

VIN: 1STC9YP28JJ540654

Owners: Tori and Morgan Sellon, owners Shiny Chateau | 760-557-0245 - Tori | 760-331-4558 - Morgan

Supplemental Rental and Rules Agreement For Delivery

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

1. **Training:** When you pick up the RV, we will complete a pre-rental orientation of the RV that will take about 1 hour, depending on any prior experience you have with a travel trailer. It takes time to do a thorough and complete walkthrough, so please plan accordingly.
2. **No Refunds for Early Returns:** If you return the travel trailer early we do not refund the days you will not use.
3. **Late Arrival/Departure Fee for delivery customers:** Renters will be charged \$25 per 30min that are late for the set arrival time. Renters will also be charged \$25 per 30 min they are late for the pick up of the trailer.

Most campgrounds and RV parks have strict check out times and we will arrive 1hour - 30 min before the set check-out time. We expect your belongings to be removed from the trailer at this time so that we can begin the process of hooking it up.

Note on arrival time: We understand that California traffic can be undependable. If it becomes clear you will not make your set arrival time please contact us as early as possible so we can adjust our delivery schedule. If you confirm a time change with us (confirm is defined by a phone conversation, text message with a confirmation reply from us, or email with a confirmation reply from us) we will waive the additional late charges if you new arrival time is within 3 hours of the original scheduled time. Conversely, failure to communicate that you are running late will result in full charges being accrued.

4. **Campgrounds have set check-out policies.** For example state campgrounds check-out at 12pm. We will arrive between 10:30 and 11am at state campgrounds and start the process of picking up the trailer. Please have your belongings gathered and the trailer cleaned by 11:30. We understand you may be doing some finishes touches while we are hooking up the trailer and this permitted. However late fees of \$25 per 30 min will apply if you are not ready to hand over the trailer by 11:30am.
5. **Campground Reservations:** We are not responsible for campground reservations – including cancelations for COVID. 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 this agreement. No refunds will be given for campsite reservation errors.

We do not deliver to first come sites. You must have a reservation before we deliver.

6. **Awnings:** We DO allow the usage of the exterior awning, but advise using caution! This is for your own protection as well because they are NOT COVERED by insurance and they are very expensive to repair or replace if damaged. Damage to awnings, including damage while driving, any acts of nature, or negligence are 100% your responsibility and will exceed your security/damage deposit amount.
7. **Generators:** If you choose to use **your own** generator, the following rules will apply. Do not use 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 RV 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 the use of a generator.

Renter Initials: _____

You cannot run the AC unit on a generator. Please be aware of this is planning on dry camping during hot summer months.

8. Rooftop Usage: We **do not** allow the use of the travel trailer's rooftop. Any evidence of rooftop usage (shoe prints, trash, sagging areas) will result in a complete loss of your entire security deposit. In the event the damage is more than your security deposit, you agree to be fully responsible for the total cost of repair.
9. Dogs and Pets: We do not allow dogs or pets in the trailer. If we find evidence of an animal having been in the trailer, such as hair, foul odor, or feed remnants, we will withhold a \$500 fee from your deposit for non-disclosure of a pet. If any pet damages occur, *including evidence of pet urine or feces*, you will forfeit your entire security deposit. (See Fees Addendum)
10. Waste Holding Tanks for Delivery Customers: we empty the gray and black tanks for you at the end of your stay for a mandatory \$10 fee. If there is damage to the plumbing because non approved items have been flushed or food has been emptied into the grey tanks, repair fees will be withheld from the deposit.
11. Cleaning: The trailer must be returned with a clean interior. "Clean" means, as you received it or better – as shown in the trailer condition acknowledgement. If you return the trailer dirty, you will be charged a \$150 cleaning fee. If the platform charges the cleaning fee upfront and the trailer is "clean" upon return, then we will refund the cleaning fee.
 - 10a. A Deep Cleaning Fee of \$300 will be charged if RV is returned unclean AND requires more than a surface cleaning or any reconditioning.
12. Smoking: There is **NO SMOKING** allowed in the trailer. If smoke (including cigars, pipes, vapes, drugs, etc.) is detected you will withhold the entire deposit. **NO EXCEPTIONS.**
13. 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 the period of your rental. 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. **The generator will NOT run the air conditioning in the trailer.** Generator is to be used **outdoors only.**
 - a. If you opted to supply your own fuel the rent of the generator is \$50 for your use of the RV.
 - b. If you opted to have us provide fuel, you will receive 5 gals of fuel and the use of the generator for \$100. You will be responsible for fuel beyond the first 5 gallons provided.
14. **NO DRUGS:** Any evidence of the storage, transportation, or use of illegal substances will forfeit your entire security deposit. Any trailers 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.
15. 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. If odors are detected you will be charged the Deep Cleaning Fee of \$300. There is an outside kitchen and stove for your use, if needed in the preparation and cooking of smelly food items.

