



3401 El Cajon Blvd
San Diego, CA, 92104

917-477-9887 | 619-663-7262
Mike@StressFreeGroup.com

RENTER INFORMATION

A CLEAR COPY OF DRIVER'S LICENSE AND/OR ID FRONT AND BACK MUST BE PROVIDED FOR ALL ADULTS 18+ RENTER MUST SIGN AND PROVIDE A COPY OF THE RENTAL AGREEMENT TO STRESS FREE RVS.

CREDIT CARD AUTHORIZATION

AN ACTIVE CREDIT CARD MUST BE PROVIDED ON FILE, BY ACCEPTING THE RESERVATION YOU ARE AUTHORIZING US TO CHARGE YOUR CARD DIRECTLY FOR ANY RELATED EXPENSES, CHANGES, SECURITY DEPOSIT, REPAIRS, MISSING ITEMS, DAMAGE, ETC

By accepting a reservation with **STRESS FREE RVS** the renter authorizes **MICHAEL KATZ** to charge the provided credit card account for services related to the rental of a towable trailer. Charges may show up as being billed by 3rd party vendor on credit card statement. Receipts will be provided upon request.

In addition to credit card utilization for billing the renter also agrees to provide alternative payment methods utilizing ZELLE or any marketplace platform involved in the reservation when applicable.

RENTAL EXPECTATIONS

WHAT IS PROVIDED AS PART OF THE RENTAL IN RELATION TO EXPECTATIONS

Reservations include the use of the selected trailer / Recreational vehicle during the reserved period of time from the agreed upon start date and time to the end date and time. There are no guarantees associated or made with the rental of the unit itself regarding functionality of water, electric, septic, heat, air conditioning, amenities, miscellaneous items, accessories, doors, windows, panels, drawers, faucets, fixtures, or otherwise, which would constitute any type of reimbursement or credit. If the unit is in the renter's possession, they have accepted it in the condition it is in and accept the rate that they are charged without being due any reimbursements, credits, or refunds.

The renter has the right to request repairs to any aspects of the trailer which are not functioning, Stress Free RVs will make all reasonable best efforts to assist in addressing and resolving issues as they arise, but are not a repair company by trade, and therefore are at the will and whim regarding availability of repair technician's schedules.

Every reservation requires a starting inspection form and an ending inspection form, if the renter feels any aspect is unsatisfactory, they are responsible for notifying Stress Free RVs prior to accepting possession of the vehicle. Should there be any question regarding pre-existing damage the renter is responsible for photographing and providing evidence of any and all pre-existing damage prior to taking possession.



3401 El Cajon Blvd
San Diego, CA, 92104

917-477-9887 | 619-663-7262
Mike@StressFreeGroup.com

CHARGES DEFINED AND ITEMIZED

MANDATORY

Total Reservation Rate

This is a non-refundable amount paid to reserve the vehicle for the dates specified in this agreement it may include fees, taxes, and/or add-ons. If booking is cancelled by the renter or any failure of renter to complete their rental as scheduled will result in loss of the full rental amount.

Nightly Rental Rate

This is the nightly reservation rate for the travel trailer unit itself

Pre-Trip Prep Fee (Covid-19 Compliance)

This is to prepare the vehicle for rental and includes testing functionality of all items, providing cleaning supplies and essentials, and ensuring the vehicle is clean and ready for the rental period. It also includes a walk through.

Post-Trip Fee (Covid-19 Compliance)

This is a "Light Cleaning" involving wiping down all surfaces. It is expected that the unit will be returned in the same condition as when the rental period began. Renter is responsible for washing all used items (i.e dishes), returning all items to their original locations, and removing all used linens/towels and placing in the shower.

