

**ELECTRICAL:** I understand that the campers are designed to properly operate by being plugged into 30 amp (120 Volt) or 50 amp (240 Volt) service or ran by the onboard generator if a driveable RV. I understand and will investigate on my end to make sure I have the proper campsite or generator that can properly handle powering the camper (The J. Arnold is not liable for any performance issues of the camper that require electricity if renter is powering the camper by an external generator or at a home) and agree not to use a 120 volt adapter when trying to run AC. I also understand the onboard 12 volt battery in the travel trailer is meant to power the CO2 detector and will not be a sufficient power source for use while camping.

**AWNING:** Damage to awnings is very common and can happen from rain, gust of winds, etc. The typical cost to fix just one slightly bent awning arm can be \$500 or more. We strongly recommend you DO NOT use the awning at all but if you do remember any damage is 100% paid for out of your damage deposit. Be aware since awning damage is so common if your rental was damaged by a previous renter we will provide a 10X10 popup canopy if the awning has not yet been repaired.

**AGE AND USAGE:** Renter is at least 25 years of age and will be an occupant of the unit during the entire camping period You certify that you agree to and understand the limitations placed on the number of persons permitted to occupy the Rental per the description of our ad, and unless prior written approval has been granted by J. ARNOLD, you agree to abide by such limitations.

**THINGS HAPPEN AND WE TRY TO HELP:** Plain and simple, things happen. RV's and Travel Trailers break and sometimes things don't work. When "things happen" , misc water issues, air conditioner freezes from running too much and needs to defrost, a camper isn't cleaned to your standards and other misc items I AGREE TO WORK WITH J. ARNOLD AND HELP THEM TROUBLE SHOOT ISSUES AS THEY ARISE. J. ARNOLD will dispatch an RV tech if they deem necessary. Obviously, we want happy customers and repeat business so we take this privilege to make those judgment calls serious. Let's say you don't have hot water in the shower and we aren't able to trouble shoot. If the campground you at has shower rooms, etc than we may decide to not dispatch an RV tech. Lets say you run out of propane, Well we will most likely ask you to get it refilled and than reimburse you. When situations arise we will work to try and resolve them but not all issues can be fixed in the short time your renting from us. WE DO NOT typically refund more than \$100 for these inconveniences. There are rare situations we do but its not going to happen by you showing up to a camper that our driver didn't clean to your standards or a similar situation like mentioned above. You are renting a place to sleep and your camping. If one of the situations mentioned above is unacceptable to you and you cant adapt when things happen than please let us know as we may need to cancel your booking and refer you to another rental company.

**PAYMENT POLICY:** A deposit is required to complete the reservation. The remaining balance of the reservation is due 30 days prior to the rental start date. The refundable security deposit will be charged the day before your reservation starts.

**COMPARABLE CAMPER:** J. ARNOLD reserves the right to place you in a comparable camper. This is very uncommon but situations do arise where we will need to move you into another camper at our discretion. This would typically happen if the camper you reserved was damaged or needed service, etc.

**FESTIVALS AND GATHERINGS:** Burning Man and Electric Forrest Festival are strictly prohibited. All of the security deposit will be forfeited. Rent will be charged separate for all cleaning and repairs. Any other festival or gathering must be approved by J. ARNOLD or penalties above apply as well.

**CANCELLATION POLICY:** 50% refund of money collected up to 30 days before rental, no refund within 30 days of rental. Additionally, no refunds will be given for cancellations of reservations during a holiday and event weeks for early check-outs or no-shows. No refunds will be given for cancellation or interruption that occurs due to inclement weather.

