

We are so happy you chose to Glamp with us!

Supplemental Rental and Rules Agreement

These are to keep Carol & Carl running smooth to ensure that every glamper has best, easiest, stress-free vacation possible. If you are experience an issue, please do not hesitate to call or text 678-997-5560.

Carl Vin: 1SABSOBN4J2ZF5066 Carol in:1SABSOBN4J2ZF5066 Owners: Steffanie & Zach Harrison

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

1. Training: Before the start of your trip, it is required to complete a pre-rental orientation of the RV. This orientation will take

about 1-2 hours, depending on any prior experience you have with a RV. It takes time to do a thorough and complete walkthrough, so please plan accordingly.

2. NO SHOES INSIDE THE CAMPER! There shouldn't be any mud inside the camper or on any bedding or upholstery. This may

result in a soiled bedding fee.

3. No Refunds for Early Returns: If you return the RV early, we do not refund the unused days/time. This includes if you have

been in a motor vehicle accident with the RV; however, if the MVA is not your fault you may be able to recover your rental costs from the at-fault driver's liability insurance.

4. Fee for Late Returns: A fee of \$50 per hour will be charged if the RV is returned later than the agreed upon time. If the RV is

returned after dark or while the owner is not home/unavailable, it will be checked in the



owner, if the unit is returned at a time different than indicated in line item # 21. All drivers must be at least 25 years old and must be listed on the contract when you pick up the RV. NO EXCEPTIONS.

1-60 minutes late return \$50 61-120 minutes late return will \$100

5. Travel Restrictions: No travel is allowed on any non-paved roadways like logging roads, forest service roads, beaches, etc.

Driving on a non-paved road inside a licensed RV park is acceptable. Driving on unapproved roads will result in the forfeiture of your entire deposit.

6. No travel outside the state of Tennessee.

7. Toll Roads, Red Light Cameras, Parking Tickets: You are responsible to disclose any tolls, red light tickets or parking tickets

to owners at the time you return the RV. Toll invoices are a major burden. If we receive any tolls, tickets or fees related to your rental, a \$70 administration fee plus the cost of the bill for EACH invoice will be charged to you. Responsibility for any traffic or parking violations will be transferred to you and you will be charged a \$70 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 \$70 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.

8. Campground Reservations: We are not responsible for campground reservations - including cancelations for COVID. All

campground reservations must be made separately from your reservation with us, 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.

9. FREE DELIVERY: Pick up and drop off MUST be scheduled with the owner. Drop off must be done with the camper's present. 4 Days minimum, campsite must be FULL hook up with water, sewage, and electricity AT THE CAMPSITE. If there is any obstacle Glamp Haven reserves the right to charge the delivery fee of \$200 if any of the requirements are not met.

10. If for any reason the owner collects any part of the security deposit, the renter forgoes their right to review the stay on any platform, as for the owner as well.



11. Awnings: We DO allow the usage of the exterior awning, but advise using caution! This is for your own protection, because

they are NOT COVERED by insurance and they are very expensive to repair or replace if damaged. 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.

12. Generators: If you choose to use your own generator, the following rules will apply. Do not use generator inside the RV - it

MUST be kept outside. Do not leave the RV unattended while a generator is running. Do not 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 without causing a power issue. You, the renter, assume all responsibility for any and all damages caused to the RV & its appliances and systems by the use of a generator.

13. Tires: The tires on the RV have been inspected and checked, along with all other parts, prior to your rental period but if a

tire has low pressure you can refill it with air. There is also a spare tire included on the front, in the rare event a flat tire/blowout occurs.

