



# Supplemental Rental Agreement for “Ratchet”

2018 Coachmen Orion 21TB Class C Motorhome

703.209.6060

## Camper checklist

### General items (included with rental):

- 1 Philips TV remote
- 1 Furrion TV Remote
- 1 Furrion DVD Remote
- 1 Sony DVD player remote
- RV registration
- 1 Privacy Curtain
- Microwave glass plate and wire stand
- 1 bathroom trash can
- 2 sets of leveling blocks “legos”
- 1 Level Mate Pro leveling system
- 2 10’ Septic hoses
- 1 right angle septic attachment (2-piece)
- 1 fresh water hose
- 1 35’ 30 amp extension cord
- 1 30 amp to 50 amp adapter
- 1 30 amp to 20 amp adapter
- 2 sets of keys

Extra supply cabinet in bathroom: Please replenish what you utilize on the honor system. Please note that special RV toilet paper is required (it can be found at Walmart in the RV/camping section or at any camping store).

Feeling Social? Please Sign our virtual guestbook by tagging your social media photos & posts [#EZRVratchet](https://www.facebook.com/groups/ezrvratchet) or sharing in our Facebook group for Ratchet RV’ers. <https://www.facebook.com/groups/ezrvratchet>



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## General Terms & Conditions

1. The hot water heater runs on propane. For hot water, open the propane tank valve and turn on the switch in the entry control panel.
2. You are responsible for reviewing this Agreement to ensure that all rental costs and rental dates are correct. If you wish to extend the rental period, you must call the owner for approval. If you do not return at the scheduled drop-off time on the scheduled Rental Period End Date and you have not called for approval to extend the rental period, you will be charged additional rental day(s), plus any inconvenience fees incurred by the next renter. Please remember that the RV is usually booked by other families picking up as quickly as the next day.
3. There are some toiletry and cleaning supplies available in the bathroom storage cabinet. Please replenish what you use from this cabinet.
4. Use a spotter and a cell phone or other radio device when backing the RV or maneuvering in tight areas.
5. Black, Gray and Fresh Water tanks should be emptied upon return. I offer this dump service as an add-on. Dump stations can be found at Flying J truck stops and most campgrounds. The nearest campground to us is Harpers Ferry KOA. 343 Campground Rd, Harpers Ferry, WV 25425 (304) 535-6895
6. Never leave black and gray tank valves open at any time; they should only be open when emptying tanks. Both tanks should only be emptied when full or nearly full. If you have to dump before this point, fill the tank with water first. Dump your black tank first, then dump the gray tank. The gray tank water will help flush out anything stuck to the insides of the sewer hose.
7. Tank level indicators can be found in the entry control panel. Do not open both gray and black valves at the same time.
8. By booking this RV, you agree to our Terms of Service which can be found at <https://ezrv.rent/policies>
9. Have a great time!



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## Fee Schedule

Required Prep Fee	\$150
Optional Fees:	
Pet Fee	\$20/night
Sewer Dump Fee	\$35
Linen Rental	\$85
Kitchen Wares Rental	\$50
Small Kitchen Appliance Rental	\$25
Unlimited Internet	\$10/day
Propane Refill Fee	\$75
Rush Fee	\$99
Interior Cleaning Fee	\$249
Exterior Cleaning Fee	\$89
Chauffeur	\$650/night
Late Returns	\$75/hr

\*Please review Terms & Conditions for additional fees



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Small Kitchen Appliance Rental (available separately for rental):

- Toaster
- Hot dog maker
- Keurig
- Electric can opener
- Electric Griddle
- Blender



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Kitchen Wares Rental (available separately for rental):