**SECURITY DEPOSIT:** The Security Deposit is provided as security against damage to the rental, theft, late check-out and violation of any renter's agreement contained in this Agreement. An inspection is done after each check-out for any damage done to real or personal property. The renter(s) shall be liable and solely responsible for any property damage, accident, injury to any person or loss sustained by any person or arising out of or in any way related to renter(s) use of the premises or the items of personal property provided by J. ARNOLD hereby agrees to indemnify and hold J. ARNOLD harmless from any and all claims, including those of third parties, arising out of or in any way

related to renter(s) use of premises or items provided therein. Renter(s) assumes the risk of injury or other losses relating to any recreational activities and will hold J. ARNOLD harmless with respect thereto. Renter(s) agrees to indemnify J. ARNOLD for any damages to the dwelling, grounds, furnishings, and household items. In the event that damage result from a renter(s) occupancy, J. ARNOLD is authorized to utilize the credit card on file or the cash security deposit to cover said damages or additional cleaning costs, including the charging or billing of any additional amounts that exceed the deposit held. J. ARNOLD is not responsible for articles left on premises. There will be a \$10.00 charge in addition to shipping charges for handling the return of any articles found by housekeeping. Lost & Found will be held for 30 Days. After such time all items will be donated to charity. In the event of an insurance claim renter understands that they may charged more than one deductible if the insurance provider decides damages to be considered separate insurance claims.

**SECURITY DEPOSIT REFUND:** A security deposit is authorized to be charged for the booking of the rental. Any damage to the rental unit is the responsibility of the renter and will be deducted from the security deposit. J. ARNOLD has up 7 days from the return of the unit to inspect the unit for damages and contact the customer. The security deposit will be returned within another 5-10 business days if there are no damages to the rented unit and can be held up to 60 days if damages occur that need quotes and or repairs.

**PROCESSING FEE:** A fee of 10% will be added to all misc charges such as mileage fee, generator usage fee, damage fee, late return fee, etc to cover time and credit card processing fee's.

**CLEANING:** Camper will be inspected, sanitized and cleaned when you get it. We ask that the unit be returned in the same general condition that you received it. If cleaning is required, appropriate charges will be deducted from your deposit at the flat rate of \$150.

**NO SMOKING IS ALLOWED:** Since many people have allergies and it is difficult to remove the odors and allergens associated with smoke, we must **STRICTLY ENFORCE** this policy. If evidence of any kind of smoking inside the rental is found, J. ARNOLD reserves the right to charge up to \$750 to **PROPERLY** clean, treat and disinfect. In addition, any damage caused by smoking materials will be charged to renters damage deposit or credit card on file.

**PET POLICY:** Most of our units are pet friendly, but require a one time pet fee. If there are signs of a pet and no fee was paid at the time of your reservation the fee (plus additional charges) will be deducted from your deposit. If any damage is caused by a pet it will result in charges to your deposit or credit card on file. We ask that you clean up after your pet. Signs of excessive pet hair or filth can result in extra cleaning charges. If you are renting one of our RVs that has a **NO PET** policy you are prohibited from having a pet inside the rental unit. If evidence of a pet on site is found, J. ARNOLD reserves the right to charge up to \$750 to properly clean, treat, and disinfect. Some people have allergies to pet dander so we must **STRICTLY ENFORCE** this policy.

**WHAT WE SUPPLY:** Included in your camper rental, J. ARNOLD supplies the rental with misc kitchen supplies and equipment needed for towing.

**RENTERS LIABILITY:** Renter agrees to accept liability for any damages caused to the Rental by renter or renters guests, including, but not limited to, damage to the Rental in any way or damage to any appliances and/or equipment furnished. Use during freezing weather is completely at your risk in regards to damages to any part of the water system and freezing. If damages are in excess of the security deposit being held, renter agrees to reimburse J. ARNOLD for costs incurred to repair/replace damaged items. If renter is having the rental delivered renter accepts all responsibility and liability once rental is delivered by driver and until driver picks up rental.

**TOWING:** Renter agrees to accept all liability and responsibility for any damages that occur the travel trailer or tow vehicle while in their possession. Renter has checked box above stating they have experience connecting, towing and operating travel trailers. Renter has confirmed they have the proper tow vehicle with the round 7 prong wire harness and brake control and will connect and disconnect the trailer on their own and have experience doing so. J. ARNOLD is not responsible for any damage caused while travel trailer is in renters possession and in tow and J. ARNOLD will not connect or disconnect the trailer from the tow vehicle for the renter for liability purposes. Renter also understands any tire damage that occurs while in their possession is to be paid for by them unless found to be a manufacture default by a certified repair shop.

