

WICKED CAMPERS RENTAL POLICIES

(Updated 2025/2026)

1. Conditions to Rent a Wicked Camper

- **Minimum Age:** 18 years old (22 years old for 4WD vehicles).
- **Driver's License:** Must be full, valid, and non-probationary for the entire rental period.
- **Credit Card Required:** A valid credit card in the renter's name is mandatory for the bond. Not Debit o prepaidCards
- **Optional Damage Cover (Liability Reduction):** Available at pick-up to reduce your financial responsibility and bond amount.

2. Payments & Booking Conditions


- **50% of the rental is paid at the time of booking**, in **Euros (EUR)** via **Stripe**.
- **The remaining 50% is paid at vehicle pick-up**, in **Chilean Pesos (CLP)** through our local **Transbank** terminal.
- The exchange rate applied is the **"Euro Observado"** published by the **Central Bank of Chile** on the day of payment.
- Wicked South America S.A. **is not responsible for exchange rate variations** between the two payments.

The cardholder is jointly responsible for all rental charges and for complying with the terms of the Rental Agreement.

3. Security Deposit (Bond)

Before hitting the road, a **hold (not a charge)** will be placed on your **credit card** as a security bond.

- Before hitting the road, a hold (not a charge) will be placed on your credit card as a security bond.
- No cash deposits are accepted.
- If the bond is made using a **debit card**, the **refund may take up to 10 business days**, since refunds cannot be processed to the same card. In this case, the refund will be issued via **international bank transfer**, which may incur in **banks and currency conversion fees of approximately 6%**, which is customer responsibility
- For this reason, we **strongly recommend using a credit card** for the security bond.
- The bond amount depends on the **Damage Cover plan** you select.
- The bond remains on hold for up to **5 business days after drop-off**, while the vehicle is inspected.
- If no issues are found, the hold is released within that period.
- A **small processing fee of \$50 CLP (€0.05)** applies when the bond is released.

 **Note:** *The bond is a hold, not a payment. You'll only be charged if damages, fines, or cleaning fees apply.*

4. Traveling to Argentina

If you plan to cross the border:

- An **Argentina Permit & Insurance** is mandatory for all cross-border trips.
 - **You must request this permit at the time of booking** and send your personal and vehicle documents **at least 2 business days before your pick-up date** to allow time for processing.
 - The permit is valid for **multiple entries** and must cover the **entire rental period**.
 - **Permit and insurance fees are not included** in the base rental rate.
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5. Services Included

- **250 km per day included** (cumulative).
 - **Extra kilometers:** €0.12/km.
 - **Optional km packages** available only before pick-up.
 - **24/7 Roadside Assistance** (remote guidance & coordination).
 - **Free additional drivers** (up to 2 per contract).
 - **Kitchen and camping equipment included in all campers.**
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6. Additional Information

- All rentals include roadside support and remote coordination with our provider network in Chile and Argentina.
- **Wicked strongly recommends having personal travel insurance** to cover personal belongings, accidents, or medical emergencies during your trip.
- Traveling in a Wicked Camper is an adventure — be prepared for diverse conditions and enjoy the freedom of the open road.

WICKED SOUTH AMERICA EASY-READ RENTAL AGREEMENT

(Chile 2025/2026)

1. RENTAL TERM, EXTENSIONS AND CANCELLATIONS

In short: Your rental starts and ends on the agreed dates. Early returns aren't refunded, and cancellations have specific fees.

1.1 The term of this Agreement runs from the pick-up date until the return of the Vehicle to Wicked South America S.A. ("Wicked"). Rental days are calculated on a calendar-day basis. The day of pick-up counts as day one, and the day of return as the final day.

1.2 The minimum rental period is **five (5) days** when pick-up and drop-off occur in the same city. Different minimums may apply for one-way rentals.

1.3 The daily rate includes **250 kilometers per day (cumulative)**. Extra kilometers are charged at **€0.12 per km**. Additional packages can be purchased before pick-up only.