VARIABLE

Delivery / Set-Up / Pick-Up

This charge is applied based on distance and location of where the travel trailer will be delivered, set-up, and picked-up from. It factors in time for each trip in each direction, gas required, and mileage traveled

Water Pre-Fill

Applied upon request prior to trip start, specifically geared for dry camping (also known as boondocking)

Propane Tank Re-Fill

Applied if propane tanks are need returned full by renter

Waste Tank Dumping

Applied if unit is returned without waste and water tanks emptied.

Convenience Package

(can be pre-paid, non-refundable). Labor and costs to dump waste tanks and/or refill propane tanks

Boondock Package

(can be pre-paid, non-refundable). Same as convenience package plus pre-filled fresh water tank



3401 El Cajon Blvd
San Diego, CA, 92104

917-477-9887 | 619-663-7262
Mike@StressFreeGroup.com

Early Pick Up

Scheduling start time of rental reservation between the hours of 7:00AM – 10:00AM

Late Return

Scheduling the end time of rental reservation between the hours of 7:00PM – 10:00PM

Wait Time

A 15-minute grace period is provided as a courtesy in addition to up-to a 1 hour walk through upon the start time of the rental agreement, which is dedicated to provide an understanding of safe operation with the primary renter and explain functionality going through all major areas of the trailer and supplies, in addition to how to correctly connect/disconnect the hitch system. Any extra time with the owner spent on-site with the trailer, or waiting for the trailer will result in this fee. Specifically, if renter is late on arrival or return.

Holiday Rate

Additional charge applied for rental reservations falling on any holidays and/or holiday weekends

Unlimited Wi-Fi (Visible service on Verizon network)

Must be requested in advance, a cell phone with UNLIMITED 4G internet speed and UNLIMITED nationwide calling will be provided with charger and USB charging cable. Phone is able to wirelessly tether to one device at a time.

Unlimited Generator use

Must be requested in advance, a 4500-WATT Portable generator valued at \$1,250 replacement cost. Renter is responsible for gas, propane, and proper use. Additional gas/propane can be pre-paid upon request.

Additional Gas / Propane

Must be requested in advance, 5 Gallon gas containers and/or 20lb propane tanks non-refundable

Wireless Break Controller

Must be requested in advance, a wireless break controller will be provided to renter for safe towing.

Pet Fee

If there is a pet traveling with the renter. PETS MUST BE PRE-APPROVED on CASE-BY-CASE BASIS.

A flea/tick service may be required at actual cost following any rental that has pets.

Heavy Cleaning

This will be in addition to the reset if necessary, should there be any areas which require attention to clean.

As a courtesy the reset includes 30 minutes of labor, any time afterwards related to cleaning will result in this fee.

Smoking

\$500 minimum fee & Security Deposit forfeiture

Zero tolerance, this is a NO SMOKING UNIT. Any evidence or perceived related evidence of smoking of anything inside the unit will result in a minimum of this fee though additional charges may apply. Odor, discoloring, stains, or observation of any smoke related activity are all considered as evidence. Deposit will be forfeited in addition.



3401 El Cajon Blvd
San Diego, CA, 92104

917-477-9887 | 619-663-7262
Mike@StressFreeGroup.com

INVENTORY AND INCLUDED SUPPLIES

SUPPLY CHECKLIST: GENERAL ITEMS LISTED BELOW ARE PROVIDED WITH EACH RENTAL, UPON TRIP COMPLETION ANY MISSING OR DAMAGED ITEMS WILL BE BILLED AT THE FULL LISTED AMOUNTS
any parts/pieces or items missing or damaged contained within the line item will result in a full charge of the listed value under the policy of: “pairs” or “sets” meaning that it is part of a whole which needs to match.