- 5 measuring cups
- Pampered chef steamer for microwave
- Large frying pan
- Small pot with vent lid
- Large (4 quart) pot with lid
- Wire whisk
- Standard can opener
- Plastic stirring spoon
- Plastic slotted spoon
- Spaghetti spoon
- Spoon Rest
- Mixing Bowl
- Spatula
- Plastic ladle
- Multitool can opener/wine cork opener
- Peeler
- Scissors
- Chip clip
- Tongs
- 3 sharp knives and knife sharper
- 4 forks
- 4 spoons
- 4 knives
- 2 serving spoons
- 4 plates
- 4 bowls
- 4 cups
- 4 coffee mugs
- 1 pot holder
- 1-gallon juice pitcher



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Linen Rental (available separately for rental):

- 2 Dish rags
- 1 Kitchen hand towel
- 4 white hand towels
- 4 white wash cloths
- 4 standard pillows
- 4 bath towels
- 4 protective pillow covers
- 2 Queen/full off-white blankets
- 2 Twin off white blanket
- 0 full white sheet set (fitted, flat, 1 pillow case)
- 2 Queen white sheet set (fitted, flat, 2 pillow cases)
- 2 Twin white sheet sets fitted, flat, 1 pillow case each)



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Unlimited Internet (available separately for rental):

- SSID: GreatTimes5G -or- GreatTimes2.4G
- Password: \*\*\*\*\*

If you wish to setup your own hot-spot as a backup/supplement for the RV’s wifi, configure your hot spot with the following SSID information:

- SSID: RV
- Security Mode: WPA2 Personal
- WPA Password: great\_times



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## Assumption of the Risk and Waiver of Liability Relating to Coronavirus/COVID-19

The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization. COVID-19 is extremely contagious and is believed to spread mainly from person-to-person contact. As a result, federal, state, and local governments and federal and state health agencies recommend social distancing and have, in many locations, prohibited the congregation of groups of people. Easy RV Rentals has put in place preventative measures to reduce the spread of COVID-19; however, Easy RV Rentals cannot guarantee that you or your child(ren), or guest with you, will not become infected with COVID-19. Further, renting Easy RV Rentals could increase your risk and your child(ren)'s and guest with you, risk of contracting COVID-19.

By signing this agreement, I acknowledge the contagious nature of COVID-19 and voluntarily assume the risk that my child(ren), guests and I may be exposed to or infected by COVID-19 by renting Easy RV Rentals and that such exposure or infection may result in personal injury, illness, permanent disability, and death. I understand that the risk of becoming exposed to or infected by COVID-19 while renting Easy RV Rentals may result from the actions, omissions, or negligence of myself and others.

I voluntarily agree to assume all of the foregoing risks and accept sole responsibility for any injury to my child(ren), my guest, or myself (including, but not limited to, personal injury, disability, and death), illness, damage, loss, claim, liability, or expense, of any kind, that I, my guest or my child(ren) may experience or incur in connection with renting Easy RV Rentals. On my behalf, my guest behalf, and on behalf of my children, I hereby release, covenant not to sue, discharge, and hold harmless Easy RV Rentals, its owners, and representatives, of and from the Claims, including all liabilities, claims, actions, damages, costs or expenses of any kind arising out of or relating thereto. I understand and agree that this release includes any Claims based on the actions, omissions, or negligence of Easy RV Rentals and its owners, its employees, agents, and representatives, whether a COVID-19 infection occurs before, during, or after participation in renting Easy RV Rentals.

Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_





## Renter and Driver's requirements

All drivers must be minimum 25 years of age at time of rental and possess valid drivers' license.

Renter must be present at time of pick-up and drop-off.

Only Authorized Driver(s) are permitted to drive & operate the motor home. Authorized drivers are defined as only those drivers expressly listed and designated as authorized drivers within this contract. Renter relieves the owner, owner's agent and its insurance carrier(s) of any liability incurred while the motor home is driven or operated by anyone other than an authorized driver.

Renter certifies that all the information provided in the Reservation Application and in this contact is true and accurate. Any inaccurate or fraudulent information voids this rental contract.

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, you agree to abide by such limitations.

Renter is responsible for possessing the proper class of drivers license to operate the RV legally.

## Vehicles

EZRV reserves the right to fill reservations within the RV category reserved and may substitute upgraded coaches if the reserved motor home is unavailable at the time of departure.

