

Mustang Travel Trailers Rules & Rental Agreement

830-741-1969 | mustangtraveltrailers@gmail.com

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 travel trailer rental. Most rental agencies have the same rules, I just want to be completely up front before you reserve and prevent any misunderstandings later. Please make sure you understand the rules and ask if you have any questions about any particular rule or expectation. Unfortunately, some customers will break rules or take things from the travel trailer if there are not fees upon return for doing so.

1. **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.
2. **Pick-up Time:** Pick-up time is listed on the reservation, unless noted below in this document. The unit is to be vacated and ready for pickup at this time. If you are late in vacating the unit there is a \$30 per hour late fee – prorated every 15 minutes. You will also be responsible for the cost of any canceled rentals due to a not vacating.

Return Date and Time: ____/____/____ ____:____ to ____:____

3. After delivery, the trailer is not to be moved or connected to a vehicle. Insurance for delivered units requires them to be stationary. Any damage incurred will be billed directly to responsible parties plus a minimum of a \$75 admin fee.
4. **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.
5. **NO SMOKING:** Smoking (including cigarettes, vapes, cigars, pipes, drugs, etc) in the unit forfeits your entire security deposit.
6. **NO DRUGS:** Any evidence of the storage, transportation, or use of illegal substances will forfeit your entire security deposit. Travel trailers returned with any evidence of drug use or transportation will result in law enforcement being called for a report and to collect the evidence.
7. **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. Be sure to use the vent fan above the stove, and open the outdoor vent when using propane to cook.

8. Awnings: We warn against usage of the awning during inclement weather and while away from the camper. This is for your protection because they are at a minimum of \$3,000 to replace, and even low winds can damage them. Any damage is billed directly to responsible parties, plus a minimum \$75 admin fee. **Awnings ARE NOT COVERED by insurance**
9. Pets: We have a strict no pet policy. While we love our furry friends, we don't want them damaging our beautiful camper. Any evidence of pets inside the trailer without approval will result in loss of the security deposit.
10. Security Deposit: Your security deposit is refunded after the unit is checked in and there is no damage or issues requiring funds from the deposit. Failure to accurately report your destination or giving a false destination in order to attend a prohibited event will result in forfeiture and total loss of your security deposit.
11. Training: When you pick up the unit we will complete a pre-rental orientation of the unit that will take about 20 minutes to an hour depending on any prior experience you have with a travel trailer. Picking up a travel trailer is not like picking up a rental car so please plan at least 30 minutes for this when you make your plans.
12. Cleaning: The trailer must be returned with a clean interior and empty tanks. "Clean" means we can wipe the counter tops off, sweep the floors, and be ready for the next rental. This does NOT apply to linens, washing is included with a linen reservation.
13. Cleaning Fee: If it is not clean to a reasonable level, a cleaning fee will be applied at a rate of \$50/hr with a minimum of one hour.
14. Soiled or missing linens: Linens not returned or returned soiled beyond normal usage will be replaced at cost plus 20% for time.
15. Waste Holding Tanks: Waste holding tanks must be emptied prior to return. Putting anything other than human waste or RV toilet paper (supplied) in the toilets will result in an extra cleaning fee (this includes feminine hygiene products). Do not leave black tank valve open during use, only drain when needed or at the end of the trip.
16. Waste Tank Dump Fee: If you had the unit delivered to a full hookup site, a dumping the tanks is included and performed at pickup. If you had the unit delivered, and the site does *not* have full hookups and the camp has a dump station, the dump fee is half (\$50) to dump. Campsite booked without a hookup or a dump station will be billed the full \$100 fee for dumping.

17. **Damage/Minor Repairs:** If the Trailer and/or the contents in the Trailer after the time of the delivery/orientation are damaged (during your rental period), you are responsible to pay all damage costs and/or insurance deductibles associated with said damage **whether you were at fault or not**, including acts of nature (wind, rain, earthquake, fire, flood, etc). If an accident occurs due to another party, **you are responsible for obtaining a police report**, contacting the other party's insurance company, and contacting us immediately at 830-741-1969.

NOTE: 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, ice chest, etc) the item you purchased and the receipt must be surrendered upon return if you want reimbursement.

