Rental Agreement — Terms & Conditions

Otto Campers SpA · RUT 78.356.598-6 · Chile & Patagonia
Effective: 01 June 2026 – 31 May 2027

This Rental Agreement ("Agreement") is entered between **Otto Campers SpA** ("Otto") and the person(s) named as the hirer ("Tenant") and sets out the rights and obligations of both parties for the rental of a camper vehicle. It must be read together with the Otto Campers Zero Liability Insurance document and the Vehicle Condition Report.

Definitions

"Agreement" means the Rental Agreement together with these Terms & Conditions.

"Tenant" means the person(s) named as the hirer and any person whose cash, credit/debit card or bank-account details are presented to pay the Tenant's charges.

"Otto" means Otto Campers SpA, RUT 78.356.598-6.

"Rental Period" means the hire period and any agreed variation, plus any additional time the Vehicle is in the Tenant's possession or control.

"Vehicle" means the vehicle hired by the Tenant, including any mounted camper module, rooftop tent, tyres, tools, accessories, camping equipment, documents and all related or substitute items.

"Security Deposit (bond)" means the credit-card hold provided by the Tenant at or before pick-up, used to cover any Damage or amount due under this Agreement.

"Damage" means any and all damage to third-party property and to the Vehicle (including windscreens, windows, tyres, towing and recovery costs, theft, fire, break-in or vandalism), together with the daily rental rate for the period the Vehicle is being repaired, even where caused by force majeure.

1. Rental Term, Extensions & Cancellations

The rental term runs from the pick-up date until the Vehicle is returned to Otto, regardless of pick-up or drop-off time. Rental days are calculated on a calendar-day basis; the day of pick-up counts as day one.

The minimum rental period is **7 days**. Some one-way routes require a longer minimum, in both directions: Punta Arenas and Puerto Varas **15 days**; Santiago and Punta Arenas **18 days**. Shorter rentals are not available.

Unlimited kilometres are included with every rental.

No additional driver fees. Extra drivers are included at no cost, provided they meet the licence and age requirements below.

One-way rentals are available between Otto hubs (Santiago, San Pedro de Atacama, Puerto Varas, Punta Arenas). Location fees apply as listed at booking.

Cancellation fees

Notice period before pick-up	Fee
30+ days	20% of total rental
29–19 days	30% of total rental
18–7 days	50% of total rental
6 days or less / no-show	100% of total rental
Early return	No refund

In cases of **force majeure** (natural disaster, pandemic, political unrest), Otto may issue a voucher for the amount paid, valid for two (2) years from the original booking date, redeemable at the rate applicable at rebooking. If a booking's dates are amended out of a cancellation-fee band and then cancelled, the original band's fee applies.

2. Pick-up & Drop-off

The Tenant must inspect the Vehicle at pick-up and note any existing damage on the Vehicle Condition Report. By taking possession, the Tenant acknowledges receiving the Vehicle in good, roadworthy condition.

Vehicle substitution. Bookings are made for a vehicle category, not for a specific unit, and photos are for reference only. If the booked Vehicle is unavailable for operational reasons, Otto may provide a vehicle of the same or a higher category at no extra cost to the Tenant. In that case, the security deposit (bond) and Zero Liability Insurance price of the originally booked category continue to apply. Otto will notify the Tenant by email as soon as reasonably possible. If a substitute is going to Argentina, Otto will ensure it carries the required border-crossing authorisation.

The Vehicle must be returned on the agreed date, during office hours, at the agreed location, clean and with the same fuel level as at pick-up.

If returned dirty or with less fuel, a cleaning and/or refuelling fee applies, plus any fuel cost incurred.

Late returns without prior approval incur the daily rental rate plus a penalty fee per day. Late pick-up or early return does not entitle the Tenant to any refund of the unused portion.

3. Office Hours

Day	Hours
Monday – Friday	10:00 – 17:00
Saturday	10:00 – 13:00
Sunday & public holidays	Closed

Pick-ups or drop-offs outside operating hours must be arranged and approved in advance. Unauthorised out-of-hours returns incur additional fees.

