



## BonVoyage Beth RV Rental Terms and Conditions Supplemental Rental Agreement

Rental Prices, Policies, Terms and Conditions are subject to change without notice. Alternate Terms and Conditions may be in effect for certain rental vehicles, dates, events and uses.

These terms and conditions are expressly made part of the Rental Agreement (the “**Agreement**”) by and between the person(s) listed on the Agreement (collectively referred to as the “**Renter**”) and BonVoyage Beth, LLP (“**BonVoyage**”), each individually referred to herein as a “**Party**” and collectively as the “**Parties**”. The terms and conditions of this Agreement shall survive the end of the rental period and remain in full force and effect. Where the Renter has released and/or indemnified BonVoyage, it has also released and/or indemnified the officers, employees and agents of BonVoyage.

BonVoyage Beth, LLP is not responsible for misinterpretations concerning our Rental unit rental program due to Renter's failure to read the following Requirements.

### Renter Requirements

- Renter must be a minimum of **25 years of age** and must have a major, non-debit credit card, a valid driver's license from their country of residence and current identification (including passport for non-US residents).
- All drivers must be a minimum of 25 years of age with a valid driver's license from the country of residence and current identification (including passport for non-US residents). (\$25.00 fee for each additional driver will be added)
- Renter, all additional drivers and credit card holder(s) must be present at the time of pick up to sign the Rental Agreement.
- Major, non-debit credit cards used for the required security deposit must have a minimum credit limit of the security deposit amount available above the rental charges.
- Approved Renter(s) must provide a binder for personal full coverage insurance in Renter's name, including up to the State Statutory Limits applicable to the Rental Vehicle. Renter is also required to purchase additional supplemental insurance to cover the entire duration of the rental period.
- The Renter(s) (name(s) on contract) is financially responsible for all rental costs and any and all damages, both interior and exterior to, or loss or theft of, the vehicle/unit, which includes the cost of repair or the actual cash value of the vehicle/unit if it is not repairable or if BonVoyage elects not to repair it, loss of use, diminished value of vehicle/unit caused by damage to it or repair of it, missing equipment, connected with any damage claim whether or not the Renter was at fault.
- The Renter is responsible for all damage to the vehicle/unit that is not covered by insurance policies or that is in excess of the insurance limits. BonVoyage's insurance does not provide liability insurance coverage on the vehicle/unit. The Renter is responsible for all damage or injury the Renter causes to third parties and agree to provide liability insurance coverage on the vehicle/unit through the insurance policy that covers the towing vehicle.
- Renter(s) with an insurance endorsement will need to go through their insurance company for reimbursement. If damage amounts are substantial and a claim must be submitted, and Renter is responsible for any and all damages, loss of revenue, or additional expenses not covered by insurance.
- Modifications/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.
- 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.
- By signing this Contract, the Renter understands and agree that the Renter assumes all liability, whether collision, damage, or liability for the entire duration of the Rental. The Renter agrees to indemnify the BonVoyage of the RV in any suit brought against them.

- BonVoyage maintains a commercial insurance policy through MBA Insurance.
- Interior damage is not covered by most policies, but can be purchased additionally.

\_\_\_\_\_ The Renter is covered by a web platform \_\_\_\_\_ supplied insurance policy with a deductible.

\_\_\_\_\_ The Renter is completing a Binder with their personal insurance provider to obtain a Certificate of Insurance.

## Prohibited Use of the Rental Unit(s)

- Vehicle will not be used or operated by anyone:
  - Who is under 25 years of age;
  - Who is not listed as an additional driver on the rental agreements;
  - To carry persons or property for hire;
  - In any race, test, or similar type contest or activity;
  - In a careless or negligent manner;
  - Under the influence of alcohol or narcotics;
  - Outside the continental United States;
  - For any illegal purpose or in the commission of a crime;
  - Obtaining from BonVoyage by fraud or misrepresentation;
  - Driven on roads other than paved roads, graded private roads or driveways;
  - Loading vehicle Beyond its rated capacity;
  - Allowing more guests than the Rental unit is designated to carry.
- Prohibited use(s) of the Rental unit violates this Agreement, voids all liability and other insurance coverage (where permitted by law), makes renter responsible for all loss or damage to or connected with vehicle, regardless or cause, including but not limited to BonVoyage's expenses, including loss of use, and any legal fees incurred.

## Recapitulation

- Renter agrees to rent Owner's vehicle as provided in and subject to the terms and conditions of the rental agreement.
- The Parties desire to supplement the terms and conditions of the rental agreement with the terms and conditions of the rental agreement.
- BonVoyage is not responsible for any charges related to the non-availability of a Rental unit for reasons beyond our control i.e. breakdowns or late returns. BonVoyage is only liable for the amount of deposit and/or any fees paid to BonVoyage.
- This agreement may be in addition to the rental platform (Outdoorsy, RVshare, etc.) rental contract. Both contracts are in effect, together, during the rental period. Any part of the rental platform agreement that acts in a manner to void this Agreement (or parts of it) is revoked by the Renter and Owner as indicated by the signatures on the Rental Agreement/Contract.
- In consideration of the foregoing, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as to Follows:

## Rental Prices, Rates and Rental Payments

- Rates are subject to change and are not guaranteed until the reservation is confirmed with a down payment to lock in the quoted price.
- Reservation **down payment of 50%** is applied directly toward the final total rental charges.
- Final payment is due **14 days before** the rental period commences. Service Fee of \$25 will apply to all bookings.
- Payments of the balance of all rental charges, including any additional add-ons or fees/services, are due at the time of pick up.
- No refund is given for late pick up or early return.
- Rental charges may be paid by MasterCard, Visa, American Express or Discover Card. Stored Value/Pre-paid Cards and Gift Cards are not accepted for payment of Rental charges.

