

Carolina Camper Company, LLC
Supplemental Rental and Rules Agreement
2013 Forest River Wildwood Heritage Glen, 312QBUD

VIN: 4X4TWBG2XDU004791

Owners: Hailey Goodwin and Rod Goodwin

Renter: _____

This supplemental rental and rules agreement will detail what is expected during your rental period. It may seem like a lot, but we prefer to be upfront and clear so there is no confusion or unrealistic expectations that may cause misunderstandings later.

1. **Training:** After we deliver and before our departure, we will complete a pre-rental orientation that will take 1-2 hours, depending on your experience with a camper. A thorough walkthrough takes time, so please plan accordingly.
2. **No Refunds for Early Returns:** If your plans are adjusted due to weather or unforeseen circumstances, we do not refund the days you will not use. Please notify the owner if an early pickup is needed as soon as possible.
3. **Returns:** All renters must be at least 25 years old and listed on the contract to assume full liability during the stationary rental before the Carolina Camper Company representative departs after delivery. **NO EXCEPTIONS.**
4. **Campground Reservations:** We are not responsible for campground reservations, including cancellations. All campground reservations must be made separately from 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.
5. **Awnings:** We do allow exterior awnings, but we advise using caution! This is also for your own protection because they are **NOT COVERED** by insurance and are very expensive to repair or replace if damaged. Damage to awnings, including damage while stationary, any acts of nature, or negligence, is 100% your responsibility and will exceed your security/damage deposit amount.
6. **Generators:** We do not allow the use of personal generators. The only generator allowed to be used must be provided and agreed upon in advance by Carolina Camper Company; the following rules will apply. Do not use a generator inside the trailer - it **MUST** be kept outside. Do not leave the trailer unattended while a generator is running. Do not run a generator overnight or while sleeping due to safety reasons. Your generator must be a minimum of 3500 watts to run the systems within the camper without causing a power issue. You, the renter, assume all responsibility for any and all damages caused to the trailer & its appliances and systems by using a generator.
7. **Rooftop Usage:** We **do not** allow using the travel trailer's rooftop. Any evidence of rooftop usage (shoe prints, trash, sagging areas) will completely lose your entire security deposit. If the damage exceeds your security deposit, you agree to be fully responsible for the total repair cost.
8. **Pets:** The renter must get owner approval *before* allowing a pet in the RV for an additional fee of \$100 for a maximum of two pets. The owner reserves the right to accept or decline any pets for any reason. Pets are *not* allowed on any upholstered area due to the soft material and the risk of stains, smells or other damage. If any pet damages occur, *including evidence of pet urine or feces*, you will forfeit your entire security deposit, and any excess damage will be charged accordingly. If large amounts of pet hair are left upon return, you will be charged a full Deep Cleaning Fee to remove this. (See Fees Addendum)