## Renter responsibility for damage or loss

All damage to the vehicle,

Loss of use of the vehicle while it is being repaired. The renter will be charged our normal daily peak rate for any period of lost use due to any action or negligence by the renter that renders the motorhome unavailable for use.

Diminution of the vehicle's value caused by damage to it or repair of it, (Not covered by insurance). The diminution in value charge is 2% of the value of the motor home.

All damage or loss caused by blowouts, punctures, or other road damage, unless the damage is caused by a "loss" that is collision or comprehensive,

Missing equipment

**THEFT & VANDALISM:** You are responsible for loss due to theft or vandalism, or attempted theft or vandalism, of the vehicle and all damage due to vandalism that occurs in connection with a theft.

If an accident occurs, you are responsible for obtaining a police report and contacting the other party's insurance company if applicable



You must report all accidents and/or damage involving the vehicle to us immediately. You agree to pay these charges and assume all responsibility to submit accident reports and claims to the proper authorities.

Any repairs conducted during the rental period must be pre-approved by the owner and return of replaced parts may be requested by the owner. All receipts for repairs or maintenance must be given to the owner prior to conclusion of the rental.

Awnings: We discourage the usage of the exterior awning. This is for your protection as an awning can cost upwards of \$3,000 to replace. They are damaged very easily due to weather or accidental misuse and not covered by insurance. Damage to awnings, including damage while driving is the responsibility of the renter and would most likely exceed the security/damage deposit amount.

Administrative fees connected with any damage claim, regardless of whether you are at fault. These fees are:

Amount of Damage	Administrative Fee
Under \$100	None
\$100 to \$500	\$50
\$501 to \$1,500	\$100
Over \$1,500	\$150

## Your property

You release us, our agents, and employees from all claims for loss of, or damage to, your personal property or that of any other person, that we received, handed or stored, or that was left or carried in or on the vehicle or in our offices, whether or not the loss or damage was caused by our negligence or was otherwise our responsibility. Includes vehicles parked on our premises.

## Payments

Payment for the rental must be paid prior to departure. Without payment in full the RV will not be released to the customer. If payment is not received when due, EZRV reserves the right to cancel the rentals without notice. Payment can be made in U.S Currency, personal check, bank check or credit card. Local Taxes are due and payable in addition to the rentals price.

You agree to pay us, on demand, for all charges due us under this contract, including, but not limited to : (a) a mileage charge based on our experience if the odometer or its seal is tampered with, or disconnected; (b) all expenses we incur in locating and recovering the vehicle if you fail to return it or if we elect to repossess it under the terms of this contract; (c) all costs, including pre- and post-judgment attorney's fees, we incur collecting payment from you or otherwise enforcing our rights under this contract; (d) a 2% per month late fee, or the maximum allowed by law (if lower than 2%) on all amounts due us but not paid upon return of the vehicle; (e) \$100, plus \$5 per mile for every mile between the renting location and the place where the motor home is returned or abandoned, plus any additional



recovery expenses we incur; (f) \$25 if you pay us with a check returned unpaid for any reason. We may use your Security Deposit to pay any of these amounts owed us.

A \$10 surcharge will be added to each bill for tolls or traffic violations received by the owner and incurred during the rental period. Proceeds will be due immediately upon receipt of the bill.

## Security and damage deposit

Security deposit: A \$500 to \$3000 security deposit is required before departure and is payable in cash, check or credit card. This deposit covers any damage to the rented motorhome during the rental period, regardless of fault. It also covers any additional charges (fuel, additional mileage, additional days, etc.) incurred related to the rental that were not charged elsewhere in the rental contract or rental application, including traffic tickets or other fines incurred. This deposit also covers all costs and our lost time (\$75/hr), including pre-and post-judgment attorney's, legal & collection fees we incur collecting payment from you or otherwise enforcing our rights under this contract. The deposit may be held until the completion of any legal or collection action. The deposit, or unused portion, is refundable within 14 days.

