

# S'more Camper Rentals

## Supplemental Rental and Rules Agreement

This supplemental rental and rules agreement will outline in considerable detail what is expected during your rental period. It may seem like a lot but we prefer to be up front and clear so there is no confusion or unrealistic expectations that may cause misunderstandings later.

- 1. Training:** When you pick up the RV, we will complete a pre-rental orientation of the RV that will take about 30-60 minutes depending on any prior experience you have with a travel trailer. It takes time to do a walkthrough so please plan accordingly.
- 2. No Refunds for Early Returns:** If you return early we do not refund the days you will not use. This includes if you have an accident or crash in the RV; rental cars and hotels will not be covered by the owners; however, if the crash or breakdown is not your fault you may be able to recover your rental costs from the at-fault driver's liability insurance.
- 3. Fee for Late Returns:** A fee of \$65 per hour will be charged if the RV is returned later than the agreed upon time. If the RV is returned after dark, it will be checked the next day during daylight hours and any applicable damages will be applied to your security deposit. All drivers must be at least 25 years old and must be listed on the contract when you pick up the RV. **NO EXCEPTIONS.**

Example: 1-60 minutes late return \$65

61-120 minutes late return will be an additional \$65, etc.

**Please provide your valid drivers license and current automobile insurance card during this time. We will need to make a copy of it.**

- 4. Travel Restrictions:** No travel is allowed on any non-paved roadways like logging roads, forest service roads, beaches, etc. (unless pre-authorized by owner, prior to departure) Driving on a non-paved road inside a licensed RV park is acceptable.
- 5. Toll Roads, Red Light Cameras, Parking Tickets, etc:** Toll invoices are a major burden and, if we receive any, a \$100 administration fee plus the cost of the bill for EACH invoice will be applied to your security deposit. Responsibility for any traffic or parking violations will be transferred to you and you will be charged a \$100 administration fee. If you want to use toll roads, you are free to pay at the plazas or bring your own toll tags, just make sure no invoices or toll by plate, etc. mail comes our way or the \$100 administration fee, plus the bill will be applied. *Note: Most toll agencies are good to work with and will help you out if a mistake is made and you call them right away.*
- 6. Campground Reservations:** We are not responsible for campground reservations. All campground reservations must be made separately with the campground's reservation agency. All campground and campsite fees are separate from and in addition

to the rental price and fees under this agreement. No refunds will be given for campsite reservation errors.

7. **Awnings:** We do not allow the usage of the exterior awning. This is for your own protection as well because they are NOT COVERED by insurance and they are very expensive to repair or replace if damaged. The awning has been secured with zip ties and, if it is used with these attached, could result in major damage or complete burnout of the awning motor. Damage to awnings, including damage while driving, any acts of nature, or negligence are 100% your responsibility and will exceed your security/damage deposit amount.
  
8. **Generators:** If you choose to use a generator, the following rules will apply. Do not use generator inside the RV, it must be kept outside. Do not leave RV while generator is running. It is highly recommended not to run a generator overnight or while sleeping due to safety reasons. Your generator must be a minimum of 3500 watts to run the systems within the RV including the A/C and microwave, without causing a power issue. You, the renter, will assume all responsibility for any and all damages caused by the use of a generator.
  
9. **Tires:** RV tires are filled with nitrogen as it does not cause pressure fluctuations. The tires on the RV have been checked, along with all other parts, prior to your rental period but if a tire seems low please DO NOT refill it with air. There is also a spare tire included underneath the Jayco and upon request for the Coleman, in the rare event a flat tire/blowout occurs.

10. **Rooftop Usage:** We do not allow the use of the travel trailer's rooftop. Any evidence of rooftop usage (shoe prints, trash, sagging areas) will result in a complete loss of your entire security deposit. In the event the damage is more than your security deposit, you agree to be fully responsible for the total cost of repair.
  
11. **Pets:** You **MUST** have approval from us before allowing a dog in the RV. There is a limit to the number of dogs allowed in the RV, usually to 1 dog over 20lbs, or 2 dogs under 20 lbs, but it will be based on the weight of the animal(s). Dogs are not allowed on top of any upholstered area due to the soft material and the likelihood that they will scratch the material. We charge a fee of \$50 for 1 pet; however, if any damages occur, you will forfeit your entire security deposit, and any excess damage will be charged accordingly. If any evidence of odor, fleas, bodily waste, or large amounts of pet hair, or urine are left upon return, you will be charged a full Deep Cleaning Fee for this to be removed. (See Fees Addendum)
  
12. **Propane:** Propane must be refilled before you return unless you have chosen to add this service for the \$100 fee to your booking.
  
