fees added during the trip that have not been previously charged by the platform as extra hours or campsites fees.
- All prices are indicated in US dollars (USD).

DRIVING RESTRICTIONS

- All drivers must respect the highway code.
- Speed limits must be always observed.

- The driver is responsible for any infraction received during the rental period. For any violations issued during the rental period that have not been paid, you will be required to pay the fees charged in addition to a \$ 25 administrative fee.
- Driving in a restricted area can cause damage to the vehicle. You are responsible for damage to the van that results from misuse of the vehicle.
- The consumption of alcohol, cannabis and other drugs while driving the vehicle is prohibited.
- Eating or drinking is totally PROHIBITED inside the roof tent of the van TITO. An extra charge of \$100 will be apply if there is evidence of it.
- A cleaning fee of \$ 200 will apply if there is evidence of smoking inside the vehicle.

TOWING

- You are responsible for following the laws. Vive La Van Inc disclaims all responsibility for towing the vehicle.
- The guest assumes the monetary charge in case towing is needed if the vehicle gets stuck in sand or mud.

FUEL

- The fuel tank will be full at the time of delivery of the van, it must be returned in the same way. A fine of \$15 plus the cost of fuel will apply.

ACCIDENT

- In the event of an accident, we ask that you first think about your safety.

- In the event of a serious accident, call 911 for immediate assistance.

- After any type of incident, contact us as soon as possible, depending on the situation, we will help you in the next steps.

- In the event of an accident, you should keep all related documentation in case you file an insurance claim. If you do not do this, Vive La Van may apply charges for damages caused to the van. Keep in mind that, if an accident occurs resulting from negligence or from any other circumstance excluded from the insurance coverage of the insurer, you will be responsible for all corresponding damages to Vive La Van, Inc.

- For standard problems (flat tires, dead batteries, stalling), Vive La Van road assistance can get the vehicle back on the road quickly.

If more complex repairs are necessary, we will reimburse you for

the rental cost for that night if your vehicle is not available overnight while it is being repaired.

- Vive La Van Inc. is not responsible for accidents caused using the vehicle's rooftop.

SUPPLIED ACCESSORIES / DAMAGE OR LOSSES

- All rental equipment: BBQ, solar panel, ceiling fan, refrigerator, cabinets, etc. and external accessories that are not part of the original vehicle are not covered by insurance. If one or more of them are missing or broken when you return, you will need to pay the fees that cover the full cost of the items (at their current prices) plus a \$ 15 administrative fee. The corresponding invoice will be sent to you via email. The total of the invoice will be charge to the credit card that was used to make the reservation.

- In case of loss of the vehicle key, an amount of \$ 450 must be paid

PETS

- Dogs allowed (2) with prior approval. A \$ 50 pet fee is required per dog for cleaning services. A \$ 100 fee will apply if there is evidence of an unapproved pet during the trip.

INSURANCE

- You are not allowed to use your own insurance. Due to the high cost of our vehicles, most insurance companies will not cover them.
- Basic insurance will be charged by default. You can upgrade your insurance on your check in day.

BASIC (MANDATORY)

\$29.95/night

Insurance Protection: State Minimum Liability

Protection: Windshield Coverage

\$1,000 Deductible

ESSENTIAL

\$41.95/night

Insurance Protection: State Minimum Liability

Protection: Windshield Coverage

\$500 Deductible

MOST POPULAR

PEACE OF MIND

\$52/night

Insurance Protection: Up to \$1M Liability Coverage

Protection: Windshield Coverage

\$0 Deductible

CANCELLATION POLICIES

- A 100% refund will be made if a cancellation is made within 24 hours of accepting the reservation.
- A refund of 50% will be made if the cancellation is made 7 days or more in advance of the reservation date.
- No refund will be made if a cancellation is made less than 7 days in advance. In this case, the client has one only opportunity of moving their reservation to another date depending on the availability of the calendar, canceling the payment difference if there is one plus a \$200 fine.
- In the event of a hurricane and/or tropical storm forecast on the island, Vive La Van offers the option to reschedule the date, so the client can request to change their travel date without additional charges, considering that the request rescheduling must be done with advance notice. In this same scenario, credit for cancellation is allowed, with this option the client can use the total amount paid as a credit for future rental in Vive la Van. This credit will be valid for one year and may be used to reserve the van later, subject to availability.

OVERWHELMING FORCE

- Vive La Van does not assume any responsibility for the delay in the fulfillment of its obligations due to causes beyond its reasonable control, such as, disturbances, acts of nature, malicious acts of damage, fire or other.

OTHERS

- The client understands that delays in the return of the vehicle can cause major problems for the lessee and possible financial losses if there is not enough time to clean and prepare the vehicle for the next client who will arrive a few hours later. For this reason, each hour of delay of the client to the place and time of return will be billed at the price of \$50/hour.

PERSONAL USE AND COMMERCIAL USE

- By renting our camper vans and/or overland, you accept and agree to comply with the following terms and conditions related to its use:

• **Personal Use:** Our camper vans and overland are intended solely for personal use, such as vacations and recreational travel. They are designed to provide comfort and flexibility to clients who wish to explore Puerto Rico on their own. **It is strictly prohibited to use our camper vans and overland for any commercial purpose without prior written authorization from Vive la Van.**

• **Prohibition commercial use without prior authorization:** The use of our camper vans and overland for commercial activities, such as the transport of merchandise, provision of services, advertising or any other lucrative activity is not allowed without obtaining prior written authorization from Vive la Van. Any commercial use without such authorization will constitute a violation of our terms and conditions, which will generate a fine of a minimum amount of US\$5,000.00, plus legal actions.

• **Authorization for commercial use:** If you wish to use our camper vans and/or overland for commercial purposes, you must request prior written authorization. This authorization will be subject to review and approval by Vive la Van, and special rates and conditions may apply. We recommend that you contact us in

advance to discuss your business needs and obtain the appropriate authorization.

- **Customer Responsibility:** As a Vive la Van customer, you are responsible for ensuring that your use of the camper vans and/or overland is in accordance with these terms and conditions. Any violation of this clause may lead to the immediate termination of the rental agreement and the application of additional charges.

Vive la Van reserves the right to verify the use of our camper vans and overland and to take the necessary measures in case of non-compliance with the established terms and conditions.