ITEM DESCRIPTION	VALUE
TRAILER HITCH SYSTEM – Weight distribution, chains, sway bar, all pins and connections, vehicle hitch	\$500
SET UP – Curved Safety Chocks (2), Leveling Blocks (8)	\$100
WASTE – 15ft Septic Retractable hose, above ground guiding rails, disposable gloves	\$100
WATER – 15ft fresh water hose, elbow connection	\$50
POWER – 30 (OR) 50-amp power cord, 20lb propane tank(s), battery(s)	\$500
KITCHENWARE – set of (4) plates, bowls, cups, knives, forks, spoons	\$50
COOKWARE – Set of Pots and Pans	\$50
BEDDING – mattress cover, (2) pillows	\$100
TV – TV(s) with mount(s) and remote(s)	\$500
CLEANING – Broom, Swiffer Mop	\$50
BATHROOM – trash can, plunger, toilet brush (pods and all other disposable items are included)	\$100
MISC – hand-crank for manually adjusting jack and stabilizers	\$50
all other disposable items are included for use no charge – toilet paper, sponge, soap, spray, wipes	

ANY OTHER ITEMS NOT LISTED TO BE REPLACED AT ACTUAL COST WITH RECEIPTS
+ \$50 PER HOUR (MINIMUM ONE HOUR, ALL TIMES ROUNDED UP, CHARGED PER LINE-ITEM DESCRIPTION)
FOR ADMINISTRATIVE TIME TO RESEARCH, PICK-UP, AND/OR REPLACE.
ANY LABOR FOR REMOVAL/INSTALLATION WILL BE BILLED AT ACTUAL COST WITH INVOICE RECEIPTS.
COSTS ARE BILLED IN THEIR FULL AMOUNTS FOR ANY MISSING/DAMAGED ITEMS CONTAINED IN EACH LINE ITEM
IT IS AT THE OWNER’S DISCRETION TO CHARGE A PARTIAL AMOUNT OR WAIVE ANY CHARGES IN PART OR FULL.
ANY PARTS OF THE TRAILER ITSELF WILL BE CONSIDERED IN AN INSURANCE CLAIM,
RENTER MAY CHOOSE TO PAY DIRECTLY FOR INVOICED AMOUNTS RATHER THAN USE INSURANCE



3401 El Cajon Blvd
San Diego, CA, 92104

917-477-9887 | 619-663-7262
Mike@StressFreeGroup.com

RULES AND GUIDELINES

1. **BE RESPECTFUL, RESPONSIBLE, AND HONEST. I WILL ALWAYS DO THE SAME.**
2. **DO NOT EXCEED 55MPH WHEN TOWING. (FOR SAFETY REASONS)**
3. **NO SMOKING** INSIDE THE UNIT AT ANY TIME UNDER ANY CIRCUMSTANCES
4. **REMOVE SHOES WHEN ENTERING THE TAILER (PLEASE)**
5. **USE OF AWNING IS AT RENTERS RISK. DO NOT LEAVE OPEN WHEN NOT UNDERNEATH IT.**
(it is the item most likely to break the easiest and is very expensive).
a 10 x 10 canopy can be provided upon advance request with the rental for your convenience
6. **DO NOT GO ON THE ROOF** (it is intended for maintenance access only)
7. **DO NOT FLUSH ANYTHING DOWN THE TOILET OTHER THAN SEPTIC SAFE TOILET PAPER**
a waste basket is provided for the bathroom, please use that for any items other than toilet paper
8. **MAXIMUM OCCUPANCY IS BASED ON THE AMOUNT IN THE RESERVATION AGREEMENT.**
(any person using the trailer must be listed and names provided to Stress Free RVs)
9. **AT THE END OF YOUR TRIP:**
MAKE SURE TO CLEAN ALL AREAS AND USED ITEMS (REPLACING WHERE THEY BELONG), WASH/DRY DISHES, SWEEP, MOP, WIPE COUNTERS, DUMP WASTE TANKS, EMPTY FRESH WATER TANK, REMOVE ALL GARBAGE AND PERSONAL ITEMS.
please remove bedding linens and place all used items with towels in the shower, thank you.
10. **HAVE FUN! ENJOY YOUR TRIP AND CONTACT ME WITH ANY QUESTIONS**

If you have any questions related to your rental, **PLEASE ASK IN ADVANCE**

I will be happy to answer in order to ensure we address any preventable issues.