1.4 Cancellations and amendments are subject to the following fees, calculated from the total gross rental:

- Up to 30 days prior to pick-up: **20%**
- 29–19 days prior to pick-up: **30%**
- 18–7 days prior to pick-up: **50%**
- 6 days or less / no-show: **100%**

1.5 No refunds apply for early returns.

1.6 In the event of **Force Majeure** (natural disasters, strikes, pandemics, political unrest), Wicked may issue a **voucher equivalent to the amount paid**, valid for **two (2) years** from the initial booking date, redeemable at the current rate.

2. PICK-UP AND DROP-OFF OF THE VEHICLE

In short: Inspect your camper carefully at pick-up and return it clean, on time, and with the same fuel level.

2.1 The Tenant must inspect the Vehicle upon pick-up and report any existing damage. Once signed, the Tenant acknowledges receiving the Vehicle in good mechanical condition.

2.2 Vehicles must be returned during office hours at the agreed location.

2.3 Cleaning and refueling fees apply if returned dirty or with less fuel than at pick-up:

- Small Vans: **€56 / \$56,000 CLP**
- Medium Vans: **€78 / \$78,000 CLP**
- Big Vans: **€109 / \$109,000 CLP**

2.4 Late returns without prior approval incur the daily rate plus a **€228 per day** late fee.

2.5 One-way rentals are available between branches in Santiago, San Pedro de Atacama, Puerto Varas, and Punta Arenas.

3. BRANCH HOURS OF OPERATION

In short: Plan to pick up and return your camper during business hours unless you've pre-arranged an out-of-hours service.

3.1 Branch hours are:

- Monday to Friday: **10:00 AM to 5:00 PM**
- Saturday: **10:00 AM to 1:00 PM**
- Branches are closed on Sundays and public holidays.

3.2 Pick-ups or drop-offs outside operating hours must be pre-approved in writing. Unauthorized returns outside these hours will incur the daily rental rate plus a **€228 per day** penalty.

3.3 Out-of-hours service fees:

Day	Pick-up	Drop-off
Monday–Friday	€43	€30
Saturday	€53	€33
Saturday	€63	€43
Public Holida	€71	€50

4. RENTAL EXTENSIONS

In short: If you’d like to keep exploring, let us know early — extensions must be authorized and prepaid.

4.1 Extensions of the rental period must be requested and authorized by Wicked prior to the expiration of the current rental term. Extensions are subject to Vehicle availability and will be charged at the **current daily rate**, which may differ from the original booking rate.

4.2 Unauthorized extensions or late returns are subject to the daily rate plus a **€228 per day penalty**, in addition to any additional bond or coverage charges.

4.3 For cross-border rentals (Chile–Argentina), the Tenant must ensure that their **FU document** remains valid. If it expires, a new one must be issued by Wicked before re-entry into Argentina. Wicked will not be held liable for delays, fines, or penalties due to an expired document.

5. CHANGE OF DROP-OFF LOCATION

In short: Any change to your drop-off city must be approved in advance — otherwise extra fees apply.

5.1 If the Tenant wishes to change the drop-off location, prior written authorization from Wicked is required.

5.2 Unauthorized drop-offs in different cities or regions will incur a **€345 fee**, plus the applicable one-way charge.

5.3 Wicked reserves the right to deny location changes due to logistics, availability, or operational constraints.

6. LICENSE

In short: You need a valid, full driver's license — and every driver must be registered in this contract.

6.1 The Tenant and all additional drivers must present a **valid, full (non-probationary)** driver's license at pick-up.

6.2 Foreign licenses are accepted if written in **English or Spanish**.
If the license is in another language, it must be accompanied by an **official translation** or an **International Driving Permit (IDP)**.

6.3 All drivers must have held their license for at least **two (2) years** prior to rental.

6.4 Only registered drivers listed in the Rental Agreement are authorized to drive. If an unlisted driver operates the Vehicle, all Damage Cover and Liability Reduction protections are void.

7. AGE RESTRICTIONS

In short: You must be at least 21 years old. Drivers aged 18–21 can rent Budget Vans only, with an extra fee.

7.1 The minimum age to rent a Wicked Vehicle is **21 years old**.

7.2 Drivers aged **18 to 21** are allowed to rent **Budget Vans only**, not Premium or 4WD models, and an additional fee of **€4.5 per day** applies.