13. **Air Conditioner and Fridge:** are convenience items only and should be treated as such. The Air conditioner within any trailer is only meant to cool the trailer about 20 degrees. Running the A/C on high during a high heat season (over 74 degrees) will cause the unit to freeze and malfunction. The A/C should be ran on LOW only and temp set no lower than 70 degrees. Placing a

bag of ice in the freezer will help the fridge cool down quickly. The fridge can take up to 24 hours to cool down.

- 14. Waste Holding Tanks:** There should be nothing, including, but not limited to feminine napkins or tampons, baby wipes, diapers, tissues, napkins, paper towels, etc. put into the black water waste holding tank as this will cause it to become clogged and require an exceptional amount of cleaning to clear. You will be provided with RV safe toilet paper and we ask that this is the only thing put into the waste holding tank. There is to be nothing other than sink or shower water put into the gray water holding tank. Any type of food particles put into the gray tank may cause a clog that will require extensive cleaning to remove.

a. Waste holding tanks (Gray-water tank and Black-toilet/sewer tank) must be emptied prior to return and valves left CLOSED, and the screw cap left ON. If tank levels do not read EMPTY on the control panel, you will be charged a \$150 dump fee, NO EXCEPTIONS. (See Camper Setup document for more detailed information and tips for dumping/flushing the black and gray tanks).

- 15. Cleaning:** Unless you select to add cleaning with your booking, the RV must be returned with a clean interior and empty tanks. "Clean" means, as you received it or better. If you add the cleaning service fee of \$150 to your booking, the RV does not have to be returned clean, however it cannot be "trashed" or so dirty that it is beyond what is reasonable for a vacation.

- a. A Deep Cleaning Fee of \$200 will be charged if RV is returned unclean and requires extensive amounts of cleaning or reconditioning.
- 16. Smoking:** There is NO SMOKING allowed in the RV. If smoke (including cigars, pipes, drugs, etc.) is detected you will be charged a fee of \$150. NO EXCEPTIONS.
- 17. NO DRUGS:** Any evidence of the storage, transportation, or use of illegal substances will forfeit your entire security deposit. Any trailers returned with any evidence of drug use or transportation of will result in law enforcement being called for a report and to collect the evidence.
- 18. Odors/Cooking:** We do not allow anything that can create a strong smell in the RV that is difficult to remove, such as the storage or cooking of fish, bacon, deer, etc. This must be done outside the RV. If odors are detected you will be charged the Deep Cleaning Fee of \$200.
- 19. Rental Period:** The rental period is every day you have the RV past 11:00AM. For example, on a 3-night rental, you pick up the RV Thursday at 11:00AM and return the RV Sunday, you are charged for 3 nights (Thu, Fri, Sat).
- 20. Damage/Minor Repairs:** Any damages need to be reported to us immediately. If the potential repair is minor, you may make the repair after consulting us. Replacement of defective parts and receipt must be brought back for reimbursement. There will be NO reimbursement if you do not bring back the defective

part you replaced and the receipt. If you purchase an item necessary due to an equipment failure (sewer or water hose, refrigerator, etc.) the item you purchased and the receipt must be surrendered upon return if you want reimbursement.

- a. **Renter Damages:** If the RV, inside or out, and/or ANY of its contents that were present at the time of pick up, including, but not limited to couches/chairs, beds/bedding, counters, walls, etc., are damaged during your rental period you are responsible for paying all damages whether you were at fault or not, or if damage was caused by acts of nature (wind, rain, earthquake, fire, flood, etc.). In case of an accident, theft or vandalism occurs, you are responsible for obtaining a police report, and notifying us immediately.

**21. Towing Safety:** It is required that the sway/stabilizer bars, which you may rent (\$20 fee), be used at all times while towing the RV. **Remove the sway/stabilizer bars prior to backing into a parking space or RV slot.** When removing sway bars/pins/clips be sure to safeguard them. Any missing pieces will result in a claim against your security deposit. Please remember that RV's are much taller than the average vehicle and are not equipped to withstand an impact with a low bridge/overpass etc. and will result in damages totaling MORE than your security deposit, so be aware of low clearance signs. All damages to the RV, including damage while driving (tree, toll road, low overpass, drive-thru, etc.), are 100% your responsibility and will exceed your security/damage deposit amount. It is advised that you never attempt going through a drive-through towing an RV- they are almost always too low.

**22. Appliances:** The A/C, radio, microwave, television, refrigerator, jacks, etc. are convenience items. If any malfunctions should occur with any of these items, no compensation will be made to you. In case of any malfunction please contact us immediately for assistance.

