



**JUCY US & CANADA PICK UP AND
DROP OFF INSTRUCTIONS**

SAN FRANCISCO (OAKLAND AIRPORT)

ADDRESS:	1620 Doolittle Drive, San Leandro, CA 94577
RESERVATIONS:	1800 650 4180
HOURS:	Monday – Friday 9am – 4:30pm; Saturday 9am – 12pm; Sundays - Closed

WHEN WE'RE OPEN: PICK UP AND DROP OFF

PICKING UP YOUR VEHICLE

- Our San Francisco office is open for campervan pickups Monday to Friday between 1pm and 3pm. An early departure fee of \$30 is charged for pickups from our opening time of 9am up until 1pm - please add this at the time of booking if you wish to collect your JUCY wheels early. For Saturday pickups, please arrive between 9am and 11am.
- If you're arriving from San Francisco International Airport the branch is 26 miles away. A taxi or Uber is around \$70, alternatively, you can catch the Bart (Bay Area Rapid Transport Transit) from the airport to San Leandro and catch a taxi for the final two miles to save some cash. If you're a new Uber user, simply download the Uber app here.
- If you're arriving into Oakland International Airport, it's a close four miles from our JUCY branch. A cab is around \$20 or an Uber around \$10.

RETURNING YOUR VEHICLE

- For vehicle returns, please arrive at our branch between 9am and 11am. A late return fee of \$30 will apply for any JUCY wheels returned between 1130am – 4pm, this needs to be pre-booked. Please ensure your vehicle is full of petrol and you have removed all your belongings and rubbish before dropping off your vehicle.
- Please note on Sundays we are closed; however, we now allow after-hour drop offs, so you can still return on a Sunday. See info below for what you need to do when dropping out of JUCY hours.

WHEN WE'RE CLOSED: PICK UP AND DROP OFF

PICKING UP YOUR VEHICLE

All the USA branches offer after hours pickup option and a fee of \$55 applies to all vehicles collecting after hours. Once you have decided on the dates/timings for pickup, our USA branch will contact you for the process:

- We'll send you the vehicle paperwork to sign in advance. This will include collecting your credit card details for the bond hold.
- After the paper work is complete branch will email you a link to our show-through video.
- Close to your travel date, we'll send you an email on how to access your vehicle when you get to our branch.
- Email will include info on where your keys will be stored, and any individual codes needed to get at them!
- You'll find a vehicle check sheet to complete on your driver's seat, do a quick check of the vehicle, sign the final paperwork and pop it into our letterbox.
- You might like to take photos or videos of the van as we're not there to do the van inspection with you.

RETURNING YOUR VEHICLE

For dropping off your Mini RV outside of our office hours, you can pay the **Late Return Fee \$30** and return after hours.

HOW TO RETURN YOUR JUCY WHEELS OUTSIDE OF OFFICE HOURS

Please return your vehicle and keys to the JUCY branch at 1620 Doolittle Drive, San Leandro, San Francisco.

1. Please ensure you have:
 - Filled the Gas
 - Turned off all electronic items
 - Closed all windows
 - Taken out all rubbish and food
 - Stored the GPS in the glove box
2. Park the vehicle to the left of the JUCY building and lock the doors.
3. Place keys in the large mailbox with the lock on it, which is located to the right of the side entrance.

If you have any questions, feel free to give us a call or email us.

PHONE (USA): 1800 650 4180 **PHONE (CANADA):** 1844 261 0376 **EMAIL:** res@jucyworld.com

LAS VEGAS

ADDRESS:	5895 Boulder Hwy Las Vegas, NV 89122
RESERVATIONS:	1800 650 4180
HOURS:	Monday – Friday 9am – 4:30pm; Saturday 9am – 12pm; Sundays - Closed

WHEN WE'RE OPEN: PICK UP AND DROP OFF

PICKING UP YOUR VEHICLE

- Our Las Vegas office is open for campervan pickups Monday to Friday between 1pm and 3pm. An early departure fee of \$30 is charged for pickups from our opening time of 9am up until 1pm - please add this at the time of booking if you wish to collect your JUCY wheels early. For Saturday pickups, please arrive between 9am and 11am.
- If you are arriving into McCarran International Airport, our branch is located only six miles away. This is approximately \$30 in a taxi. If you're heading from the strip, it's about \$45 in a cab and 9 miles from your JUCY wheels. Uber is now in Vegas! If you're a new Uber user, simply download the Uber app here - ready whenever you are.