7.3 All drivers must have held a valid license for at least **two (2) years**.

7.4 Wicked may refuse to rent a Vehicle if the driver's age, experience, or documentation does not meet legal or company requirements.

8. USE OF THE VEHICLE

In short: Drive responsibly — misuse or off-road driving voids your cover and makes you liable for all damage.

8.1 The Tenant must use the Vehicle with care and only on **authorized roads**. Misuse, reckless driving, or negligence voids all Damage Covers.

8.2 The Vehicle must not be used:

- Under the influence of **alcohol, drugs, or medication** that affects driving.
- On **beaches, rivers, salt flats, or flooded terrain**.
- For **racing, towing, or carrying passengers for hire**.
- For transporting flammable, toxic, or illegal materials.
- On underground parking or under low bridges if the Vehicle exceeds 2 meters in height.
- When leaving the Vehicle unoccupied with keys inside.

8.3 The Tenant must perform basic daily checks — oil, coolant, tire pressure, and battery — and immediately report warning lights or mechanical issues to Wicked.

8.4 Wicked may restrict travel in specific areas or regions due to road or weather conditions. If Wicked changes your drop-off location for safety reasons, no penalty applies.

9. AREAS OF NO USE

In short: Some roads are off-limits — driving there voids your cover and makes you fully liable.

9.1 The Tenant must not drive on roads classified by Wicked as **restricted or unsafe**.

9.2 Driving between **El Cerrito and Fuente del Coyote** (Argentina) or other unapproved unsealed roads is strictly prohibited.

9.3 Any damage, towing, or loss occurring in prohibited areas is **fully at the Tenant's cost**, regardless of the selected Damage Cover.



10. MAINTENANCE AND REPAIRS ON THE ROAD

In short: You must look after your camper and inform Wicked before any repairs — unauthorized repairs aren't reimbursed.

10.1 The Tenant must immediately inform Wicked of any mechanical problems and obtain authorization prior to any repairs. Unauthorized repairs are entirely at the Tenant's risk.

10.2 Reimbursements will only apply if:

- (a) The repair was **approved by Wicked**,
- (b) The Tenant is **not responsible** for the issue, and
- (c) Original **invoices and receipts** are submitted within **48 hours** of Vehicle return.

10.3 All Wicked Vehicles undergo preventive maintenance before departure. Each Vehicle displays a **mileage limit** for its next scheduled service; the Tenant must ensure this limit is not exceeded. Failure to comply may result in mechanical damage for which the Tenant is fully liable.

10.4 Malfunctions of accessories such as the radio, USB ports, sink pump, or interior lights are not considered mechanical breakdowns. Wicked may assist with remote guidance or refer to a local workshop, but waiting times and related costs are not reimbursed.

10.5 If the camper structure becomes uninhabitable but the Vehicle remains operable, the Tenant is entitled to a refund equal to **30% of the daily rental rate** for each affected day.

10.6 Destroyed tires must be replaced with new ones of the same size and brand. Otherwise, Wicked will charge the replacement cost at drop-off.

11. ON-ROAD ASSISTANCE

In short: Wicked provides 24/7 remote support — but if the problem is caused by misuse, you'll pay the cost of repairs or towing.

11.1 Wicked provides **24/7 On-Road Assistance** through phone, WhatsApp, or email to help the Tenant resolve technical issues remotely or coordinate third-party help.

11.2 The service includes:

- Remote technical guidance and basic troubleshooting.
- Coordination of local mechanics or towing services.
- Navigation and travel advice if required.

11.3 The following situations are **not covered** by Wicked and must be paid by the Tenant:

- Running out of fuel.
- Lost or locked keys.
- Flat batteries from leaving lights or devices on.
- Getting stuck in sand, water, or mud.
- Flat or damaged tires caused by misuse.
- Towing or recovery due to off-road or negligent driving.

11.4 Wicked may assist in arranging help, but **the costs are the Tenant's responsibility**.

11.5 In case of a breakdown in Argentina, the Tenant must return the Vehicle to Chile for inspection. If Wicked is responsible for the failure, repair costs will be refunded at the **official exchange rate** of the day (published by Chile's SII).

