

# TERMS AND CONDITIONS BY SUBJECT

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ADDITIONAL TERMS AND CONDITIONS FOR ONLINE BOOKING AND RENTAL EXTENSIONS

**\*\*\*There are also hyperlinks through out this document that link you to more detailed material or take you to a mentioned subject again to access the hyperlink Ctrl + click the desire link.\*\*\***

## **Discounts**

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We offer a Military and first responders discount of 5%. Thank you to all who serve. Please provide proof of service.

### **Document examples**

Volunteer or employee ID card.

Pay stub less than 60 days old.

Signed affidavit issued from first responder agency.

Pension certificate.

EMS/EMT Certification.

### **For extended rental periods we offer the following:**

For two week rentals we give a 10% discount

For three week rentals we give a 20% discount

For four week rentals we give a 30% discount

## Deposit Policy

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All rentals require a 25% deposit (of the rentals total) to be booked. The remaining 75% is charged to the card on file on your pick-up date. For refund info see [Cancellation Policy](#) below.

## Weekday and Weekend Rental Policies

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Victory Van considers a one day rental to be a 24 hour period from pick up to drop off. During **weekdays** (Monday-Thursday) one day rentals are available. On **weekends** (Friday-Sunday) a 2 day minimum is required. If booking online it will allow you to place an order for one day on the weekend(Fri,Sat,Sun), however your order will not be approved. We will give you the option to pay the weekend rate and book your rental. Rentals are not officially booked until approved by VVR. Approvals will be done in the order received. Your Card on file will be charged the 25% deposit (see [deposit policy](#)) at the time of approval and you will receive a confirmation email for booking and payment.

## Additional Driver

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When the Renter is using their personal Full coverage insurance policy all who are on the Renters insurance policy who meet the age and driver's license requirements of Victory Van Rentals are authorized drivers at no additional charge. It is the Renters responsibility to check with their agent and make sure they and all who drive are covered. **If renting a 15 Passenger van make sure to specify that with your insurance. If your insurance does not cover 15 passenger vans we can offer [Renters Collision Protection](#).**

**At the time of this writing Farm Bureau does not cover 15 Passenger Vans. They are the only insurance to our knowledge, Please get verification from your agent. It is wise to ask for a email of coverage confirmation.**

If purchasing Renter's Collision Protection from Victory Van Rentals 2 drivers are included at no additional charge with each Policy purchased. If multiple vehicles are being rented each will have its own policy. Additional drivers can be added for \$10.00 per day. All drivers must provide a Drivers License. (see [Drivers License requirements](#) below).

## After Hours Return

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If returning after hours, please park the vehicle at Victory Van Rentals and please leave access to the back of the building for the business located there. Be sure to not leave a vehicle blocking other customers who have left their vehicles on the left side of parking lot. After checking the vehicle for personal belongings please place keys out of sight in glove box and **Please lock the Vehicle** (we have extra keys for all vehicles). Failure to lock vehicle places any risk of theft or vandalism on the renter. Push button start vehicles will not lock with keys inside you are still allowed to drop off after hours just please notify us that you have returned the vehicle and we will come and get the keys out of the glove box. The amount charged for the rental will be based on your original reservation time and return time. After hours Return is offered as a convenience to our customers it is not mandatory. Customers are responsible for the condition the vehicle is received once checked in during our normal business hours.

## Age Requirements

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All renters and additional drivers must be 21 or older. All renters must have a valid driver's license and a major credit card or debit card in their name. Only one payment card is required to be on file when multiple drivers are involved. Individuals with learners' or instructional permits are not eligible to rent. This is only a summary.

For additional details, please reference the Driver's License Information Policy and the Renter Requirements policy.

## Cross Border Policy

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At this time all Rentals will be required to stay inside the contiguous United States or officially the conterminous United States, also known as the lower 48. Unless special permissions are granted by owner.

## Renter Collision Protection

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Renters Collision Protection (RCP) is available for \$25.00 per day. RCP is offered at the time of rental for an additional daily charge. If the renter purchases RCP, Victory Van Rentals waives or reduces the renter's responsibility (depends on value of vehicle rented) for loss of, or damage to, the rental vehicle (including but not limited to towing, storage, loss of use, administrative fees and or diminished value) subject to the terms and conditions of the rental agreement and applicable laws. **RCP is not full coverage insurance.** If you do not have full coverage auto insurance you will be required to purchase RCP. The purchase of RCP is optional if you already have full coverage auto insurance and is not required to rent a vehicle. The protection provided may duplicate or supplement the renter's existing auto insurance coverage. RCP is a separate policy and in the event of damage that surpasses \$250.00 (deductible) and does not exceed \$20,000.00 it can be used with out any notification to your current insurance provider. Victory Van Rentals is not qualified to evaluate the adequacy of the renter's existing coverage; therefore the renter should examine his or her credit card protections, automobile insurance policies or other sources of coverage that may duplicate the protection provided by RCP. Your signature or online click of "I accept Rental Policies" to the rental agreement contract is acknowledgement that you have read our policies and checked your insurance coverage and protection and made any necessary changes prior to picking up your rental. For more details see the [Renters Collision Brochure](#).