4. Rental Extensions

Extensions must be requested and approved by Otto before the current term expires, are subject to availability, and are charged at the current daily rate. The extension fee is payable immediately on confirmation.

Unauthorised extensions are subject to the daily rate plus a penalty fee per day until the Vehicle is returned.

For cross-border rentals, the Tenant must ensure border-crossing documents remain valid; if they expire, new documents must be issued by Otto before re-entry into Argentina.

5. Travelling to Argentina

Cross-border travel to Argentina is permitted. The Tenant must pick up and return the Vehicle at an Otto hub in Chile.

An **Argentina Permit & Insurance** is mandatory for all cross-border trips, must be requested at booking, and requires at least 2 business days to process.

The permit is valid for multiple entries and must cover the entire Rental Period. Any reciprocity fee charged by Argentina or Chile is the Tenant's responsibility.

In case of breakdown in Argentina, the Tenant must return the Vehicle to Chile through the border. If Otto is responsible for the failure, repair costs are refunded at the official exchange rate.

6. Driver Requirements

All drivers must present a valid, full (non-probationary) driver's licence at pick-up and must have held it for at least **2 years**.

Foreign licences are accepted if written in English or Spanish; otherwise an International Driving Permit is required alongside the national licence.

Drivers must be at least **21 years old**. Every driver must be named in the Rental Agreement and be present at pick-up.

7. Use of the Vehicle

The Tenant must use the Vehicle with care and only on authorised roads. Misuse, reckless driving or negligence voids all damage cover.

The Vehicle must not be used:

- Under the influence of alcohol, drugs or impairing medication;
- On beaches, rivers, salt flats, sand or flooded terrain;
- For racing, towing, or carrying passengers or goods for hire;
- For transporting flammable, toxic or illegal materials;
- In underground or covered parking if the Vehicle exceeds the posted clearance.

The Tenant must perform basic daily checks (oil, coolant, tyre pressure, battery) and immediately stop and report any warning light or mechanical issue to Otto.

Otto may restrict travel in specific areas due to road or weather conditions, and is the sole owner of the Vehicle; the Tenant must not sell, pledge or sign any agreement regarding it.

8. Maintenance & Repairs on the Road

The Tenant must inform Otto and obtain approval before any repair. Unauthorised repairs are at the Tenant's risk and cost.

Reimbursement applies only where the repair was approved by Otto, the Tenant is not responsible, and original invoices are submitted within **48 hours** of return. Approved repair costs may carry a 4% processing fee.

Malfunctions of accessories (radio, interior lights, water pump, 12V chargers, air-conditioning, camping equipment) are not mechanical breakdowns and do not qualify for compensation.

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

Destroyed tyres must be replaced immediately with new ones of the same size and quality; otherwise Otto charges the replacement cost at drop-off.

9. Roadside Assistance

Otto provides **24/7 remote roadside assistance** by phone, WhatsApp or email to help resolve issues or coordinate third-party help. Any equipment problem must be reported within 24 hours (or, where there is genuinely no means of communication, as soon as reasonably possible), or related claims may be rejected.

Where the Vehicle cannot be repaired at the roadside, Otto arranges physical recovery through local towing and rescue operators. Towing and recovery costs for a mechanical failure not caused by misuse are borne by Otto. In remote areas, recovery times depend on distance, weather and ferry schedules.

The following are not covered and are paid by the Tenant:

- Running out of fuel;
- Lost or locked keys;
- Flat batteries from leaving devices on;
- Getting stuck in sand, water or mud;
- Flat or damaged tyres caused by misuse;
- Towing or recovery from off-road or negligent driving;
- Damage to the undercarriage, and any inadequate use under sections 7, 8 and 10.

10. Liability & Security Deposit

The Tenant is responsible for all Damage (direct or indirect) to the Vehicle, third-party property or infrastructure while the Vehicle is under their control. Liability applies regardless of fault and is charged when the incident is reported, not at the end of the Rental Period.

