

Rescue Rentals, LLC and Renter agree as follows:

- **General:**
 - **Approved Renter is at least 25 years of age and will be an occupant of the unit during the entire reserved period unless pre-approved in writing from Rescue Rentals, LLC or an authorized representative. Proof of Identification will be required. If acceptable identification is not provided, then the owner is unable to rent the vehicle.**
 - You certify that you agree to and understand the limitations placed on the number of persons permitted to occupy the Rental, and unless prior written approval has been granted by Rescue Rentals, LLC, you agree to abide by such limitations.
 - Sublet of any Rental is prohibited.
 - Approved renter shall not allow the vehicle to be used outside his/her authority.
 - Approved renter not allow the rental to be used in involvement with any illegal activity.
 - Approved renter not allowed any rental vehicle to be towed/driven by any person who is not named or described in the Rental Document as a person permitted to operate the vehicle.
 - Rescue Rentals, LLC, or any affiliates, subsidiaries, personnel, or offices are referred below as Rescue Rentals, LLC.

- **Reservations:**
 - The non-refundable reservation fee of \$150 (\$300 for holiday/festivals/event dates) is required to reserve your dates.
 - Payments may be made by Bank Account, Debit/Credit Card, Zelle, Cash App, Venmo, PayPal, cash, or other agreed upon method.
 - The entire rental amount is due 15 days prior to your reservation date. In addition, a refundable deposit of \$500-\$1,500 (varies based on unit) should be paid at least 1 day prior to rental. The deposit must be completed before the hand-off of your reserved RV. Payment of funds must be received prior to delivery.
 - Deposits made by Personal Check, Money Order, Traveler's Checks, Certified Check and Cashier's Check must be received within 7 days of booking. No checks will be accepted at Check-In.

- **Rental Upgrades:**
 - Rescue Rentals, LLC reserves the right to upgrade your booked RV model, if needed in reasons deemed appropriate by the manager. If Rescue Rentals, LLC changes your reserved unit to ensure operational/business needs are met, there would be no charge for the upgrade.

- **Booking Amendments:**
 - It is possible to extend your rental without incurring a late return/fee, subject to availability. Approved renter must reach out to Rescue Rentals, LLC to gain approval of extension and remit payment of extended stay.

- **Add-Ons:**
 - Failure of Rescue Rentals, LLC to provide add-ons does not allow the cancellation terms to be null and void. However, if an add on was not furnished to the renter (Example: Grill add on for \$50), the charge directly associated with the grill (\$50) will be refunded.
 - Add-ons ordered cannot be cancelled on the day of pick-up/delivery and must be paid for. Refunds are ineligible if the renter does not use the add-on provided.

- **Delivering Your Rental:**
 - We provide an in person or over the phone walk through of our travel trailer if renter is not on site at time of delivery. We do not guarantee we will arrive or wait for renter to arrive. Rescue Rentals, LLC will delivery/setup, then leave the key or code to access to the unit. All rental fees/deposit must be paid in full to begin use of rental.
 - Contactless check-in is available.
 - Delivery and pickup times (if towing) are based on owner scheduling and availability; delivery time typically ranges from 2-6pm EST. Although we cannot guarantee that your preferred time will be available, we do our best to accommodate times.
 - We provide door keys or lock code for RV entry.
 - The renter is required to message or call the owner upon arrival if a physical key exchange is not occurring.
 - If towing, there are no refunds for late pickups, arriving with inadequate equipment to safely tow, or Rescue Rentals, LLC's request to return at a time more convenient if your scheduled pickup time was missed. Please plan ahead to schedule an arrival time and allow at least 1 hour for a walk through of the unit before you tow. Late check-in/inconvenience fee may apply. For example, if renter is scheduled to arrive between 1-3pm to pick up, but arrives at 9pm (outside of pickup window), Rescue Rentals, LLC reserves the right to request the renter returns the next day or at a different time.

- **Returning Your Rental:**
 - Our goal is to make sure our next renter has a properly prepared and cleaned Rental. Unless otherwise agreed upon, be prepared to check out by 10am EST for pickups.
 - Pickups are typically completed between 10a-12pm EST (to leave before site checkout time) on your scheduled return date. Rescue Rentals, LLC may have flexibility for a later pickup, but this is not guaranteed.
 - If you are towing the vehicle, your return time is 12pm EST, unless otherwise agreed upon. Rescue Rentals, LLC may have flexibility for a later return, but this is not guaranteed.
 - Lost time or rental income due to late returns will be the renter's responsibility to pay late fees assessed at \$30/hour, unless a late return is agreed upon in writing.

