

## **Supplemental Rental Agreement**

Please make sure you fully read and understand everything in this agreement. Please ask for clarification if you are unsure of anything contained.

### **Cancellation Policy**

- **Cancellations made 30 days or more in advance** will be fully refunded, minus the reservation deposit.
- **Cancellations made within 30 days of trip** will be charged an additional \$100 cancellation fee, charged to the card reservation was made with.
- **Cancellations made within 7 days of trip** will be charged the entire trip price, not including security deposit, charged to the card reservation was made with.
- **Cancellations made due to weather**, electrical outages, water supply outages, acts of God, or other reasons out of our control will not be refunded.

### **Insurance**

Insurance coverage is required on every rental, **UNLESS RV IS DELIVERED**. There are a few options for coverage as listed below:

**Option 1: Using your own insurance** - If you elect to use your own insurance for your rental, you are required to provide proof from your personal insurance carrier that liability from the tow vehicle will extend back to the rented trailer while being towed. There is a form that will need to be filled out by your insurance representative, which we can provide you with in advance. Please make sure this form is completed and returned to us from your insurance rep before your trip starts. To get this form, please email us at [midmichiganrvrental@gmail.com](mailto:midmichiganrvrental@gmail.com).

**Option 2: Purchasing insurance through our commercial insurance company** - If your personal insurance does not extend coverage to the rented unit, or you cannot provide proof of such, you must purchase insurance from our insurance company. You may do so by visiting [www.mbatrailer.com](http://www.mbatrailer.com) (providing policy #404134). Rental insurance costs approximately \$11 per day. Additional optional coverages are also available for an additional cost.

### **Early Returns/Late Pickups**

We apologize, but there are no refunds for early returns or late check ins, inclement weather, or shortened trips of any type.

### **Check in/Out Times & Deliveries**

- **We schedule deliveries and pickups on an individual basis, which is subject to change/availability.**
  - **If You Pull/Drive RV Yourself:** Please select what time you would like to pick up and drop off the camper for your chosen trip dates when reserving or booking online. We will have the camper ready to go before you arrive. If you are going to be late, please reach out to us at 989-305-2575 as soon as possible. If we do not hear from you and you arrive late, you are subject to a \$50 late pickup fee and/or cancellation. The person who booked the RV must be the person who is picking up the camper. Please bring a valid driver's license and the credit/debit card used at booking. Upon picking up the camper, our staff will help you hitch to the camper, and give you a short orientation on it's features. The entire check in process takes approximately 1 hour, please plan accordingly. When dropping off the camper, please arrive at or before your selected return time. If you are running late, please call us immediately. If no arrangements are made, you may be charged \$10 per hour you are late. If the unit is returned past 8pm, an additional day of rental will be charged.

Do NOT drop off the camper when nobody is on site (you will be responsible for the RV). You will also be responsible for the cost of any canceled rentals due to your late return.

- **Deliveries:** We usually are available to meet at check in time, but it is not always guaranteed. We require the person booking the reservation to be on site at the time of delivery with a valid driver's license/state ID and the credit/debit card used at booking. Upon delivering the camper, our staff will give you a short orientation on the camper and its features. The entire check in process takes about 1 hour, please plan accordingly. We cannot guarantee all deliveries will be available at check in time-some will be later due to cleaning routines from the last reservation. Please be advised, we do not deliver later than 4pm unless prior arrangements are made. If you do not make arrangements for a late delivery in advance and are not available at the original scheduled delivery time, you may be subject to cancellation or you may have to wait until the next available delivery date. No refunds or credits will be provided in these cases.
- **Retrievals:** We are usually flexible on retrieval times, but we must be there to break down camp and complete post-trip paperwork no less than 1 hour before check out time, or 1pm, whichever is earlier. There may be situations where we need to retrieve the camper earlier (within reason) in order to clean the camper before the next reservation. If this is the case, we will inform you of this before your trip starts.
  - **Please DO NOT leave the camper before we arrive to retrieve it.** You are still responsible for any and all damages/thefts that occur until we take possession of the camper, and may be charged a \$150 RV abandonment fee, unless other arrangements are made with us in advance. Communication is key-we are more than happy to work with you if you need to make special arrangements!

