

## **Do's and Don'ts**

**DO:** Reach out to us if you have any questions throughout your stay!

**Matthew Carr**  
**757-933-4625**

**Melissa Carr**  
**757-938-8665**

**DO:** Return the camper in the same condition of cleanliness it was given to you. If returned in a different manner we will charge either a nominal (\$150) or excessive (\$350) cleaning fee.

**DO:** Feel free to use everything in the camper. It is there for you so please use it. The toilet paper is specific for RV use. Please do not replace it with an alternative and no other material should be put down the toilet (i.e. Diapers, Paper towels, Feminine Hygiene products). There should be plenty for your stay. One propane tank is provided free of charge. A backup tank will automatically switch over if required. There is a one-time fee for use of the backup tank per our listing.

**DO:** Turn off Water at the water spigot and water heater when leaving the campground for extended periods of time.

**DO:** Check black and grey water tank levels often and make sure you are leaving yourself enough capacity for the duration of your rental. We have a honey pot that can be rented that will help extend your tank level if you are not at a sewer connection site. Let us know if you are interested.

**DO:** Be present for pickup of the camper so that we may do a walk through at that time. If you are not present for pickup and have left early you are responsible for any damage that may have occurred until the RV is in our care. Time/Date of pickup is:\_\_\_\_\_.  
If delivery/pickup is delayed by more than 30 Minutes we may charge a fee per our listing.

**DO NOT:** Smoke in the trailer. If smoked inside of you will be charged your deposit plus any additional cleaning fees.

**DO NOT:** Pee in the shower. All human waste goes in the toilet. The sink and shower drains are meant for soapy water. It will stink up the trailer for the duration of your rental if you put the wrong waste in the wrong tank.

**DO NOT:** Adjust the power jack on the trailer tongue. It will bend and damage the stabilizers, steps and door.

**DO NOT:** Use the \$3,000 awning button unless you understand that if you leave the awning extended while sleeping or walking away from the camper you will be responsible for that expense and repair.

**DO NOT:** Use the glass cover over the stove if you aren't sure how to. They are made of glass and do break. You are responsible for its replacement cost if broken during your rental.

**DO NOT:** Slam the shower doors open or closed. They are also made of glass. You are responsible for its replacement cost if broken during your rental.

**DO NOT:** Scrub the toilet bowl. Its finish is smooth and shiny so that nothing sticks to it. This finish can be easily affected by abrasives. Let stains soak or just gently clean with toilet paper.

**DO NOT:** Put tape on walls or doors if you want to take the finish of the wall or door off when removed.

**DO NOT:** Superman fly and suplex your sibling/partner into the beds. They are rated to hold the appropriate amount of weight from 2 people sleeping in them but are just connected to the trailer with a hinge along the bottom. This can be bent when put under abnormal forces and has already occurred in this RV once.

**DO NOT:** Attempt to move the trailer or adjust wheel chocks in anyway. If evidence of the trailer being moved is found we may charge a fee per our listing.

**DO NOT:** Disconnect power from the trailer. If you are dry camping or do lose power and the trailers batteries are used it is your responsibility to leave yourself enough capacity for the duration of your rental and do not deplete the batteries beyond 50% or 12.05 volts. Use of the chart below, the control panel and 2 voltage meters in the RV cabin will help you avoid this. If batteries are found to be below 50% at any time during your rental a battery damage fee will be charged per our listing.

Voltage	State of Charge
12.6+	100%
12.5	90%
12.42	80%
12.32	70%
12.20	60%
12.06	50%
11.9	40%
11.75	30%
11.58	20%
11.31	10%
10.5	0%

**DO NOT:** Hide any damage. We understand that accidents happen. Please message any damage with a pic and description ASAP. We will work with you on doing the work ourselves and getting the parts in order so we can continue renting our unit to the next person without anything broken. If damage is not disclosed properly and only found during inspection by us we will be forced to charge the cost of replacement plus installation.

