

Best Time RV

powered by rental alliance

Address List Transfer Information USA

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1. Best Time RV Location - Addresslist

LAS VEGAS
LAS

6590 Boulder Highway
Las Vegas, NV 89122
Phone: +1 (702) 522-1784
Toll Free: +1 (800) 838-0219
Fax: +1 (702) 577-2836
Tax: 8.25 %
Manager: Neal Klass

Office hours: Mon – Fri 09.00 am – 5.00 pm
Sat 09.00 am – 12.00 noon

LOS ANGELES
LAX

12061 Valley Boulevard
El Monte, CA 91732
Phone: +1 (714) 798-9389
Toll Free: +1 (800) 550-8320
Fax: +1 (714) 643-8955
Tax: 10.00 %
Manager: Diana Rodriguez

Office hours: Mon – Fri 09.00 am – 5.00 pm
Sat 09.00 am – 12.00 noon

PHOENIX
PHX

1426 W. Broadway Road
Mesa, AZ 85202
Phone: +1 (480) 372-5957
Toll Free: +1 (833) 216-0900
Fax: +1 (928) 927-3212
Tax: 16.55 %
Manager: Tom Young

Office hours: Mon – Fri 09.00 am – 5.00 pm
Sat 09.00 am – 12.00 noon

POINT ROBERTS
YDT

79 Tye Drive
Point Roberts, WA 98281
Phone: +1 (360) 998-3162
Toll Free: +1 (888) 308-0284
Fax: +1 (360) 200-6654
Tax: 14.40 % on rentals less than 30 days
8.80 % on rentals of 30 days or more
Manager: Christina Tersakian

Office hours: Mon – Fri 09.00 am – 5.00 pm
Sat 09.00 am – 3.00 pm (15th May – 15th October)
09.00 am – 12.00 noon (16th October – 14th May)

SAN FRANCISCO
SFO

847 Industrial Parkway West
Hayward, CA 94544
Phone: +1 (510) 922-0739
Toll Free: +1 (800) 820-7813
Fax: +1 (510) 922-0773
Tax: 9.75 %
Manager: Anina Hegglin

Office hours: Mon – Fri 09.00 am – 5.00 pm
Sat 09.00 am – 12.00 noon

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

President:
Ernst Dähler
E-Mail: ernst.daehler@BestTimeRV.com

Reservations Department:
reservation@BestTimeRV.com

2. TRANSFER INFORMATION

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

Regular pick-ups are at **no extra cost** and **DO NOT** include transfers to rental locations and are described below under 2.2. The possession of the rental vehicle is Mon-Fri 1.00 pm - 3.00 pm or Sat in Las Vegas, Los Angeles, San Francisco and Phoenix 10.00 am – 11.00 am and in Point Roberts 1.00 pm – 3.00 pm (15th May – 15th October) / 10.00 am – 11.00 am (16th October – 14th May).

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.

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, except they have booked our Jeep Explorer or Jeep HighRoller.
- 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.
- 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 have to do our **Online Check In** within 3 month – 72 hours before their pick-up: <https://www.besttimerv.com/checkin-form/>
Please provide the customers with the Best Time RV Booking Code, the Pick-up date and the Code of their Pick-up location.
- Customers have to **call their pick-up location 3 working days prior to their pick-up** to receive the exact time for their transfer. Please provide the customers with the phone numbers of our rental locations and consider their

opening hours for calls. Calls from Mon – Fri are preferred. If nobody picks up the phone, customers should leave a message with their name, Best Time RV Booking Code and phone number (incl. country code).

- **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).
- **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 1.00 pm – 3.00 pm or Sat in Las Vegas, Los Angeles, San Francisco and Phoenix 10.00 am – 11.00 am and in Point Roberts 1.00 pm – 3.00 pm (15th May – 15th October) / 10.00 am – 11.00 am (16th October – 14th May).
- Overseas customers **must overnight** before picking-up their rental unit, except they have booked our Jeep Explorer or Jeep HighRoller.
- 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 1.00 pm Mo-Fr or before 10.00 am Sa.
- Reserved rental vehicles may be delivered as late as 3.00 pm Mo-Sa.
- Customers **have to call our rental location 3 working days prior to their pick-up**. The rental location will arrange a suitable time for the pick-up with them. This way we can avoid long waiting periods for the customers.

2.3. Vehicle Drop-off and Airport Transfer

- Vehicle drop-off hours are Mon - Sat from **09.00 am to 11.00 am**.
- **Airport Transfer is only provided if drop-off time is on or before 10.00 am:**
Airport transfer is included in Prep Fee and provided to all renters **who drop-off their rental vehicles on or before 10.00 am** at no extra cost. Shuttles leave (around 11.00 am) **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 2.00 pm, 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 am.**
Drop-offs after 10.00 am may take longer than the time the airport shuttle leaves, hence if customers arrive at rental location for vehicle drop-off after 10.00 am, no airport transfers are guaranteed anymore.
- **Late vehicle drop-off (= drop-off after 11.00 am)**
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

Customers must do our Online Check In and provide us with their contact details. Please provide the customers with the Best Time RV Booking Code, the Pick-up date and the Code of their Pick-up location. 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:

<https://www.besttimerv.com/checkin/>

The Online Check In is only available 3 month – 72 hours prior to the pick-up date.