## **Drivers**

Driver(s) must be 25 years or older. Only authorized drivers are permitted to pull/drive RV. The person reserving the unit must be an occupant of the unit during the entire camping period. No more than the maximum persons allowed on the Face Page - Rental Agreement form are to inhabit the camper at any time.

## **FESTIVALS AND GATHERINGS:**

Attendance with a rental unit at any festival or large gathering of more than 250 people requires written authorization from us prior to your reservation, and may require a larger security deposit. Failure to abide by this rule will result in forfeiture of your security deposit.

## **\_\_\_\_\_Pet Policy**

We apologize, but NO PETS OF ANY KIND (except service animals) are permitted in our campers in order to keep our campers as clean and fresh as possible for all renters. Failure to follow this rule will result in 100% loss of security deposit PLUS any costs for damages and/or repair/replacement. You must notify us prior to your rental if you are bringing a service animal to avoid being charged incidentally. **ABSOLUTELY NO EXCEPTIONS TO THIS POLICY!!!**

## **\_\_\_\_\_Smoking Policy**

NO SMOKING OF ANY SUBSTANCE is allowed in the camper (including but not limited to cigarettes, cigars, pipes, marijuana, e-cigs, vapes, or any other substances). Failure to follow this rule will result in 100% loss of security deposit PLUS any costs for damages and/or repair/replacement. Any evidence of the storage, transportation, or use of illegal substances will forfeit your entire security deposit. RVs returned with any evidence of drug use or transportation will result in legal action. **ABSOLUTELY NO EXCEPTIONS TO THIS POLICY!!!**

## **Reservations, Charges, Documents & Security Deposits**

- **Reservations:** In order to reserve your trip dates, we require a one-night (or 25% if booked online) deposit up front, at the time of booking. This deposit is applied towards your reservation cost, and is non-refundable.
- **Charges:** Unless other payment arrangements are made, we will charge your card on file for the full trip cost, including the \$500 Security Deposit, 7 Days before your trip starts.
- **Security Deposits:** Your security deposit will be refunded within 5 business days as long as no damage is observed. If damage is observed, we will hold your security deposit for as long as needed in order to get a repair estimate and/or repair performed. You will receive a refund for the remaining (if any) security deposit within 21 days of repair/estimate, along with a detailed report of damages reported. If the repair/estimate cost is higher than your security deposit, we will charge your card on file for the remaining balance, or mail you a bill for the additional costs. This bill is due within 14 days. You are responsible for all damages, including, but not limited to, labor and damages exceeding your security deposit.
- **Required Documents:** In order to rent an RV from us, we require the following:
  - **Completed Rental Agreement:** Provided at start of trip.
  - **This signed Supplemental Rental Agreement (SRA)**
  - **Applicable Insurance Documents & Payment(s) when necessary:** We will let you know what documents are required based on your specific rental.
  - **Customer Information Record:** This document asks for your information, such as your name, driver's license number, address, DOB, employment information, and other basic information. This information is required if you are pulling the camper with your vehicle per insurance requirements.
  - **Valid Driver's License or State ID.**
  - **Valid credit/debit card in the renter's name:** We just need to see the physical card used to pay the security deposit at the time of check in (just like at a hotel).

**Please note:** failure to completely and accurately fill out required documents and provide necessary information will cancel your reservation/booking. Falsifying any documents will cancel your reservation/booking, and you will not be permitted to rent from us in the future. No refunds will be offered for any of these circumstances.

We reserve the right to cancel your reservation/booking at any point if we believe you are too intoxicated or if we believe you are incapable of safely renting our RV, our RV is at risk of damage, or if we believe there is a risk of personal injury or death to you, your group, or our employees.