**DO:** Add an entry to the next available page of our travel journal telling us about your stay.

**DO:** *Enjoy our trailer and all of its amenities and relax and enjoy your trip!*

## Checklist time!

### Drop Off Equipment Checklist:

#### Passenger Side Compartment/Outside:

- ☐ Shelf, Grill, Grill Cover, Grease Trap and Propane Hose
- ☐ Grill Accessories (4 Spatulas, Paper Towel Holder)
- ☐ Campfire accessories (fire poker, fire starter sticks, skewers)
- ☐ Soccer ball
- ☐ Miniature cornhole
- ☐ Bocce ball
- ☐ 2 Inflatable pool tubes
- ☐ Propane Torch
- ☐ \_\_\_\_\_

#### Outdoor Supplies:

- ☐ Water Hose/Filter
- ☐ Power cord
- ☐ Sewer hose with fittings
- ☐ Leveling blocks/wheel chocks
- ☐ Outdoor Rug
- ☐ 2 Propane Tanks
- ☐ 2 Batteries
- ☐ \_\_\_\_\_

#### Main Camper Supplies:

- ☐ Fire Extinguisher
- ☐ 3-12v Fans/Lights
- ☐ 3 Heated Mattress plugs
- ☐ 8 Pillows
- ☐ 3 Mattress Covers
- ☐ Chromecast
- ☐ 2 Deck of Cards
- ☐ Flashlights
- ☐ First Aid Kit
- ☐ TV
- ☐ Tv Remote
- ☐ Radio Remote
- ☐ Cards against Humanity
- ☐ Swiffer floor mop and refills
- ☐ \_\_\_\_\_

Kitchen Supplies:

- ☐ Cutting board
- ☐ Knives
- ☐ Cutlery (Forks, knives, spoons, cooking utensils)
- ☐ Plates
- ☐ Cups
- ☐ Bowls
- ☐ Coffee Mugs
- ☐ Small and Large pots
- ☐ Small and Large frying pan
- ☐ Glass baking dish
- ☐ Mixing bowl
- ☐ Paper Towel
- ☐ Coffee/Tea Canisters
- ☐ Spice Box
- ☐ Wine/Bottle Opener
- ☐ Can opener
- ☐ Dish Soap
- ☐ Sponge
- ☐ Drying Towels
- ☐ All purpose cleaner
- ☐ \_\_\_\_\_

Bathroom Supplies:

- ☐ Toilet Paper
- ☐ Hand Towels
- ☐ Tank Treatment
- ☐ Wash cloths
- ☐ Shampoo/Conditioner/Body Wash
- ☐ \_\_\_\_\_

## **Pet Policy**

I, \_\_\_\_\_ understand hereby agree to the following RV Rental pet policy by Matthew Carr and Melissa Carr. Matthew and Melissa Carr will allow contracted renter the following described pet(s) and no others in the contracted RV upon and subject to the terms and conditions of the RV rental contract and this addendum to said contract.

### Types of pets allowed:

Spayed or neutered dogs and spayed female cats only

### Age Limits:

We do not allow puppies or animals less than one year of age or any animal over 12 years of age. Pets are never allowed to urinate or defecate in the RV. Owner is responsible for all animal waste clean-up

### Pet Health Records:

All owners must present a recent veterinary "Health Certificate" to be dated no more than 10 days prior to RV rental to certify your pet is free from contagious diseases, pests and other health problems. Please ask your veterinarian to include the follow information on each pet:

- Name, age, weight, gender and breed
- Vaccinations (including rabies) are up to date
- Pet is free from fleas and ticks
- Pet is safe to travel to your desired destination
- Pet is spayed or neutered
- Pet is free from infections or contagious diseases harmful to other pets

### NO Leaving pets in RV rental unattended:

Leaving a pet in an RV unattended is a health hazard to your pet, a damage hazard to the RV and possible noise issues for your camping neighbors should your pet become distressed. We strictly forbid any animals left unattended for any duration of time period in our RV.

### Maximum # of pets: 2

All pets must be approved prior to departure and we never allow more than 2 pets in our RV at a time

RV Owner assumes no responsibility for illness or injury that may occur to pets or humans during the RV rental period or as a result of the contracted Rv rental. The pet owner hereby assumes all responsibility and shall be solely responsible for the pet and its behavior while a guest in the contract rv and during the entire rv rental period.