By processing a reservation, the renter states the following:

I have read, reviewed, accept, and understand all information in the Renters Agreement consisting of 7 pages

THINGS TO KNOW

- It is THE **RENTER'S RESPONSIBILITY TO PROVE AND POINT OUT ANY ASPECT OF THE UNIT NOT IN PERFECT CONDITION PRIOR TO ACCEPTING THE UNIT**. If there is anything not to satisfaction or in good working order, the **renter must notify owner and provide proof prior to taking the unit**. Any damage upon return is the burden of the renter for the cost of repair/replacement. **This means the renter is responsible to take photos, videos, and NOTIFY THE HOST BEFORE ACCEPTING THE TRAILER.**
- **Check the control panel gauges frequently** to ensure you have water, that black and grey waste tanks are managed appropriately, and the batteries have a charge. A good habit is every-time you enter/exit, or turn on/off lights, or walk past, just press each button to see your status.
- **Propane** - There are 2 propane tanks included, they are located outside of the trailer by the hitch, if you run out of propane (refrigerator will start beeping and/or heat will go off) the cover has a small bungee cord at the bottom, remove the bungee hook to lift the propane cover off. There is a black lever pointing in the direction of one of the propane tanks, turn it to point at the other remaining tank, twist propane tank to on position, replace cover, replace bungee cord. You may need to turn off the thermostat, turn off the refrigerator, and press the GFI reset (located by the outlet next to the sink) then turn things back on one at a time.
- **Power Outage** – If you are at an RV Resort and notice that outlets/TV(s)/microwave etc are not working it is likely due to a campground outage. Step 1 press the GFI reset inside the trailer located on the outlet next to the sink. (if things are working it will light up green, otherwise you'll know you don't have power). Step 2 check the connection from outside of the trailer to the site hook up (where the electric plug goes), flip the circuit breaker off and back on to reset (then go inside the trailer and reset the GFI). You will have to turn things off and then back on after doing the above (power-cycle) to ensure that they work again. If you are Boondocking and the battery dies (DON'T LET IT, use the gauge please) there are jumper cables provided, hook them to your car battery and let the car run while connected for 15 minutes at-least.
- **Water** – There are TWO water connections: "city" or "fresh" they are next to one another. **CITY WATER** means you keep the hose connected to a spigot at an RV Resort or water source and leave on at all times, the trailer will control the water flow as needed. **FRESH WATER** is what is filled up one time and stored in the trailer (primarily for "on the go" and dry camping when there are no hook ups on site). Monitor your water usage appropriately please. **For helpful reference:** an RV shower = 1.5 gallons per minute. The fresh water tank holds 30 gallons of water. **GRAVITY FILL.** In-case of Emergency should you run out of water completely each trailer has a "free fill" where you can simply pour clean water from a container into the "fresh water" opening.

If you have any questions PLEASE ASK IN ADVANCE I will be happy to answer in order to ensure we address any preventable issues. **If there is a trailer related situation CALL/TEXT 917-477-9887 AND/OR EMAIL MIKE@STRESSFREEGROUP.COM TO RESOLVE.** While I cannot guarantee a response right away, I will do my best in good faith effort to get back to you as quickly as I am able.



3401 El Cajon Blvd
San Diego, CA, 92104

917-477-9887 | 619-663-7262
Mike@StressFreeGroup.com

Thank You



STRESS FREE
RVs & Trailer Rentals

www.StressFreeRVs.com

917.477.9887

Mike@StressFreeGroup.com



3401 El Cajon Blvd
San Diego, CA, 92104

917-477-9887 | 619-663-7262
Mike@StressFreeGroup.com

INSPECTION: EXTERIOR - DEPARTURE CHECKLIST

Owner and Renter have inspected the vehicle inside and out testing functional and condition of all areas. any areas not in satisfactory or better condition are to be noted.