- Unit type, rental location and the dates of travel determine the rental rate. The prevailing rate will apply for any changes to the original reservation in addition to a fee of at least \$50 to make the change.

## Security Deposits

- The security deposit must be made with a major, non-debit credit card. ATM/Debit Cards, Check Cards, Stored Value/Pre-paid Cards and Gift Cards are not accepted for payment of the security deposit.
- The security deposit is a verification and pre-authorization of available funds on the Renter's major, non-debit credit card as stated in the Rental booking confirmation and is **due 3 days before** the rental period commences.
- The pre-authorization is reversed within 7 days of return, if the unit is returned in the same condition as when it was picked up. The refund may take 7-10 business days for funds to be released back into an account.
- BonVoyage may use the security deposit to pay any amounts owed under this agreement. If the amount of the security deposit is insufficient to satisfy all amounts due, then the Renter agrees to pay all charges in excess immediately upon demand.
- If a security deposit was paid through a rental platform, then the deposit will be refunded by the same rental platform, not BonVoyage.

## Cancellation

- Reservation down payment and installment(s) are refundable based on the cancellation rules below:
- Cancellations **more than 14 days prior** to the departure date:
  - Renter is responsible for **50% refund** of the booking total.
  - Renter is responsible for the service fee.
- Cancellations **less than 14 days prior** to the departure date:
  - Renter is responsible for **100%** of the booking total.
  - Renter is responsible for the service fee.
- There will be no refunds for Special Events or Holiday weekends. Please see BonVoyage for a list of no refund Special Events.
- If Renter books through a booking platform (such as Outdoorsy, RVShare, etc), the booking platform's cancellation policy must be adhered to & the booking platform is responsible for the cancellation process. BonVoyage's cancellation runs congruent to the platform's cancellation policy

## Rental Period Commencement (Pick-up/Departure)

- Rental period begins on the start date which is the same as the deliver-to date (for delivered units) or pick-up date (for towable units).
- Rental vehicle pick-up time must be pre-arranged no later than 48 hours prior to the requested pick-up date and/or must be based off of Campground check-in requirements.
- There is no refund if Renter picks up later than the booked day of departure.
- Customers should allow 0.5-1 hours after arrival for pre-rental orientation and rental contract/agreement processing.
- All Renters must also sign the "Winterization Advisory" when renting between November through March. Fees may apply.
- Customer vehicles cannot be stored at the Owner's rental pickup location. If the Renter is having the unit delivered to a Campground, the Renter may park at the Campground per the Campground's parking regulations.
- All add-on items must be requested & paid for, at least 24 hours prior to pick-up. No add-on items will be honored after pick-up (check-in) has been completed.

## Rental Period Conclusion (Drop-off/Return)

- Rental period ends on the end date which is the same as the pick-up date (for delivered units) or drop-off date (for towable units).
- Renter is responsible for looking over the rental Agreement to ensure that all rental costs and rental dates are correct before the Renters depart.

- If renter is late and delays the departure of or causes the cancellation of the next renter for that vehicle, the renter will be responsible for any inconvenience fees or loss of revenue, whichever is greater. Any extensions of rental or late returns must be approved by BonVoyage in writing.
- Early return times must be pre-arranged in writing. There are no refunds for early returns.
- If the Renter was in a motor vehicle accident with the Rental unit and the Rental period ends early, and the MVA was not the Renter's fault, then the Renter may be able to recover the rental costs from the at-fault driver's liability insurance.
- If, for any reason, the rental period is extended beyond the original rental period dates, Renter agrees that the Terms and Conditions, and the Agreement will also extend, be valid and enforceable for the entirety of the Renter's extended rental period.
- A preliminary walk-through will be completed, and a precursory return form will be provided. Photos will also be taken by Owner for reporting purposes and/or insurance. Once a thorough inspection has been completed, any fees for damages, cleaning, dumping, or any other charges will be deducted from the Renter's security deposit if applicable.
- Either the approved Renter or additional approved driver must return the rental unit. No exceptions.
- Renter forfeit their right to complete a return walkthrough with owner, if the unit is returned at a time different than indicated in the Rental Agreement's Rental Return date/time.
- Check in time may take up 2 hours if damage documenting/estimating is necessary. Please allow for enough time.
  - **Towable units:**
    - Return time is between 9 a.m. to 12 p.m. EST on the scheduled day of return.
    - Renter agrees to pay BonVoyage \$50 per hour for every 1-hour period (or any portion thereof) after 12 p.m. EST up to a maximum of \$500.00 per day.
    - Renter agrees to empty & rinse black and gray holding tanks prior to returning the unit or be required to pay a dumping fee which is defined in the Agreement.
  - **Delivered units:**
    - Return time is between 8 a.m. to 10 a.m. on the scheduled day of return, depending on the Campground check-out requirements. BonVoyage requires at least 1.5hrs before the Campground's check-out time.
    - Renter is responsible for any late fees associated with the late check-out of the respective Campground they had reservations with.
    - Renter agrees to pay BonVoyage \$50 per hour for every 1-hour period (or any portion thereof) after 10 a.m. EST up to a maximum of \$500.00 per day.
    - When the rental unit is returned, the Renter agrees that the tanks will be emptied at least once for reservations lasting longer than three (3) days.