## **State Parks**

- In order to access a Michigan State Park Campground, the State of Michigan requires that your vehicle has a Recreation Passport. You are responsible for acquiring this in order to bring your vehicle into a State Park. Recreation Passports are available to purchase when you renew your license plate, or you can purchase one at the state park for an additional fee. We are not responsible and no refunds will be issued for cancellations or delays caused by you not obtaining a Recreation Passport.
- You are required to obey all State laws and State Park rules while renting our campers. Failure to obey State Park rules or State Laws will forfeit your reservation/booking, including security deposit, and you will be charged the balance of any fines, charges, or fees assessed against Mid Michigan RV Rental LLC. You will no longer be permitted to rent from us in the future, as well.

## **Cleaning Policy**

- **All campers** must be returned in a REASONABLY clean condition, including, but not limited to, all trash taken out, dishes clean and put away, counters wiped down, bathroom tidy, and appliances cleaned. Please

place any used towels in the shower stall. If the camper is returned in a reasonably clean condition, no cleaning fee will apply. Our definition of 'Reasonably Clean' is as follows: A used, but reasonable and considerate condition that would be expected based on the length of your rental and location of your trip. - In other words, we don't expect you to scrub the walls and bleach the shower; we just ask that you don't leave the unit with dirty dishes, unreasonably dirty floors, or mud stains on the walls, furniture, or linens.

- **Dirty campers** may be charged up to \$250 in deep cleaning fees.
- **Extremely difficult-to-clean campers** (due to smoke, animals, bugs, and/or any other unreasonable conditions) may be charged your full security deposit or more, as we consider this to be damage to the camper. Refer to Security Deposit policies for these situations.

## **Awnings**

While we highly recommend not using the awning, we ultimately leave it up to the renter. The awning must be properly stowed anytime there is unfavorable weather, any wind, you are away from the RV, when you are inside for any length of time, or when a bonfire is lit within 25ft of the RV. **Damage resulting from awning use is 100% renters responsibility.** Keep in mind, awnings can cost more than \$2,500 to replace and are not covered by insurance. The RV will have an awning seal installed to show evidence of use during your rental. By signing this document, you agree the seal is intact and any evidence of awning use will be evident by a broken seal upon returning the RV.

## **Transporting, moving, and re-positioning of Camper**

**\*\*EXCEPTION TO UNITS THAT WE AUTHORIZE FOR CUSTOMER TRANSPORT\*\***

Units that are delivered to your campsite/camping location may NOT be moved, hooked up to, re-positioned, or relocated by the renter by any means. The unit's current and past location, speed, or other parameters may be monitored via GPS technology. Any evidence of tampering with, disabling or otherwise deceiving said equipment and/or relocating the RV will result in 100% loss of security deposit, and you waive us of any/all liability of injury, death or damages. You will be fully responsible for damages and financial obligations caused by disregarding this policy.

## **Electrical**

By Signing this document, you understand that the campers are designed to properly operate by being plugged into 30 amp or 50 amp service, or run by the onboard generator if a drivable RV. You understand and will investigate to make sure you have the proper campsite hookups or generator that can properly handle powering the camper (Mid Michigan RV Rental LLC is not liable or responsible for ensuring the proper electrical hookups are available at your camping location). You assume all responsibility for electrical damages caused by improper use. You also understand the onboard 12 volt battery in the travel trailer is meant to power the CO2 detector and will not be a sufficient power source for use while camping. You understand the RV's A/C system and appliances are not capable of running on battery power or with a standard 110 outlet, and therefore should never be used without a proper 30 or 50 amp connection.

## **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.

## **Credit Card Authorization**

By submitting a reservation/booking, you agree that we may charge your card for your reservation in accordance with all terms, conditions and policies in this document. You agree we may store your card information for the sole purposes of processing your reservation, deposit(s), security deposit, and charges associated with your booking in accordance with our policies (to include additional charges for cleaning, damages, cancellations, or other reasons specifically listed on our website (midmichiganrv.com)). You agree that you are the authorized person for the card

used, and can provide the physical card upon receiving your rental unit to verify you legally possess the card and are authorized to use it.