18. **Appliances.** The A/C, generator, awning, radio, microwave, television, LED lights, etc. are convenience items. These items are tested thoroughly before each rental, and are deemed working at time of drop off unless noted in writing. If any malfunctions should occur with any of these items, no compensation is required or implied.
19. **Generator Rental:** If a generator is rented, you are responsible for keeping it secure. A chain and lock are provided with enough slack to run the generator 10 ft away from the camper while running. We suggest looping the chain over the bumper. Generator rentals add \$350 to your security deposit, and must be returned in working order with no visible damage. Replacement costs (Approx \$900) will be taken from the security deposit in the event of theft, loss, or damage.
20. **Generator Fuel:** The generator will be supplied with a full tank. All refuels are the renting party's responsibility. Only unleaded gasoline, minimum octane rating of 87 shall be used for fuel.
21. **Personal Property.** You release Preston and Tiffany Gaines and our agents from all claims for loss of, or damage to, your personal property or that of any other person, that was left or carried in or on the Trailer, whether or not the loss or damages was caused by our negligence or was otherwise our responsibility.
22. **Personal Injury.** You release Preston and Tiffany Gaines and our agents from all claims for injury, including, without limitation, personal, bodily, or mental injury, economic loss or damage to you, guests, unborn children, or relatives, whether or not the injury was caused by use of the Trailer, our negligence, or was otherwise our responsibility.
23. **Waiver.** Our failure to enforce any of our rights under this Agreement or at law shall not be deemed a waiver or a continuing waiver of any rights or remedies against another party, unless such waiver is in writing and signed by the party to be charged.
24. **Severability.** If any provision of this Agreement is judicially determined to be invalid, void or unenforceable, the remaining provisions shall remain in full force and effect.

25. Attorneys' Fees. In the event a dispute arises regarding this Agreement, the prevailing party shall be entitled to recover its reasonable attorneys' fees and costs, in addition to other relief to which it is entitled.
26. Modifications. No term of this Agreement can be waived or modified except by a writing that we have signed.
27. Entire Agreement. This Agreement constitutes the entire agreement between the parties regarding the rental of the Trailer, and supersedes all prior oral or written agreements or understandings regarding this subject matter. This Agreement can only be amended by a writing signed by all parties.

Signing below means you have read and agreed to the terms and conditions of this rental agreement and thereby give my consent to the agreement – including any charges required after the unit's return.

Renter Signature and Date

Renter Printed Name

Renter Phone Number

Owner Signature and Date

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.

DUMP \$100 CHARGE WILL BE ASSESSED IF BLACK AND GREY TANKS ARE NOT EMPTIED PRIOR TO RETURN.

CLOGGED TOILET/BLACK WATER SYSTEM DUE TO ANY ITEMS OTHER THAN SUPPLIED TOILET PAPER WILL BE ASSESSED THE PLUMBING FEE TO FIX (MIN. \$150)

KEY REPLACEMENT \$30 CHARGE PER KEY WILL BE ASSESSED IF ALL KEYS ARE NOT RETURNED.

AWNING DAMAGE REPAIR COSTS WILL BE ASSESSED PLUS \$75 ADMINISTRATION FEE

SHORE-POWER ELECTRICAL CORD REPLACEMENT \$200 TO REPLACE DAMAGED ELECTRICAL SHORE POWER CORD, \$150 TO REPLACE EXTENSION CORD, \$50 TO REPLACE ANY ADAPTER.

SEWER HOSE REPLACEMENT \$150 TO REPLACE LOST OR MISPLACED SEWER HOSE AND/OR ADAPTERS.

CLEANING \$50/HR (1HR MINIMUM) FOR ANY EXTRA CLEANING REQUIRED AFTER RETURN. THE TRAILER SHOULD BE RETURNED IN THE SAME CONDITION AS IT WAS AT PICK-UP.

SMOKING IS STRICTLY PROHIBITED. SMOKING IN THIS UNIT WILL BE CAUSE FOR FORFEITURE OF ALL SECURITY DEPOSITS AND MAY WARRANT ADDITIONAL FEES.

Renter Signature and Date

Renter Printed Name

Owner Signature and Date