

Mustang Travel Trailers

Rules & Rental Agreement

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. **Fee for Late Returns:** If you are late returning the unit there is a \$30 per hour late fee. You will also be responsible for the cost of any canceled rentals due to your late return. All drivers must be at least 25 years old; **NO EXCEPTIONS.**
3. **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.
4. **NO SMOKING:** Smoking (including cigarettes, vapes, cigars, pipes, drugs, etc) in the unit forfeits your entire security deposit.
5. **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.
6. **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.
7. **Toll Roads, Red Light Cameras, parking tickets, etc:** Parking Tickets, Mailed Violations, and Toll invoices are a major burden and we charge a \$75 fee for each invoice we get. Responsibility for traffic or parking violations will be transferred to you and you will be charged a \$75 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 \$75 administration fee will apply! Note: Most toll agencies are good to work with and will help you out if a mistake and call them right away.

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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. They can be damaged very easily due to weather or accidental misuse. Awnings ARE NOT COVERED by insurance. Damage to awnings, including damage while driving (tree, tollroad, etc) are 100% your responsibility and will exceed your security/damage deposit amount.
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 as you received it & ready for another rental. 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. If the tanks are not emptied upon return, a \$100 dump fee will be applied.
13. 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 or if damage was caused by acts of nature (wind, rain, earthquake, fire, flood, etc). If an accident occurs, you are responsible for obtaining a police report, contacting the other party's insurance company and contacting us immediately at 830-741-1969.
 - a. 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

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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.

14. Appliances. The A/C, generator, awning, radio, microwave, television, LED lights, etc. are convenience items. If any malfunctions should occur with any of these items, no compensation will be made to you.
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).
16. 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.
17. 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.
18. 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.
19. 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.
20. 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.
21. Modifications. No term of this Agreement can be waived or modified except by a writing that we have signed.
22. 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.

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

Renter Signature and Date

Renter Printed Name

Renter Address and 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 \$50 CHARGE 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 \$150 TO REPLACE DAMAGED ELECTRICAL SHORE POWER CORD \$50 TO REPLACE 15 AMP 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