## **Hold Harmless**

By reserving or booking a unit from us, you relieve our company and owner(s) of any and all liability for loss, damage, injury, or death to persons or their personal property. You also relieve our company and owner(s) of any and all liability for any inconvenience arising from temporary defects or stoppage in supply of water, gas, electricity, or plumbing. We are not responsible or liable for any loss or damage caused by weather conditions, natural disasters, acts of God, or other reasons beyond our control. By reserving or booking a unit from us, you agree to all of our terms, conditions and policies set forth on our website and those documented in this agreement, or other documents you sign.

## **In the Event of an Accident/Collision**

In the event of any collision or accident, you must notify us IMMEDIATELY by calling us at 989-305-2575. A police report MUST be filed after the accident occurs before leaving the scene. A copy of this report needs to be provided to us as soon as possible. If the RV is towed, you may be responsible for towing/impound expenses, unless covered by insurance. No refunds are provided for shortened trips due to an accident; however, if the crash is not your fault you may be able to recover your rental costs. You are responsible for all non-covered damages that occur.

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## **Additional Terms**

- **DRY CAMPING:** Short term boondocking (dry camping)-or camping at non-standard RV sites must be approved by us beforehand. Dry camping/boondocking without our prior written approval will forfeit your entire security deposit.
- **Odors / Cooking:** We do not allow anything that can create a strong smell in the RV that is difficult to remove. An extra cleaning fee will be charged to remove any odors.
- **Travel Restrictions:** No travel allowed on any non-paved roadways like logging roads, forest service roads, beaches, 2-tracks, etc. The only exception to this is a non-paved road inside a licensed RV Park designed and capable of handling the type/size of RV you are renting.
- **Out-of-State Travel:** All out-of-state travel with a rental unit must be authorized in writing with us before your trip. Failure to follow this rule will result in forfeiture of your entire security deposit.
- **Toll Roads, Red Light Cameras, parking tickets, etc:** Parking Tickets, Violations received by mail, and Toll bills will be charged a \$75 fee for each bill/invoice we receive. Responsibility for traffic or parking violations will be transferred to you and you will be charged a \$75 administration fee.
- **Toll Roads:** Feel free to use toll roads by paying at the plaza, or arranging for electronic tolling, just make sure it is not a toll by plate. If we receive a bill, invoice or citation, the \$75 administration fee will apply!
  - Note: Many toll agencies are easy to work with. If you make a mistake, you may be able to pay online or call their customer service line to make corrections in order to avoid a bill/invoice by mail. When in doubt, feel free to call us to ask for our advice.
- **Generator(s) (when available):** You are responsible for using and supplying the proper fuel for the generator. 4 hours/day included. \$3/hour overage charge applies for any hours over the included amount. You are responsible for checking the oil regularly during use. Damage resulting from improper fuel use or low oil is the renter's sole responsibility.
- **Mileage:** Mileage availability and rates vary by unit. Mileage limits/fees for your specific rental unit will be documented in the Face Page-Rental Agreement.
- **GPS:** The RV's current and past location, speed, or other parameters may be monitored/recorded via GPS technology. Any evidence of tampering with, disabling or otherwise deceiving said equipment will result in 100% loss of security deposit and you will be responsible for additional damages/replacement costs for said equipment.