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9. Waste Holding Tanks: 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. You will be provided with many rolls of RV-safe toilet paper, and we ask that this is the **ONLY** thing put into the waste holding tank. The gray water holding tank has nothing besides sink or shower water. Any type of food particles put into the gray tank may cause a clog that will require extensive cleaning &/or repair to remove.
10. Cleaning: We do charge an upfront cleaning and sanitation fee of \$100. The trailer must be returned with a clean interior. "Clean" means, as you received it or better – minus the linens, as shown in the trailer condition acknowledgment.
11. Smoking: There is **NO SMOKING** allowed in the trailer. If smoke (including cigars, pipes, vapes, drugs, etc.) is detected, you will be charged a minimum fee of \$1500. **NO EXCEPTIONS.**
12. Generator: If you opted for a generator add-on with your rental, and by signing this agreement, you will be held responsible for the condition of the generator during your rental period. It must be returned in the same working condition as it was given to you. The generator is inspected between each rental. You will be responsible for replacing the generator if it is stolen or lost during the course of your rental period. You are responsible for all generator fuel and the operation of the generator during your rental period. An additional \$250 refundable deposit is required to use the generator. The generator will **NOT** run the air conditioning in the trailer. The generator is to be used **outdoors only.**
13. **NO DRUGS:** Any evidence of storing, transporting, or using illegal substances will forfeit your security deposit. Any 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.
14. Odors/Cooking: We do not allow anything that can create a strong smell in the RV that is difficult to remove, such as the long-term storage or cooking of fish, bacon, deer, etc. These must be prepped/cooked outside the RV. You will be charged the Deep Cleaning Fee of \$300 if odors are detected. There is an outside kitchen and stove if needed to prepare and cook smelly food items.
15. Rental Period: [REDACTED] until [REDACTED] at the agreed upon time.
16. Damage/Minor Repairs: Any damages need to be reported to us immediately. If a potential repair is minor, you may repair consulting us. Do not repair anything until you've spoken to us about it. Replacement of defective parts and receipt must be brought back for reimbursement. There will be **NO** reimbursement if you do not bring back the defective part you replaced and the receipt. If you purchase an item necessary due to an equipment failure (sewer or water hose, etc.), the item you purchased and the receipt must be surrendered upon return of the RV if you want reimbursement. Should you repair without consulting us first, you assume liability for the repair and any subsequent repairs needed.
17. Renter Damages: If the trailer, inside or out, and **ANY** of its contents that were present at the time of pick up, including, but not limited to, couches/chairs, beds/bedding, counters, walls, etc., are damaged during your rental period you are responsible for paying all damages, whether you were 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, you are responsible for obtaining a police report and notifying us immediately. (A documented thorough walk-through will be completed, with the renter present at the time the renter takes possession) The insurance policy does **NOT** cover interior damage or repairs for the **RENTAL PLATFORM** (Outdoorsy, RV Share, etc.). Damage to the trailer's interior is charged to the renter via cash upon return or charged to your security deposit.
18. Towing Safety: Our unit is not to be moved in any way by anyone other than a Carolina Camper Company employee. All damages to the camper that occur when the camper is moved without permission, including damage while driving (tree, toll road, low overpass, drive-throughs, etc.), are 100% your responsibility and will exceed your security/damage deposit amount and will result in the immediate cancelation of the remainder of the renter period without refund. The dimensions of our travel trailer are listed on the Outdoorsy RV listing.

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- 19. Appliances:** The A/C, radio, microwave, television, awning, jacks, etc. are convenience items. If any malfunctions should occur with any of these items, no compensation will be made to you. Fixing any malfunction is not guaranteed. In case of any malfunction, please contact us immediately for assistance, and we will do our best to troubleshoot or attempt to have someone come to you for repairs.

- 20. Lockout/Lost Keys:** If a lockout occurs, you agree to pay .75 cents per mile, round trip, for the owner to drive and unlock the trailer and a fee of \$25 PER missing key. If the owner is en route, the key is found, and the trailer is unlocked, you 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 camper, you will be charged a \$25 fee PER key. If the trailer 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 done.

- 21. Personal Property:** Your personal property brought with you is your responsibility, and you release trailer owner(s) from all claims for loss of, or damage to, your personal property or that of any other person left/carried in or on the RV during your rental period and day of return.

- 22. Personal Injury:** You release owner(s) from all claims for injury, including, without limitation to, personal, bodily, or mental injury, as well as economic loss or damage to you, children, guests, or relatives during your rental period, including the return period.

- 23. Severability:** If any provision within this Supplemental Rules and Rental Agreement is determined invalid, void, or unenforceable judicially, the remaining provisions shall remain in full effect and force.

- 24. Modifications/Waivers:** No provision within this Supplemental Rules and Rental Agreement can be waived or modified for any reason except in a written document that the owner(s) has signed.

- 25. Damages Above Security Deposit/Insurance Claims:** If damage exceeds the amount of your security deposit, you agree to pay the owner(s) any monies due and allow the rental platform company to charge your credit card on file for said charges, plus processing fees.