RETURNING YOUR VEHICLE

- For vehicle returns, please arrive at our branch between 9am and 11am. A late return fee of \$30 will apply for any JUCY wheels returned between 1130am – 4pm, this needs to be pre-booked. Please ensure your vehicle is full of petrol and you have removed all your belongings and rubbish before dropping off your vehicle.
- Please note on Sundays we are closed; however, we now allow after-hour drop offs, so you can still return on a Sunday. See info below for what you need to do when dropping out of JUCY hours.

WHEN WE'RE CLOSED: PICK UP AND DROP OFF

PICKING UP YOUR VEHICLE

All the USA branches offer after hours pickup option and a fee of \$55 applies to all vehicles collecting after hours. Once you have decided on the dates/timings for pickup, our USA branch will contact you for the process:

- We'll send you the vehicle paperwork to sign in advance. This will include collecting your credit card details for the bond hold.
- After the paper work is complete branch will email you a link to our show-through video.
- Close to your travel date, we'll send you an email on how to access your vehicle when you get to our branch.
- Email will include info on where your keys will be stored, and any individual codes needed to get at them!
- You'll find a vehicle check sheet to complete on your driver's seat, do a quick check of the vehicle, sign the final paperwork and pop it into our letterbox.
- You might like to take photos or videos of the van as we're not there to do the van inspection with you

RETURNING YOUR VEHICLE

For dropping off your Mini RV outside of our office hours, you can pay the **Late Return Fee \$30** and return after hours.

HOW TO RETURN YOUR JUCY WHEELS OUTSIDE OF OFFICE HOURS

Please return your vehicle and keys to the JUCY branch at 5895 Boulder Highway in Las Vegas.

1. Please ensure you have:
 - Filled the Gas
 - Turned off all electronic items
 - Closed all windows
 - Taken out all rubbish and food
 - Stored the GPS in the glove box
2. Park the vehicle facing the fence that runs along the front of the property and lock the doors.
3. Place the keys in the drop box, which is located on the left side of the JUCY building next to the electrical box.

You can order a cab or an Uber to get you to the airport, approximately six miles away.

If you have any questions, feel free to give us a call or email us.

PHONE (USA): 1800 650 4180 **PHONE (CANADA):** 1844 261 0376 **EMAIL:** res@jucyworld.com

LOS ANGELES

ADDRESS:	11992 Hawthorne Blvd, Hawthorne, CA 90250
RESERVATIONS:	1800 650 4180
HOURS:	Monday – Friday 9am – 4:30pm; Saturday 9am – 12pm; Sundays - Closed

WHEN WE'RE OPEN: PICK UP AND DROP OFF

PICKING UP YOUR VEHICLE

- Our Los Angeles office is open for campervan pickups Monday to Friday between 1pm and 3pm. An early departure fee of \$30 is charged for pickups from our opening time of 9am up until 1pm - please add this at the time of booking if you wish to collect your JUCY wheels early. For Saturday pickups, please arrive between 9am and 11am.
- If you are arriving into Los Angeles International Airport, our branch is located only five miles away. This is approximately \$25 in a taxi. If you're heading from the downtown LA, it's about \$40 in a cab, and around \$25 in an Uber (15 miles). If you're a new Uber user, download the Uber app here. Ready whenever you are.

RETURNING YOUR VEHICLE

- For vehicle returns, please arrive at our branch between 9am and 11am. A late return fee of \$30 will apply for any JUCY wheels returned between 1130am – 4pm, this needs to be pre-booked. Please ensure your vehicle is full of petrol and you have removed all your belongings and rubbish before dropping off your vehicle.
- Please note on Sundays we are closed; however, we now allow after-hour drop offs, so you can still return on a Sunday. See info below for what you need to do when dropping out of JUCY hours.