- **Speed Limit:** All of our RVs and Travel Trailers have a 65mph speed limit when being driven/towed. If damage occurs while driving in excess of our speed limit or the posted speed limit, you are fully responsible.
- **Falsifying Information:** 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. Keep in mind, our units are equipped with GPS technology and it may be monitored/recorded.
- **Training:** When you pick up the unit we will complete a pre-rental orientation of the unit that will take approximately an hour or more, depending on your prior experience. Please plan accordingly.
- **Propane:** 1st tank is included. All additional Propane will be at renters expense.
- **Towing:** Renter agrees to accept all liability and responsibility for any damages that occur to the travel trailer or tow vehicle while in their possession. By signing this document, renter agrees he/she has prior experience connecting, towing, backing, and operating travel trailers and/or has received proper training from us during pickup. Renter has confirmed they have the proper tow vehicle with the round 7 prong wire harness and brake control and will connect and disconnect the trailer on their own and have the knowledge/experience doing so. Mid Michigan RV Rental LLC is not responsible for any damage caused while the travel trailer is in renters possession and in tow and we will not connect or disconnect the trailer from the tow vehicle for the renter for liability purposes. Renter also understands any tire damage that occurs while in their possession is to be paid for by them unless found to be a manufacturing defect by a certified repair shop.
- **Damages:** Any damages need to be reported to us immediately. Replacement of defective parts and any repairs must be authorized by us. No maintenance is to be performed by the renter, NO EXCEPTIONS! If repairs are made during your rental, a receipt must be brought back and turned in to us. If you purchase an item necessary due to an equipment failure (sewer or water hose, electrical line, etc) the item you purchased, the original faulty item, and the receipt for the new item must be surrendered upon return if you want reimbursement. Reimbursement is not guaranteed unless repair/replacement is authorized by us in advance.
- **Appliances (where included):** The A/C, generator, awning, radio, microwave, fridge, television, jacks, etc. are convenience items. If any malfunctions should occur with any of these items, no compensation will be made to you. For assistance, you are advised to call us at 989-305-2575.
- **Renter Damage:** If the rv and/or the contents in the rv are damaged during your rental period, you are responsible to pay all damage costs 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, collecting the other party's insurance and driver's license information (when another party is involved), contacting the other party's insurance company, and contacting us immediately at 989-305-2575.
- **Waste Holding & Fresh Water Tanks:** Please do not put anything other than human waste, authorized tank treatment, or RV toilet paper (supplied) in the toilets. Also, please be mindful not to pour grease or food pieces down the sink. Only water and soap should be drained in the sinks/showers. Failure to abide by this rule will result in an extra cleaning fee and you will be responsible for damages that result.
  - Delivered Units: If your campsite/campground does not have a free dump station available for us to use upon retrieving the camper, a \$35 dump fee will be charged to cover fuel/dump costs for us to dump at an alternative location.
  - Renter Pulled/Driven Units: If you do not return with empty tanks, a \$100 dump fee will be charged.

For delivered units: Please keep in mind: We do not come out during your trip to refill fresh water tanks, or dump holding tanks. With this being said, we highly recommend conserving your water use as much as possible, or opting for a full hookup site. However, we do offer a portable dump tank for a small additional charge. Please let us know before your trip if you'd like us to include it. You are responsible for pulling it to the dump station and dumping it prior to us picking up/returning the RV, or a \$50 fee will apply.

- **Fuel:** All drivable RVs and all generators will have a full tank upon pickup. We ask that you return them with full tanks of fuel as well. A \$25 administrative fee plus the actual cost of fuel will be charged if the fuel tank is not returned at the same level as when it's picked up.
- **Lost or Unreturned Keys:** A \$50 fee will apply if keys are lost or not returned upon return of the RV.
- **Personal Property:** You release Mid Michigan RV Rental LLC and our agents/employees 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 rv, whether or not the loss or damages was caused by our negligence or was otherwise our responsibility.