## Travel Areas

- The Rental unit is not to be driven outside of the contiguous United States. No trips are allowed to Mexico or Canada.
- During the winter months BonVoyage does not recommend the Renter travel to or through snow areas, use snow (tire) chains, or travel where the weather is consistently below freezing. Tire chains can damage tires if not properly installed and the holding tanks may freeze and burst. The Renter will be responsible for paying for any damages caused as a result of travel outside of recommended areas and for any resulting loss of revenue until the Rental unit is able to be rented again. Please consult with BonVoyage prior to traveling to areas with wintry weather conditions.
- During the summer months BonVoyage does not recommend the Renter travel to or through areas with extremely hot periods. Renter will be held liable for all damages to vehicle, tires, towing charges, and all other related expenses resulting from operating in these extreme areas. During certain periods, these areas are not habitable and could pose a danger to the Renter and their passengers. Please consult with BonVoyage for restricted areas and times.
- All Rental units are not allowed on non-public roads, such as 'logging' roads and un-maintained gravel roads. Please consult with BonVoyage prior to traveling to verify any roads that may be questionable.
- Due to restrictions on vehicle heights, propane gas and parking, vehicles with propane are not permitted to travel through any underground or underwater tunnels. Violations of these restrictions void any purchased

damage deduction reducer (DDR) and Renter may also be held liable for all damages and all other related expenses.

Hurricane, Tropical Storm, Tornado and Monsoon Liability Waiver:

The renter understands that using a camper/unit in a hurricane, tropical storm, tornado or monsoon adds certain considerations to the camper/unit rental. The renter will not hold BonVoyage, or any person contracted to, volunteering for, or any member of their families responsible for any issues relating to using a camper/unit in a hurricane, tropical storm, tornado or monsoon.

This includes property damage, bodily injury of any sort, or death. Should any loss of any kind occur, I waive **all** liability claims against the Property Manager(s) and Owner(s).

1. Selection of destinations in storm season deserves attention. Avoid southeastern locations in storm season. Avoid southwestern locations in monsoon season. Areas nicknamed hurricane alley or tornado alley should generally be avoided during hurricane or tornado season.
2. If a strong storm is predicted to be heading toward the camping location, the Renter should consider immediately evacuating the area.
3. Monsoon storms may flood roadways unexpectedly. Do NOT cross flooded roadways.
4. If the Renter is unable to leave the area, BonVoyage recommends that the Renter faces the camper/unit into the wind, retract all slides and awnings and move toward the centermost area in the camper/unit.
5. BonVoyage values the Renter(s) life and well-being. If BonVoyage has consulted with the Renter and agrees that abandoning the camper/unit is the most prudent course of action, please do so. Lives are more valuable than the camper/unit.

## Problems During Rental Period

- Any damages must be reported to BonVoyage immediately.
- If the Renter experiences mechanical problems or has equipment operation questions the Renter should refer to the Welcome Home Guide provided to the Renter at the time of departure.
- If a problem persists or the Renter has concerns, please contact BonVoyage at (678) 779-5054 or email at [Beth@BonVoyageRV.com](mailto:Beth@BonVoyageRV.com).
- If Renter does not contact BonVoyage with concerns, BonVoyage will not be able to reimburse Renter for non-use of the Rental unit, or any portion thereof, if the renter was unable to sleep, cook, or use the bathroom facilities in the Rental unit.
- There will be no refund/credit for any lost rental time for any issue(s) that arise beyond the Owner's control. This includes, but not limited to, flat tire(s), weather, any and all systems within the Rental unit that were working at pick-up (refrigerator, heater, LED lights, sound system, etc.), damages to any part(s) of the Rental unit whether the Renter was at fault or not, or due to Renter's or any guest's negligence.
- If a potential repair is minor, Renter may make the repair after consulting BonVoyage. Renter cannot repair anything until contact has been made with BonVoyage.
- Replacement of defective parts and receipt must be brought back for reimbursement. There will be no reimbursement if Renter does not bring back the defective part replaced and the receipt.
- If Renter purchases an item necessary due to an equipment failure (sewer or water hose, etc.) the item purchased and the receipt must be surrendered upon return of the Rental unit, if Renter wants reimbursement.
- Should a repair be made without consulting BonVoyage first, Renter assumes liability for the repair and any subsequent repairs needed.
- No reimbursement for out-of-pocket expenses will be paid to Renter unless BonVoyage has been made aware of the problem, and prior authorization has been given by BonVoyage.
- If renter is at fault for any damages or mechanical failure, renter will be responsible for the entire contract amount, plus any loss of future rental income caused by the damages or mechanical failure.

## Damages

- The Renter shall remain responsible for any damage or theft of the Rental unit occurring prior to BonVoyage's inspection of the Rental after the Rental has been returned.
- The Renter shall remain responsible for any damages or theft including but not limited to couches/chairs, beds/bedding, included linens, kitchen utensils/tableware/cookware, counters, walls, additional extras/add-ons, etc.
- In the event there is any damage above the amount of the Renter's security deposit, Renter agrees to pay the Owners any monies due plus processing fees.
- If the rental unit is returned with damage while the rental unit was in possession of the Renter, Renter is responsible to pay all damage costs whether the renter was at fault or not, or if damage was caused by acts of nature wind, rain, earthquake, fire, flood, etc.
- In case of an accident, theft or vandalism occurs, Renter is responsible for obtaining a police report, contacting the Renter's personal insurance company, Renter's supplemental insurance company and contacting BonVoyage immediately at (678)779-5054.
- Most insurances (even supplemental insurances) do NOT cover interior damage or repairs. It is highly recommended (if not required in certain instances) to purchase additional interior insurance coverage.
- If interior insurance is not purchased, the renter is fully responsible for the interior damage costs, via cash upon return or forfeiture of the security deposit.

## Exterior Storage

- Storing items on Rental unit's roof or exterior is not permitted.
- When towing a unit, storage doors must be closed and into the locked position before driving.

