

Responsibilities:

Damaging the car **WILL COST YOU IN REPAIRS**, you will **NOT** be refunded your hire, and you will **NOT receive a new vehicle** so remember that while the vehicle is in your hand, **YOU ARE RESPONSIBLE FOR IT, so:**

- **Do not damage the underneath part of the vehicle** on unsealed roads: Drive very slowly and carefully on bumpy roads. Ruta 40 (Argentina) and Ruta 7 (Chile) as they are mostly unpaved and bumpy. Don't stress the car.
- **Do not overheat the engine. Never let the temperature go over halfway.** If it starts to rise, stop driving and call our Roadside Assistance number (+56942073784).
- **Check the vehicle's water and oil** every morning and every fuel stop.
 - **When the engine is cold**, open the steel cap on the radiator, or the coolant reservoir tank, depending on your vehicle, to check the water level.
 - Make sure the cap is **put back on properly** – push down hard and turn
 - **When the engine is hot**, check the water level in the reservoir bottle only without opening the cap.
 - **If the radiator needs water at any time, do not drive** and call our Roadside Assistance number (+56942073784).
- **Do not crash or rollover the vehicle:** Single car rollover/accident will be at your full expense (no cover).
- **Do not make abrupt turns** – BRAKE ONLY. Dangerous driving will cause your camper to rollover. Serious injury or DEATH may occur.
- Keep your distance to other cars and avoid driving at night on the motorways.
- **Check the tyre pressure visually** every morning. Verify they are properly inflated.. When at a gas station, use a tyre pressure gauge. Tyre pressure is printed on the driver-side door frame.
- **Do not destroy the tyres:** You acknowledge that you received the vehicle with tyres in a good state. **Any destruction of the tyres will not be covered by the liabilities reduction, it will be charged to the customer.** If you buy a new tyre, make sure you buy the correct size. Call and ask Roadside Assistance if you need help (+56942073784). Tyres can be purchased or repaired at a gomería or vulcanización (Workshop)
- **Use the correct fuel type:** When asking for gasoline avoid using the word petrol as it sounds like petroleo which is diesel. Ask for 93 while in Chile and super while in Argentina. When asking for diesel use the word diesel. Adding the incorrect fuel will cost you in repairs.
- **Do not go over the speed limits/commit infringements/park in prohibited places:** All fines received (even a year after the infringement) will be charged to your credit card. If you get a bad parking ticket, try to pay it immediately as it will be much cheaper (look for Juzgado de Policía Local).
- **Do not drive/get stuck in Salt Flats, Mud, Water or Sand (no beach driving allowed):** if you drive with precaution, this will not happen. Bad maneuvers will get you stuck and will cost you in rescue. You can use a 2WD to reach the main attractions. The vehicle is supplied with a tow rope for self-rescue when possible with the help of another car.
- **Avoid going into underground parking places.** Unless you are driving a two seater van, it is very easy to damage the rooftop tent, solar panels, and the camper roof itself. Do not trust the maximum height signs!
- **Check and refill your gas cylinder** (selected categories only) while in Chile using GASCO brand and before crossing into Argentina as they use a totally different valve system . Call and ask Roadside Assistance if you need help (+56942073784).
- **Drop off the vehicle on the date/hour as stated in the agreement.** Failure to do so will cost you a fine of €138 + extra days for every calendar day that the car is not returned. After office hours drop-off is subject to availability and has an extra cost. For extensions call sales or Roadside Assistance with anticipation. depends on availability
- **Return the camper clean** (inside and outside). If not, a cleaning fee of €56 /€78 /€109 (depending on the camper category) will apply.
- **BE AWARE OF:**
 - **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.
 - **Border Crossing Availability:** Look for the status of the border crossings in advance and consider crossing the border back to Chile 1 day before your drop-off date. You are fully responsible for being late for drop-off.
 - **Office Hours:** 10:00 AM until 17:00 Mon to Fri and 10:00 AM until 13:00 Sat
- **There is no Refund and Wicked Campers is not responsible for:**
 - Unused fuel, Early Drop Off or extra accessories you decide to buy like snow chains.
 - Bad weather conditions, earthquakes, natural disaster or closed border crossings between Argentina and Chile. Check weather forecast and border crossings availability online.
 - Indirect damages, such as hotel costs or delays of other vans traveling with you. In case of a breakdown, only lost time is refunded by Wicked Campers.
 - Any Robbery: no refund for lost items in case of break ins. Damages to the camper will be charged to the customer (ie: door locks, broken windows). Park responsibly!

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 Roadside Assistance (+56 9 4207 3784) and we will help you fix the situation.

2. What to do in case of accident:

- A. Turn on your vehicle's hazard lights and use warning triangles (auxiliary kit)
- B. **Call Roadside Assistance** (+56 9 4207 3784) and let them know the details. Send pictures if possible.
- C. If there are other 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 insurance: write down the insurance company name
 - **Write a statement and attach photos of all damages and send them to roadside@wicksouthamerica.com including date, time, location – address, vehicle status etc.**
 - In case of heavy damages (or total loss), injured people, or vehicle robbery, please go to the nearest police station and do an incident statement (Constancia or Denuncia). **Note that it is important to go directly to the police** otherwise it is assumed that you were driving under alcohol influence and the insurance will not cover the damages.

Please be careful: Do not crash or roll over the vehicle. Single car rollovers or accidents will be at your full expense (no coverage). Remember, don't swerve – just BRAKE. Dangerous driving can cause your camper to roll over. Rolling your van can result in serious injury or even DEATH. Keep a safe distance to other cars and avoid driving at night on the motorways. Stay safe and enjoy your journey!

It may be useful to know...

- Chile and Argentina are **safe countries but** is always good to have **some precautions**. Always lock the car doors and avoid leaving valuables in plain sight. Many Wicked clients have had **break-in issues in Valparaiso, Viña del Mar, Calama, El Calafate, Bariloche and other big towns**. We recommend parking the car in the car parking safe place (Paid parking places). Don't say that you were not informed.
- You can run 50 kms with the **warning fuel light**.
- **For Vans only:** When you go for a walk, leave your stuff under the bed storage boxes. 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 and some vehicles do not have a beeping to let you know you are leaving the lights on.
- If you accidentally leave a light on and your battery dies, you can jumpstart your car using the supplied jumper cables and a nearby vehicle. If your car still doesn't start, you can request roadside assistance.
- You may find printed maps at Copec gas stations. Local tourist offices have free printed maps for getting to the local attractions. We recommend you download maps.me for offline maps and ioverlander.com for wild camping spots and other useful info and tips.
- If you are going to cross to **Argentina** you need an **RCI-insurance** and an **FU-form**. Please double-check your details on the **FU-form** at pick-up time. Please give the FU-form back to our agents at drop-off time. Extensions can only be made while you are in Chile, before crossing to Argentina.
- Chilean Cops are strict but they are not going to rip you off and want you to be safe. If you get stopped and checked by the police do not argue with them, just say thank you officer. There is a possibility that an **Argentinean cop** 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 stay during the night in Truck Drivers' rest areas, some National Parks, next to a non-busy road, a river or in the middle of the desert where there is no one. Copec gas stations on Chile's Ruta 5 have toilets, showers, and free WIFI and you can park the car and stay at night.

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 Roadside Assistance number: +56 9 4207 3784

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

Signature: _____