- There is no refund if a customer terminates a rental before the scheduled return date.
- There is no refund if a towed rental is returned early.
- If the rental is abandoned, Rescue Rentals, LLC will charge the full cost of recovering the unit and restoring to the condition it left in plus \$50/hour of time retrieving, with a minimum of the full deposit collected.
- All late returns or extensions must be authorized by Rescue Rentals, LLC at least 4 hours prior to return time. Any additional charges will be immediately applied to the customer's credit card on file or billed/deducted from the deposit if leftover funds are available.
- Renters are permitted to leave prior to owner pickup.
- The renter should leave the RV clean and in good condition, leave all used or wet towels in the shower, lock unit and place key in the provided lock box or agreed upon location, and contact the owner to inform us of your departure.
- A full walk-through and detailed inspection of the Rental is completed within 7-days following the end of your reservation. After the full inspection is done, we will return your deposit (less any adjustments for add-ons, missing items, or damages, as applicable) within 10 business days.
- Early deliveries or late returns are per owner availability.
- If "dry camping" (without sewage hookups), renter will pay \$40 to Rescue Rentals to clean and empty the black and gray holding tanks.

- **Rental Insurance:**

- If third party insurance is purchased, Renter is responsible for any damages or losses that are not covered by additional purchased and/or personal insurance.
- A deposit of \$500-\$1,500 is held to assist with guaranteed funds that may be needed for small damages, lost items or income, additional cleaning or violation of the agreement.
- If the rental is returned as expected without any damages, missing items, add on charges or fees, the full deposit will be returned to renter within 10 business days.
- If additional time is needed to assess charges, Rescue Rental will contact the renter regarding initial findings.
- The Security Deposit, is provided as security against damage to the Rental, theft, additional charges, fees, and violation of any renter's agreement contained in this Agreement.
- Unless towing a designated unit; no unit delivered by Rescue Rentals, LLC shall be moved under any circumstance. If a unit is moved in any way regardless of the distance the Renter agrees to forfeit the deposit plus any additional fees assessed if damages or property loss applies.
- An inspection is done after each check-out for any damage done to real or personal property. The Renter(s) shall be liable and solely responsible for any property damage, accident, injury to any person or loss sustained by any person or arising out of or in any way related to Renter(s) use of the premises or the items of personal property provided by Rescue Rentals, LLC.

- The Renter(s) hereby agrees to indemnify and hold Rescue Rentals, LLC harmless from any and all claims, including those of third parties, arising out of or in any way related to renter(s) use of premises or items provided therein.
 - Renter(s) assumes the risk of injury or other losses relating to any recreational activities and will hold Rescue Rentals harmless with respect thereto Renter(s) agrees to indemnify Rescue Rentals, LLC for any damages to the dwelling, grounds, furnishings, and household items. In the event that damage result from a Renter(s) occupancy, Rescue Rentals, LLC is authorized to utilize the security deposit payment method to cover said damages or additional cleaning costs, including the charging or billing of any additional amounts that exceed the deposit held.
 - Rescue Rentals, LLC is not responsible for articles left on premises. Contact the owner immediately regarding the loss of any articles or items that may be found by Rescue Rentals, LLC. We do not guarantee items will not have been disposed of or donated by the time of contact.
 - I agree that if the Rental Unit is detained for illegal use that I will be responsible for any charges incurred in restoring the RV, and any loss of income incurred by Rescue Rentals, LLC and all affiliates.
- **Cancellation Policy:**
 - Free cancellation up to 24 hours after initial booking. The down payment (\$150/\$300) is forfeited for any cancellation after 24 hours, with no refunds, including cancellations of reservations for early check-outs, no-shows, inclement weather, illness or any other reason.
 - If canceled **11-14 days** prior to departure:
 - **75%** of the booking total is refunded with a minimum forfeit amount of non-refundable down payment amount (\$150/\$300).
 - If canceled **7-10 days** prior to departure:
 - **50%** of the booking total is refunded with a minimum forfeit amount of the non-refundable down payment amount (\$150/\$300).
 - If canceled **3-6 days** prior to departure:
 - **0%** of the booking is refunded with the exception of the delivery, dumping or generator fee.
 - If canceled **<3 days** prior to departure:
 - **0%** of the booking is refunded, with the exception of any dumping or generator charge.
 - If the confirmed RV Rental is involved in an accident or mechanical failure that restricts the safe use of the reserved Rental, we will attempt to provide you with an alternative replacement. If the available unit is less than the amount you paid, we will return the difference of the charges. We will make every attempt possible to provide you with alternative accommodations.
- **Cleaning:**
 - Each RV will be inspected, sanitized and cleaned after your departure. We ask that the unit be returned in the same general condition that you received it. Do not leave dirty dishes, spilled drinks, trash, etc. You do not need to make the bed(s) before your departure.