## Smoking Policy

- There is NO SMOKING or VAPING allowed in any Rental unit.
- There is NO CANDLE BURNING or INCENSE or OPEN FLAMES allowed in any Rental unit.
- If smoke (including but not limited to candles, cigars, pipes, vapes, drugs, etc.) is detected the Renter will forfeit the entire security deposit. If the Renter's deposit was used in full or partially used, the Renter will be required to pay a smoking fee totaling up to \$1,500 (totaling equal to a full security deposit). NO EXCEPTIONS.

## No Drugs

- Any evidence of the storage, Transportation, or use of illegal substances will forfeit the Renter's entire security deposit.
- Any Rental units returned with any evidence of drug use or transportation of will result in law enforcement being called for a report and to collect the evidence.

## Illness/Injury

Under Georgia law, there is no liability for an injury or death of an individual entering these premises if such injury or death results from the inherent risks of contracting COVID-19. The Renter is assuming this risk by entering these premises. O.C.G.A § 51-16-3

## Pet/Animal Policy

The Renter will not hold BonVoyage or any person contracted to, volunteering for, or any member of their families responsible for any issues relating to bringing a pet/animal. This includes property damage, bodily injury of any sort or death. Should any injury or loss of any kind occur, the Renter waves all liability claims against BonVoyage.

- Renter must request and get BonVoyage's approval before allowing a pet or animal in any rental unit.
- BonVoyage reserves the right to accept or decline any pet or animal, for any reason.
- If approved, animal(s) are not allowed on any upholstered area due to the soft material and the risk of stains, smells or other damage.



- If approved, animal(s) are not allowed to remain in the Rental unit unoccupied at any time and Renter(s) must supply/bring a crate for pet/animal storage.
- There is a \$100.00 non-refundable deposit for each pet/animal, there is also an additional refundable deposit required for all animals, equal to \$500.00.
- If any animal damages occur, including evidence of pet urine or feces, Renter will forfeit the pet deposit plus regular security deposit, and any excess damage will be charged to the Renter.
- If any large amounts of animal hair are left upon rental return or if evidence of a non-approved animal(s) are found, Renter will be charged a Full Deep Cleaning fee, see rate in the Agreement. Additional fees may apply if damage occurs.
- Service animals, as defined by the ADA, are allowed. BonVoyage reserves the right to ask ADA compliant questions. *Note: emotional/comfort support animals are not considered ADA compliant.*

## Odors/Cooking

- Owners do not allow anything that can create a strong smell in the Rental unit that is difficult to remove, such as the long-term storage or cooking of fish, bacon, deer, etc.
- Overpowering items must be prepped and/or cooked outside the Rental unit. If odors are detected the Renter will be charged the Full Deep Cleaning fee. There is an outside kitchen and stove available for the preparation and cooking of smelly food items.

## Cleaning

- BonVoyage does not charge an upfront cleaning fee.\* The Rental unit must be returned in a clean state and in substantially the same condition it was in the time of Renter Pickup. 'Clean' means, as the Renter received the Rental unit or better; including but not limited to, wiping down counters, washing tableware/cookware, cleaning the flattop grill and grease trap in the outdoor kitchen and removing all trash and debris.
- The Renter is responsible for cleaning the campsite per the property owner(s) request. If BonVoyage has to clean any portion of the campsite, then the standard cleaning fee will apply.
- If the Renter returns the Rental unit dirty or in different condition than on the date of the Rental pickup, then a Standard Cleaning fee of \$75.00 per hour, up to a max of \$450.00 and a minimum of one (1) hour will apply.
- A Deep Cleaning fee equal to \$450.00 will apply if the Rental unit is returned unclean AND requires more than a surface cleaning or any reconditioning. The Deep Cleaning fee is not inclusive of the Smoking fee. Additional fees may apply for repairs. If the Deep Cleaning goes beyond 4 hours of work, then an additional \$50.00 fee per hour will apply, up to the security deposit maximum. *\*BonVoyage, at their discretion, can charge a deep cleaning fee depending on the campsite location; typically this includes all OHV, off-road parks, etc.*

## Waste Holding Tanks

- **Prohibited Items**
  - There should be nothing, including, but not limited to feminine napkins or tampons, diapers, tissues, napkins, etc. put into the black water waste holding tank, as this will cause it to become clogged and require an exceptional amount of cleaning to clear.
  - The Renter will be provided with an adequate amount of RV safe toilet paper and the Owners ask that this is the **ONLY** thing put into the black waste holding tank.
  - There is to be nothing other than sink or shower water put into the gray holding tank.
  - Any type of food particles or grease/oil put into the gray tank may cause a clog that will require extensive cleaning and/or repair to remove.
  - Using an excessive amount of toilet paper can cause a backup or clog in the black tank that will require extensive cleaning and/or repair to remove.
  - If any of the prohibited item(s) or situation(s) above are found in the black or gray tank(s), the Renter will be charged a \$250.00 cleaning fee, per tank. If any damage is incurred, then additional fees may apply.
- **During the Rental Period**
  - If the waste holding tanks (black or gray) reach  $\frac{3}{4}$  (three-quarters) capacity, they should be emptied.
  - Unless boondocking (dry-camping) was approved by the Owner, the renter is required to stay at a campsite with full hookups. If the Renter fails to stay at a campsite with full hookups (including an on-site dump station) the Renter will be charged a \$150.00 dump fee. **NO EXCEPTIONS.**
  - **Towable units:**

- Renter agrees to empty & rinse black and gray holding tanks prior to returning the unit or be required to pay a dumping fee which is defined in the Agreement.
- While using the capacity indicators (buttons), if there is suspicion that the tanks may be full, the Renter can validate manually with a flashlight via the toilet opening.
- **Delivered units:**
  - If the tanks are full at the time of the Renter's departure, Owners will empty them. The Owners request that the Renters leave them full to aid in a proper clean out.
  - While using the capacity indicators (buttons), if there is suspicion that the tanks may be full, the Renter can validate manually with a flashlight via the toilet opening.