EXTERIOR

- NO DAMAGE TO THE EXTERIOR ANYWHERE []
- JACKS (x4) LEVELING []
- JACKS (x1) ELECTRIC TONGUE []
- WEIGHT DISTRIBUTION (all components) []
- PROPANE TANKS (x2) FULL []
- BATTERIES (x2) FULL []
- AWNING TESTED (if applicable) []
- FRESH WATER GRAVITY FILL []
- FRESH WATER CITY FILL []
- POWER CONNECTION (30AMP) []
- WASTE TANK (locations including black and grey levers) []
 - HOW TO CONNECT HOSES []
- EXTERIOR SIDE STORAGE (and/or pass through if applicable) []
- EXTERIOR REAR STORAGE (if applicable) []
- TIRES []
- GENERATOR (if applicable) []

NOTE ANY DAMAGE:

Renter's Name: (Print) _____

Signature of Renter: _____

Date: _____



INSPECTION: INTERIOR - DEPARTURE CHECKLIST

Owner and Renter have inspected the vehicle inside and out testing functional and condition of all areas. any areas not in satisfactory or better condition are to be noted.

INTERIOR

- NO DAMAGE TO THE INTERIOR ANYWHERE []
- FLOORS / COUNTER TOPS []
- FURNITURE / APPLIANCES []
 - HOW TO USE COUCH FEATURES / TABLE TOP []
- CONTROL PANEL WALK THROUGH []
 - LIGHT SWITCHES []
 - STATUS (WATER/BLACK/GREY/BATTERY) []
 - WATER PUMP / WATER HEATER []
 - SLIDE OUT []
 - AWNING (NOT ALLOWED TO BE USED ON RENTALS) []
- THERMOSTAT []
 - PROPANE POWERS HEAT / ELECTRIC POWERS AIR CONDITIONING []
- KITCHEN []
 - ALL CABINETS OPENED []
 - SINK (water flows) []
 - COOKTOP / STOVE (propane) []
- BATHROOM - TOILET / SINK / SHOWER []
- BEDROOM - MATTRESS / LIGHTS / CLOSETS []
- SLIDE OUT []
- INCLUDED ITEMS REVIEWED (cleaning supplies, kitchen supplies, etc) []

NOTE ANY DAMAGE:

Renter's Name: (Print) _____

Signature of Renter: _____

Date: _____



3401 El Cajon Blvd
San Diego, CA, 92104

917-477-9887 | 619-663-7262
Mike@StressFreeGroup.com

INSPECTION: INTERIOR - RETURN CHECKLIST

Owner and Renter have inspected the vehicle inside and out testing functional and condition of all areas.
any areas not in satisfactory or better condition are to be noted.

INTERIOR

- FLOORS / COUNTER TOPS []
- FURNITURE / APPLIANCES []
- KITCHEN []
 - ALL CABINETS OPENED []
 - SINK (water flows) []
 - COOKTOP / STOVE (propane) []
- BATHROOM []
 - TOILET []
 - SINK []
 - SHOWER []
- BEDROOM - MATTRESS / LIGHTS / CLOSETS []
- SLIDE OUT []
- INCLUDED ITEMS REVIEWED (cleaning supplies, kitchen supplies, etc) []
- ANY EVIDENCE OF SMOKE INSIDE []

FEES (REFER TO LIST OF ADD ONS)

NOTE ANY DAMAGE:

OWNER WILL CONDUCT RETURN INSPECTION, DAYLIGHT IS REQUIRED, RENTER'S SIGNATURE IS NOT REQUIRED.

OWNER WILL TAKE PHOTOS OF AREAS AFFECTED WHERE APPLICABLE

IF UNIT IS RETURNED AT NIGHT, OWNER WILL HAVE UP-TO AN ADDITIONAL 48 HOURS TO CONDUCT INSPECTION

ANY SECURITY DEPOSIT TAKEN WILL BE APPLIED TOWARDS FEES.