- If additional cleaning (outside of normally expected cleaning) is required, appropriate charges will be deducted from your deposit at the rate of \$100 minimum plus \$40 per hour.
- If the RV has any sign or smell of smoking, pets (unauthorized animals) or illegal substances/activity, you agree that you forfeit your full deposit. We expect the unit is left in the same clean condition at the start of your rental. Cleaning supplies are provided for your convenience.
- **Pets:**
 - Since it is difficult to remove the odors and allergens associated with pets, we must STRICTLY ENFORCE our pet policy. There is a \$100 pet fee (dogs only) if pre-approved and only for units that permit dogs with a pet fee. If there is any animal inside of the RV without prior approval (and prepaid pet fee), Rescue Rentals, LLC reserves the right to retain a minimum of \$500 up to the full deposit plus charge for additional applicable damages or fees.
 - In addition, any damage caused by pets will be charged to renter's damage deposit or billed in excess.
- **Smoking and/or Drugs:**
 - It is difficult to remove the odors and allergens associated with smoking. We STRICTLY ENFORCE our no smoking policy.
 - Smoking, includes but is not limited to cigarettes, cigars, vaping, or additional medicinal or recreational substances. An additional fee to professionally treat the property for odors and/or allergens may be applicable.
 - If there is any evidence of smoking inside of the RV Rescue Rentals reserves the right to retain a **minimum** of \$750 up to the full deposit plus charge for additional applicable damages or fees.
 - In addition, any damage caused by smoking materials or drug paraphernalia will be charged to renter's damage deposit or billed in excess.
- **What We Supply:**
 - Included in your reservation, Rescue Rentals, LLC supplies your Rental with linens, pillows, kitchen/bathroom items along with a variety of extras.
 - Although we attempt to stock everything you may need during your stay, since we provide the normal amount of RV toilet paper, sheets, bath towels, dishes and other items to get you started, it may be necessary that you would need to bring additional items for your personal use during your visit.
 - **Only RV-friendly toilet paper** is permitted to be flushed into the black tank. RV-friendly toilet paper is designed to disintegrate quickly to avoid clogs, blocked sensors, and backed up black tanks. Please do not use excess toilet paper or put household/commercial toilet paper, paper towels, feminine products or any foreign objects down the toilet into the black tank. **A minimum fee of \$200 will be charged if this occurs.**
 - Additionally, any item damaged or taken from the unit will result in a \$50 inconvenience fee plus 150% of replacement or labor cost, unless an agreed value is documented.

- **Generator Rental:**
 - Rescue Rentals, LLC offers a generator as an add-on for rent @ \$25/night.
 - If our generator has been added to the rental, the Renter assumes all responsibility for the unit, generator or any items or persons.
 - Rescue Rentals, LLC does not assume any liability for loss, damage or injury to persons, the unit, and/or their personal property.
 - Renter will be responsible for the cost of the portable generator unit of the agreed value (\$999.99) given any loss or damage.

- **Awning:**
 - Due to the ease of damage and weather changing in a matter of seconds, the awning should not be used without owner consent. Rescue Rentals, LLC reserves the right to disable the awning.
 - Only IF consent is given, it is to be used at the renter's risk and renter must be present when the awning is in use.
 - Additionally, it must be fully retracted at night and at any time Renter is away from or inside the RV, it should be retracted if breezy/windy/rain conditions are present or imminent. The renter is liable for any and all damages caused to and by the awning, with a minimum charge of \$1,500.
 - Damage to awnings typically range between \$1,000-\$2000 to fix. Rescue Rentals, LLC does not assume any liability for loss, damage or injury to persons and/or their personal property.