## Appliances

- The air conditioning, awning, radio, microwave, television(s), satellite, Wi-Fi extender, jacks, etc. are convenience items. If any malfunctions should occur with any of these items, no compensation will be made to the Renter.
- For the appliances to work properly, the RV must be plugged into shore power or running the generator(s) or using inverter powered outlets. *Note: 50 amp campers require two (2) generators running in tandem, 30 amp campers require one (1) generator. See the generator section for more information.*
- Renters are advised to consult the Welcome Home Guide provided at the time of departure. In case of any malfunction please contact BonVoyage immediately at (678) 779-5054 for assistance and BonVoyage will do our best to troubleshoot or attempt to have someone come to the Renter's location for repairs.

BonVoyage is not responsible for internet or Wi-Fi hotspot access. Some campgrounds provide Wi-Fi, however in situations where the campground does not provide Wi-Fi, the renter is responsible for using their own Wi-Fi hotspot provided by their purchased cellular provider.

- **Roku Operation**
  1. Power on the television.
  2. Configure the Wi-Fi to match the campground's username and password -or- Wi-Fi hotspot on the Renter's personal phone or tablet or Wi-Fi hotspot to match the Renters username and password.
  3. The Roku device comes with pre-installed apps. Go to the app of choice and use the Renter's username/password to login as usual. The Renter is welcome to download additional apps, if needed.

## Awning

- BonVoyage does allow the usage of the exterior awnings, but highly advise using caution!
- Using caution is for the Renter's own protection because awnings are not covered by insurance and are very expensive to repair or replace if damaged.
- Damages to an awning, including any acts of nature or negligence, are 100% the Renter's responsibility and will exceed the Renter's security deposit amount.
- In the event the damage is more than the Renter's security deposit, the Renter agrees to be fully responsible for the total cost of awning repair.
- When towing, the awning must be completely retracted against the side of the vehicle/unit before driving. I understand that using an RV awning adds certain considerations to the RV rental. I understand that it is my sole responsibility as a renter to ensure that those considerations are understood.

I, \_\_\_\_\_ (Renter) will not hold BonVoyage, or any person contracted to, volunteering for, or any member of their families responsible for any issues relating to using an RV awning.

I understand that I am financially responsible for all damage to the awning during the entire rental period. If it is damaged or needs to be replaced, I will pay any difference between repair or replacement cost and any unencumbered funds in the Security Despoit and/or any insurance claim payment.

1. The awning must never be extended when it is windy.
2. The awning must never be extended at night.
3. The awning must never be extended and then the RV be left unattended with the awning extended.
4. The operation of the awning was explained to me and demonstrated at check-in (aka departure).
5. The awning must never be extended with 0% pitch during rain, as this holds rain on top of the awning and can be dangerous. The awning must always be pitched during rain.



## Rooftop Usage

- BonVoyage does NOT allow the use of the Rental unit's rooftop.
- Any evidence of rooftop usage (shoe prints, trash, sagging areas, etc.) will result in a complete/full forfeiture of the Renter's security deposit.
- In the event the damage is more than the Renter's security deposit, the Renter agrees to be fully responsible for the total cost of rooftop repair.

## Tires

- Towable units: Tires are the responsibility of the Renter. In the event of a tire failure the Renter is responsible for having the damaged tire replaced with the same type/size and bringing back the original damaged tire to BonVoyage along with a receipt for the new tire.
- Renters cannot change the tire but should have a professional change it instead.
- Delivered units: Tires are the responsibility of BonVoyage.

## Propane Usage

- The nightly rates includes a daily propane usage fee which will cover the costs to refill the Rental unit's propane tanks after the rental period is complete.
- If the renter is renting for an extended period of time and depletes the propane tank(s) prior to rental return, the renter is responsible for filling the tank.
- The propane tanks are personal property of BonVoyage and only should be refilled, not exchanged.

## Other Fines & Fees

- Renter is responsible for reporting and payments of all parking and/or traffic violations at Rental return.
- Non-reporting of parking and/or traffic violations, breaches the Rental Agreement and will result in an administrative charge of up to \$100.00, in addition to the traffic and/or parking fines.
- The Renter may elect to add certain "extras" to the booking, these are considered add-ons. If the Renter did not elect extra fees at the time of booking, such as a chair rental, dump fee, etc., the Renter can elect to have them deducted from the deposit if booked through a third-party booking company (such as Outdoorsy, RVShare, etc.) or may pay for them after the final booking payment has processed (if booked directly with BonVoyage). These elections should be noted in writing.

## Travel Restrictions

- Delivered Units: Once parked and leveled by the Owners, the towing hitch will be locked and the Rental unit is not to be moved by anyone other than the Owners. Towing is not allowed unless pre-authorization is received by the Owners.
- Towable units: Cannot travel to any unauthorized locations. The Renter must divulge their plans prior to the start of their reservation. Unauthorized locations include, but not limited to, Canada, Mexico, certain boondocking or dry-camping locations, festivals, etc.

## Campground Reservations

- BonVoyage is not responsible for campground reservations – including cancellations due to a force majeure.
- 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 the terms and conditions within this agreement.
- No refunds will be given for campsite reservation errors and cancellation policies will apply.
- If no campground reservations can be made and is considered a first-come-first-serve location, the Renter is fully responsible for the location of the site; this includes levelness, access, hookups, waiting lines, etc. The renter understands that there are limitations to leveling out the camper and BonVoyage cannot guarantee that the Renter's site will be conducive to the Renter's expectations of proper setup.