## Cancellation policy

If a Reservation is canceled more than 7 days prior to the departure date, renter is responsible for 25% of the booking total.

If a Reservation is canceled less than 7 days prior to the departure date, renter is responsible for 50% of the booking total.

No refunds will be given for cancellation or interruption that occurs due to inclement weather.

You may reschedule your rental once after submission of application with no fee.

Cancellation charges will be taken from any renters' funds available: prepayments or security deposit.

## Roof access

For safety reasons, renters are not permitted to climb, walk, sit, stand or lounge on the roof at any time. If roof access is required, please contact the owner for guidance. Any evidence of use or access of either of the roof or ladder will result in full forfeiture of the Security and Damage Deposit in addition to any damage incurred.

## Pick-up and return

You agree to return the motorhome to our rental office, or other location we specify, in the same condition that you received it, except for ordinary wear.

No Early Return Refunds: 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.

There is a \$75 per hour late fee.



The rental unit shall be returned no later than the checkout date and time indicated on the Booking Confirmation, or such other time as mutually agreed to by the Owner. If Renter cannot return the rental on the scheduled date of return, Renter must extend the rental with Owner's permission. If for any reason a rental is to be dropped off a day or more late, without prior authorization, either with or without any sort of form of contact, a renter will be charged for a full day or more of rental plus a late drop-off fee will be charged equal to daily rate. In addition, if a loss of revenue occurs on our side you agree to pay for all losses. Losses include but are not limited to overlapping of rental dates, cancellations of rentals, time spent on contacting the renter and all others.

Any drop-off later than 1 hour before sunset will result in an additional night charge. Enough time during daylight must be available to perform drop off inspections. Please plan your travel accordingly to meet pick-up and drop-off times.

If the RV is late beyond the scheduled date of return, you remain responsible for its safety and any damage to it until we inspect it upon return. You understand that the RV is still considered in your custody until returned during business hours and will assume full responsibility for any and all damage, vandalism and/or theft of the RV dropped off or kept after hours.

All late returns, early returns and early pickups are subject to owner availability. Pickup and return appointments have one half hour grace. After the grace period, a late/early fee of \$75/hour applies.

Renter agrees to return the RV with all original contents in place to include all convenience items, inventory items, and any optional items requested in this rental agreement. Renter is responsible for any inventory items that are damaged or missing at the time of drop off.

## Generator (if equipped) & Electric

Two (2) hours per day averaged, free generator use. Thereafter, there is a \$5.00 per hour charge.

Generators are not intended nor designed to be constantly run as a primary source of power while camping. They are for running the electrical elements of the trailer and for recharging the battery when it drops below 50%. If you desire air conditioning you need to use a campsite with RV electrical available to plug into. Customers are not allowed to run the generator overnight while sleeping due to the risk of carbon monoxide getting into the unit which could be deadly. You would also have camping neighbors knocking on your door.

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. I understand and will investigate on my end to make sure I have the proper campsite or generator that can properly handle powering the RV and agree not to use a 15-amp adapter when trying to run AC.

## Pets

NO pets are allowed unless the pet fee is prepaid. If pet fees are not prepaid, an additional cleaning fee of \$200 will be imposed if any evidence of pets is present in the RV and renter takes full responsibility for any damages.



Certain animals not allowed, ask prior to booking

## Smoking and Drugs

There is a \$500 fumigation fee for rentals having any evidence of smoking. This charge is at the sole discretion of EZRV. Our main concern is for the health of subsequent renters.

We enforce a strict NO SMOKING (including cigars, pipes, marijuana, etc) policy. Damages and loss of use due to smoking and drug use are the responsibility of the renter.

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.

## Insurance

You are responsible for purchasing insurance at the time of booking 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 (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 RV that is not covered by the insurance policies or that is in excess of the insurance limits.

## Restricted use

All desert areas during hot periods, including Death Valley. During these periods, many areas are not habitable and could pose a danger to humans.

