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*Must know information before RV pick up. Please read all (10) paragraphs in full.*

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1. **Cleaning/Sanitizing of our rental units:** To keep our customers safe and healthy during this time and per CDC guidelines we must use industrial grade cleaning products inside our RV's and Trailers before each rental. Please let our team know if you have any sensitivities to smells or industrial grade cleaning products so we can take the appropriate steps before your rental date.
2. **Customer parking:** We do have parking available for your vehicle free of charge for the duration of your rental.
3. **What is included in the RV:** All RV's and Trailers include (1) roll of RV friendly toilet paper. If more toilet paper will be needed during your trip you can find RV friendly toilet paper at camping stores, camp sites, Wal-Mart, and Amazon. No other type of toilet paper can be used. We also include water hose, waste hose, tv cable cord, and RV power cord (30 AMP) in every rental.
4. **RV Pickup:** Renter (the person that reservation is under) must be present for RV pickup and RV return to sign all appropriate documents. If renter cannot be present and is sending someone else to pickup or drop off the rental, must notify us in advance and sign the appropriate documents and send in a written letter that gives that person permission to pickup and document any prior damages to the RV, go over any questions from walkthrough video/videos, and sign key exchange paperwork.
5. **Pets:** Pets not allowed unless Pet cleaning fee and daily pet fee are included prior to RV departure. If the RV is forced pet friendly (having pet inside without owner's permission prior to RV departure) There will be a \$2,000 fee for any renter who forces the RV to become pet friendly since this affects our future bookings for customers that have pet allergies.
6. **Tolls:** EZ Passes can be used but we cannot guarantee the EZ Pass will be picked up by toll booths. This will depend on the placement of the EZ Pass and if RV overhang does not interfere. When we receive a toll violation, we will contact you via email and phone.
7. **All RVs must be returned with Black and Grey waste tanks dumped and showing completely empty, propane must be refilled (FULL), and fuel must be FULL upon drop off.** A service fee of \$150 is charged if RV is returned and black and/or grey waste tanks not dumped. If propane is not refilled upon drop off there will be a service fee charge of \$25 plus the cost per gallon to refill the propane tank. RVs returned without fuel filled will be charged a \$25 service and depending on how many gallons needed to fill – gas is charged at a rate of \$5.00 per gallon. We are including this information here, so customers can plan out their trips accordingly.
8. **RV Return Time:** It is the renter's responsibility to be in contact with staff to coordinate an exact time of drop off with at least 2 hours prior notice. RV cannot be dropped off without a staff member present or towing fees will apply, unless given permission for Sunday drop off. In certain circumstances Sunday drop offs are allowed. It will be renters' responsibility to be in contact with staff to coordinate an exact time of drop off and to follow strict Sunday drop off instructions. Any late drop off after 11:15 AM will be charged a late fee of \$99.
9. **Cleaning before RV return:** RV must be returned in same condition as it was upon departure. RV must be lightly cleaned inside before scheduled drop off or additional fees will apply, exterior of the RV will not need to be clean. Please take this into consideration and plan you trip/drop off time accordingly.
10. **RV Instructional:** Upon reservation we will send our virtual walkthrough videos, these videos take place of in person walkthroughs, we only allot 30 minutes for in person questions and paperwork completion. Please notate any questions for us to cover in person on RV pick up date. Upon RV pickup you will have to sign a document stating the walkthrough

videos were watched and understood in full and all/if any walkthrough video questions noted, this document will also state you have read all (3) Must know information documents (what you are reading right now).

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*Must Know Information Before RV Return*

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2. **RV Return Time:** It is the renter's responsibility to be in contact with staff to coordinate an exact time of drop off with at least 2 hours prior notice. RV cannot be dropped off without a staff member present or towing fees will apply, unless given permission for Sunday drop off. In certain circumstances Sunday drop offs are allowed. It will be renters' responsibility to be in contact with staff to coordinate an exact time of drop off and to follow strict Sunday drop off instructions. Any late drop off after 3:15 PM will be charged a late fee of \$99.
3. **Cleaning before RV return:** RV must be returned in same condition as it was upon departure. RV must be lightly cleaned inside before scheduled drop off or additional fees will apply, exterior of the RV will not need to be clean. Please take this into consideration and plan you trip/drop off time accordingly.
4. **RV Return before/after scheduled drop off time:** Any RV's that will be returned/dropped off before scheduled drop off time, must contact staff 2 hours prior to arrange an early or late RV drop off. Customer must be present for RV pickup and RV drop off to sign all documents and go over any damages or overages in person. This can only be waived with owner's permission.
5. **Overages:** If you go over the amount of mileage included any overages on mileage will be charged upon RV Return at the rate of .35 cents per mile. Also, if you go over the included hours of generator time, it will cost \$5 for every hour after that. These overages will be deducted from the security deposit and the remaining security deposit amount will be refunded back to you within 5-7 business days after RV drop off.
6. **Damages:** Any exterior damages the exceeds the security deposit will result in an insurance claim and the security deposit will be used to pay the deductible. The RV insurance does not cover interior damages, any damages to the interior will be deducted from the security deposit and if interior damages exceed security deposit amount, customer will be invoiced for remaining amount.



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*RV Waste Dumping Locations and Propane Refill Locations*

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Most campsites that offer full hookup allow their guests to dump at no charge. For a fee some campsites, and UHAULS offer propane refills. Renter's must call any location listed or not listed to assure of their operating hours, inquiries on directions, making sure the service is still provided, and how to pay for the services.

**Resource for finding RV Waste Dumping at any location**

**1. Sanidumps.com**

Helpful website for finding RV dump stations in whatever area you are in.

**RV dumping stations near the RV Rental office (3900 sky hawk drive, Chantilly, VA)**

**1. Bill run regional park**

Address: 7700 Bull Run Drive

Centreville, Virginia, USA, 20120

Phone: +1-703-631-0550

+From RV rental office address it's about 10 miles/16-minute drive.

Dump Station User Fee: \$20.00

**2. Lake Fairfax Park Campground**

Address: 1400 lake Fairfax drive

Reston, VA, 20190

Phone: 703-471-5415

+From RV pickup address it's about 11 miles/25-minute drive.

**3. GREENVILLE FARM Family Campground**

Address: 14004 Shelter Lane, Haymarket, VA 20169

Phone: (703) 754-7944

+ From RV pickup address it's about 19 miles/27-minute drive

**Propane refill locations near the RV Rental office (3900 sky hawk drive, Chantilly, VA)**

**1. UHAUL**

Address: 3995 West fax Drive

Chantilly, VA 20151

Phone: (703) 222-6198

+Monday- Sunday 7am - 7pm (please call UHAUL to verify hours have not changed)