12. FUEL CONSUMPTION

In short: Fuel efficiency depends on the road, weather, and how you drive — no refunds apply for extra consumption.

12.1 Wicked Vehicles run approximately **6–12 km per liter**, depending on conditions and driving behavior.

12.2 Vehicles are delivered with a **full tank** and must be returned full.

If returned with less fuel, Wicked will refill it and charge the cost of the missing fuel plus a **refueling service fee**.

12.3 Wicked is not liable for variations in fuel efficiency or usage.

13. VEHICLE AVAILABILITY

In short: Bookings are by category, not by model. If your chosen category is unavailable, we'll provide a similar or better one.

13.1 Bookings are confirmed by **vehicle category only**. Specific makes or models cannot be guaranteed.

13.2 If your chosen category becomes unavailable due to delays, accidents, or maintenance issues, Wicked reserves the right to provide an **equivalent or higher category** Vehicle at no extra charge.

13.3 If the Tenant voluntarily chooses to downgrade to a lower category, no refund applies.

13.4 Wicked is not responsible for incidental expenses resulting from a substitution, including accommodation or itinerary changes.

14. LIABILITY (SECURITY DEPOSIT, DAMAGE COVERS & EXCLUSIONS)

In short: You're responsible for any damage up to your bond amount — and some situations are never covered.

14.1 General Liability

The Tenant is responsible for all damage (direct or indirect) caused to the Vehicle, third-party property, or public infrastructure while the Vehicle is under their control.

14.2 Security Deposit (Bond)

In short: Your bond is held on a credit or debit card; if paid by debit, refunds are made via international transfer with ~2% bank fees.

A **security deposit (bond)** will be held on the Tenant's credit card at the start of the rental. Cash payments are not accepted.

If the deposit is made using a **credit card**, the amount is pre-authorized and automatically released within five (5) working days after the Vehicle is returned in proper condition.

If the deposit is made using a **debit card**, refunds cannot be processed back to the same card. Wicked South America will issue the refund via **international bank transfer** to the customer’s nominated account once the inspection is complete. This process may take several business days and will incur an **approximate 2% banking fee** due to international transfer costs, which shall be borne by the customer.

For rentals exceeding 30 days, Wicked may re-authorize or renew the bond automatically.

DAMAGE COVER OPTION

BUDGET VANS DAMAGE COVER (Classic 2seater - Plus 2seater - Volt 2seater)

COVER	Price per Day	Bond (CLP)	Liability	Third Party damage cover	Single Vehicle Rollover Cover	Tyre Cover	Glass Cover	Additional Drivers
Basic Cover	0€	\$1.100.000 CLP 982 EUR	Multi vehicle Accident \$1.100.000 CLP			Not included	No	2 Drivers
			Single vehicle Accident \$2.200.000 CLP					
Extended Cover	11€	\$700.000 CLP 625 EUR	Multi vehicle Accident \$700.000 CLP			2 x Tyres	Front Windscreen	4 Drivers
			Single vehicle Accident \$1.400.000 CLP					
Top Cover	28€	\$500.000 CLP 464 EUR	Multi vehicle Accident \$0 CLP			4 x Tyres	Front and Rear Windscreen	4 Drivers
			Single vehicle Accident \$0 CLP					

PREMIUM VANS DAMAGE COVER (Varrison - Ducato)

COVER	Price per Day	Bond (CLP)	Liability	Third Party damage cover	Single Vehicle Rollover Cover	Tyre Cover	Glass Cover	Additional Drivers
Basic Cover	0€	\$1.500.000 CLP 1,339 EUR	Multi vehicle accident \$1.500.000 CLP			Not Included	Not Included	2 Drivers
			Single vehicle accident \$3.000.000 CLP					
Extended Cover	22€	\$900.000 CLP 804 EUR	Multi vehicle accident \$900.000 CLP			2 x Tyres	Front Windscreen	4 Drivers
			Single vehicle accident \$1.800.000 CLP					

BUDGET 4WD DAMAGE COVER (Expedition)