**HOLD HARMLESS:** J. ARNOLD does not assume any liability for loss, damage or injury to persons and/or their personal property. Neither do we accept liability for any inconvenience arising from any temporary defects or stoppage in supply of water, gas, electricity or plumbing. Nor will J. ARNOLD accept liability for any loss or damage caused by weather conditions, natural disasters, or other reasons beyond our/its control.

**RV RENTAL ONLINE VIDEO ORIENTATION TRAINING PROGRAM:** Renter agrees to take the proper online training course in relation to the specific unit they are renting, link to this video will be provided by owner.

**CHECKIN:** Please look over the camper when you arrive and report any issues or damage you observe with-in the first 15 minutes of arriving. Any damage or issues found upon our inspection after the rental is over will be your responsibility if they were not reported to us as mentioned above.

**ADDITIONAL TERMS AND CONDITIONS:** The undersigned, for himself/herself, his/her heirs, assignors, executors, and administrators, fully releases and discharges J. ARNOLD, from any and all claims, demands and causes of action by reason of any injury or whatever nature which has or have occurred, or may occur to the undersigned, or any of his/her guests as a result of, or in connection with the occupancy of the premises and agrees to hold J. ARNOLD free and harmless of any claim or suit arising therein. In any action concerning the rights, duties or liabilities of the parties to this agreement, their principals, agents, successors or assignees the prevailing party shall be entitled to recover reasonable attorney fees and costs. If guest violates any conditions of this agreement, J. ARNOLD may terminate this agreement and enter premises. Upon notice of termination of this agreement, Renter shall vacate the premises immediately. In the event J. ARNOLD has to resort to legal process to enforce rights under this Agreement, Renter shall be responsible for reasonable Attorney fees and costs. Renter agrees this contract is entered into in Kent County, Mi, and consents to the personal jurisdiction of any proper court located therein.

**INSURANCE:** We connect you with insurance on the rental for a fee with a deductible. You are responsible for the deductible amount. This insurance does not cover Loss of Use or our administrative expenses incurred processing a damage claim. Coverage is void if you materially breach this Agreement, or if you fail to cooperate in any loss investigation conducted by us or our insurer. You must: (a) report all damage to us and all accidents to us and the police as soon as you discover them and complete our incident report form; and (b) provide us with a legible copy of any service of process, pleading, or notice of any kind related to an accident or other incident involving the Vehicle. You are responsible for all damage to the camper that is not covered by the insurance policies or that is in excess of the insurance limits. You are responsible for all damage or injury you cause to third parties and agree to provide liability insurance coverage on the rental through the insurance policy that covers your towing vehicle. If you are towing the camper yourself you must have your insurance agent confirm the liability portion of your personal auto coverage flows back to the trailer while your towing it. If you do not have this form turned in you will not be awarded a refund for the rental rate paid. You will not forfeit your deposit though. Renter understands that if they purchase the basic insurance package and dont select Roadside assistance J. ARNOLD will add this to your reservation and charge you for the service accordingly.

**IMPORTANT DISCLOSURES:** Responsibility for Damage or Loss; Reporting to Police By signing this agreement you understand and agree that you assume all liability, whether collision, damage, or liability for the entire duration of the rental. You agree to indemnify the owner of the RV and RVshare the company in any suit brought against them. Responsibility for Damage or Loss; Reporting to Police You are responsible for all damage to, or loss or theft of, the Vehicle, which includes the cost of repair or the actual cash value of the Vehicle if it is not repairable or if we elect not to repair it, loss of use, diminished value of Vehicle caused by damage to it or repair of it, missing equipment, connected with any damage claim whether or not you were at fault. You must report all accidents involving the vehicle to us and the police within 24 hours of occurrence.

**APPLIANCES:** The A/C, heat, awning, radio, microwave, television, jacks, plumbing, etc. are convenience items. If any malfunctions should occur with any of these items, no compensation will be made to you but we will work to try and get issues addressed while the rental is underway. For assistance, you are advised to consult the campground host which are located at most campgrounds or give us a call 269-205-3349

**CAMPER PERFORMANCE:** Campers are setup to run off specific electrical hookups. J. ARNOLD will not be held responsible for the performance of your rental when you are not hooked up to the proper electrical setup which is typically 30amp shoreline power. If you are using a generator, 110 reducer, etc the camper may not function the way it is intended. Campers are meant for campgrounds. J. ARNOLD will not be held liable for any performance issues of

the rental when you are not setup at an actual campground. Houses, fairgrounds, fields and empty lots would be an example of this.