- **Vehicle Operation and Location Data:**
 - Our vehicles may be equipped with the manufacturer-provided or certain on-board technology such as OEM equipment ("On Board Technology").
 - Some or all on board functionality may or may not be active during rental periods.
 - On Board Technology may provide us use of, disclosure of, or access to (1) crash data and, (2) operational condition, mileage, diagnostic and performance reporting of vehicles ("On Board Data"), as permitted by law.

- **Tolls, Parking Fees and Towing Fees:**
 - The Renter is responsible for all toll fees incurred for either delivery or towing rentals. Any unpaid tolls are subject to a late fee of \$100 in addition to the cost of the tolls or tickets.
 - The Renter is responsible for any parking fees incurred on towed rentals.
 - The Renter is responsible for any towing fees (tow truck, impound fees) that may incur for all rentals where the renter is towing the Rental Unit.

- **Freezing/Below Freezing Temperatures:**
 - At temperatures of 32°F/0°C or below; special instructions shall be followed for proper care and use of all water lines.
 - These instructions will be provided either verbally or in writing at the time of rental.
 - Failure to follow these instructions will result in the renter assuming liability for any and all damages incurred by Rescue Rentals, LLC.

- **Renter's Liability:**
 - Renter agrees to accept liability for any damages caused to the Rental by renter or renters' guests, including, but not limited to, damage to the Rental in any way or damage to any appliances and/or equipment furnished.
 - If damages are in excess of the security deposit being held, renter agrees to reimburse Rescue Rentals, LLC for costs incurred to repair/replace damaged items.
 - Only someone authorized by Rescue Rentals, LLC are permitted to alter the unit in any way. This includes (but not limited to) holes on the wall or ceiling, attempt to hang or stick objects, repairing, restoring or fixing damage or any adjustment. Any alteration requires written consent, otherwise you risk being charged a damage fee at 150% repair/replacement cost with a \$50 minimum.
 - The cost for Rescue Rentals, LLC to repair any damage will result in a minimum of \$50/hr or the local RV shop's rates.

- **Hold Harmless:**
 - Rescue Rentals, LLC or any one authorized to represent Rescue Rentals, LLC or owner/manager does not assume any liability for loss, damage or injury to persons and/or their personal property.
 - Neither do we accept liability for any inconvenience arising from any temporary defects or stoppage in supply of water, gas, electricity or plumbing.
 - Nor will Rescue Rentals, LLC accept liability for any loss or damage caused by weather conditions, natural disasters, illness or other reasons beyond our control.

- **Additional Terms and Conditions:**
 - The undersigned, for himself/herself, his/her heirs, assignors, executors, and administrators, fully releases and discharges Rescue Rentals, LLC from any and all claims, demands and causes of action by reason of any injury or whatever nature which has or have occurred, or may occur to the undersigned, or any of his/her guests as a result of, or in connection with the occupancy of the premises or add-ons and agrees to hold Rescue Rentals, LLC free and harmless of any claim or suit arising therein.
 - In any action concerning the rights, duties or liabilities of the parties to this agreement, their principals, agents, successors or assignees the prevailing party shall be entitled to recover reasonable attorney fees and costs.
 - Rescue Rentals, LLC and its authorized representatives reserve the right to be entitled to enter the Property at any reasonable time to inspect the unit.
 - If any guest violates any conditions of this agreement, Rescue Rentals, LLC may terminate this agreement and remove the RV rented from its location immediately.
 - Upon notice of termination of this agreement, Renter shall vacate the RV immediately.
 - In the event Rescue Rentals have to resort to legal process to enforce rights under this Agreement, Renter shall be responsible for reasonable Attorney fees and costs.
 - Renter agrees this contract is entered into in Citrus County, Florida, and consents to the personal jurisdiction of any proper court located therein.

- **Privacy Act:**

- The personal information requested from the renter is to enable the owner to assess the renters' request to rent a vehicle. The renter does not have to supply this information, but if the renter does not, then the owner is unable to rent the vehicle.
- The renter acknowledges that the owner will collect, hold, and use the renter's personal information for purposes related to the rental of the vehicle and the provision of related customer services, including direct marketing and assessing customer satisfaction with products and services provided by the owner.
- The renter further acknowledges that such personal information may be disclosed to debt collection agencies in the event that the renter defaults in the payment of any monies owing to the owner, or other parties involved in an accident with the vehicle while on rent to the renter; or any organizations responsible for the processing or handling of traffic related infringements; and the renter hereby authorizes the disclosure of their personal information for such purposes.