COVER	Price per Day	Bond (CLP)	Liability	Third Party damage cover	Single Vehicle Rollover Cover	Tyre Cover	Glass Cover	Additional Drivers
Basic Cover	0€	\$1.500.000 CLP 1,339 EUR	Multi vehicle accident \$1.500.000 CLP Single vehicle accident \$3.000.000 CLP			Not Included	Not Included	2 Drivers
Extended Cover	15€	\$1.000.000 CLP 893 EUR	Multi vehicle accident \$1.000.000 CLP Single vehicle accident \$2.000.000 CLP			4 x tyres	Front Windscreen	4 Drivers

PREMIUM 4WD DAMAGE COVER (Patagon - Big Nomade)

COVER	Price per Day	Bond (CLP)	Liability	Third Party damage cover	Single Vehicle Rollover Cover	Tyre Cover	Glass Cover	Additional Drivers
Basic Cover	0€	\$2.700.000 CLP 2,411 EUR	Multi vehicle accident \$2.700.000 CLP			Not Included	Not Included	2 Drivers
			Single vehicle accident \$5.400.000 CLP					
Extended Cover	29€	\$1.200.000 CLP 1,071 EUR	Multi vehicle accident \$1.200.000 CLP			4 x tyres	Front Windscreen	4 Drivers
			Single vehicle accident \$2.400.000 CLP					

Example: If you choose “Extended Cover” for a Budget Van, your liability is limited to \$700,000 CLP per incident. Single-vehicle accidents (rollovers) are not covered — full bond liability applies.

14.4 Exclusions (Not Covered by Any Plan)

In short: Misuse voids all cover — and you'll pay for everything.

The Tenant remains fully liable for all costs related to:

- Single-vehicle accidents (rollover or tipping).
- Damage to roof, underbody, or interior.
- Driving under the influence.
- Water submersion, beach or river driving.
- Wrong fuel use or driving in restricted areas.
- Gearbox or clutch damage due to misuse.
- Theft if keys were left inside.
- Failure to report incidents to Wicked and police within 24 hours.

15. PROCEDURES IN CASE OF ACCIDENT

In short: Stay calm, collect details, call the police, and contact Wicked within 24 hours.

15.1 In the event of an accident, the Tenant must:

- (a) Stop immediately and ensure everyone's safety.
- (b) Obtain names, addresses, and contacts of all involved parties and witnesses.
- (c) Report the accident to the **police** immediately.
- (d) Take photos of the damage, location, and vehicle plates.
- (e) Notify **Wicked South America** within **24 hours**.

15.2 Do not admit fault or make private agreements.

15.3 The Tenant must present the police report, driver's license, and all documentation at drop-off.

15.4 The applicable bond amount will be charged at the time the accident report is completed. If Wicked recovers damages from a third party, that amount will be refunded.

15.5 Wicked is not responsible for the time required for third-party claim resolution.

16. RELOCATION OFFERS (“CHEAP TRIPS”)

In short: Sometimes we offer low-price relocations — same rules apply, and no refunds for minor issues.

16.1 Wicked occasionally offers discounted relocation deals (“Cheap Trips”) to transfer Vehicles between branches. These offers are subject to availability, specific routes, and fixed travel dates.

16.2 Vehicles under relocation may present minor wear or accessory malfunctions (such as radio, water pump, or interior lights). These do not entitle the Tenant to refunds or discounts.

16.3 If a structural issue prevents sleeping inside the camper but the Vehicle remains drivable, the Tenant is entitled to a **30% refund** of the daily rental rate for each affected day.

16.4 All other clauses of this Agreement apply to relocation rentals without exception.

17. RELEASE AND INDEMNITY OF WICKED

In short: Wicked isn’t liable for loss or damage unless it’s caused by gross negligence.

17.1 The Tenant releases Wicked South America, its employees, and agents from all liability for any loss, damage, or injury incurred during the rental period, regardless of cause, except in cases of proven gross negligence by Wicked.

17.2 The Tenant agrees to **indemnify and hold harmless** Wicked, its directors, employees, and agents from any claim, demand, or expense (including legal costs) resulting from the use, possession, or operation of the Vehicle.

17.3 This indemnity does not apply when the loss is directly caused by Wicked’s negligence or breach of contract.

18. TRAFFIC OFFENSES AND TOLLS

In short: You're responsible for all traffic fines and tolls — Wicked will charge them to your card plus an admin fee.

