



# New Vehicle Special



## Factory Pick-up 2020

## The Road Bear RV Factory Pick-up is back!

We are happy to announce that once again we will offer our much sought-after factory one-way rentals with pick-up in the Elkhart/Middlebury, Indiana area and drop-off at one of seven branches (very limited in Orlando and no drop-off in Dallas).

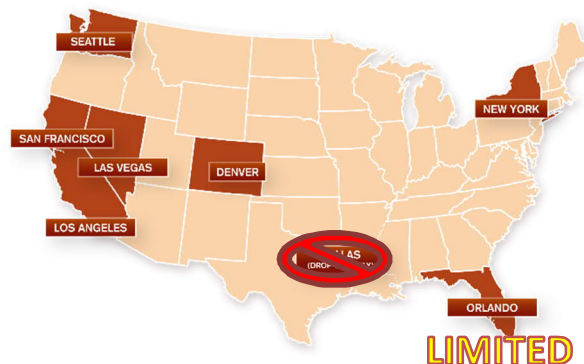
### When will the pick-up be?

The pick-up is offered weekdays (Monday to Friday) from **04 MAR to 18 MAR 2020**. Ensure that you specify the exact pick-up date, duration and drop-off location in your booking.

### Which vehicles will be offered?

The all-inclusive factory pick-up will include **vehicles registered in 2020 of the following categories**: Class C 21-23ft (\*), 22-24ft, 25-27ft and 28-30ft, **Class A 30-32ft**.

\*) The Class C 21-23ft category is only available to Las Vegas, Los Angeles, San Francisco, **Denver and Seattle**



### Can I request a specific size?

We CANNOT guarantee any specific size and it can change without prior notice ("Run of Fleet, 21-32"). You may let us know if you prefer a specific size and we can make a note – no guarantees. **Request of vehicle size changes at pick up cannot be honored.**

### How many Vehicle are available?

The number of vehicles is limited and assigned on a first-come, first-served basis and according to availability.

### How many travelers can be accommodated per vehicle?

A **maximum of 5 travelers** will be accepted per vehicle. The category **Class C 21-23ft can accommodate up to 4 travelers**.

### What is included in the rate?

The rate includes a guaranteed new vehicle, maximum nights and miles specified by the booking code, preparation fee, one-way fee, VIP insurance, GPS, one convenience kit per person, all applicable discounts and sales taxes.

### Are there any optional products I can pre-book?

Yes. Supplemental Liability Insurance (SLI), the WIFI device and transfer from the Edward Hotel in Chicago (both have to be pre-booked and paid for and cannot be added on site or when doing the online check-in)

Note: Camping chairs are available at pick-up for \$5 each (cash only).

### Can I book additional nights or miles?

No additional nights or miles can be pre-booked. Extra miles will be charged at drop-off.

### What is not included in the "New Vehicle Special" (NVS)-rate?

Not included are extra miles, fuel or propane (get it full – return it full) or any other product not listed above.

### Are the vehicles winterized?

All vehicles have been made ready for use (de-winterized), however the water-/waste water system is still drained and CANNOT be filled with water and used until temperatures are above freezing point! We ask to be especially careful when temperatures fall again as the vehicle needs to be re-winterized in case any of the water systems have been used. This is the customer's responsibility. Any damage caused by freezing will be charged to the customer.

### Are the vehicles equipped with winter tires?

The concept of summer/winter tires is uncommon in the US. Our vehicles are equipped with all season tires.

## Road Bear RV Factory Pick-up Logistics

### Is the Online Check-in mandatory?

Yes. The online check-in (<http://www.roadbearrv.com/check-in>) needs to be completed four weeks prior (ideally immediately after booking) to travel and requires a valid email address to which Road Bear RV may send paperwork to expedite the administrative process at pick-up by reducing the time the customer has to wait or read documentation.

Note: We highly recommend to provide the arrival date and flight number in case there are any weather-related delays.

### What is needed for the online check-in?

For the online check-in (<http://www.roadbearrv.com/check-in>) you will require the Road Bear RV confirmation or tour operator reference number, the exact pick-up date and pick-up location (Chicago).

### Can I perform the Check-In Offline?

Sorry, no offline check-in available. The online check-in is secure and only data required for the Rental Agreement is collected.

### What if I am a repeat customer?

The online check-in is still required. You can mention your repeater status when checking in online or let staff know when your rental agreement is issued. This may get you a chance for an expedited vehicle pick-up.

### What is required to get the Rental Agreement?

Provide the Road Bear RV confirmation or tour operator reference number, the paperwork sent to you via email, original and a good copy of the government issued driver license's (front & back) of all drivers as well as the main renter's credit card (name needs to match reservation!).

### When is the Rental Agreement issued?

The evening before pick-up, after the driver license/s is/are verified and any open balance paid. From **03 MAR to 18 MAR** our staff is available at the hotel each Sunday to Thursday from 06:30 to 09:30 & 15:00 to 20:00 and half an hour before the bus pick-up.

### Where is the Rental Agreement issued?

Edward Hotel  
6600 Mannheim Rd,  
Rosemont, IL 60018  
Phone : +1-847-544-7500

<https://edwardhotelchicago.webhotel.microsdc.us/>

Email Daniela Bonzholova [daniela.bonzholova@edwardhotelchicago.com](mailto:daniela.bonzholova@edwardhotelchicago.com) for special rates by mentioning Road Bear RV.

### Is it possible to pick-up the vehicle directly at the Factory?

Yes, this is possible after the online check-in has been submitted as outlined above. Please contact our staff in Chicago/Middlebury **one week prior to pick up** (see contact details below) to confirm the exact pick-up time and location (normally 08:30 Eastern Standard Time).