We advise all animals to be leashed any time the pet has exited the Rv rental.

Further, fleas and ticks are a fact of nature and can be very prolific out in nature. We ask that all pets be treated with flea and tick repellant (3) days prior to departure to keep the pet from

attracting pests and to help us keep our RV free from infestation. This is good practice for you and your pet safety during your RV rental vacation.

Please note how many pets you are planning to have during your stay: \_\_\_\_\_

*\*\*\*If more than the above stated number of pets are found during your stay, please note your forfeiture of deposit and the ability to change the rental agreement as per the discretion of the Owner.*

Pet Fees:

Our flat rate pet fee is \$75 per pet. We do not hold an additional pet deposit.

Please Sign below acknowledging you've read and reviewed this policy with those participating in the rental and witnessed by the RV owner:

I hereby understand and agree to all terms and conditions of the RV rental contract and the pet policy:

\_\_\_\_\_  
Renter's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Owner's Signature

\_\_\_\_\_  
Date

## Drop Off Walkthrough Checklist

Exterior:

- ☐ Full walk around of camper for any damage, note below anything noticed:

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- ☐ Tongue jack \*DO NOT LOWER OR RAISE TONGUE JACK

- ☐ How to Dump

- ☐ Never leave valves open
- ☐ Always wait until Black tank is at least  $\frac{2}{3}$  full to dump
- ☐ Always dump Black tank before Grey tank
- ☐ Only Dump one tank at a time

- ☐ How Water system works

- ☐ If connected to water hose, always shut off when leaving the campsite for extended periods of time
  - ☐ Turn off Water Heater as well
- ☐ If not connected to water hose, ensure water pump is turned on in order to utilize fresh water tank
  - ☐ Electric water heater will not work while boondocking, use GAS Water heater in this situation

- ☐ Power

- ☐ If using shore power and you experience any issues, call or text the contact information below immediately:

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- ☐ This unit is a 30amp travel trailer, if you turn the A/C or heat on, please avoid running the microwave at the same time. Simply shut off the A/C unit while using the microwave to ensure you do not trip the breaker.
- ☐ If you are "boondocking" without shore power supply, be attentive to battery voltage. The battery should never go below 50% utilization and can only supply 12v power. Fans, lights, water pump and usb outlets work using the battery, nothing else will.

- ☐ Front Door

- ☐ Use the top lock when leaving the camper and locking up

- ❑ Lift the lever to open the door
- ❑ The screen door will automatically open with the main door
- ❑ **DEMONSTRATION OF HOW TO USE SCREEN DOOR AND MAIN DOOR**
- ❑ Deadbolt easily located by the red leaver
- ❑ Keys
  - ❑ You will be given one set of RV keys, If you lose them, misplace them and lock yourself out we may need to call a locksmith depending on your location and our availability. If this is the case, you are responsible for the fees associated

Interior:

- ❑ Control Panel
  - ❑ Go over diagram below with accepting tenant

**Gray Water** comes from sinks and the shower, this will fill fast if not careful, keep an eye on the level throughout stay

**Black water** comes from the toilet, check throughout stay

**Fresh water** is filled and used when boondocking - please inform us if this is your situation and we will assist in planning

**Battery** will remain full if connected to shore power. If boondocking this is a big component of your stay, please inform us if this is your situation and we will assist in planning

As we are "Delivery Only" Please **NEVER** touch the slide out/in button. This can cause severe damage if done incorrectly and shouldn't be moved while trailer is in use.



The electric **water heater** may remain on if connected to city water and you are within the campground. When leaving the campground for extended periods of time please turn switch off (indicated by light being off as shown in this photo) and turn water supply off as well

\*\*\*If you are boondocking you will utilize the Gas water heater as well as the water pump, if this is your situation, please let us know and we will assist in planning

When using the **awning**, please ensure you are cognoscente of weather and wind. Wind being the main cause of damage (minimum \$3,000 repair) always retract when not using, leaving the campground of noticing a change in weather!