**When renting a 15 Passenger Van it is important to specify that with your insurance to make sure you are covered. They are covered under most policies.**

## Refueling Service

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All rental vehicles will be received full of gas. As a customer, you have a choice as to how you would like to pay for fuel when you return the vehicle.

### Option 1 - We Refill

This option allows the renter to pay Victory Van Rentals at the end of the rental for gas used but not replaced. Price will be cost to refill + \$20.00. It will be charged to the card you have placed on file.

### Option 2- You Refill

This option allows the renter to return the vehicle with the same amount of gas as received to avoid extra fuel charges. The fuel level must read full. If the vehicle is returned "almost full" it will be filled and you will be charged. We are trying to be fair to all of our customers so everyone pays for the gas they use. We ask that you fill up close to our office. There is a Shell and Sunoco gas station conveniently located 1/4 mile from our office.

# Driver's License Information

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**Customers who reside in the U.S.**, must present a valid, unexpired government-issued Driver's license which includes a photograph of the customer. Digital licenses are not accepted. For online booking it must be a clear photo correctly oriented (not side ways) of a real Drivers license. The driver's license must be valid for the entire rental period.

Members of the United States Armed Forces who are on active duty may present an expired home state license under the following conditions:

They also present an Active Military ID, and

They are in compliance with their military extension policy of the state which issued the license. These policies vary by state and customers are encouraged to check with the appropriate department of motor vehicles for more information.

## **Customers travelling to the U.S. from other countries**

It is important that customers check with the appropriate Department of Motor Vehicles in the States or Provinces in which they intend to travel to ensure compliance with their various licensing laws. The following practices are used to ensure the customer is presenting a facially valid license at the time of rental.

Customers traveling to the United States from another country must present the following:

Their home country driver's license that is valid, unexpired and includes a photograph, and

If the home country license is in a language other than English **but uses English letters** (i.e. German, Spanish, etc.) an International Driver's Permit is recommended, but not required, for translation purposes in addition to the home country license.

If the home country license is in a language other than English and the letters **are not English** (i.e. alphabet is not an extended Latin-based alphabet like German or Spanish but is Russian, Japanese, Arabic, etc.) an International Driver's Permit is required.

If an International Driver's permit cannot be obtained in the home country, another professional, type-written translation may be substituted. In either case the home country license must also be presented.

Customers may not rent a vehicle solely with the International Driver's Permit. The International Driver's Permit is a translation of the individual's home country license and is not considered a license nor is it considered valid identification.

### **Other requirements**

"Learner's Permits" are not accepted.

Any license which, on its face, restricts the licensee to the use and operation of a vehicle equipped with a form of a breathalyzer apparatus is not accepted.

Temporary Driver's Licenses may be refused if VVR is unable to otherwise verify the customer's identity or verify the authenticity of the temporary license. Additional Government-issued identification may be required.

## **Forms of Payment**

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The following forms of payment are accepted for the rental:

VISA®  
MasterCard®  
American Express®  
Discover Network®  
Debit Card  
Cash  
Check (if you have an account with us)

Please read the [Renter Requirements Policy](#) for details pertaining to deposits, payment and general rental requirements

## **Roadside Assistance Protection**

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Renter may purchase Roadside Assistance Protection (RAP) from Victory Van Rentals for an additional fee of \$5.00 per day. If Renter purchases RAP, Victory Van Rentals agrees, subject to the actions that invalidate Damage

Waiver, to contractually waive Renter's responsibility for the cost to provide 24/7 roadside assistance which includes:



### **TOWING**

When towing is necessary, the covered vehicle will be towed to the nearest repair facility up to twenty-five (25) miles from the disablement site.\*



### **FLAT TIRE ASSISTANCE**

We will remove the covered vehicle's flat tire and install its replacement with the spare tire located with the covered vehicle. Towing assistance will be provided, if necessary.



### **DEAD BATTERY ASSISTANCE**

A jump start will be provided to start your vehicle. In the event a battery is needed, one will be delivered to your location.\*



### **FUEL, OIL, FLUID & WATER DELIVERY**

An emergency supply of fuel, oil, fluid and water will be delivered if the Covered Vehicle is in immediate need.



