



# REIMBURSEMENT POLICY

The staff and management of J's Adventures have done many things to assure you of a trouble free vacation. In the unlikely event that you may experience mechanical difficulties with the Vehicle, we have designed our VacationSaver Policy to help you back on the road as quickly as possible.

**WHAT IS FULLY COVERED** The following items are FULLY covered: 1) All components necessary for vehicle engine operation 2) Drive-train 3) Brakes

VacationSaver Allowance for Fully Covered Items: Should the vehicle need repairs requiring over 24 hours for any of the items mentioned in

**WHAT IS FULLY COVERED**, an allowance of \$25 per day/per adult (18 years and older) for food and lodging and \$25 per day for car rental per vehicle will be paid. This allowance, and any combination of full or partial allowances, is limited to \$1200 per vacation, the adult capacity of the vehicle (as specified on the rental agreement) and will never be more than the time and mileage charges on the original rental agreement.

**WHAT IS PARTIALLY COVERED** The following items are PARTIALLY covered: 1) Automotive air conditioning 2) Forced air furnace 3) Microwave oven 4) Generator 5) Refrigerator 6) House water pump 7) Auxiliary batteries (defects only) 8) 110v Air conditioning 9) Water heater 10) Toilet and shower

VacationSaver Allowance for Partially Covered Items: Should any of the items listed in:

"WHAT IS PARTIALLY COVERED" fail to operate; an allowance of \$10 per day/per item, up to a maximum off \$70 per item will be paid. This allowance is limited to a maximum of \$300 per vehicle. All other items are not covered. These include automotive cruise control, interior lights, televisions, VCR's, DVD's, radios and stereos, electric sofas/beds, and exterior showers.

**ACKNOWLEDGEMENT** By signing below you are signifying that you have read, understand and agree to all of the terms and conditions as outlined in this VacationSaver policy and that these terms are part of the total rental agreement dated today.

Customer \_\_\_\_\_ Date \_\_\_\_\_

## HOW TO CLAIM REIMBURSEMENT UNDER THIS POLICY

1. **NOTIFY US** To begin activation of any portion of this VacationSaver policy you must notify us immediately. We will work with you to solve the problem, authorize you to make any necessary repairs, as well as authorize VacationSaver allowances it accordance with this policy. You must understand that we are generally open during business hours only and often have limited hours on weekends. If your cell phone is out of range, it does not preclude you from notifying us of your problems.

2. **OBTAIN AUTHORIZATION** Any repairs costing \$50 or more must be authorized by us in advance. Repairs less than \$50 can be made without authorization.

3. **KEEP RECEIPTS AND OLD PARTS** We will reimburse you for authorized repairs paid by you when you present us with the receipt and the old part. We will not reimburse you if you fail to obtain authorization from us, fail to bring back the old part, or if you fail to observe warranty procedures.

4. **TERMS OF COVERAGE** This policy begins when you leave our premises with the vehicle; it ends when you return the vehicle to us. The policy covers only mechanical failures that are NOT caused by or related to negligence, misuse or abuse on the part of the renter, collision or accident.

5. **CONSEQUENTIAL DAMAGES** We will not be liable for incidental or consequential damages due to a mechanical breakdown. Although we will do what we can to get you back on the road quickly, if you miss any appointments or due dates because the vehicle failed, we will not be responsible for things such as loss of income, time, space, or travel reservations, or transportation back to the rental center.

6. **IMPORTANT ADDITIONAL INFORMATION** • Your location at the time of a breakdown is not our responsibility. We suggest you keep in mind when you plan your vacation that some areas have little or no mechanical assistance available. Breakdowns in restricted areas are not covered and you are responsible for ALL repairs, towing, related expenses, and late charges. It is your responsibility to transport the vehicle to a place where assistance is available. • We assume no liability for delays if you are in a remote area or experience a failure on a holiday, weekend or after 5:00 p.m. and before 9:00 a.m. on a week day. We also assume no liability if you fail or are unwilling to take reasonable steps (including detours) to have your vehicle repaired. • You are responsible for the vehicle from the time you take possession of the vehicle until you return the vehicle to our rental center, or until we authorize you to release the vehicle to a third party. • If you abandon the vehicle you will be held responsible for any and all losses as a result. Repairs made within three days of the breakdown require you stay with the vehicle. Longer repair will be dealt with on a case-by-case basis.