Renter Initials: _____

We provide you with a camp stove and propane for outdoor cooking.

16. Any damages must be reported to us immediately. Do not attempt to repair anything yourself. We are local and will address any needed repairs immediately.
17. Renter Damages: If the trailer, inside or out, and/or 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 renter present at the time renter takes possession) THE RENTAL PLATFORM (Outdoorsy, RV Share, etc) insurance policy does NOT cover interior damage or repairs. Damage to the interior of the trailer is charged to the renter, via cash upon return or charged to your security deposit.
18. Appliances: The A/C, radio, microwave, television, DVD, jacks, etc. are convenience items. If any malfunctions should occur with any of these items, no compensation will be made to you. 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.
19. Camper Abandonment/Owner Retrieval: If for any reason you abandon the RV, you will be charged a \$3,000 fee for Abandonment and Retrieval - plus any applicable fees for ANY lost/missing keys or items/parts from the trailer. Abandonment means leaving the trailer with no intention of returning to it or delivering it back to owner/drop-off location. In the event you abandon the trailer without signing return documents, you agree to waive your right to dispute any claims due to damages, overages, or vandalism.
20. Lost Keys/Lock Out There will be a \$50 fee for a lockout plus \$25 for a replacement key. If the key is recovered, you will only be charged the lock-out fee. This fee will be withheld from your deposit. If it is decided that a locksmith is needed, the entire fee is the renters responsibility. If the key is missing and no lockout occurred it will be a \$25 per key that is missing.
21. First Aid Kit: There is a first aid kit provided. Please use what you need, should it become necessary – once it is opened, you own it & will be charged \$10 (replacement value). In the event you use anything in it, take the kit with you – as this is a personal and bodily fluid/pathogen related item, it's not possible for us to pass it from renter to renter. SEPARATELY, there is a box of generic basic bandaids in the bathroom vanity cabinet – use these if necessary, **without** fee.
22. Extra fees: You may elect to add certain "extras" to your booking if you like. These elections will appear on your original quote.
23. 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.

Renter Initials: _____

24. Personal Injury: You release owner(s) from all claims for injury, including, but 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 return period.
25. Severability: If any provision within this Supplemental Rules and Rental Agreement is determined to be invalid, void, or unenforceable judicially, the remaining provisions shall remain in full effect and force.
26. 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.
27. Damages Above Security Deposit/Insurance Claims: In the event there is any damage above 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.
28. RV Return: When RV is returned, you agree that it will be free from damages, cleaned, and tanks emptied (if you are towing the RV yourself) BEFORE it has been unhitched from your vehicle. Once RV has been unhitched, the RV will not be allowed to be taken anywhere else and the rental period will be considered complete. (This is for insurance purposes) A preliminary walk through will be completed and a precursory Return Form will be provided. Photos will also be taken by owner for reporting to rental platform &/or insurance. Once a thorough inspection has been completed, any fees for damages, cleaning, dumping, or any other charges will be deducted from your security deposit if applicable.
29. 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.
30. 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.
31. Security Deposit: Your security deposit will be refunded (by the rental platform or owners, Tori and Morgan Sellon) after the RV has been thoroughly inspected and no issues or damages have been found. Said inspection may take anywhere up to 72 hours post rental period.
32. 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 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.