14. Rooftop Usage: We do not allow the use of the RV 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.

15. Dogs: You MUST request & get owner approval before allowing a dog in the RV. Owner reserves the right to accept or

decline any dog, for any reason. Dogs are not allowed on any upholstered area due to the soft material and the risk of

stains, smells or other damage. We do charge a pet fee \$25 per pet, \$50 for dogs over 15lbs. If any pet damages occur, including evidence of pet urine or feces, you will forfeit your entire security deposit, and you agree to pay any excess damage fees. If any large amounts of pet hair are left upon return, you will be charged a full Deep Cleaning Fee for it to be removed. (See Fees Addendum)

16. I.D. Detector: The I.D. detector is present for your safety. It is hardwired/battery



17. Propane: Propane must be refilled before you return, to the same level as was present at pickup, unless you have chosen to add this service (for the \$50) to your booking. (see fee addendum)

18. Waste Holding Tanks: There should be nothing, including, but not limited to feminine napkins or tampons, diapers, tissues, napkins, 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 a rolls of RV safe toilet paper and we ask that this i 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 &/or repair to remove.

13a. Waste holding tanks (Gray and Black) 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 \$200 dump fee. NO EXCEPTIONS.

19. Cleaning: The RV must be returned with a clean interior and empty black and gray tanks. "Clean" means,

- dishes are clean
- linens are in the tub stripped
- all trash is taken out
- no dirt, mud, etc on any linens

you are not expected to mop floors and wash walls, but wiping common counter areas is encourages. Thanks for helping us keep it Glampy!

If you return the RV dirty, you agree to pay an additional cleaning fee. Things like glitter, silly string, hair color, nail polish, etc can cause a lot of damage and should not be used in the RV. (Those will result in a deep cleaning charge)

14a. A Deep Cleaning Fee of \$300 will be assessed if RV is returned unclean AND requires more than a surface cleaning or any reconditioning.



20. Smoking: There is NO SMOKING allowed in the RV. If smoke (including cigars, pipes, vapes, drugs, etc is detected you will

be charged a minimum fee of \$1500. NO EXCEPTIONS.

21. Soiled Bedding: Any soiled bedding will result in a \$150 bedding replacement fee. Please make sure that you take properprecaution if you have small children or pets.

22. The RV refrigerator needs to be level to operate correctly. It is the renters responsibility to ensure they are level when

parked, to minimize risk for damage to the refrigerator. Any damage sustained by the refrigerator due to it being unlevel will be charged to the renter.

23. Generator: (not applicable 2021) If you opted for a generator add on with your rental, and by signing this agreement, you will be held responsiblefor the condition of the generator during the period of your rental. It must be returned in the same working condition as it was given to you. The generator is inspected between each rental. You will be responsible for replacing the generator if it is stolen or lost during the course of your rental period. You are responsible for all generator fuel and the operation of the generator during your rental period. An additional \$250 refundable deposit is required for the use of the generator. The generator will NOT run the air conditioning in the RV. Generator is to be used outdoors only.

24. NO DRUGS: Any evidence of the storage, transportation, or use of illegal substances will forfeit your entire security deposit.

If the RV is returned with any evidence of drug use or the transportation of drugs, it will result in law enforcement being called for a report and to collect the evidence.

25. Odors/Cooking: We do not allow anything that can create a strong smell in the RV that is difficult to remove, such as the

long term storage or cooking of fish, bacon, deer, etc. These must be prepped/cooked outside the RV. If food/cooking odors are detected you will be charged and agree to pay the Deep Cleaning Fee of \$300. There is an outside kitchen and stove for your use, if needed in the preparation and cooking of smelly food items.

27. Damage/Minor Repairs: Any damages/issues/problems/repairs need to be reported to us immediately. If a potential



repair is minor, you may make the repair after consulting us. Do not repair anything until you've spoken to us about it.

Replacement of defective parts and receipt must be brought back for reimbursement. If you purchase an item necessary due to an equipment failure (sewer or water hose, etc the item you purchased and the receipt must be surrendered upon return of the RV, if you want reimbursement. Should you make a repair without consulting us first, or without following written/oral instructions given, you assume liability for the repair and any subsequent repairs needed.

28. 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, everything on the inventory list, 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. (A documented thorough walk through will be completed, with renter present, at the time renter takes possession) THE RENTAL PLATFORM (Outdoorsy, RV Share, etc) insurance policy does NOT cover interior damage or repairs. Damage to the interior of the RV is charged to the renter, via cash upon return or charged to your security deposit.

29. Towing Safety: It is required that the sway/stabilizer bars, which are provided, be used at all times while towing the trailer.