### **LOCK-OUT ASSISTANCE**

If your keys are locked inside your covered vehicle, we will provide assistance to gain entry into your vehicle.\*



### **HOTEL & TRAVEL DISCOUNTS**

Members receive savings for hotels, car rentals, theme parks, prescriptions, and much more.\*

\*See Encores [details](#) for specific terms and conditions and instructions for use.

If Renter does not purchase RAP, or RAP is invalidated as set forth above, roadside assistance will be available, but standard charges will apply. RAP does not apply in Mexico. For roadside assistance call the number provided at pickup. Many of our vehicles are covered by factory warranties through the manufacturer (Ford, FCA, Honda) once this coverage expires all vehicles are covered by Encore 24/7 Roadside Assistance. In the event it is not purchased before the rental it can be added at an additional \$50.00 charge.

## **Renter Requirements**

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### **AGE**

All renters must be 21 or older to rent and drive a vehicle from Victory Van Rental at this time. This is restricted due to our current insurance provider. All renters must have a valid driver's license and a major credit card or debit card in their name.

### **INSURANCE VERIFICATION**

At the time of rental, Renter must provide evidence of a transferable auto collision, comprehensive (full coverage) and liability policy for the following vehicle classes: 15 Passenger Van and Executive Luxury SUV. If you do not have full coverage insurance you can change your policy and confirm (via email) that you would be covered on the vehicle you wish to rent, or you can rent Budget Category vehicles by purchasing RCP. Renters Collision Protection is available for all rentals vehicles. (see above section on [RCP](#))

### **FORMS OF PAYMENT POLICY**

The following forms of payment are accepted for the rental:

VISA®

MasterCard®

American Express®

Discover Network®

Debit Card

The Estimated Total for the rental on the online booking checkout screen and/or in the email reservation confirmation will be charged to the form of payment provided by Renter. If the rental as reserved is modified, the estimated total amount for the rental may change and would still be charged to the form of payment provided by Renter.

At the time of the rental or booking, the Renter will sign a rental contract (the "Contract") which applies to the rental and includes a Rental Agreement Summary and the Additional Terms and Conditions. If done online a click on "I accept Rental Policies" is required that is the same as signing It is the renters responsibility to read the terms and conditions of the rental that they are consenting to.

### **ADDITIONAL INFORMATION**



Renter must use an above listed form of payment for the deposit amount. The hold amount will not be available for use by Renter and/or refunded to Renter until after the vehicle has been returned.

If Renter incurs additional amounts owed under the Contract, those additional amounts may be deducted from Renter's deposit amount, if applicable. If those additional amounts are not deducted from the deposit amount, if applicable, they will be charged to the form of payment provided by Renter at the time of rental unless Renter provides a different above listed form of payment to be charged.

If using a debit card for any of the above amounts, the available funds in the account associated with Renter's debit card will be reduced by those amounts. Additionally, Renter is responsible for any overdraft fees incurred. Money orders and prepaid cards are not acceptable forms of payment at the time of rental, including for the deposit amount, but may be used to pay any amounts due at the end of the rental after the vehicle has been returned. Cash is not accepted.

In addition to one of the above listed forms of payment, credit cards with sufficient available credit which are listed on Renter's Profile or Loyalty Account (Emerald Club, E Club, etc.) will be accepted as payment for all amounts owed under the Contract.

All amounts owed by Renter under the Contract will be submitted (a) as an authorization to be a hold against and ultimately charged to Renter's credit card or debit card, or (b) to be charged to Renter's debit card.

Please read the Renter Requirements policy (see above) for additional details pertaining to the use of debit cards and general rental requirements at this location.

### **Debt Card**

Debit cards are accepted at time of rental under the following conditions:

The name and address shown on the renter's driver's license must match their current home address. If renter has recently moved and does not yet have license changed to match they must also present two of the following items: cellular phone bill, paycheck or pay stub, or original declaration page from an active auto insurance policy. Utility bill(s), cellular phone bill(s) and paycheck or pay stub must be originals and dated within 30 days and, each must indicate the renter's current home address.

Active duty military personnel are exempt from address requirements.

A \$500.00 deposit is required and can be charged to the card or you can leave a \$500.00 cash deposit at pick-up. This is enough for us to cover our Insurance deductible in the event you return the vehicle damaged and are unable to pay deductible. After returning the vehicle in the condition it was received your deposit will be refunded the following business day after VVR has had time to clean and evaluate the vehicle. If your bank is slow to process refunds please use cash (it is instant), You can pick up your cash at our office (please call ahead to schedule a pick-up time).

If using a debit card for any amounts owed, the available funds in the account associated with Renter's debit card will be reduced by those amounts. Additionally, Renter is responsible for any overdraft fees incurred. Please read the Forms of Payment policy (see below) for additional details pertaining to the use of debit cards at this location.