WHEN WE'RE CLOSED: PICK UP AND DROP OFF

PICKING UP YOUR VEHICLE

All the USA branches offer after hours pickup option and a fee of \$55 applies to all vehicles collecting after hours. Once you have decided on the dates/timings for pickup, our USA branch will contact you for the process:

- We'll send you the vehicle paperwork to sign in advance. This will include collecting your credit card details for the bond hold.
- After the paper work is complete branch will email you a link to our show-through video.
- Close to your travel date, we'll send you an email on how to access your vehicle when you get to our branch.
- Email will include info on where your keys will be stored, and any individual codes needed to get at them!
- You'll find a vehicle check sheet to complete on your driver's seat, do a quick check of the vehicle, sign the final paperwork and pop it into our letterbox.
- You might like to take photos or videos of the van as we're not there to do the van inspection with you.

RETURNING YOUR VEHICLE

For dropping off your Mini RV outside of our office hours, you can pay the **Late Return Fee \$30** and return after hours.

HOW TO RETURN YOUR JUCY WHEELS OUTSIDE OF OFFICE HOURS

Please return your vehicle and keys to the JUCY branch at 11992 Hawthorne Blvd, Lawndale, CA 90250.

1. Please ensure you have:
 - Filled the Gas
 - Turned off all electronic items
 - Closed all windows
 - Taken out all rubbish and food
 - Stored the GPS in the glove box
2. Park the vehicle in the lot in front of the JUCY building the lock the vehicle
3. Place keys inside the mail slot on the north facing office door of the JUCY building.

You can order a cab or an Uber to get you to the airport, approximately seven miles away.

If you have any questions, feel free to give us a call or email us.

PHONE (USA): 1800 650 4180 **PHONE (CANADA):** 1844 261 0376 **EMAIL:** res@jucyworld.com

VANCOUVER (POINT ROBERTS, WA)

ADDRESS: 713 Simundson Drive, Point Roberts, WA 98281

RESERVATIONS: 1800 650 4180

HOURS: Monday – Friday 9am – 4:30pm; Saturday 9am – 12pm; Sundays - Closed

WHEN WE'RE OPEN: PICK UP AND DROP OFF

PICKING UP YOUR VEHICLE

- Our Vancouver office is located in Point Roberts and is open for campervan pickups Monday to Friday between 1pm and 3pm. An early departure fee of \$30 is charged for pickups from 9am up until 1pm – this needs to be pre-booked. For Saturday pickups, please arrive between 9am and 11am.
- If you're arriving from Vancouver International Airport the branch is approx. 30km away.

TAXI

- JUCY have some great mates from Delta Sunshine Taxi who are happy to drive you to our office for a set fee of CAD 75 from selected Airport Hotels / Vancouver Intl. Airport and Vancouver Downtown Hotels
- Important: Your taxi transfer can be reserved at time of booking and needs to be booked a minimum of five days in advance, otherwise the special rates cannot be offered. If you missed your pre-booked taxi, no refund can be given

PUBLIC TRANSPORT

- As a low-cost option, you can catch public transport to: SB 54 St NS 2 Ave, Delta, BC V4M 1E4 (Bus Stop ID: 61482) and walk to the border (15 Minutes).
- Once you have crossed the border, give us a call and we'll come and get you!

TRANSFER HOTELS

Pick-up time: 60 minutes prior to confirmed vehicle collection time.