All light functions operate while connected to shore power or off battery.

WIFI will remain on for your stay. If you are experiencing any issues, please use contact information to reach out to the owners.

\*Note you can always turn lights on/off by click the middle button on them individually

- ❑ Converting Sleep Space
  - ❑ Go over with current Tenant to allow adjustable seating/sleeping area



- ❑ Oven and Stove Top Usage
  - ❑ Review usage with current Tenant and direct to youtube video for refresher throughout stay
- ❑ Fridge
  - ❑ Fridge/Freezer is closed when you hear a “Click”
- ❑ Toilet
  - ❑ Use the foot flush to dispose of anything in the toilet
  - ❑ Push lightly on the pedal to reintroduce water back into the bowl to rinse the bowl filling the bowl back up some
  - ❑ Flush rinse water that is now dirty again. Repeat as necessary
  - ❑ To end use, push lightly on the pedal again to cover the black seal with water
  - ❑ **ALWAYS** have some water covering the black seal in the bowl
- ❑ Shower
  - ❑ Go over with Current tenant and direct to video for refresher throughout stay
- ❑ Dehumidifier
  - ❑ If you are in an area that is subjective to humidity (basically all of the east coast) the dehumidifier will help keep humidity down below 50%. Simply leave it on throughout your stay and it will “BEEP” when the water tank is full and needs emptying

❑ **Reach out to us if you have any questions throughout your stay!**

You understand that as the renter of this RV you are responsible for any and all fees on our listing that may apply during and at the end of your rental. These fees are in addition to what you have already paid and will either be a separate charge or removed from your security deposit.

You understand that as the renter of this RV all pre-existing damages before renting have been documented on this form and that any damages that occur during your possession that are not covered by your insurance policy or deposit are your responsibility to pay through the platform.

Interior damages for example, that may occur from neglect or ignorance are not considered an accident by your insurance policy and will not be covered by it at all. Only damages resulting from an accident (tree branch falling onto camper for example) are covered and only after a possible \$1500 deductible is reached **PER** occurrence.

Please Sign below that all of the above were discussed with both the owner and the tenant present **PRIOR to drop off**

Renter's Signature

Date

Owner's Signature

Date

Please Sign below upon **pick up** that nothing is missing or damaged. If it is, write it in the lines below.

Renter's Signature

Date \_\_\_\_\_

Owner's Signature

Date \_\_\_\_\_

[illegible]

### **Cleaning Checklist for Tenant**

- ☐ Shake off rugs outdoors
- ☐ Sweep floors
- ☐ Swiffer floors
- ☐ Clean kitchen dishes and sink
- ☐ Wipe off stove top and stove
- ☐ Clean bathroom sink, shower and toilet
- ☐ Pile all linen/towels on the bathroom floor leaving the mattress protectors in place.
- ☐ Remove all food from fridge and pantry
- ☐ Wipe out inside of fridge
- ☐ Take out trash
- ☐ Please clean any large spills or messes prior to departure
- ☐ If using the outdoor grill, please clean grill before departure (It is easiest to clean immediately after using when still warm)

### **Total Satisfaction Covenant**

100% Customer Satisfaction is our goal.

Our goal is to provide you with an RV rental experience that exceeds your expectations. We want to be sure you are 100% satisfied with our 233s Rockwood Roo and that our level of customer service is top-notch.

Our goal is that you are so satisfied that you can't wait to come back and also that you feel confident in recommending our RV to your friends in the future. In order to achieve that goal, we need your input.

Therefore, we ask you to partner with us and agree to the following request:

If for ANY REASON, AT ANY TIME during your stay, you and anyone in your party are not completely satisfied with our RV Rental, that you contact us DURING YOUR STAY, the minute you become aware of any problem or something that is not satisfactory to you.

If you find something on your last day that didn't work out for you, please let us know during the RV Return walk through. We appreciate your help and look forward to your return.

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RV Owner's name

RV Renter's Name

Date

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Owner's Signature

RV Renter's Signature

Date