



## Responsibilities:

MAY THE FOX BE WITH YOU



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**:

- **Do not damage the underneath part of the vehicle** on unsealed roads: Drive very slowly and carefully on bumpy roads. Don't stress the car.
- **Do not overheat the engine:**
  - **Never allow the temperature rise over half way**. If it starts to rise, stop driving and call our road assistance 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 only.
    - iv. **If there is a need for water at any time, do not drive** and call our road assistance number.
- **Do not crash or roll over the vehicle:** 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 happen.
  - **Keep your distance and avoid driving at night on the motorways**
- **Check the tire pressure** every morning (35 PSI for Vans and 30 PSI for 4WD)
- **Drive CAREFULLY** on Ruta 40 (unpaved areas from south) – Argentina and Carretera Austral (Nº7) – 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.
- **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. **SAN PEDRO:** Always pay attention to the direction of streets in San Pedro. Be careful with Caracoles Street - A big part is for pedestrians only. 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!
- **Do not 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 that you buy the same size.
- **Do not 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.
- **Do not damage the Rooftop Tent:** Pay special attention when entering in underground parking places.
- **You must 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. After office hours drop off are subject to availability and will be charged extra.
- **You must return the car clean** (inside and outside). If not, a cleaning fee of 28.000 CLP will apply.
- **Office Hours: Pick Up from 10:00 AM and Drop Off until 17:00**

- If you go to Argentina, consider crossing the border back to Chile 1 day before your drop off date. As you are fully responsible for being late for drop off.

There is **no Refund and SUZI is not responsible for:**

- Unused fuel or Early Drop Off
- 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 breakdown, only lost days (and repairs) are refunded by SUZI
- Any Robbery: no refund for lost items in case of robbery – damages to the car will be charged (deductible) to the customer (expl: door locks)

## Emergency Procedures



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### 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 roadside assistance number: +56 9 5469 2557 OR WHATSAPP 56952429634 and we will assist you.**

### 2. What to do in case of an accident:

- C. Turn on your vehicle's hazard lights and use warning triangles (auxiliary kit)
- D. Call our road assistance number: **+56 9 5469 2557** and we will help you.
- E. If there are other cars involved, it is very important to write down the following info:
  - a. Driver's name + Driver's ID number (in Chile, called RUT), and a copy of his driver's licence.
  - b. Plate number (in Chile, called REGO).
  - c. If the other car has an insurance: write down the insurance company name
  - d. Write a statement and attach photos of all damages and send them to SUZISOUTHAMERICA@GMAIL.COM - Statement tips: Date, Time, Location – Address, Vehicle Status etc.**
  - e. 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 **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.

### It may be useful to know...

- Chile and Argentina are **safe countries but** is always good to have **some precautions**. Always lock the car and take off the radio panel from the car. We are familiar with some **"break in" issues in Valparaiso, Viña del Mar, Calama, El Calafate and Bariloche**. We recommend parking the car in the underground parking lots, which are located downtown or in a safe place (Paid parking places). Don't say that you were not informed...
- The 4WD – 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 stuff 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, 24/7 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 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 to stay during the night in the countryside such as: 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 can park the car and sleep.

**Hiring a SUZI 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 whatsapp: +56 9 5242 9634**

I have read and understood the above conditions and agree with them. This document is part of the SUZI Rental Agreement. Signature: \_\_\_\_\_