18.1 The Tenant is responsible for all parking, toll, and traffic violations incurred during the rental period.

18.2 If Wicked receives a fine or penalty notice, the relevant amount plus an **administration fee of €48 + VAT per incident** will be charged to the Tenant's credit card.

18.3 Wicked may process these charges up to **15 months** after the date of infraction.

18.4 The Tenant authorizes Wicked to disclose personal details to authorities for the purpose of resolving traffic violations.

19. CHARGES AND PAYMENTS

In short: 50% is paid when booking and 50% at pick-up — in EUR and CLP, following Chile's official exchange rate.

19.1 The Tenant agrees to pay all rental charges, optional services, and additional fees as stated in the booking confirmation.

19.2 The total rental amount must be paid as follows:

- **50% at booking**, charged in **Euros (EUR)** via **Stripe**.
- **50% at pick-up**, payable in **Chilean Pesos (CLP)** through Wicked's local payment terminal.

19.3 The applicable exchange rate between EUR and CLP is the "**Euro Observado**" published by the **Central Bank of Chile** on the payment date.

19.4 Wicked is not responsible for exchange rate differences between both payments.

19.5 Accepted payment methods: **Visa, MasterCard, and American Express**. Cash and checks are not accepted.

19.6 The Tenant authorizes Wicked to debit from their card any outstanding amounts, including damages, fines, tolls, or administrative fees.

19.7 All transactions may be processed in **EUR, USD, or CLP**, and small variations may occur due to bank fees or exchange fluctuations.

20. CONDITIONAL UPON PAYMENT

In short: The rental only becomes valid once Wicked has received full payment.

20.1 The Vehicle will not be released until the required payments are confirmed.

20.2 If payment is made through a travel agent or third party and the funds are not received by Wicked, the Tenant remains **fully responsible** for the total rental amount.

20.3 Wicked reserves the right to cancel any booking if payment is not received prior to pick-up.

21. LIMITATION OF LIABILITY

In short: Wicked's liability is limited to the cost of your rental — no compensation for indirect losses.

21.1 Wicked shall not be liable for indirect or consequential damages, including but not limited to:

- Missed flights, hotels, or tours.
- Loss of enjoyment or delays.
- Theft or loss of personal belongings.

21.2 If a mechanical failure under Wicked's responsibility prevents Vehicle use, the Tenant is entitled to a refund limited to the **daily rental rate** for each affected day.

21.3 Wicked is not responsible for personal items left in the Vehicle after return.

21.4 Tenants are encouraged to obtain **travel insurance** covering trip interruption, accidents, and personal property.

22. COMMUNICATIONS

In short: Official communication is handled by email — use the address listed on your booking.

22.1 All formal communication between the Tenant and Wicked shall be made via email to the addresses specified in the booking confirmation.

22.2 Notices are deemed received on the date sent, provided no delivery failure message is returned.

22.3 Wicked may contact the Tenant via email, phone, or WhatsApp regarding operational or safety matters related to the rental.

23. TERMINATION

In short: Wicked can end this Agreement if you breach its terms or use the Vehicle improperly.

23.1 Wicked may terminate this Agreement and repossess the Vehicle at any time if the Tenant:

- (a) Breaches any provision of this Agreement.
- (b) Provides false or misleading information.
- (c) Operates the Vehicle recklessly or illegally.
- (d) Fails to make due payments.

23.2 Upon termination, Wicked may repossess the Vehicle without prior notice and at the Tenant's expense. No refund applies for unused rental days.

23.3 The Tenant remains responsible for towing, transport, or relocation costs back to the nearest Wicked branch.

24. PROPER LAW

In short: Chilean law applies — any dispute is handled by the courts of Santiago.

24.1 This Agreement is governed by and construed in accordance with the **laws of Chile**.

24.2 Any dispute arising from this Agreement shall be submitted to the **courts of Santiago, Chile**, which have exclusive jurisdiction.

24.3 If any clause of this Agreement is found invalid, the remaining clauses shall remain in effect.



#NaturelsWicked

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