

## ***Rental Rules***

This “rules” list may seem like a lot, but we want to make sure you are fully informed and have no unrealistic expectations concerning your RV Rental. Most rental agencies have the same rules, we just want to be completely up front before you reserve and prevent any misunderstandings later.

**Fluid check:** It is your responsibility to maintain the engine/operating fluids during your rental. We have a box with all the necessary fluids should any need to be topped off. For your safety you must check the brake fluid every 500 miles. Do not use any fluid that is not provided, very specific types and brands are required for the vehicle warranty.

**No Refunds for Early Returns:** If you return early we do not refund the days you will not use. This includes if you have an accident or crash in the unit, however if the crash is not your fault you may be able to recover your rental costs from the at-fault driver’s liability insurance.

**Fee for Late Returns:** If you are late returning the unit there is a \$40 per hour late fee unless we have communicated via the rental website about changing the time. You will also be responsible for the cost of any canceled rentals due to your late return.

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

**NO SMOKING:** Smoking (including cigars, pipes, drugs, etc) in the unit forfeits your entire security deposit.

**NO DRUGS:** Any evidence of the storage, transportation, or use of illegal substances will forfeit your entire security deposit. RVs returned with any evidence of drug use or transportation will result in law enforcement being called for a report and to collect the evidence.

**Odors / Cooking:** We do not allow anything that can create a strong smell in the RV that is difficult to remove, such as raw fish storage or cooking with heavy spices such as curry or strong gumbo.

**Hunting / Fishing:** Please do not use the sinks or shower for any hunting or fishing/ game cleaning! There is an outdoor shower hose you can use if needed but it must be wiped down with an antibacterial wipe or bleach before returning to storage.

**Travel Restrictions:** Our motor home is NOT allowed to travel into Mexico & our insurance does not cover you or the unit in Mexico. No travel allowed on any non-paved roadways like logging roads, forest service roads, beaches, etc. Only exception to this is a non-paved road inside a licensed RV Park. Crossing into Mexico will cause the unit to be reported stolen and the total loss of your security deposit.

**Toll Roads, Red Light Cameras, parking tickets, etc:** Parking Tickets, Mailed Violations, and Toll invoices are a major burden and we charge a \$25 fee for each invoice we get. Responsibility for traffic or parking violations will be transferred to you and you will be charged a \$25 administration fee. If you want to use Toll Roads, you are free to pay at the plazas or bring your own toll tags, just make sure no invoices or toll by plate, etc mail comes our way or the \$25 administration fee will apply!

*Note: Most toll agencies are good to work with and will help you out if a mistake and call them right away.*

**Fuel:** Flat land use: regular unleaded, 87 is fine where available. Climbing mountains or going up steep or long grades requires unleaded plus or premium. **DO NOT use E85** or any other type of non regular gasoline.

**Towing:** We do not allow towing anything with our motor home. We do allow accessories like bike racks, hitch mounted BBQ pits, etc. however you must bring the hitch accessory with you for pickup and it will be locked on. Sorry – no exceptions.

**Awnings:** Damage to awnings, including damage while driving (tree, toll road, etc) are 100% your responsibility and could exceed your security/damage deposit amount. The awning is electric and as long as you put it up before taking off you should be fine, its not like the older types where you have to lock them.

**Generator:** RV generator is for running the central a/c and temporary power while traveling. It is not for “constant run” and is not designed or allowed to be used as primary power while you are camping by running it constantly for extended periods of time. If you desire air conditioning you need to use a campsite with RV electrical available to plug into. Renters are forbidden from running the generator overnight while sleeping in the unit due to the possibility of carbon monoxide getting into the unit while you are asleep – a deadly hazard.

**Pets:** Unless prior authorization is given pets are not allowed! Many renters are allergic to pets so we must charge extra because it takes a lot of work to clean the RV after a pet has been in it to remove all the pet hair, dander, and sanitize every surface. If you did not get permission and the motor home is returned with noticeable signs of a pet (smell, stains, hair, etc) you will be charged a cleaning fee of \$150 and the cost to repair any damage done by the pet.

**Cleaning:** The motor home must be returned with a clean interior. “Clean” means as you received it & ready for another rental. All trash should be disposed of. All linens and bedding should be left on the back bed so we can collect them to be washed. Please leave the mattress cover on the bed so wet towels or soiled linens do not touch the mattress, we will remove it. Failure to return it clean will result in a \$200 fee taken from your security deposit.

**Propane:** We try to keep the tank filled with enough propane for each trip. Should you run out along the way you can usually refill it at the larger gas stations/ truck stops ie.Loves, Pilot or Flying J. The propane tank has a safety feature that will not allow it to be filled over 80% so do not worry, it will never say that it is completely full.

**Gas:** The gas tank will be full when you pick up the RV, it must be returned with the same amount of fuel that was in the tank when you picked it up. If the gas is not at the same level it will delay your security deposit being returned because we will take care of it and subtract the cost of fuel needed to get it to that level plus a service charge of \$25. **DO NOT USE E-85**

**Waste Holding Tanks:** Waste holding tanks must be emptied prior to return .Putting anything other than human waste or RV toilet paper (supplied) in the toilets will result in an extra cleaning fee. If you don't want to do this yourself you can prepay a dumping fee. If you run out of RV toilet paper you may buy more but it must be labeled as RV toilet paper.

**Exterior Ladder:** There should not be anyone climbing or hanging on the ladder. Also, you are not allowed to strap bicycles or any other thing to the ladder. Being on the roof of the motor home is not allowed as damage to the roof may occur. You will be charged for any repairs needed.

**Bunk Beds:** There is a weight limit for the upper bunk bed, the weight should not exceed 150lbs.

**Speed Limit:** It is expected that you will drive within the speed limit. Driving over 65-70 mph decreases your fuel efficiency and is hard on the motor home. Slow down and enjoy your trip!

**Furniture:** Please be aware that sharp objects can puncture the sofa, dinette and front seats. We do have a cover for the sofa if you prefer to use it and also a car seat mat for installing infant/toddler seats. Do not use any cleansers outside of a wet soapy sponge or rag to clean up spills. Also be careful when allowing little ones to use ink pens and markers - Thank you!

***Please do not hang wet towels over cabinet doors or furniture to dry, it will ruin the finish.***

Make sure the ladder for the overhead bed is strapped in with the handles/screws facing out. It keeps them from rubbing the leather behind the driver's seat.

**Forgotten items:** If you realize you have left your favorite pillow, stuffed animal or phone charger you are welcome to arrange a pick up time or we can mail it to you at your expense. Don't forget to check all the cabinets and drawers, as well as, outside storage bins when packing up your stuff.