**23. Camper Abandonment/Owner Retrieval:** If for any reason you abandon the RV, you will be charged a \$1,500 fee for Abandonment and Retrieval- plus any applicable fees for ANY lost/missing keys or items/parts from the RV. Abandonment means leaving the RV with no intention of returning to it or delivering it back to owner drop-off location. In the event you abandon the RV without signing return documents, you agree to waive your right to dispute any claims due to damages, overages, or vandalism.

a. If for any reason you are unable to deliver the RV back to owner at drop-off location, you agree to pay a retrieval fee of \$1,500 unless other terms have been agreed to by both renter and owner.

**24. Lockout/Lost Keys:** In the event a lockout occurs you agree to pay .75 cents per mile round trip for owner to drive and unlock RV and a fee of \$50 PER missing key. If owner is en-route and key is found and RV is unlocked, you will only need to pay for mileage up to that point round trip. If no lockout occurs but a key is missing upon return of RV, you will be charged a \$50 fee PER key.



- 25. First Aid Kit:** There is a sealed first aid kit provided. You will be charged the entire cost of \$20 for the first aid kit, if opened, since we do not refill them, so please keep the whole kit.
- 26. Extra fees:** You may elect to add certain "extras" to your booking if you like. If you did not elect extra fees at the time of booking, such as the cleaning fee, etc., you can elect to have them deducted from your deposit.
- 27. GPS Tracking:** The travel trailer has been equipped with a GPS tracking device for safety and must not be removed/unplugged for any reason. Your destination will be tracked via the GPS tracking device and failure to accurately report your destination, or giving an arbitrary destination in order to attend a prohibited event will result in complete loss of your security deposit and you will be requested to return the RV to owner immediately, and NO refund will be granted for unused rental dates.
- 28. Personal Property:** Your personal property brought with you is your responsibility and you release owner(s) from all claims for loss of, or damage to, your personal property, or that of any other person left/carried in or on the RV during your rental period and day of return.
- 29. Personal Injury:** You release owner(s) from all claims for injury, including, without limitation, personal, bodily, or mental injury, as well as economic loss or damage to you, children, guests, or relatives during your rental period including return period.

- 30. Severability:** If any provision within this Supplemental Rules and Rental Agreement is determined to be invalid, void, or unenforceable judicially, the remaining provisions shall remain in full effect and force.
- 31. Modifications/Waivers:** No provision within this Supplemental Rules and Rental Agreement can be waived or modified for any reason except in a written document that the owner(s) has signed.
- 32. Damages Above Security Deposit/Insurance Claims:** In the event there is any damage above the amount of your security deposit, you agree to pay the owner(s) any monies due and allow the rental platform company to charge your credit card on file for said charges plus processing fees.
- a. In the event there are damages requiring a claim(s) to the insurance administrator for the rental platform, you agree to allow your credit card to be charged for the full amount of the insurance deductible, plus the fee for processing any claim(s).
- 33. RV Return:** When RV is returned, you agree that it will be free from damages, cleaned, and tanks emptied, propane filled, **BEFORE** it has been unhitched from your vehicle. Once RV has been unhitched, the RV will not be allowed to be taken anywhere else and rental period will be considered complete. A preliminary walk through will be completed and a precursory Return Form will be provided. Once a thorough inspection has been completed, any

fees for damages, cleaning, dumping, filling propane tanks, or any other charges will be deducted from your security deposit if applicable.

**34. Credits:** There will be no refund/credit for any lost rental time for any issue(s) that arise beyond the owner's control. This includes, but is not limited to, flat tire(s), any and all systems within the RV that were working at pickup (refrigerator, heater, LED lights, sound system, etc.), damages to any part(s) of RV whether the renter was at fault or not, or due to renter's or any guests' negligence.

**35. Rental Period Extension:** If, for any reason, your rental period is extended beyond the original rental period dates (upon approval only), you agree that nightly rent, & this document will also extend, be valid and enforceable for the entirety of your extended rental period.

**36. Security Deposit:** Your security deposit will be refunded after the RV has been thoroughly inspected and no issues or damages have been found. Said inspection may take anywhere from 48-72 hours post rental period.

**37. Cancellations:** We have a **STRICT** cancellation policy in place as per the rental platform. Any cancellations will adhere to the strict cancellation policy set forth by the rental platform used when booking the rental.

- Renters are entitled to a full refund, less the (platform) service fee, for all cancellations made at least 30 days prior to the rental start date.

- Less than 30 days prior to the rental start date, the booking is non-refundable.
- A 24-hour cancellation grace period is given to all bookings made at least 7 days prior to the rental start date. For all bookings made within 7 days of the rental start date, a 1-hour grace period is given. If a booking is cancelled during a grace period, a full refund including the (platform) service fee will be granted.

