

# ***Best Time RV***

powered by rental alliance

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**1. Best Time RV Location - Addresslist**

**LAS VEGAS**  
LAS

6590 Boulder Highway  
**Las Vegas**, NV 89122  
Phone: (702) 522-1784  
Toll Free: (800) 838-0219  
Fax: (702) 577-2836  
Tax: 8.25 %  
Manager: Neal Klass

**LOS ANGELES**  
LAX

12392 Beach Boulevard  
**Stanton**, CA 90680  
Phone: (714) 798-9389  
Toll Free: (800) 550-8320  
Fax: (714) 643-8955  
Tax: 8.75 %  
Manager: Travis Silvestri

**PHOENIX**  
PHX

1426 W. Broadway Road  
**Mesa**, AZ 85202  
Phone: (480) 372-5957  
Toll Free: (833) 216-0900  
Fax: (928) 927-3212  
Tax: 16.3 %  
Manager: Tom Young

**POINT ROBERTS**  
YDT

79 Tye Drive  
**Point Roberts**, WA 98281  
Phone: (360) 998-3162  
Toll Free: (888) 308-0284  
Fax: (360) 200-6654  
Tax: 14.40 % on rentals less than 30 days  
8.80 % on rentals of 30 days or more  
Manager: Christina Tersakian

**SAN FRANCISCO**  
SFO

847 Industrial Parkway West  
**Hayward**, CA 94544  
Phone: (510) 922-0739  
Toll Free: (800) 820-7813  
Fax: (510) 922-0773  
Tax: 9.75 %  
Manager: Anina Hegglin

Best Time RV  
Achener Weg 60  
D-88316 Isny  
Germany  
Phone: +49 7562 91389 285  
Fax: +49 7562 91389 160

**President:**

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**Reservations Department:**

reservation@BestTimeRV.com

## **2. TRANSFER INFORMATION**

Best Time RV offers TWO different types of Pick-ups:

**Early pick-ups** are provided at a cost of **\$ 164.00 per rental for pick-ups July 1 – Sep 30** and at a cost of **\$ 54.00 for pick-ups Oct 1 – Jun 30**. With this option, the pick-up times are Mon-Sat 9.00 am – 11.00 am. These Early pick-ups include free transfers from designated hotels to rental location as described below under 2.1. The time for these free transfers will be arranged with the customers individually between 7.30 am and 9.30 am. Customers have to tell us at least **3 working days prior to their pick-up**, from which of the designated hotels they would like to have a transfer. No last minute transfers can be organized.

**Regular pick-ups** are at **no extra cost** and **DO NOT** include transfers to rental locations and are described below under 2.2. and the possession of the rental vehicle is Mon-Fri 1.00 pm - 3.00 pm or Sat 10.00 am – 11.00 am.

The customers have to call our rental location one working day prior to their pick-up. The rental location will arrange a suitable time for the pick-up or the transfer with them. This way we can avoid long waiting periods for the customers. Moreover we can make sure, that the customers, who have booked a transfer, are provided with all information needed. (Please provide the customers with the phone numbers of our rental locations and consider their opening hours for calls.)

### ***2.1. Early Pick-up (transfer to rental location included)***

- There is a cost for this additional service (please refer to price list).
- Overseas customers **must overnight** before picking-up their rental unit.
- Customers should provide their **mobile phone number and, or email address**, so the rental location can contact them in case any additional information regarding the transfer has to be communicated.
- **Customers must be ready for pick-up at the time approved by the rental location at one of the designated transfer hotels at specified customer waiting areas** (exceptions are listed separately with the transfer hotel information).
- Hotel transfer is **only provided from the customer waiting area** of the designated transfer hotels.

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- Tour operators or customers are requested to report at the time of booking or **not later than three working days** before pick-up date in which designated transfer hotel customer is staying overnight and **how many people** are in customer's party.
  - **Transfers are only provided from the designated hotels if we have been informed of the transfer within the indicated time frame. Customers must be ready at the stated time and customer waiting area, otherwise no pick-up transfer will be provided.**
  - Transfer times listed are approximate due to traffic and weather conditions. Best Time RV is not responsible for refunds due to delays for any of these conditions.
  - **Customers who fly into YVR and will do a pick-up in YDT (Point Roberts, WA), will need to cross the border from Canada into the U.S. and will need to have the appropriate travel documents available for immigration. Border crossing can take up to 30 minutes.**

***2.2. Regular Pick-up (no transfer included to rental location)***

- **Vehicle Pick-up:** Mo-Fr 13.00 – 15.00 hrs, Sa 10.00 – 11.00 hrs
- Customer must arrive at rental location at their own expense. No transfer to the rental location is provided by the rental company.
- Reserved rental vehicles will not be provided for pick-up before 13.00 hrs Mo-Fr or before 10.00 hrs Sa.
- Reserved rental vehicles may be delivered as late as 15.00 hrs Mo-Fr or 12.00 hrs Sa.