**KEY'S:** If the keys are lost you will be charged \$100 to replace them. This fee may come off your deposit if management chooses.

**FRESH WATER TANK/PROPANE:** Camper is responsible for filling fresh water tank and propane if and when needed.

**RETURN – PICKUP TIMES:** Camper must be returned or ready for pickup by time indicted on reservation. If returned late renter will be charged \$100 per hour.

**MISC:** Some campers may have misc. items left in them from the camper owner. I understand that if towing or renting a driveable RV that any tire damage during a rental is my responsibility. I understand that i may be charged any overlooked fees for mileage, generator usage, etc up to 12 months after the rental end date. I understand that I need to complete the exterior and interior checkin forms before i start putting my belongings inside or i will be held liable for any damages/issues found when The J. Arnold completes the return inspection

**COLD WEATHER USAGE:** during season when temperatures reach freezing renter will use a certified RV Tech to dewinterize and winterize camper as needed while in their possession during a rental.

**RENTAL ADD ON'S:** If a rental add on is returned with any damage or defects the renter will be held liable, and the purchase price of that item will be deducted from the security deposit and the renter will take possession of the item they damaged.

**Toll Roads:** J. ARNOLD reserves the right to charge your card on file \$100 for each toll road ticket received during the dates of your rental.

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## **Cancellation Policy**

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IF YOUR WORRIED ABOUT LOSING MONEY IN CASE YOU NEED TO CANCEL FOR VARIOUS REASONS LIKE MEDICALS ISSUES, FAMILY EMERGENCY ETC WE STRONGLY ENCOURAGE YOU TO TAKE ADVANTAGE OF THE TRIP INSURANCE OFFERED. SEE BELOW FOR THE FULL DETAILS.

### **CANCELLATION OF TRAVEL TRAILER RENTAL:**

50% refund of money collected up to 30 days before rental, no refund within 30 days of rental. Additionally, no refunds will be given for cancellations of reservations during a holiday and event weeks for early check-outs or no-shows. No refunds will be given for cancellation or interruption that occurs due to inclement weather.

### **CANCELLATION OF RV RENTAL:**

No refund of money collected up to 30 days before rental, no refund within 30 days of rental. Additionally, no refunds will be given for cancellations of reservations during a holiday and event weeks for early check-outs or no-shows. No refunds will be given for cancellation or interruption that occurs due to inclement weather

### **WHAT WE CAN TRY TO DO TO HELP IF LIFE HAPPENS OR PLANS CHANGE:**

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We are happy to try and find another renter for the dates that you had booked and refund you what we feel appropriate in regards to your booking dates and what dates we were able to re-book. Keep in mind we may offer a discounted rate to the new renter.

**JUST BOOKED CLAUSE:**

If outside the 30 day window and within 48 hours of booking you decide to cancel there will be NO fee charged whatsoever and any monies received will be 100% refunded.

**SECURITY DEPOSIT REFUND:**

A security deposit is authorized to be charged for the booking of the rental. Any damage to the rental unit is the responsibility of the renter and will be deducted from the security deposit. J. Arnold has up to 7 days from the return of the unit to inspect the unit for damages and contact the customer. The security deposit will be returned within another 5-10 business days if there are no damages to the rented unit and can be held up to 60 days if damages occur that need quotes and or repairs.

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**Terms and Conditions**

I agree to the above terms and conditions and cancellation policy.

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**Return Agreement**

To expedite the return process, my signature on this agreement may be applied to the return check-in inspection that will be conducted after the RV is returned. I will take photos upon my return of the RV as my documentation of the returned condition to validate this condition should any disagreement arise with the return inspection conducted by The Camper Connection.

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**Date of Birth**

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**Special Request Relating  
To Your Reservation  
(pending branch  
manager approval)**

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**Signature**

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**Date**