

Responsibilities:

Damaging the car WILL COST YOU IN REPAIRS, you will NOT be refunded your hire and you will NOT receive a new car so remember that **it is your responsibility:**

- **Not to damage the underneath part of the vehicle** on unsealed roads: Drive very slowly and carefully on bumpy roads. Don't stress the car.
- **Not to overheat the engine:**
 - **Never let the temperature go over half way.** If it starts to rise, stop driving and call our support number.
 - Check your **water and oil** every morning and every fuel stop.
 - i. **When the engine is cold,** open the steel cap on the radiator to check the water level.
 - ii. Make sure the cap is put back on properly – push down hard and turn
 - iii. **When the engine is hot,** check the water level in the reservoir bottle.
 - iv. **If it needs water at any time, do not drive** and call our support number.
- **Not to crash or roll the vehicle over:** Single car roll over/accident will be at your full expenses (no cover):
 - **Don't swerve** – BRAKE ONLY. Dangerous driving will cause your camper to rollover. If you roll your van, serious injury or DEATH may occur.
 - **Keep your distance and avoid to drive at night on the motorways**
- **To check the tires pressure** every morning (35 PSI for Vans and 30 PSI for 4WD)
- **To drive CAREFULLY** on Ruta 40 (unpaved areas from south) – Argentina and Carretera Austral (N°7) – Chile.
- **NO USE AREA:** It is prohibited to use the vehicle on the unsealed road between El Cerrito and Fuente Del Coyote, The Tenant has to drive through Esperanza to get to both cities.
- **Not to overpass the speed limits/commit infringements/park in prohibited places:** All fines received (even a year after the infringement) will be charged at your credit card. **SAN PEDRO:** Always pay attention on the direction of streets in San Pedro. Be careful with Caracoles Street - A big part is for pedestrians only. Just park at parking of Mercado Central. If you park in prohibited areas, you will be fined, and you will have to pay this fine. Trust us, you won't be the first nor the last! San Pedro "Police" are badass!
- **Not to destroy the tires:** You acknowledge that you received the vehicle with tires in a good state. Any destruction of the tires will not be covered by the liabilities reduction and will be charged to the customer. If you buy a new tire, make sure you buy the same size.
- **Not to drive/get stuck in Sand (no beach driving allowed), Salt Flats, Mud or Water:** if you drive with precaution, this will not happen. Getting stuck will cost you in rescue. You can use a 2WD for reaching the main attractions, but bad manoeuvres can get you stuck in the sand or mud.
- **Not to damage the Rooftop Tent:** Pay particular attention when entering in underground parking places.
- **To drop off the van on the date/hour as stated in the agreement.** Failure to that point will cost you a fine of 60.000 CLP + extra days for every calendar day that the car is not returned.
- **To return the car clean** (inside and outside). If not, a cleaning fee of 25.000 CLP will apply.

There is **no Refund and Wicked campers is not responsible for:**

- Unused fuel
- Bad Weather conditions (check Weather forecast), Earthquakes or any natural disaster.
- Closed border crossings to Argentina or Chile.
- Indirect damages (hotels, other van travelling with you) – if there is a breakdowns, only lost days (and repairs) are refunded by Wickedcampers
- Early drop off
- Any Robbery : no refund for lost items in case of robbery – damages to the car will be charged (deductible) to the customer (ej: door locks)

Emergency Procedures

1. What to do in case of breakdown:

- A. Turn on your vehicle's hazard lights and use warning triangles (auxiliary kit)
- B. Call our support number: +56 9 42073784 and we will help you fix the situation.

2. What to do in case of accident:

- C. Turn on your vehicle's hazard lights and use warning triangles (auxiliary kit)
- D. Call our support number: +56 9 42073784 and we will help you fix the situation
- E. If there are others cars involved, it is very important to write down the following info:
 - Driver's name + Driver's ID number (in Chile, called RUT)
 - Plate number (in Chile, called REGO)
 - If the other car has an insurance: write down the insurance company's name
 - In case of heavy damages (or total loss), injured people or vehicle robbery, please go to the nearest police office to do an "incident statement" (In Chile, called "constancia/denuncia") **Note:** It is really important to go directly to the police otherwise, it is assumed that you were driving under alcohol effects and the insurance will not cover the damages.
 - Take pictures of all damages and send them to support@wickedsouthamerica.com

It may be useful to know...

- Chile and Argentina are **pretty safe countries**, but is always good to have **some precautions**. Always lock the car and take off the radio panel from the car. We have had some **"break in" issues in Valparaiso, Viña del Mar, Calama, El Calafate and Bariloche**. We recommend parking the car in the underground car park downtown or in a safe place (Paid parking places). Don't say that you were not informed...
- The 4WD – Tata Brand and some Great Wall run with Diesel (Euro-Diesel en Argentina). The 4WD – Nissan Brand, some Great Wall and Suzuki Jimny run with Petrol (Gasolina 95 in Chile - Super in Argentina). The vans run with Petrol (the cheapest 93 in Chile - Super in Argentina), No Diesel! You can run 50 kms with the **warning fuel light**.
- **For Vans only:** When you go for a walk, leave your valuable stuff **inside the further back box** (under the bed). That is a hard place to reach in case that someone tries to steal things from the van.
- Remember **to turn off the light** when you stop the car. It is mandatory to drive with lights switched on all the time in Chile and Argentina.
- You can find **Maps** at Petrol Station "Copec". You can also download the following apps that offer offline maps: ioverlander.com or maps.me
- If you are going to cross to **Argentina**, you need a special insurance and a FU form. Please double check your details on the **FU document** at pick up time. Please give this form back to our agents at drop off time. Extensions can only be made in Chile, before crossing to Argentina.
- Chilean Cops are strict, but they are not going to rip you off. There is a possibility that an **Argentinean cops** will try to get money from you. (just say, "no entiendo español").

You can **camp wild** in Chile and Argentina. Both countries are safe to drive and to stay during the night in the country sides: National Parks, Truck Drivers rest areas or next to a non-busy road or next to a river or in the middle of the desert where there is no one.

Good tip: Petrol Stations like "Copec" have toilets, showers, free WIFI and you are allow to park the car and sleep.

Hiring a Wicked Campervan is like borrowing a car from a friend, they'd want it back in good condition. Need help at any time, call our support number: +56 9 4207 3784

For Booking Extension/Other Information:

Call us at +56 9 4207 3790 (Office hours: 9h30-18h30 – Mon to Fri and Sat 9:30-13:30)
or send an email (all requests must be done by email) to : info@wickedsouthamerica.com

I have read and understood the above conditions and agree with them. This document is part of the Wicked Campers' Rental Agreement. Signature: _____