At the factory follow the signs to Road Bear RV. In our office we will verify the driver's licenses and process payment of any open balances before issuing the rental agreement, explain and inspect the vehicle and hand out the keys.

### How can I get on my own to the factory?

Rent a car one-way to South Bend/Elkhart airport (SBN), pick-up the unit first and return the car at the airport afterwards.

### How can our on-site staff be reached?

Our central reservation office can be reached at +1 (866) 491-9853 or +1 (818) 865-2925 or at [ord@roadbearrv.com](mailto:ord@roadbearrv.com) (note that emails may not be answered until the next business day!).

For last minute questions, our staff can be reached in Chicago from **03 MAR to 18 MAR** under +1 (866) 527-6875.



### In which time zones are hotel, factory and central reservation?

The hotel in Chicago is in the Central Standard Time - one hour behind the Eastern Standard Time which is valid for the factory. The central reservation is located in the Pacific Time Zone which is 2 hours behind Chicago respectively 3 hours behind the factory.

### Are all Drivers required to be present when the Rental Agreement is issued?

No. While we do not need all drivers to be present we must verify the original driver license from all drivers.

### What happens if I missed the time to have a Rental Agreement issued the night before the transfer?

In that case arrive 30 minutes before boarding time of the bus so that the rental agreement can be issued before the bus leaves. Any additional instruction will be provided at the factory. Customers with the Rental Agreement issued the night before have first priority for boarding and at the factory.

### Can anybody use the Road Bear RV contracted shuttle?

No. Only pre-booked and -paid transfers are guaranteed. The rental agreement is required to board the bus. Please let us know if you are traveling with a wheelchair so we can make sure it can be accommodated in the bus.

### When does the bus transfer leave?

The Road Bear RV contracted shuttle will leave promptly at 07:00. Please be ready for boarding 15 minutes prior.

### Where is the transfer pick-up?

The Road Bear RV contracted shuttle will leave only from the Edward Hotel. No other pick-up locations!

### Are there any other pick-up locations?

No. To expedite the transfer process there is only one pick-up location available.

### How long is transfer ride?

The transfer time depends on weather and traffic condition and takes around 2½ to 3 hours.

### Can I stay in another hotel?

Certainly. From such hotel, no transfer or shuttle will be organized nor provided by Road Bear RV.

### Are there hotels nearby?

Yes, the following hotel is nearby. We cannot guarantee availability or quality. It is the customer's responsibility to be on time at the transfer pick-up location.

Sheraton Gateway Suites Chicago O'Hare

6501 N. Mannheim Road

Rosemont, IL 60018

Phone : +1-847-699-6300

Fax : +1-847-699-0391

[http://www.starwoodhotels.com/sheraton/property/overview/index.html?language=en\\_US&propertyID=40](http://www.starwoodhotels.com/sheraton/property/overview/index.html?language=en_US&propertyID=40)

### What happens at the factory?

The bus driver will drop off the customers directly at the Road Bear RV office at the factory.

Space is limited and Road Bear RV is guest at the factory. Please respect the work areas of the factory workers and stay within the designated customer areas. Be aware that the parking lot, driveway, waiting area and rest rooms, etc. are shared with factory employees.

### What do I need to pick-up the motorhome?

To take possession of the rental motorhome you need the original rental agreement.

The explanation of the vehicle (walk-thru) is done outside in groups and takes about 45 minutes. Please be dressed according to weather conditions. Note: Having read the renter's manual in advance will make the walk-thru easier.

Due to limited space, not everybody of a group/family may be able to participate in the vehicle walk-thru and may be asked to wait in a designated area.

## Pre-Trip Preparation

### Where Do I find additional information?

If necessary additional information may become available online in January @ [www.roadbearrv.com/ord](http://www.roadbearrv.com/ord).

### How else can I prepare myself?

To get familiar with the basic equipment we recommend to download and review in advance from our home page the renter's manual <http://www.roadbearrv.com/manual-en>. This will make the vehicle explanation easier.

### Can Road Bear RV help with the route planning?

Please plan the trip in advance. Our staff cannot offer any travel tips and only give very limited general information to local shops and campgrounds nearby.

### Is my mobile phone working in the US?

Please contact the mobile phone company about operation and cost for use in the USA – high roaming fees are common. As an alternative consider buying a less expensive pay-as-you-go phone in a supermarket or gas station.

### Can I use my credit card with Road Bear RV?

Yes, as long it is not a prepaid credit card. Please inform the credit card company or bank about your travel to the USA and that a deposit (authorization) of USD 1,000.00 will be required for the motorhome. This will help to reduce complications and delays at vehicle pick-up and during travel.

### What do I need to have ready before leaving for the airport?

- Airline Tickets
- Passports & US immigration documents/ESTA confirmation
- Travel vouchers for hotel(s) & motorhome
- Original driver licenses plus good copies (front & back)
- Credit cards, US currency
- Travel guides and road maps
- Medications (as needed)



### What weather is to be expected?

The pick-up is in a region which can experience cold and long winters. In March and April, it is not uncommon to have temperatures below freezing - even during the day and snow/-rainfall can be a daily occurrence. Pack & dress accordingly.

### What else do I need to know?

The factory pick-up is a unique opportunity to enjoy a very budget-friendly motorhome vacation. These are never driven vehicles which our own staff inspects thoroughly and prepares on site for your convenience and comfort. Experience shows that saw dust and screws may appear during the first long drive. This has no negative impact on the quality of the motorhome you will receive. Due to weather conditions and the infrastructure at the factory we may not have washed the outside of the motorhome. Should something else not yet be up to Road Bear quality: We provide an Operational Manual and our Help Desk can be reached 24/7.

We look forward to seeing you at the factory.

Road Bear RV