## **Toll Policy**

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Many toll plazas have converted to all electronic tolling and removed the option for travelers to stop and pay cash at toll plazas. In the event that Victory Van Rentals receives a toll invoice dated for the time period you were in possession of the Vehicle you will be responsible for paying the toll. The Credit card you placed on file will be charged. If you paid cash at toll and we still receive a bill we cannot prove you paid cash at toll and we still are responsible for paying the toll. What we recommend is that you not pay cash just let the bill for the toll come to us and we will charge the card number that you have left on file with us. In the event you pay cash and are double charged it will be your responsibility to dispute this with toll enforcement. Please take our advice we have spent to much of our lives disputing tolls to no satisfaction or resolve.

## **Complimentary Customer Parking**

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VVR allows customers to leave their vehicles on our lot during their rental period. We are not responsible for any damages or vandalism that may happen to your vehicle during that time. We do have surveillance and will help you seek restitution from the guilty party. We will also notify police immediately when any vandalism or theft is suspected or noticed.

## **Cancellation Policy**

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If you would like to cancel and receive a full refund it must be done sixty (60) days before your reserved pick-up date. Cancellations that are made after sixty (60) days prior to the pick-up date will forfeit deposit.

This gives us time to make the Vehicle available to the public once again with sufficient time to rent on the dates you previously reserved. Once you book, the vehicle is unavailable to anyone else for the dates you requested. At VVR you know exactly what vehicle you have rented because you pick it out and we do not double book or give away your rental regardless of value. The

Website shows live inventory for the dates you are viewing. VVR is not a standard rental service that takes your reservation then cancels on you last minute because we cannot make good on your reservation. We take your vacation, business trip, church outing, etc. seriously.

If you cancel the day of your pick-up you will be charged the remainder of the amount. You will be refunded if the vehicle is able to be rented. We offer the same in the event of a late cancellation or shortened rental period, every attempt will be made to re-rent the vehicle. If we are successful in re-renting the vehicle, depending on the number of days, you will be refunded accordingly.

## Mileage Overage Policy

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Victory Van Rentals includes 150 miles with each day of rental purchased. In the event that you go over the included mileage there will be a \$0.33 per mile charge.

Example:

3 Day rental = 450 miles included

Actual mileage used = 550 miles

$$\begin{array}{r} 550 \\ - 450 \\ \hline 100 \text{ mile overage} \end{array}$$

$100 \times \$0.33 = \$33.00$  overage charge

\*We want our renters to understand this charge is not to punish you. It is so we can offer you quality, clean, reliable vehicles at a competitive price. It is also a matter of fairness to us and other renters. It is not fair to charge a customer on a weekend trip to Gatlinburg, Tn (220 miles round trip) and another customer on a weekend trip to Orlando, Fl (1300 miles round trip) the same price. By us not including unlimited miles it enables us to offer nicer vans at a more affordable daily rate. Also all renters will pay for what they actually use. For any question regarding this please call VVR, we would be happy to help you calculate your expected mileage for your trip.

## ADDITIONAL TERMS AND CONDITIONS FOR ONLINE BOOKING AND RENTAL EXTENSIONS

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Renter agrees by Renter's signature on the rental agreement contract if in person or by clicking the "I Accept" button via online booking that Renter has read, is aware of, accepts full responsibility for and is bound by the terms and conditions contained in the Summary and these Additional Terms and Conditions (collectively the "Contract"), for the Rental Period.

In the event that Victory Van Rentals (VVR) **assigns a new vehicle** (whether by necessity or request) or **extends an existing rental agreement** (by request of renter) during or following a previously agreed upon Rental Period, and though subsequent agreements are not signed or digitally acknowledged by Renter, the Renter acknowledges here and agrees that the terms and conditions in the initial Contract will govern for the new vehicle and/or extend rental period ending when Renter has returned vehicle from subsequent rental agreement.

Renter agrees that electronic signatures have the same force and effect as manual signatures. Renter expressly acknowledges that Renter and VVR are the only parties to the Contract, notwithstanding that a reservation for Vehicle may have been arranged by a third party; that a third party may pay for all or part of the rental bill; and/or that a third party may negotiate certain terms of the rental, including but not limited to the type of Vehicle, length of rental, rental rate and/or selection of optional products. For matters arising from the agreement, Renter authorizes VVR to verify and/or obtain through credit agencies or other sources Renter's personal, credit and/or insurance information. This Contract is the entire agreement between Renter and VVR and cannot be altered by another document or oral agreement unless agreed to in writing and signed by Renter and VVR's owner.

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