***2.3. Vehicle Drop-off and Airport Transfer***

- Vehicle drop-off hours are **from 09.00 to 11.00 hrs.**
- **Airport Transfer is only provided if drop-off time is on or before 10.00 hrs:** Airport transfer is included in Prep Fee and provided to all renters **who drop-off their rental vehicles on or before 10.00 hrs** at no extra cost. Shuttles leave (around 11.00 hrs) **from our rental location to the Las Vegas (LAS), Los Angeles (LAX), Phoenix (PHX), San Francisco (SFO) or Vancouver (YVR) airport only.** Please do not book return flights with departures before 14.00 hrs, if your customers want to take advantage of the free drop-off transfer to the airport.
- **No Airport Transfer is provided if drop-off time is after 10.00 hrs.**

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Drop-offs after 10.00 hrs may take longer than the time the airport shuttle leaves, hence if customers arrive at rental location for vehicle drop-off after 10.00 hrs, no airport transfers are guaranteed anymore.

- **Late vehicle drop-off (= drop-off after 11.00 hrs)**

Late vehicle drop-off surcharges are **USD 30.00 per hour**. No airport transfers are provided in the event of a late vehicle drop-off. No refunds are made for early returns or unused portion of rentals.

#### **2.4. Customer Information and Pre Check-In**

- Please inform your customers clearly about hotel transfers to the rental station as well as airport transfers after vehicle drop-off. On our website, customers can check-in online or you may provide customers with a copy of the pre-check-in form.

#### **Online check-in link:**

English: <https://rental-b2b.com/4DCGI/BTR?1HTMCINLogin.htm?>

German: <https://rental-b2b.com/4DCGI/BTR?2HTMCINLogin.htm?>

#### **2.5. Transfer Hotels, Pick-up time & Customer Waiting area:**

**Las Vegas**  
LAS

**Excalibur Hotel-Casino**

3850 South Las Vegas Blvd  
Las Vegas, NV 89109  
Ph.: (702) 597-7777

***Pick-up time: 07.30 hrs***

***Customer waiting area: Southwest Entrance / Tour Bus Lobby - called Rear Rotunda***

**Luxor Hotel-Casino**

3900 South Las Vegas Blvd  
Las Vegas, NV 89119  
Ph.: (702) 262-4000

***Pick-up time: 07.30 hrs***

***Customer waiting area: North Entrance / facing Excalibur Hotel***

**Mandalay Bay Hotel-Casino**

3950 South Las Vegas Blvd  
Las Vegas, NV 89119  
Ph.: (702) 632-7777

***Pick-up time: 07.30 hrs***

***Customer waiting area: Four Season Tour & Travel Entrance (outside)***

**Los Angeles**  
LAX

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**MGM Grand Hotel**  
3799 S Las Vegas Blvd  
Las Vegas, NV 89109  
Ph: (702) 891-1111  
**Pick-up time:** 07.30 hrs  
**Customer waiting area:** Front Main Entrance (outside)

**Hilton Los Angeles Airport**  
5711 West Century Blvd  
Los Angeles, CA 90045  
Ph.: (310) 410-4000  
**Pick-up time:** 07.30 hrs  
**Customer waiting area:** West Entrance = Side Entrance (not Main Entrance)

**Los Angeles Airport Marriott**  
5855 West Century Blvd  
Los Angeles, CA 90045  
Ph.: (310) 641-5700  
**Pick-up time:** 07.30 hrs  
**Customer waiting area:** Main Entrance (outsid

**Crowne Plaza Hotel Los Angeles Int'l Airport**  
5985 West Century Blvd  
Los Angeles, CA 90045  
Ph.: (310) 642-7500  
**Pick-up time:** 07.30 hrs  
**Customer waiting area:** Main Entrance (outside)

**Holiday Inn Los Angeles Int'l Airport**  
9901 South La Cienega Blvd.  
Los Angeles, CA 90045  
Ph.: (310) 649-5151  
**Pick-up time:** 07.30 hrs  
**Customer waiting area:** Main Entrance (outside)

**Phoenix**  
PHX

**Holiday Inn Hotel & Suites Phoenix Airport North**  
1515 N 44th St  
Phoenix, AZ 85008  
Ph.: (602) 244-8800  
**Pick-up time:** 07.30 hrs  
**Customer waiting area:** Main Entrance (outside)