If Renter needs BonVoyage to arrive first and wait in line for the first-come-first serve site, then BonVoyage charges \$100.00 per hour and cannot guarantee availability to accommodate such a request.

## Boondocking or Dry Camping

- Section not applicable

The Renter will not hold BonVoyage or any other person contract to, volunteering for, or any member of their families responsible for any issue relating to boondocking/dry camping including loss of battery charge or generator or solar (if applicable) power, or from running out of fresh water, or from filling up the grey and/or black water tanks, or loss of cooling in a residential fridge (if so equipped) before the rental has been completed. BonVoyage does not have the capability of delivering additional fresh water to refill the freshwater tank. See Waste Holding Tanks section for more information about dumping the tanks prior or post return.

- Boondocking or Dry Camping is not allowed unless pre-approved by BonVoyage.
- Camping without hookups (water, sewer, electric) restricts the capabilities of the Rental unit. The Renter is limited to the freshwater tank capacity, the black and gray tank capacities, the battery capacity and propane tank capacity.
- These items must be recharged, refilled, dumped, etc. These items are the responsibility of the Renter.
- BonVoyage takes NO responsibility for limited capabilities and capacities due to dry camping and/or boondocking.
- The Welcome Home book inside each camper/unit details the specifications of each tank.
- Should the Renter choose to dry camp and/or boondock, the Renter takes full responsibility and liability for the limited capabilities and capacities.
- Filling the freshwater tank is the responsibility of the Renter and must note/understand the Rental unit specifics for freshwater tank capacity.
- For gray & black tank specifics, visit the Waste Holding Tank Section of the Terms and Conditions. The Renter must note/understand the Rental unit specifics for black and gray tank capacity.
- Recharging or replacing the battery is the responsibility of the Renter if used during a boondocking and/or dry camping scenario. Note: Generators help to replenish the Rental unit's battery charge.
- During the return procedure, the battery charge will be measured. If the charge is lower than expected, the Renter will be charged a battery recharging fee of \$100 per battery and replacement fee will be \$75 per battery plus the cost of the battery.

### Water Management

- Fresh water: wet your body, turn off the water, soap up, turn on the water and rinse off, wet your hair, turn off the water, shampoo your hair, turn on the water and rinse off, etc. This method called a 'camp shower' typically uses about 8 gallons of water.
- Grey water: this is the water collection from the sinks and shower. In general, about 80% of the fresh water will end up in the grey tank. When the tank is full, it will need to be emptied.
- Black water: this is the water from the camper/unit toilet. In general, about 20% of the fresh water will end up in the black tank. When the tank is full, it will need to be emptied.
- Tips: to save/conserves water, reduce the number of times the dishes get washed, use the campground facilities, fill a pot of water to help rinse dishes, etc. Do NOT conserve too much water when flushing the toilet. Using less water at the toilet will cause the toilet paper to collect within the main line. If this happens, the Renter may be charged an addition fee to fix.

### Power Management

- While dry camping, 'shore power' as it is called, is not available. Other sources are a generator, solar cells and the RV 'house' batteries.
- The 12-volt systems in the camper/unit use batteries. These include lights, water pump, gas fridge controller, gas furnace controller and furnace blower. The generator or the solar cells or the alternator while driving recharge the batteries.
- The 120-volt systems in the camper/unit use the generator. These include the air conditioner, microwave, hair dryer, coffee maker and other plug-in appliances. Most, but not all TVs are also 120-volts (some are 12-volts). For dry camping most, if not all, of these appliances will be usable only with the generator running. Remember that there may be quiet hours when the Renter is not allowed to run the generator.

- Tips: to save/conserves power, use battery powered lights, headlamps, lanterns. Personal electronics and USB devices may be charged overnight with a portable power pack. Minimize the use of the televisions, USB wall ports, etc.

## Generators

- Section not applicable

If the Renters opt to use generator(s), the following rules will apply:

- Do not use the generator(s) inside the Rental Unit - it MUST be kept and used outside only.
- Do not leave the Rental unit unattended while a generator is running.
- Do not run a generator overnight or while sleeping due to safety reasons.
- Generators must be rented from BonVoyage, Renters cannot use personal generators. BonVoyage requires the use of owner supplied generator(s) to run the systems within the Rental unit without causing any power issues.
- The Renter will be held responsible for the condition of the generator during the period of the rental.
- The generator(s) must be returned in the same working condition as it was given to the Renter. The generator is inspected between each rental.
- The Renter will be responsible for replacing the generator if it is stolen or lost during the course of the rental period. A lock and chains will be provided for securing the generator(s) to the Rental Unit's bumper.
- The Renter is responsible for all generator fuel and the operation of the generator(s) during the rental period.
- An additional \$250 refundable deposit is required for the use of the generator(s).
- The Renter is given the option to use gas (petrol) or propane while operating the generator(s). BonVoyage recommends propane, as it is a cleaner option.
  - Fuel options cannot be used interchangeably.
  - If gas (petrol) is chosen, then the Renter must refill with gas (petrol).
  - If propane is chosen, then the Renter must refill with propane.
- BonVoyage will supply the generator(s) with a full tank of fuel, per generator.
- BonVoyage will supply one (1) empty five (5) gallon storage tank for refilling gas (petrol) as needed.
- Generators and/or gas (petrol) storage tank(s) must not be stored inside the Rental unit while not in use, due to the potential of spills, leaks, or smells.
- The Renter is responsible for all fuel fees associated with refilling the generator(s) during the rental period.
- The Renter will be required to return the generator(s) with a full tank of fuel, whether gas (petrol) or propane was used during the rental period.
  - If Renter wishes not to return the generator(s) with a full tank of fuel, there is an additional option to pay a convenience fee of \$10.00 per tank plus the cost of fuel.
- The Renter assumes all responsibility for any and all damages caused to the generator(s), Rental unit & its appliances and systems by the use of the generator(s).
- If any malfunctions should occur with any of the generator(s), no compensation will be made to the Renter.
- In case of any malfunction please contact BonVoyage immediately at (678) 779-5054 for assistance and BonVoyage will do our best to troubleshoot or attempt to have someone come to the Renter's location for repairs.