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.: +1 (702) 597-7777
Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Southwest Entrance / Tour Bus Lobby - called Rear Rotunda

Luxor Hotel-Casino

3900 South Las Vegas Blvd
Las Vegas, NV 89119
Ph.: +1 (702) 262-4000

Pick-up time: 07.30 am – 09.30 am by appointment

Customer waiting area: North Entrance / facing
Excalibur Hotel

Mandalay Bay Hotel-Casino

3950 South Las Vegas Blvd
Las Vegas, NV 89119
Ph.: +1 (702) 632-7777

Pick-up time: 07.30 am – 09.30 am by appointment

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

MGM Grand Hotel

3799 S Las Vegas Blvd
Las Vegas, NV 89109
Ph: +1 (702) 891-1111

Pick-up time: 07.30 am – 09.30 am by appointment

Customer waiting area: Front Main Entrance (outside)

Los Angeles
LAX

Hilton Los Angeles Airport

5711 West Century Blvd
Los Angeles, CA 90045
Ph.: +1 (310) 410-4000

Pick-up time: 07.30 am – 09.30 am by appointment

Customer waiting area: West Entrance = Side
Entrance (not Main Entrance)

Los Angeles Airport Marriott

5855 West Century Blvd
Los Angeles, CA 90045
Ph.: +1 (310) 641-5700

Pick-up time: 07.30 am – 09.30 am by appointment

Customer waiting area: Main Entrance (outside)

Crowne Plaza Hotel Los Angeles Int'l Airport

5985 West Century Blvd
Los Angeles, CA 90045
Ph.: +1 (310) 642-7500

Pick-up time: 07.30 am – 09.30 am by appointment

Customer waiting area: Main Entrance (outside)

Holiday Inn Los Angeles Int'l Airport

9901 South La Cienega Blvd.
Los Angeles, CA 90045
Ph.: +1 (310) 649-5151

Pick-up time: 07.30 am – 09.30 am by appointment

Customer waiting area: Main Entrance (outside)

Phoenix

Holiday Inn Hotel & Suites Phoenix Airport North

PHX

1515 N 44th St
Phoenix, AZ 85008
Ph.: +1 (602) 244-8800
Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Phoenix Airport Marriott

1101 N 44th St
Phoenix, AZ 85008
Ph.: +1 (602) 273-7373
Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Residence Inn by Marriott Phoenix Airport

801 N 44th St
Phoenix, AZ 85008
Ph.: +1 (602) 273-9220
Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Radisson Hotel Phoenix Airport

427 N 44th St
Phoenix, AZ 85008
Ph.: +1 (602) 220-4400
Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

DoubleTree Suites by Hilton Hotel Phoenix

320 N 44th St
Phoenix, AZ 85008
Ph.: +1 (602) 225-0500
Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Crowne Plaza Phoenix Airport

4300 E Washington St
Phoenix, AZ 85034
Ph.: +1 (602) 273-7778
Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Point Roberts
YDT

Sandman Hotel Vancouver Airport

3233 St Edwards Dr
Richmond, BC V6X 1N4 / Canada
Ph.: +1 (604) 303-8888
Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Travelodge Hotel Vancouver Airport

3071 St Edwards Dr
Richmond, BC V6X 3K4 / Canada
Ph.: +1 (604) 278-5155
Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Sandman Signature Hotel Vancouver Airport

10251 St Edwards Dr.
Richmond, BC V6X 2M9 / Canada
Ph.: +1 (604) 278-9611
Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Accent Inns Richmond Vancouver Airport

10551 St Edwards Dr
Richmond, BC V6X 3L8 / Canada
Ph.: +1 (604) 273-3311
Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Holiday Inn Vancouver Airport

10720 Cambie Rd
Richmond, BC V6X 1K8 / Canada
Ph.: +1 (604) 821-1818
Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

San Francisco
SFO

Vagabond Inn Executive SFO Airport Bayfront

1640 Bayshore Hwy
Burlingame, CA 94010
Ph.: +1 (650) 692-4040
Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Holiday Inn Express San Francisco Airport South

1250 Bayshore Hwy
Burlingame, CA 94010
Ph.: +1 (650) 347-2381
Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Holiday Inn San Francisco International Airport

275 South Airport Boulevard
San Francisco, CA 94080
Ph.: +1 (650) 873-3550
Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Hyatt Regency San Francisco Airport

1333 Bayshore Highway
Burlingame, CA 94010
Ph.: +1 (650) 347-1234
Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

San Francisco Airport Marriott

1800 Old Bayshore Highway
Burlingame, CA 94010
Ph.: +1 (650) 692-9100

Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

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**