**Phoenix Airport Marriott**  
1101 N 44th St  
Phoenix, AZ 85008  
Ph.: (602) 273-7373  
**Pick-up time:** 07.30 hrs  
**Customer waiting area:** Main Entrance (outside)

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**Residence Inn by Marriott Phoenix Airport**  
801 N 44th St  
Phoenix, AZ 85008  
Ph.: (602) 273-9220  
***Pick-up time: 07.30 hrs***  
***Customer waiting area: Main Entrance (outside)***

**Radisson Hotel Phoenix Airport**  
427 N 44th St  
Phoenix, AZ 85008  
Ph.: (602) 220-4400  
***Pick-up time: 07.30 hrs***  
***Customer waiting area: Main Entrance (outside)***

**DoubleTree Suites by Hilton Hotel Phoenix**  
320 N 44th St  
Phoenix, AZ 85008  
Ph.: (602) 225-0500  
***Pick-up time: 07.30 hrs***  
***Customer waiting area: Main Entrance (outside)***

**Crowne Plaza Phoenix Airport**  
4300 E Washington St  
Phoenix, AZ 85034  
Ph.: (602) 273-7778  
***Pick-up time: 07.30 hrs***  
***Customer waiting area: Main Entrance (outside)***

**Point Roberts**  
YDT

**Sandman Hotel Vancouver Airport**  
3233 St Edwards Dr  
Richmond, BC V6X 1N4 / Canada  
Ph.: (604) 303-8888  
***Pick-up time: 07.30 hrs***  
***Customer waiting area: Main Entrance (outside)***

**Travelodge Hotel Vancouver Airport**  
3071 St Edwards Dr  
Richmond, BC V6X 3K4 / Canada  
Ph.: (604) 278-5155  
***Pick-up time: 07.30 hrs***  
***Customer waiting area: Main Entrance (outside)***

**Sandman Signature Hotel Vancouver Airport**  
10251 St Edwards Dr.  
Richmond, BC V6X 2M9 / Canada  
Ph.: (604) 278-9611  
***Pick-up time: 07.30 hrs***  
***Customer waiting area: Main Entrance (outside)***



**San Francisco**  
**SFO**

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**Accent Inns Richmond Vancouver Airport**  
10551 St Edwards Dr  
Richmond, BC V6X 3L8 / Canada  
Ph.: (604) 273-3311  
***Pick-up time:*** 07.30 hrs  
***Customer waiting area:*** Main Entrance (outside)

**Holiday Inn Vancouver Airport**  
10720 Cambie Rd  
Richmond, BC V6X 1K8 / Canada  
Ph.: (604) 821-1818  
***Pick-up time:*** 07.30 hrs  
***Customer waiting area:*** Main Entrance (outside)

**Vagabond Inn Executive SFO Airport Bayfront**  
1640 Bayshore Hwy  
Burlingame, CA 94010  
Ph.: (650) 692-4040  
***Pick-up time:*** 07.30 hrs  
***Customer waiting area:*** Main Entrance (outside)

**Holiday Inn Express San Francisco Airport South**  
1250 Bayshore Hwy  
Burlingame, CA 94010  
Ph.: (650) 347-2381  
***Pick-up time:*** 07.30 hrs  
***Customer waiting area:*** Main Entrance (outside)

**Holiday Inn San Francisco International Airport**  
275 South Airport Boulevard  
San Francisco, CA 94080  
Ph.: (650) 873-3550  
***Pick-up time:*** 07.30 hrs  
***Customer waiting area:*** Main Entrance (outside)

**Hyatt Regency San Francisco Airport**  
1333 Bayshore Highway  
Burlingame, CA 94010  
Ph.: (650) 347-1234  
***Pick-up time:*** 07.30 hrs  
***Customer waiting area:*** Main Entrance (outside)

**San Francisco Airport Marriott**  
1800 Old Bayshore Highway  
Burlingame, CA 94010  
Ph.: (650) 692-9100  
***Pick-up time:*** 07.30 hrs  
***Customer waiting area:*** Main Entrance (outside)

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### **3. ADDITIONAL TRANSFER INFORMATION FOR CUSTOMERS**

Transfer possibility from San Francisco downtown:

The BART train (Bay Area Rapid Transit) serves four stations in downtown San Francisco. It is the fastest way to reach our rental location from San Francisco downtown (approximately 45 minutes) and only costs USD 5\*.

The Best Time RV location in Hayward is providing shuttle transfers from and to the South Hayward BART station. Early Pick-up rules will apply if customer wants to pick-up in the morning. The transfer service from the South Hayward BART station is only available during the opening hours of our rental location. More information about the BART train can be found under: <http://www.bart.gov/schedules/byline>

**\* Subject to change without notice**