

# Calpine Living, LLC - Rentals Rules & Agreement

This "rules" list may seem like a lot, but we want to make sure you are fully informed and have no unrealistic expectations concerning your RV Rental. Most rental agencies have the same rules, we just want to be completely up front before you reserve and prevent any misunderstandings later.

## ***In addition to the terms of the rental contract:***

Minimum 2-day rental on most of our RVs

Our business model of "no hidden fees" and "no unexpected charges when you get back" is completely true - but that does not mean there are no fees or penalty if you break the rules. Please make sure you understand the rules and ask if you have any questions about any particular rule or expectation. We have learned that some customers will break rules or take things from the RV if there are not fees upon return for doing so.

**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 unit, however if the crash is not your fault you may be able to recover your rental costs from the at-fault driver's liability insurance.

**Fee for Late Returns:** If you are late returning the unit there is a \$40 per hour late fee. You will also be responsible for the cost of any canceled rentals due to your late return.

**All drivers must be at least 25 years old** and must be listed on the contract when you pick up the unit. NO EXCEPTIONS.

**NO SMOKING:** Smoking (including cigars, pipes, vapes, drugs, etc) in the unit forfeits your entire security deposit.

**NO DRUGS:** Any evidence of the storage, transportation, or use of illegal substances will forfeit your entire security deposit. RVs returned with any evidence of drug use or transportation will result in law enforcement being called for a report and to collect the evidence.

**Odors / Cooking:** We do not allow anything that can create a strong smell in the RV that is difficult to remove, such as raw fish storage or cooking with heavy spices such as curry or strong gumbo.

**Travel Restrictions:** Our RV units are NOT allowed to travel into Mexico & our insurance does not cover you or the unit in Mexico. No travel allowed on any non-paved roadways like logging roads, forest service roads, beaches, etc. Only exception to this is a non-paved road inside a licensed RV Park. Crossing into Mexico will cause the unit to be reported stolen and the total loss of your security deposit.

**Toll Roads, Red Light Cameras, parking tickets, etc:**

Parking Tickets, Mailed Violations, and Toll invoices are a major burden and we charge a \$75 fee for each invoice we get. Responsibility for traffic or parking violations will be transferred to you and you will be charged a \$75 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 \$75 administration fee will apply!

*Note: Most toll agencies are good to work with and will help you out if a mistake was made and if you call them right away.*

**Awnings:** We discourage the usage of the exterior awnings. This is for your protection because they can range up to \$3000 to replace and can be damaged very easily due to weather or accidental misuse. Awnings ARE NOT COVERED by insurance. Damage to awnings, including damage while driving (tree, toll road, etc.) are 100% your responsibility and could exceed your security/damage deposit amount.

**Generators:** Our generators are used for running the RV when off-grid, boondocking or dry camping; providing power on site. Although these can be claimed to be "constant run" generators and are designed so, we ask to use them at maximum of 8hrs of continuous use. Most sites have strict rules on running the generator overnight, please refer to your site's generator rules. We also recommend not running the generator overnight while sleeping in the unit due to the possibility of carbon monoxide getting into the unit while you are asleep - a deadly hazard.

**Pets:** We allow up to 2 potty trained pets, but an additional fee applies. Many renters are allergic to pets so we must charge extra because it takes a lot of work to clean the RV after a pet has been in it to remove all the pet hair, dander, and sanitize every surface. Our current pet fee is \$50 per pet. It is REQUIRED that all unsupervised pets be crated when left inside the RV. We also REQUIRE our renters to purchase "Interior Damage Protection" which offers extra peace of mind for damages like broken appliances, damaged interior doors, and stained bedding or linens. By paying a small fee you can help protect your security deposit. Should accidental damage occur during your stay, you go through a guided claims process to receive your security deposit refund.

**Security Deposit:** All rentals require a security/damage deposit. The deposit must be either cash or credit card. The name on the credit card must match the name of the primary renter. The reason for the deposit is because that is our insurance deductible. Your security deposit is refunded after the unit is checked in and there is no damage or issues requiring funds from the deposit. NOTE: Some special events may have an additional security/damage deposit and some units will not be allowed to go to certain events. Failure to accurately report your destination or giving a false destination in order to attend a prohibited or higher deductible event will result in forfeiture and total loss of your security deposit.

**Training:** When you pick up the unit, we will complete a pre-rental orientation of the unit that will take about 60 minutes to 90 minutes depending on any prior experience you have with an RV. Picking up an RV is not like picking up a rental car so please plan at least 60 minutes for this when you make your plans.

**Cleaning:** Every unit already comes with a preparation fee, however if the RV doesn't come back in the same condition it went out, then an extra charge of \$120 is taken from the security deposit.

**Dumping:** We ask that our renters learn how to operate and dump their grey and black tanks, especially for those who will be boondocking or dry camping. Consistent monitoring of the tanks will allow you to gauge your usage and will notify you when your tanks are full. You are responsible for the waste you produce and should be responsible for properly disposing/dumping. When you receive the unit, the tanks may be slightly filled for maintenance purposes. Putting anything other than human waste or RV toilet paper (which is supplied) in the toilets can result in damage of the tanks and plumbing system.

**Peak Season:** Prices change during peak season.

**Mechanical Breakdown:** Recreational Vehicles, just like any other mechanical equipment, can have problems. While extremely rare for a mechanical breakdown to strand a customer anywhere, it doesn't matter if a unit is brand new or an older model, they can have mechanical problems at any time with little or no forewarning. Anyone who tries to tell you otherwise is not telling you the truth. What we can assure you is that we don't cut corners when it comes to maintenance. Preventive maintenance plays a major role in not having problems on the road. Repairs on the road are significantly more costly for us and preventive maintenance greatly reduces that potential cost. Put another way, one repair outside of our own shop or repair contractor would likely cost more than we are making for that rental, so it makes absolutely zero sense to send an RV out with any known possibility of a breakdown.

**HOLIDAY SCHEDULE:** Please refer to our calendar for availabilities, as we may be unavailable during certain holidays. This means a holiday rental may need to be picked before the actual holiday and or returned a day or two after said holiday.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_