Remove the sway/stabilizer bars prior to backing into a parking space or campsite. 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 trailers are much taller than the average vehicle and are not equipped to withstand an impact with a tree, 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, low overpass, drive-throughs, etc, are 100% your responsibility and will exceed your security/damage deposit amount. The dimensions of our travel trailer are listed on the rental listing and in the rental binder. Never attempt going through a drive-through towing a trailer.

30. Appliances: The air conditioning, radio, microwave, television, stabilizing 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 and we will do our best to troubleshoot or attempt to have someone come to you for repairs.

31. Camper Abandonment/Owner Retrieval: If for any reason you abandon the RV, you will be charged a \$3,000 fee for

Abandonment and Retrieval - plus any applicable fees for ANY lost/missing keys or items/parts from the trailer. Abandonment means leaving the trailer with no intention of returning to it or delivering it back to owner/drop-off location, before the end date/time of your rental period. In the event you abandon the trailer without signing return documents, you agree to waive your right to dispute any claims due to damages, overages, or vandalism.

(Most of the time we arrange pick up & drop off with the camper, this only applies if the camper diverts from the original plan with disregard to returning the unit/camper/trailer)

32. 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 \$75 PER missing key. If owner is in 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 \$25 fee PER key. If RV OWNER determines a locksmith is required for lockout/lost key service, the full locksmith cost is to be paid by the RENTER, at the time of service - locksmiths must be scheduled and approved by owner before work is done.

(Min. Lock out fee is \$50)

33. First Aid Kit: There is a first aid kit provided. Please use what you need, should it become necessary - once it is opened, you

own it & will be charged \$10 (replacement value In the event you use anything in it, take the kit with you - Since the first aid kit is a personal and bodily fluid/pathogen related item, its not possible for us to pass it from renter to renter.

SEPARATELY, there is a box of generic basic band aids in the bathroom vanity cabinet - use these if necessary, without fee.

34. 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 dump fee, etc., you can elect to pay them at the time of pickup or have them deducted from your deposit. These elections should be noted on this form at the end.



35. **GPS Tracking:** The RV has been equipped with a GPS tracking device for safety and must not be removed/unplugged for any reason. 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.

36. **Personal Property:** The personal property you bring is your responsibility, and by signing this agreement, you release the

RV 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.

37. **Personal Injury:** You release the RV owner(s) from all claims for injury, including, but without limitation to, 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.

38. **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.

39. **Modifications/Waivers:** No provision within this Supplemental Rules and Rental Agreement can be waived or modified for

any reason except in a written document which the owner(s) signed.

40. **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 RV owner(s) any monies due and allow the rental platform company to charge your credit card on file for said charges, plus processing fees.

41. **RV Return:** When RV is returned, you agree that it will be free from damages, cleaned, and tanks emptied BEFORE it has

been unhitched from your vehicle. Once the RV has been unhitched, the RV will not be allowed to be taken anywhere else and the rental period will be considered complete. (This is for insurance purposes) A preliminary walk through will be completed. Photos will also be taken by owner for reporting to rental platform &/or insurance. Once a thorough inspection has been completed by the RV owner, any fees for damages, cleaning, dumping, or any other charges will be deducted from your security deposit if applicable. If for any



delivery customers) campers will be subject to a delivery charge up to \$200, depending on where the trailer will be relocated)

42. 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), weather, 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.

43. Rental Period Extension: If, for any reason, your rental period is extended beyond the original rental period dates, you agree

that this document will also extend, be valid and enforceable for the entirety of your extended rental period.

44. Security Deposit: Your security deposit will be refunded (by the rental platform) after the RV has been thoroughly inspected

and no issues or damages have been found. This inspection takes anywhere from 3 - 10 business days.

45. Speed Limit: Towing requires special attention to speed. Trailer tires are not rated for high speed, the way truck and vehicle

tires are. While towing the trailer, you assume all liability for your rate of speed, and by signing this agreement, you

acknowledge the MAXIMUM allowed speed while towing the trailer is **65 miles per hour**. When towing, you are required to

follow ALL "truck speed limit" signs, and never travel in the left lane, unless passing.