Customer waiting area: Main Entrance (outside)

- Sandman Hotel Vancouver Airport: 3233 St Edwards Dr, Richmond, BC V6X 1N4
- Travelodge Hotel Vancouver Airport: 3071 St Edwards Dr, Richmond, BC V6X 3K4
- Sandman Signature Vancouver Airport: 10251 St Edwards Dr, Richmond, BC V6X 2M9
- Accent Inns Richmond Vancouver Airport: 10551 St Edwards Dr, Richmond, BC V6X 3L8
- Holiday Inn Vancouver Airport: 10720 Cambie Rd, Richmond, BC V6X 1K8

- Days Inn Vancouver Airport: 2840 Sexsmith Rd, Richmond, BC V6X 2H3
- La Quinta Inn Airport: 8640 Alexandra Rd, Richmond, BC V6X 1C4
- Pacific Gateway Hotel: 3500 Cessna Dr, Richmond, BC V7B 1C7

RETURNING YOUR VEHICLE

- For vehicle returns, please arrive at our branch between 9am and 11am. A late return fee of \$30 will apply for any returns outside above hours – within opening hours and late return needs to be pre-booked. For Saturday returns, please arrive between 9am and 11am and we are closed on Sundays.
- Please ensure your vehicle is full of petrol and you have removed all your belongings and rubbish before dropping off your vehicle.

TAXI

- JUCY have some great mates from Delta Sunshine Taxi who are happy to take you from our office back to Vancouver for a set fee of CAD 75 from selected Airport Hotels / Vancouver Intl. Airport and Vancouver Downtown Hotels.
- Important: Your taxi transfer can be reserved at time of booking and needs to be booked a minimum of five days in advance, otherwise the special rates cannot be offered. If you missed your pre-booked taxi, no refund can be given.

PUBLIC TRANSPORT

- Alternatively, as a low-cost option, you can catch public transport from SB 54 St NS 2 Ave, Delta, BC V4M 1E4 (Bus Stop ID: 61482) or from WB 2 Ave NS 52A St 1E4 (Bus Stop ID: 57359) to Bridgeport station (about 50-60 minutes) from where you can reach the international Airport (10 minutes, 3 stops) and Downtown Vancouver (25 minutes, 9 stops) by Skytrain.
- The JUCY crew will be happy to drive you to the border and you can walk the 15 minutes to get to the bus from there.

WHEN WE'RE CLOSED: PICK UP AND DROP OFF

Collection and returning your Mini RV outside office hours is unfortunately not possible at Vancouver branch.

If you have any questions, feel free to give us a call or email us.

PHONE (USA): 1800 650 4180 **PHONE (CANADA):** 1844 261 0376 **EMAIL:** res@jucyworld.com

IMPORTANT THINGS TO NOTE

WHEN WE'RE OPEN:

If customers need to collect their Mini RV outside of the stipulated collection times they can arrange to collect their Mini RV early or return late for an additional fee and this need to be pre-booked.

- Early Departure fee of \$30 applies for Min RVs collected between 9am – 1pm
- Late Return fee of \$30 applies for Mini RVs returned between 11am – 3pm

WHEN WE'RE CLOSED:

After-hours pickups & drop offs are **only available from our USA branches at this stage - pickups & drop offs from our JUCY Vancouver branch** must all be within office hours.

PICK UP

- After-hour collections must be approved by JUCY and are subject to availability and completion of paperwork by main hirer.
- JUCY **will charge** the customer's credit card for the total amount/balance due for the hire, once the booking has been confirmed, (credit card fees apply).
- The customer agrees to pay the After-hours Pickup Fee.

DROP OFF

- After-hour drop offs must be approved by JUCY and are subject to availability
- The customer agrees to pay the late return Fee
- The vehicle will be terminated when the branch opens the following morning
- Any damage caused to a vehicle returned After-hours will still be subject to hirers JUCY Rentals terms and conditions.
- Charges MAY be applicable, should damage be found or failure to adhere to the vehicle returns policy.
- Please ensure to follow drop off instructions:
 - Fuel is full
 - Turn off all electrical items
 - Close all windows
 - Take out all rubbish and food
 - Vehicle must be returned clean & tidy as per T&Cs
 - Doors are closed and LOCKED
 - Place the keys in the allocated spot for each branch

If you have any questions, feel free to give us a call or email us.

PHONE (USA): 1800 650 4180 **PHONE (CANADA):** 1844 261 0376 **EMAIL:** res@jucyworld.com