A **Security Deposit (bond)** is held on the Tenant's credit card at pick-up (no cash or debit-card bond). The amount depends on the vehicle category:

Vehicle category	Security deposit (CLP)	ZLI price — bond reduced to CLP 0 (CLP)
Otto Escape	1,200,000	450,000
Otto Scout	1,200,000	550,000
Otto Scout XL	1,200,000	550,000
Otto Backcountry	1,500,000	650,000

The Tenant's liability may be reduced to zero for covered events by purchasing **Zero Liability Insurance** (see separate document). The bond is released within 5 business days after return if no issues are found. For rentals over 30 days, Otto may re-authorise or renew the bond automatically.

Vehicle insurance. Every Vehicle carries SOAP (Chile's mandatory insurance, covering death, disability and medical expenses of any person involved in an accident up to the statutory UF limits; SOAP does not cover material damage) and a commercial insurance policy that includes third-party liability cover for material damage of up to UF 1,000. Claims within these covers are handled between Otto and the insurer. Any third-party claim exceeding these limits is the Tenant's responsibility; Tenants are therefore encouraged to hold personal travel insurance with liability cover.

Where a third party is recognised as responsible, the bond is refunded only if Otto recovers the cost from that party; such claims can take many months to resolve.

Vehicle theft. Even with Zero Liability Insurance, the Tenant remains liable up to CLP 2,500,000 for theft of the Vehicle. Where the theft results from an excluded situation below (keys left in the Vehicle, insecure parking, or doors or windows left open), the Tenant is fully liable for the loss.

Secure parking. Overnight, the Vehicle must be parked in secured paid parking or a campsite in higher-risk cities (currently Santiago, Valparaíso, Viña del Mar, Calama, San Pedro de Atacama, San Carlos de Bariloche (Argentina)). Theft of or damage to the Vehicle while parked elsewhere, unlocked, or with windows or doors open is not covered.

Exclusions (never covered, even with ZLI)

- Single-vehicle accidents (rollover, tipping) and collision with a fixed object;
- Damage to the roof or interior, underbody damage caused by off-road, reckless or negligent driving, and tyres, which remain the Tenant's responsibility at the rates in Table 1 (all unless in a reported multi-vehicle accident). Stone chips to the windscreen, lights and paintwork from normal driving on authorised roads are covered under ZLI;
- Driving under the influence of alcohol or drugs;
- Water submersion, beach, river or salt-flat driving; getting stuck in sand or mud;
- Wrong-fuel use; gearbox or clutch damage from misuse;
- Theft where keys were left in or with the Vehicle;
- Failure to report an incident to Otto and the police within 24 hours (or, where there is genuinely no means of communication, at the first real opportunity, with time-stamped photographic evidence);
- Damage caused by unregistered, suspended, learner or provisional drivers;
- Improper use of snow chains or the 4WD system; carrying animals; incorrect use of the jack.

If the Vehicle is undrivable after an accident, the Tenant forfeits remaining rental days with no refund and is not automatically entitled to a replacement vehicle. Any replacement is subject to availability and a new Rental Agreement and bond.

11. Accident Procedures

In the event of an accident the Tenant must:

1. Stop and ensure everyone's safety;
2. Obtain names, addresses and contacts of all parties and witnesses;
3. Report to the police immediately and obtain a signed police report;
4. Photograph all damage, the location and vehicle plates;
5. Contact Otto within 24 hours with details and photos (or, if genuinely out of coverage, at the first real opportunity, documenting the incident with time-stamped photos in the meantime).

Do not admit fault or make private agreements at the scene. Never leave the Vehicle unattended unless obtaining urgent medical help.

The Tenant must present the police report, driver's licence and all documentation at drop-off. The applicable bond is charged when the accident report is completed.

12. Traffic Offences & Tolls

The Tenant is responsible for all parking, toll and traffic violations during the Rental Period.

Before any charge is made, Otto notifies the Tenant by email with a copy of the official notice (date, location and amount). Otto then charges the fine plus an administration fee of **CLP 30,000** per incident to the Tenant's card. This may occur up to **15 months** after the offence, as Chilean authorities can take that long to issue notices. The Tenant authorises Otto to disclose their details to authorities to resolve violations.

