

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, we 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.

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.

Fee for Late Returns: If you are late returning the unit there is a \$40 per hour late fee. You will also be responsible for the cost of any canceled rentals or compensation given to the customer who was delayed due to your late return.

After-hours Returns: You must return between 9am-10am unless you have been authorized and added an after-hour return option. Even if pre-authorized, you cannot leave a unit after-hours if you had an accident or the unit has been damaged – damaged units must be returned during business hours. There is a penalty (\$500 fine) for leaving the travel trailer abandoned.

All renters must be at least 25 years old and must be listed on the reservation when you pick up the unit. NO EXCEPTIONS.

NO SMOKING or VAPING: Smoking or vaping (including cigars, pipes, drugs, etc) in the unit **forfeits** your **entire** security deposit! If you lose your security deposit due to damage to the unit, you will be charged an additional fee up to \$1000 for smoking in a unit. We are VERY serious about this! DO NOT smoke in our travel trailer!

NO DRUGS: Any evidence of the storage, or use of illegal substances will **forfeit your entire security deposit**. Travel trailers returned with any evidence of drug use will result in law enforcement being called for a report and to collect the evidence. If you lose your security deposit due to damage to the unit, you will be charged an additional fee up to \$1000 for remediation with super deep cleaning and complete after cleaning inspection to keep the next customer safe. We are VERY serious about this – DO NOT use drugs in our travel trailer!

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.

Awnings: Use caution when using the exterior awnings. This is for your protection because they are up to \$5000 and can be damaged very easily due to wind, weather or accidental misuse. Damage to awnings, including damage while driving are 100% your responsibility and could exceed your security/damage deposit amount.

Pets: We do not allow pets. Many renters are allergic to pets so it takes a lot of work to clean the RV after a pet has been in it to remove all the pet hair, dander, and sanitize every surface. We are VERY serious about this! DO NOT allow pets in our travel trailer!

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 an 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.

Cleaning: The unit does have to be returned clean. The cleaning fee charged is for deep cleaning and sanitation.

Propane: Is provided; however, we are not responsible if the tank is emptied during your rental period. You are allowed to bring your own tank to ensure it is full.

Rental Period: The rental period is on a hotel model and listed rates are per night with return (ie "checkout") at 10am after the last night. So a typical 3 night weekend rental would be pickup on Friday afternoon at 3pm and return Monday before 10am.

Contingencies: Our ability to provide the exact rental unit you reserved is contingent upon the previous customer returning the unit on time and undamaged. If a unit is not returned, damaged, or otherwise not road worthy when returned from a prior rental and there is no time to repair the unit before your rental, you will receive a full refund.

Repair & Service Availability: Please understand that RV/travel trailer service is not always quickly available, especially when you travel to far remote areas. Sometimes in remote areas or on weekends & after hours it may take a long time to get service. Holidays are especially difficult to find help on the road.