## Unit Abandonment & Owner Retrieval

- If for any reason the Renter abandons the Rental unit, the Renter will forfeit the entire security deposit for Abandonment and Retrieval - plus any applicable fees for ANY damages, lost/missing keys or items/parts from the Rental unit.
- Abandonment means leaving the Rental unit with no intention of returning to it or delivering it back to Owner/drop-off location. In the event the Renter abandons the Rental unit without signing return documents, the Renter agrees to waive the Renter's rights to dispute any claims due to damages, overages, or vandalism.

## Lockout/Lost Keys

- **Digital Key Pad Locks**
  - In the event a lockout occurs the Renter agrees to pay \$0.75 cents per mile, round trip, for the Owner to drive and unlock the Rental unit and a fee of \$250 for missing key.
  - If the Owner is en route, key is found and the Rental unit is unlocked, the Renter will only need to pay for mileage up to that point round-trip.
  - If no lockout occurs but a key is missing upon return of the Rental unit, the Renter will be charged a \$250 fee for the missing key.
  - If the Owner determines a locksmith is required for lockout/lost key service, the full locksmith cost is to be paid by the Renter, at the time of service – locksmiths must be scheduled and approved by the Owner before work is complete.
- **Manual Locks with Keys**
  - In the event a lockout occurs the Renter agrees to pay \$0.75 cents per mile, round trip, for the Owner to drive and unlock the Rental unit and a fee of \$50 for missing key.
  - If the Owner is en route, key is found and the Rental unit is unlocked, the Renter will only need to pay for mileage up to that point round-trip.
  - If no lockout occurs but a key is missing upon return of the Rental unit, the Renter will be charged a \$50 fee for the missing key.
  - If the Owner determines a locksmith is required for lockout/lost key service, the full locksmith cost is to be paid by the Renter, at the time of service – locksmiths must be scheduled and approved by the Owner before work is complete.

## First Aid Kit

- There is a first aid kit provided in the Rental unit's bathroom.
- Please use what is needed, should it become necessary – once it is opened, the Renter owns it and will be charged \$20 (replacement value).
- In the event the Renter uses anything in it, take the kit – as this is a personal and bodily fluid/pathogen related item, it's not possible for BonVoyage to pass it from renter to renter.

## GPS Tracking

- The Rental unit and unit keys have been equipped with a GPS tracking device for safety and must not be removed/unplugged for any reason.
- Failure to accurately report the Renter's destination, or giving an arbitrary destination in order to attend a prohibited event will result in complete forfeiture of the security deposit and will be requested to return the Rental unit to owner immediately, and NO refund will be granted for unused rental dates.
- The tracking device may use surrounding Bluetooth capable devices to process pinpoint location.

## Freezing Weather Statement of Responsibility and Liability

- Section not applicable

The Renter understands that taking a camper/unit to an area where the temperature will be below freezing (32 degrees Fahrenheit) requires certain restrictions on the water usage in the camper/unit. The Renter understands that it is their sole responsibility as a renter to ensure that those restrictions are complied with. The Renter understands that even if they are complied with, if any freezing or water damage occurs, the Renter will be financially liable for any and all damages that occur.

The Renter will not hold BonVoyage or any other person contract to, volunteering for, or any member of their families responsible for any loss, or damage to any person or property whether it is the result of accident, negligence, or any other cause. I further agree to assume full responsibility and financial liability for any and all freezing and water damage. The restrictions below may mitigate the risk of freezing and water damage:

1. The freshwater tank should be completely drained using the low point drain valve.
2. The water pump should **never** be used since the water tank will be empty.
3. The freshwater hose should be the only source of running water used in the RV.

4. The freshwater hose (and any outdoor shower hose) should be disconnected and drained at any time that the temperature is below freezing.
5. The freshwater hose should only be connected if the temperature is above freezing.
6. If the renter wishes to purchase a **heated water hose** and/or a **spigot heater at their own expense**, they are free to do so. BonVoyage has a heated water hose available to rent for an additional fee.
7. If needed, gallon jugs of water can be used at night to flush the toilet, brush teeth, etc. when the hose is off and disconnected. Renters must supply their own water jugs and water.
8. Two cups of RV antifreeze must be poured into the toilet for the black water tank (if tank heaters are not being used).
9. Two cups of RV antifreeze must be poured down the shower & sink drains for the grey water tank (if tank heaters are not being used).
10. **Never pour RV antifreeze into the freshwater tank.**
11. The furnace/heater must be on **at all times** to maintain the inside temperature of the RV above freezing, even if it is not occupied.
12. The water heater must be on **at all times** to maintain the water temperature above freezing.
13. Boon-docking and dry-camping are not allowed during periods of below freezing temperatures.
14. If needed, two cups of RV antifreeze may be poured into the kitchen and bathroom sink and shower drains so that the p-traps will not freeze. This may have to be repeated if fresh water is run down the sinks or shower. **This step may NOT be necessary if the interior of the RV is never allowed to fall below freezing.**
15. If the RV has **known functional tank heaters and the appropriate power source is available**, then the tank heaters should be used to heat the fresh / gray / black water tanks. If this is true, then the freshwater tank can be filled, and the water pump used for fresh water rather than the hose. Steps 1-7 may not be necessary in this case.
16. If the gray and black dump **valves** are exposed to freezing weather, they should be left open if sewer hookups are available and/or wrapped in old towels for insulation from the cold.