13. Payments

All prices are quoted and payable in **Chilean Pesos (CLP)**.

Payment is due as specified at booking. Accepted methods: Visa, MasterCard, American Express. Cash and cheques are not accepted; only the Tenant's own card may be used for the bond.

The Tenant irrevocably authorises Otto to charge their card for any outstanding amount (damage, fines, tolls, administrative fees), in the terms of Article 241 of the Chilean Commercial Code, and will not dispute amounts properly due.

Small variations may occur due to bank fees or exchange fluctuations. Otto accepts no liability for such variations.

14. Limitation of Liability

Otto shall not be liable for indirect or consequential damages, including missed flights, hotels or tours, loss of enjoyment, delays, or theft or loss of personal belongings.

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

Otto is not an insurer and does not arrange insurance. Tenants are strongly encouraged to hold personal travel insurance covering trip interruption, accidents and personal property.

15. Termination

Otto may terminate this Agreement and repossess the Vehicle at any time if the Tenant breaches any provision, provides false information, or operates the Vehicle recklessly or illegally. No refund applies for unused days.

The Tenant remains responsible for towing, transport or relocation costs back to the nearest Otto hub.

16. Governing Law

This Agreement is governed by the laws of Chile. Any dispute is submitted to the courts of Santiago, Chile, which have exclusive jurisdiction. If any clause is found invalid, the remaining clauses remain in effect.

Table 1 — Damage Fees Payable by the Tenant in the Event of Loss or Breakage

As set out in this Agreement, Otto reserves the right to deduct the fees below from the Security Deposit in full, plus a 4% card-processing fee. All fees are in Chilean Pesos. Otto reserves the right to charge the actual cost of repair where it exceeds the listed fee.

Item	Fee
Front windscreen (full)	180,000
Front windscreen chip (< coin size)	60,000
Rear window	200,000
Side window	180,000
Headlight (chip or crack)	300,000
Side light (each)	80,000
Wing mirror	100,000
Interior mirror	50,000
Radio / control panel	100,000
Registration plate	50,000
Tyre (each)	150,000
Wheel rim	200,000
Aerial	50,000
Jack	100,000
Wheel wrench	20,000
Fuel cap	30,000
Charger / aux cable (each)	8,000
Interior roof (stain / burn / damage)	100,000
Rubber floor / surfaces	150,000
Front seat / upholstery damage	150,000
Rooftop tent (where fitted)	2,000,000
Rooftop tent zip	50,000
Roof bars / rack	400,000

Item	Fee
Tent outer cover	120,000
Snow chains	100,000
Jump leads	20,000
Fire extinguisher (used / lost)	50,000
Emergency road kit (per item)	5,000
Portable BBQ	30,000
Fridge	300,000
Camping cooker	20,000
Interior sink	25,000
Water bottle (per item)	10,000
Exterior table	20,000
Interior table	60,000
Chair (each)	20,000
Pan (each, incl. lid)	15,000
Solar kit	600,000
Power station (portable battery)	280,000
Mattress / cushion (each)	70,000
Sleeping bag (each)	20,000
Vehicle documentation	30,000
Exterior scratch < 30 cm (not to metal)	40,000
Exterior scratch < 30 cm (to metal)	80,000
Larger scratches / dents / underbody	Assessed at drop-off

Acceptance

I accept, as the Tenant, that I have read and understood these Rental Agreement Terms & Conditions and the Zero Liability Insurance document, and I agree to be bound by them. I further confirm that:

1. I have been shown the Vehicle and its features have been demonstrated to me.
2. I have checked the Vehicle and equipment and am satisfied with its cleanliness and condition.
3. Any existing damage has been recorded on the Vehicle Condition Report.
4. The fuel tank is full and I agree to return it full.
5. I have checked all tyres, including the spare, and am satisfied they are roadworthy.

Signature _____ Print full name _____

Date _____ Rental Agreement No. _____ Passport / RUT number _____