- **Personal Injury:** You release Mid Michigan RV Rental LLC, and our agents/employees 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 RV, our negligence, or was otherwise our responsibility.
- **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(s) of this Agreement can be waived or modified except in writing, signed by all parties. Renter agrees that if any terms or conditions of this agreement are modified, all remaining items, terms and conditions of this agreement will remain in full force. This agreement cannot be changed or modified except in writing by the Owner and the Agent.
- **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 in writing, signed by all parties.
- **Understanding:** Renter, having read and understood the terms and conditions on all pages of this agreement, do hereby agree to these terms and conditions in their entirety and that no other representations, verbal or written, have been made.
- **Ambiguity:** Any ambiguity in this agreement shall not be construed in any fashion that will not be in the favor of Mid Michigan RV Rental LLC.
- **Grammatical Errors:** Any grammatical errors, whether obvious or subtle, contained in this agreement shall not render any impact on the intended information.
- **Headers & Titles:** The headers, page breaks, and titles in this document are for visual aid only and serve no impact on the information contained.

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BY SIGNING THIS ADDENDUM, 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, OR MAY BE CHARGED TO YOUR CARD ON FILE IF AMOUNT EXCEEDS SECURITY DEPOSIT.

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**DUMP FEES:**

- **DELIVERED UNITS:** IF YOUR CAMPSITE/CAMPGROUND DOES NOT HAVE A FREE DUMP STATION AVAILABLE FOR US TO USE UPON RETRIEVING THE CAMPER, A \$35 DUMP FEE WILL BE CHARGED TO COVER FUEL/DUMP COSTS FOR US TO DUMP AT AN ALTERNATIVE LOCATION.
- **RENTER PULLED/DRIVEN UNITS:** IF YOU DO NOT RETURN WITH EMPTY TANKS, A \$100 DUMP FEE WILL BE CHARGED.

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**ELECTRICAL CORD REPLACEMENT:**

- \$150 TO REPLACE LOST OR DAMAGED ELECTRICAL POWER CORD.
- \$100 TO REPLACE 30/50 AMP EXTENSION CORD.
- \$50 TO REPLACE ANY ADAPTERS.
- \$150 TO REPLACE SURGE PROTECTOR.

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**SEWER PARTS/HOSE REPLACEMENT:**

- \$50 TO REPLACE LOST OR DAMAGED SEWER HOSE AND/OR ADAPTERS/PARTS.
- \$50 TO REPLACE LOST OR DAMAGED WATER LINE, FILTER, REGULATOR, OR OTHER ADAPTER(S).

\_\_\_\_\_**CLEANING:** ALL CAMPERS MUST BE RETURNED IN A REASONABLY CLEAN CONDITION, INCLUDING, BUT NOT LIMITED TO: ALL TRASH TAKEN OUT, DISHES CLEAN AND PUT AWAY, COUNTERS WIPED DOWN, BATHROOM TIDY, AND APPLIANCES CLEANED. PLEASE PLACE ANY USED TOWELS IN THE SHOWER STALL. IF THE CAMPER IS RETURNED IN A REASONABLY CLEAN CONDITION, NO ADDITIONAL CLEANING FEE WILL APPLY. OUR DEFINITION OF 'REASONABLY CLEAN' IS AS FOLLOWS: A USED, BUT REASONABLE AND CONSIDERATE CONDITION THAT WOULD BE EXPECTED BASED ON THE LENGTH OF YOUR RENTAL AND LOCATION OF YOUR TRIP.

- **DIRTY CAMPERS** MAY BE CHARGED UP TO \$250 IN DEEP CLEANING FEES.
- **EXTREMELY DIFFICULT-TO-CLEAN CAMPERS** (DUE TO SMOKE, ANIMALS, BUGS, AND/OR ANY OTHER UNREASONABLE CONDITIONS) MAY BE CHARGED YOUR FULL SECURITY DEPOSIT OR MORE, AS WE CONSIDER THIS TO BE DAMAGE TO THE CAMPER. REFER TO SECURITY DEPOSIT POLICIES FOR THESE SITUATIONS.

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**Reservation #:**\_\_\_\_\_

**By Signing, you acknowledge you have read, understood, and agreed to all of the terms and conditions of this rental agreement.**

Renter Signature:\_\_\_\_\_ Date:\_\_\_\_\_

Renter Printed Name: \_\_\_\_\_

Mid Michigan RV Rental LLC. Representative Signature:

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