Burning Man and Electric Forrest Festival are strictly prohibited. All of the security deposit will be forfeited. Fees will be charged in addition to the security deposit for all cleaning and repairs. Any other festival or gathering must be approved the Owner prior to booking.

Gatherings or events which could pose a danger to humans.

Non-Public roads, unpaved, dirt roads, "off-road" areas, logging roads, forest service roads, beaches, etc. The only exception to this is a non-paved roadway within a licensed Campground/RV Park. .

Renter is liable for all damages to vehicle, tires, batteries, towing charges and other expenses as a result of a breakdown associated with operating in these areas. Security & Damage Deposit will be forfeited if violated.



Renter is prohibited in use of the motorhome associated with any illegal or unsafe purpose, including consuming alcohol while driving.

Odors / Cooking: We do not allow any indoor cooking or storage of food items that creates a strong odor in the RV such as raw fish or cooking with heavy spices such as curry or strong gumbo.

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.

GPS: EZRV reserves the right to track all units using a GPS tracking device. We may at any time shutdown the vehicle if it is being operated in an unsafe manner. Any damage caused to the GPS tracking device will be the responsibility of the renter.

## Safe & Proper Usage

Make sure all loose items are secured and overhead vents, windows, doors, cabinets, undercarriage compartments, refrigerator, freezer, bathroom doors, shower door, master bedroom doors and closet doors are closed and locked prior to moving the RV.

Do not pour grease down the drains.

Only use RV or boat type toilet paper; never place anything down toilets except toilet paper and human waste (no feminine hygiene products, baby wipes, etc.).

You must allow enough time for departure and return of the RV, so plan accordingly. User and driver training usually take 3 hours at pickup. Check-out inspection usually takes 1 hour. For stationary rentals, setup and teardown take a minimum of 1 hour. The renter must be present for the entire duration of these procedures on the first and last day of the rental.

When renters are away from RV, all doors including undercarriage should remain locked to prevent theft.

Overhead vents should be closed to prevent water damage in the event of rain.

Use a spotter and a cell phone or other radio device when backing the RV or maneuvering in tight areas.

If you have questions, please call Chris at 703-209-6060. It is your responsibility to call, message or text the owner immediately to report any damage to the RV, malfunctions or user error when operating the RV.

## Sanitation dump

Black, Gray and Fresh Water tanks should be emptied upon return. I offer this dump service as an add-on.

Should the RV be returned with holding tanks clogged, a fee of \$250 will be charged. In addition, the renter will be responsible for any tickets or fines levied in conjunction with waste disposal.



Never leave black and gray tank valves open at any time; they should only be open when emptying tanks. Both tanks should only be emptied when full or nearly full. If you have to dump before this point, fill the tank with water first. Dump your black tank first, then dump the gray tank. The gray tank water will help flush out anything stuck to the insides of the sewer hose.

## Cleaning charges

It is YOUR RESPONSIBILITY to return the RV cleaned inside and out. The basement storage compartments are considered part of the interior cleaning. RV should be returned in the same condition as it was when rented out (typically “4-star hotel clean” on the interior and “hand car wash clean” on the exterior). If you are dissatisfied with the cleanliness of the unit at departure, it must be noted on the departure form. Exterior cleaning can be performed at a truck wash or by hand using standard car wash soap or mild dish detergent. Cleaners appropriate for each interior surface should be used; for example, bleach is not an appropriate cleaner for wood cabinetry. If you do not have time or the desire to clean, we offer it as a prepaid or post-paid service. If you pay for cleaning, the RV does not have to be returned clean, however it cannot be filled with trash or dirty beyond what is reasonable for a vacation.

## Mileage

All rentals have a daily mileage allowance. Mileage in excess of this allowance are charged an excess per mile rate. Estimated excess mileage shall be prepaid and will be reconciled following your trip. Mileage allowance and rates vary by vehicle.

## Fuel

No warranties are made regarding fuel tank capacity or fuel mileage.