**NOTE: The steps above are NOT full winterization steps, they are a PARTIAL winterization only.**

## Excessive Heat Statement of Responsibility and Liability

- Section not applicable

The Renter understands that taking a camper/unit to an area where the temperature is excessively hot adds certain considerations to the camper/unit rental. The Renter understands that it is their sole responsibility as a renter to ensure that those restrictions are complied with. The Renter will not hold BonVoyage, or any person contracted to, volunteering for, or any member of their families responsible for any issues relating to using a camper/unit in excessively hot weather.

This includes failure of the air conditioning to cool the camper/unit to a comfortable temperature, failure of the refrigerator and/or freezer to cool the contents to an acceptable temperature, failure of the cab air conditioning (if applicable) to cool the vehicle while driving to an acceptable temperature, property damage, bodily injury of any sort, or death. Should any loss of any kind occur, the Renter waives **all** liability claims against BonVoyage.

A camper/unit air conditioner is designed to reduce the air temperature inside a camper/unit by no more than 20 degrees Fahrenheit under optimum conditions. If the air temperature starts at 105 degrees Fahrenheit, it may cool down to 85 degrees Fahrenheit. It's unreasonable to expect it to cool it to 75 degrees Fahrenheit.

Tips include turning on the air conditioning in the morning and pre-cooling the interior to get a head start on the afternoon heat, using the awning if available to shade the exterior, insulating interior cabinet ceilings and walls with Reflectix insulation, covering all windows to reduce radiant heating, cleaning air conditioning filters regularly, inserting vent insulators into the roof vents if available, and reducing cooking heat by using the microwave oven and not the propane or convection oven if so equipped. Running the air conditioning on generator power is possible but not recommended due to fuel consumption and generator duty cycle considerations.

A camper/unit fridge or a residential fridge is also limited in its ability to achieve and maintain optimal interior temperatures as the interior temperature of the camper/unit increases.

Tips include cooling the fridge ahead of the rental to optimum temperature and using a battery-operated fridge fan in a propane fridge to circulate the cool air more evenly.

In addition, selection of destinations in excessive heat deserves attention. Heading to higher elevations or more northerly locations will usually reduce temperatures. Avoid southwestern desert locations in the summer! Also avoid hot and humid locations if possible.

## Personal Property Liability

- Any personal property brought into the Rental during the Rental period is the Renter's responsibility.
- Renter releases BonVoyage, its agents and employees, harmless: from all claims for the loss of or damage to the Renter's personal property, or that of any other person left/carried in or on the Rental unit either before, during or after the rental period and day of return.
- If any item is left behind, the Owner's will make an attempt to contact the Renters. The item can be returned at the renter's (item owner) expense.

## Property Liability

- BonVoyage shall not be liable for loss or damage to any property left, stored, loaded or transported by Renter or any other person in, upon, or by the Rental unit, whether or not due to the negligence of BonVoyage, its agents and employees, at any time or at any place, including, without limitation, any of BonVoyage's garages or locations, including any property repossessed in accordance with this Agreement.
- Renter assumes all risk of such loss or damage and waves all claims against BonVoyage by reason thereof, and agrees to hold BonVoyage, its agents and employees harmless from and to indemnify them from and against all claims based upon or arising out of such loss or damage.
- BonVoyage shall not be liable for downtime whether caused by mechanical failure or lack of suitability of the vehicle for the Renter's purpose.

## Personal Injury, Indemnity & Hold Harmless

- Renter shall defend, indemnify and hold harmless BonVoyage from and against any and all losses, liabilities, damages, injuries, claims, demands, costs and expenses arising out of the use or possession of the vehicle including, but not limited to, any and all fines, penalties and forfeitures imposed under any Federal, State, provincial, county, municipal or other statute, law, ordinance, rule or regulation; and to the extent not covered by Renter's car insurance any claim of or liabilities to, third persons arising out of the abandonment, conversion, secretion, concealment or unauthorized sale of the vehicle by Renter or its drivers, agents or employees, or the confiscation by any government authority for illegal or improper use of the vehicle.
- Renter agrees to hold harmless the Owner of the rented Rental unit, at all times for all situations.
- Renter assumes all risk when renting the Rental unit, and Owner cannot be held responsible for any accident, injury, loss of income, loss of life or loss of or damage to personal property.
- Owner assumes no liability for how the Rental unit is used during the rental period.

## Severability

- If any provision within this agreement is determined to be invalid, void, or unforeseeable judiciously, the remaining Provisions shall remain in full effect and force.

## Modifications/Waivers

- This contractual Agreement is between all parties and shall be binding on their respective successors or assigns. No provision within this Agreement can be waived or modified for any reason except in a written document that the owners have signed.



## Jurisdiction

- The parties agree to submit to the criminal and civil jurisdiction of the Courts of Forsyth County, Georgia for any civil dispute or criminal charges arising from this contract.
- If charges are disputed with issuing credit card company, then Renter will be responsible for paying all court costs associated with securing the rental charges, damages and any additional charges that resulted as part of the rental, including the costs of all collections activity, litigation, and all attorney's fees associated therewith.

---

Verified Renter/Driver Typed Name

---

Verified Renter/Driver Signature

---

Date

---

Verified Renter/Driver Typed Name

---

Verified Renter/Driver Signature

---

Date

---

BonVoyage RV Representative

---

BonVoyage RV Signature

---

Date