- 26. Camper Return:** When the camper is picked up, you agree that it will be free from damage, cleaned, and tanks emptied. The rental period will be considered complete once the keys have been transferred to a Carolina Camper Company representative. (This is for insurance purposes) A preliminary walk-through will be completed, and a precursory Return Form will be provided. The owner will also take photos for reporting to the rental platform &/or insurance. Once a thorough inspection has been completed, any fees for damages, cleaning, dumping, or other charges will be deducted from your security deposit if applicable.

- 27. Credits:** 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 is not limited to flat tire(s), weather, any and all systems within the RV that were working at pickup (refrigerator, heater, LED lights, sound system, etc.), damages to any part(s) of RV whether the renter was at fault or not, or due to renter's or any guests' negligence.

- 28. Rental Period Extension:** If, for any reason, your rental period is extended beyond the original rental period dates, you agree that this document will also extend, be valid and enforceable for the entirety of your extended rental period.

- 29. Security Deposit:** Your security deposit will be refunded (by the rental platform) after the camper has been thoroughly inspected and no issues or damages have been found. Said inspection may take anywhere up to 72 hours post rental period.

- 30. Boondocking/Dry Camping:** Camping without hookups (water, sewer, electric) restricts the capabilities of the trailer. You are limited to fresh water tank capacity, black & gray tank capacities, battery capacity, and propane

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capacity. These things need to be recharged, refilled, dumped, etc. These things are the responsibility of the renter. We, as owners, take NO responsibility for limited capabilities and capacities due to dry camping/boondocking. Should you choose to dry camp/boondock, you take full responsibility and liability for the limited capabilities and capacities.

- 31.** Hold Harmless: The renter agrees to hold the owner of the rented RV harmless at all times and in all situations. The renter assumes all risk when renting an RV, and the owner cannot be held responsible for any accident, injury, loss of income, loss of life, or loss of or damage to personal property. The owner assumes no liability for how the RV is used during the rental period.

- 32.** This agreement is in addition to the rental platform (Outdoorsy, RV Share, 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 one (or parts of it) is revoked by the renter and owner, as indicated by the signatures below.

Renter Signature and Date

Renter Printed Name

Destination Address and Renter Phone Number

Owner Signature and Date

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FEES ADDENDUM

BY SIGNING THIS ADDENDUM AND ACCEPTING KEYS, YOU UNDERSTAND THE EXTRA FEES THAT CAN OCCUR IF THE CONTRACT IS NOT ADHERED TO. THESE FEES, IF ASSESSED, WILL BE DEDUCTED FROM YOUR SECURITY DEPOSIT, AND ANY ADDITIONAL COST, IF NECESSARY, WILL BE CHARGED TO YOUR BOOKING. BY SIGNING THIS, YOU ARE AUTHORIZING OUTDOORSY &/OR THE ACTUAL RV OWNER (Hailey or Rod Goodwin) TO CHARGE YOUR CREDIT CARD ON FILE FOR YOUR RENTAL BOOKING.

SMOKING IS STRICTLY PROHIBITED: If the smell of smoke is detected in the RV, a \$1500+ charge will be assessed.

PETS: Pets authorized by the owner at pickup are welcome with the required pet fee. Should any damage occur because of your pets, you are responsible for costs related to damage, including, but not limited to, urine or waste stains, claw/scratch/chew marks, and damage to furniture.

- a. Any large amounts of pet hair left upon return will be subject to the Deep Cleaning Fee of **\$300**.

DEEP CLEANING: A \$300 charge will be assessed if the RV is returned in a condition less than received, less the linens provided. Any linens that need to be washed, may be gathered and left on the front couch.

LOCKOUT: If the lockout occurs, a \$25 charge per key will be assessed, in addition to \$1.00 per mile for the owner to come and unlock the RV.

MISSING KEY(S): A **\$25** charge will be assessed for each missing key(s).

****ALL ADD-ON FEES APPLIED TO YOUR SECURITY DEPOSIT WILL BE ASSESSED A PROCESSING FEE OF 15% and PAID THROUGH VENMO OR ZELLE.****

Renter Signature and Date

Renter Printed Name

Owner Signature and Date

Renter Initials: _____