All gasoline, diesel, DEF or propane refueling during the trip is at customer’s expense.

The cost of propane, gasoline and oil are not included and EZRV does not assume responsibility for estimates of consumption. All vehicles are  $\frac{3}{4}$  or fuller of gasoline and  $\frac{2}{3}$  or fuller on propane when you pick the RV up. The customer is expected to return the RV with the tank at the same level or more. If the RV is returned without being refilled, you will be charged \$7.00 a gallon for gas, \$8.00 per gall for DEF and \$6 a gallon for propane for EZRV to fill it up.

## Maintenance and breakdown responsibility

The renter is responsible for checking the tire pressure, engine oil, fluids, and coolant levels at each refueling, as well as reporting any mechanical failures immediately.

EZRV is not liable for renter’s expenses due to unforeseen breakdowns beyond EZRV’s control.

Maintenance expense reimbursement is available with prior authorization

Customer is responsible for all damage or repair due to negligence or failure to provide maintenance while responsible for the motorhome.



In the event the motorhome is in breakdown repair for 12 hours or more, through no fault of the customer, our responsibility to the customer is limited to refund of daily rate or portion thereof. Radio, automatic step, air conditioning, refrigerator, microwave and appliances, cruise control, and generator malfunctions are not considered breakdowns and no refunds are available for repair to these items.

Customer agrees to obtain prior authorization from EZRV for all repairs/replacements to the motorhome, or the renter will be fully liable for all these expenses, and all damages that may result from improper repair or replacements.

Any windshield or window damage will result in the replacement of the windshield/window. This is for safety considerations. Most insurance does not cover this cost unless associated with a collision or comprehensive incident.

Renter acknowledges all tires are in proper order upon signing check out form. Flat or leaking tire replacement/repair is the sole cost of the renter.

There will be a service fee of \$250 if called to RV for service and it was the fault of the renter plus any costs to complete the service.

A/C, generator, awning, radio, microwave, stove, television, etc. are convenience items. NO compensation will be made to you if any malfunction should occur with any of these items. You are advised to consult the informational material in the RV or contact the owner for assistance.

## Towing

Towing of trailers is not allowed. Some exceptions may be considered on a "per rental" basis. If approved, the towing charge is \$49.00 per week, plus \$.10 per mile for every mile traveled (as recorded on motorhome odometer). The renter must bring the trailer to be towed to EZRV for on-site hookup and inspection. The renter must provide his or her own insurance.

## Loss of use

Loss of use due to any of the causes listed below is fully the responsibility of the renter and will be charged to the renter. 1) Return of the motorhome by the renter past or before the contracted return date and/or time, 2) Repairs from damage to the motor home that are the responsibility of the renter that cause the owner to not have use of the motorhome, 3) Any other action by the renter that renders the motorhome unavailable for use. The rate charged will be our normal daily peak rental rate (complete day) for the period of lost use.

## Legal Terms

You agree to indemnify us, defend us, and hold us harmless from all claims, liability, costs and attorneys' fees incurred by us resulting from, and arising out of, this rental and your use of the vehicle. We make no warranties, express, implied, or apparent, regarding the vehicle, and no warranty that the vehicle is fit for a particular purpose.





You release EZRV from all claims for injury, including, without limitation, personal, bodily, or mental injury, economic loss or damage to you, guests, unborn children, or relatives during your rental period.

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.

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

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.

Modifications. No term of this Agreement can be waived or modified except by a writing signed by both parties.

Entire Agreement. This Agreement constitutes the entire agreement between the parties regarding the rental of the RV 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.

I have read and agreed to the terms and conditions of this rental agreement and thereby give my consent to the agreement.

\_\_\_\_\_  
Renter's Name

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

\_\_\_\_\_  
Additional Driver's Name

\_\_\_\_\_  
Additional Driver's Signature:

\_\_\_\_\_  
Additional Driver's Name

\_\_\_\_\_  
Additional Driver's Signature:

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

\_\_\_\_\_  
Contract #