46. MUST HAVE OWNER consent Dry Camping/Boondocking: Camping without hookups (water, sewer, power) restricts the capabilities of the RV. You are

limited to fresh water tank capacity, black & gray tank capacities, battery capacity and propane capacity. These things need

to be recharged, refilled, dumped, etc. These things are the responsibility of the renter. We, as owners, take NO responsibility for limited capabilities and capacities due to dry



responsibility and liability for the limited capabilities and capacities, and any unmet expectations due to use without hookups.

47. Hold Harmless: Renter agrees to hold harmless the owner of the rented RV, at all times, for all situations. Renter assumes

all risk when renting RV, and owner cannot be held responsible for any accident, injury, loss of income, loss of life or loss of or damage to personal property. Owner assumes no liability for how the RV is used during the rental period.

48. This agreement serves as a supplement to the rental agreement, regardless of the rental platform (Outdoorsy, RV Share, etc) and supersedes all contradictory terms of the platform rental agreement, if any. This agreement also supersedes any contradictory terms and conditions listed on the rental platform.

Renter Signature and Date

Clear

Renter Printed Name

Renter Address and Phone Number

Owner Signature and Date



Clear

Our delivery services offer dump out as well. Please make sure that if you are traveling with the trailer that you bring it back in the condition it was picked up to avoid any unforeseen cost - empty tanks & a clean camper.

If an item gets broken, we understand this is part of camping, please advise us so we can make proper arrangements or understand an accidental cause.

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. BY SIGNING THIS, YOU ARE AUTHORIZING OUTDOORSY/ RVshare/ RVezy / Sams or other platforms &/OR THE ACTUAL RV OWNER

Steffanie Harrison TO CHARGE YOUR CREDIT CARD ON FILE FOR YOUR RENTAL BOOKING.

WASTE TANKS NOT EMPTIED: (towing campers, not delivery) \$200 charge will be assessed if black and gray tanks are not emptied prior to return. (via your reservation OR per your deposit).

SMOKING IS STRICTLY PROHIBITED: \$1500+ charge will be assessed if the smell of smoke is detected in

LATE RETURN: \$50 per hour charge will be assessed if RV is returned later than agreed upon time.



PETS: Pets authorized by owner at time of pickup are welcome in the RV free of daily charge, but with an additional \$250 deposit required, per dog. Should any damage occur because of your pets, you are responsible for costs related to damage including, but not limited to, urine or waste stains, claw/scratch/chew marks, damage to furniture.

a. Any large amounts of pet hair left upon return will be subject to the Deep Cleaning Fee of \$300.

TOLL INVOICE: \$70 charge will be assessed plus the cost of toll charge for EACH invoice received.

PROPANE: \$50 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: \$300 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

MISSING KEY(S): \$25 charge will be assessed per each missing key(s)

ABANDONMENT/RETRIEVAL: \$3,000 charge will be assessed if renter abandons RV at any location at any

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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 15%.**

Renter Signature and Date



Clear

Renter Printed Name

Owner Signature and Date

Clear

Renter Initials

Most renters are not familiar with properly operating an RV's black and gray waste holding tanks and; 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. We will go into considerable detail during your pickup orientation and training regarding the proper dumping of these tanks. There are also step by step instructions in our renters handbook inside the RV, and we will also give you a copy of these instructions during orientation. By signing this waste tank addendum you are agreeing that you have been taught how to dump the tanks and that you understand how to do it. (It is always ok to call or text us with questions for waste tank dumping or other issues during the course of your RV rental

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



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 15%.**

Renter Signature and Date

Clear

Renter Printed Name

Owner Signature and Date



Clear

Renter Initials

RENTER IS RESPONSIBLE FOR MAKING NOTE OF ALL EXISTING DAMAGE BELOW, BEFORE LEAVING WITH THE RV. Failure to list something constitutes the Renter's agreement that such damage did not exist at the time of pickup/delivery.

Interior

Exterior

Renter Signature and Date

Clear

Renter Initials



Renter Initials

Please take a picture of any before damage you see:

Browse Files
Drag and drop files here

Please explain or describe the prior damage

Type here...

Submit