---

Renter Signature and Date

---

Renter Printed Name

---

Renter Address and Phone Number

---

Owner Signature and Date

## SELECTION OF EXTRA FEES

Initial items you would like.

\_\_\_\_\_ **Cleaning fee:** I do not want to clean the trailer upon return  
- \$150

\*\*\*Please note article #13 in rental contract\*\*\*

\_\_\_\_\_ **Propane fee:** I do not want to refill the propane tanks -  
\$100

## FEES ADDENDUM

BY SIGNING THIS ADDENDUM AND ACCEPTING KEYS, YOU UNDERSTAND THERE ARE EXTRA FEES THAT CAN OCCUR IF THE CONTRACT IS NOT ADHERED TO. THESE FEES, IF ASSESSED, WILL BE DEDUCTED FROM YOUR SECURITY DEPOSIT, AND ANY ADDITIONAL COST, IF NECESSARY, WILL BE CHARGED TO YOUR BOOKING.

WASTE TANKS NOT EMPTIED: **\$150** charge will be assessed if black and gray tanks are not emptied prior to return.

SMOKING IS STRICTLY PROHIBITED: **\$150** charge will be assessed if the smell of smoke is detected in the RV.

LATE RETURN: **\$65** per hour charge will be assessed if RV is returned later than agreed upon time.

PETS: Dogs authorized in writing at time of booking or otherwise arranged are welcome in the trailer with \$50 fee. Should any

damage occur because of your pets, you are responsible including, but not limited to, urine or waste stains, claw/scratch/chew marks, damage to furniture. You will forfeit your entire security deposit and, any excess damage will be charged accordingly.

a. Any evidence of odor, fleas, bodily waste, or large amounts of pet hair left upon return will be subject to the Deep Cleaning Fee of **\$200**.

**TOLL INVOICE: \$100** charge will be assessed plus the cost of toll charge for EACH invoice received.

**PROPANE: \$100** charge will be assessed if propane tank(s) is not refilled upon return.

**CLEANING: \$150** charge will be assessed if RV is returned unclean or in a condition less than received.

**DEEP CLEANING: \$200** charge will be assessed if RV is returned unclean or in a condition less than received AND requires extensive amounts of effort to clean or recondition.

**LOCKOUT: \$25** charge will be assessed per key if lockout occurs in addition to .75 cents per mile for owner to come and unlock RV.

**MISSING KEY(S): \$50** charge will be assessed per each missing key(s).

**ABANDONMENT/RETRIEVAL: \$1,500** charge will be assessed if renter abandons RV at any location or any time during rental

period and owner must recover RV, or if owner must retrieve the RV for any reason other than what has been discussed at time of booking.

\*\*ALL ADD-ON FEES APPLIED TO YOUR SECURITY DEPOSIT WILL BE ASSESSED A PROCESSING FEE OF 25%.

---

Renter Signature and Date

---

Renter Printed Name

---

Owner Signature and Date

---

Owner Signature and Date

## **Waste Tanks Addendum**

Most renters are not familiar with properly operating an RV's black and gray waste holding tanks and; therefore, have many questions and concerns regarding this. This addendum is meant to act as a clear outline for your responsibility as a renter for properly using and dumping the waste tanks, and the fees if not done successfully. You will be provided with a Camper Setup document that will go into considerable detail regarding the proper dumping of these tanks to accommodate the walk though that is done at pick up.

### **DO NOT EVER LEAVE THE BLACK OR GRAY TANK VALVES OPEN DURING USAGE!**

RV safe toilet paper will be provided and we ask that this is the **ONLY** thing put into the black tank. No other items, including feminine napkins or tampons, diapers, tissues, paper towels, etc., should be put into the black tank or a clog may result.

There is to be **NO** food, or any other item, other than sink and shower water, placed into the gray tank. Any amounts of food particles may result in a clog that will require extensive cleaning to clear.

Waste holding tanks (Gray and Black) must be emptied prior to return and valves left **CLOSED**, and the screw cap left **ON**.



When you return the RV, the tank levels will be checked during our inspection and if the tank levels on the control panel do not read EMPTY, you will be charged a \$150 dump fee, NO EXCEPTIONS.

Please ensure tanks have been emptied and flushed, if necessary, and tank levels on the control panel read EMPTY prior to returning. Once the RV has been unhitched you will not be permitted to leave again with the RV.

**\*\*ALL ADD-ON FEES APPLIED TO YOUR SECURITY DEPOSIT WILL BE ASSESSED A PROCESSING FEE OF 25%.**

---

Renter Signature and Date

---

Renter Printed Name

---

Owner Signature and Date

---

Owner Signature and Date