Renter Initials: _____

33. Hold Harmless: Renter agrees to hold harmless the owner of the rented RV, at all times for all situations. Renter assumes all risk when renting RV, 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 RV is used during the rental period.
34. 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

Renter Address and Phone Number

Owner Signature and Date

Owner Signature and Date

SELECTION OF EXTRA FEES

Initial items you would like to add to your reservation.

___ Cleaning fee: I do not want to clean the trailer upon return - \$150

Please note article #13 in rental contract

Renter Initials: _____

____ Propane fee: I do not want to refill the propane tanks - \$50

FEES ADDENDUM

BY SIGNING THIS ADDENDUM AND ACCEPTING KEYS, YOU UNDERSTAND THERE ARE 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 (Tori and Morgan Sellon) TO CHARGE YOUR CREDIT CARD ON FILE FOR YOUR RENTAL BOOKING.

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

LATE ARRIVAL/DEPARTURE: **\$50** per hour charge will be assessed if the renter does not arrive on time for delivery and if the renter is not ready to leave the RV at the time of check-out or what times have been agreed upon by renter and owner.

CLEANING: **\$150** charge will be assessed if RV is returned unclean or in a condition less than received.

DEEP CLEANING: **\$300** charge will be assessed if RV is returned unclean or in a condition less than received AND requires extensive amounts of effort to clean or recondition.

LOCKOUT: **\$25** charge will be assessed per key if lockout occurs in addition to .75 cents per mile for owner to come and unlock RV.

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

**ALL ADD-ON FEES APPLIED TO YOUR SECURITY DEPOSIT WILL BE ASSESSED A PROCESSING FEE OF 15%.

Renter Initials: _____

Renter Signature and Date

Renter Printed Name

Owner Signature and Date

Owner Signature and Date

COPY ONLY

Renter Initials: _____

Waste Tanks Addendum

Most renters are not familiar with properly operating an RV's black and gray waste holding tanks and; therefore, have many questions and concerns regarding this. This addendum is meant to act as a clear outline for your responsibility as a renter for properly using and dumping the waste tanks, and the fees if not done successfully. We will go into considerable detail during your pickup orientation and training regarding the proper dumping of these tanks to accommodate the walk though that is done at pick up. There are also step by step instructions in our renters handbook inside the trailer and we will also give you a copy of these instructions during orientation. By signing this waste tank addendum you are agreeing that you have been taught how to dump the tanks and that you understand how to do it. (It is always ok to call, text or email us with questions for waste tank dumping or other issue while you are renting the travel trailer.)

DO NOT EVER LEAVE THE BLACK OR GRAY TANK

VALVES OPEN DURING USAGE!

RV safe toilet paper will be provided and we ask that this is the ONLY thing put into the black tank. No other items, including feminine napkins or tampons, diapers, tissues, paper towels, etc., should be put into the black tank or a clog may result.

There is to be NO food, or any other item, other than sink and shower water, placed into the gray tank. Any amounts of food particles may result in a clog that will require extensive cleaning to clear.

Waste holding tanks (Gray and Black) must be emptied prior to return and valves left CLOSED, and the screw cap left ON.

When you return the RV, the tank levels will be checked during our inspection and if the tank levels on the control panel do not read EMPTY, you will be charged a \$100 dump fee, NO EXCEPTIONS.

Please ensure tanks have been emptied and flushed, if necessary, and tank levels on the control panel read EMPTY prior to returning. Once the RV has been unhitched you will not be permitted to leave again with the RV.

****ALL ADD-ON FEES APPLIED TO YOUR SECURITY DEPOSIT WILL BE ASSESSED A PROCESSING FEE OF 15%.**

Renter Signature and Date

Renter Initials: _____

Renter Printed Name

Owner Signature and Date

COPY ONLY

Renter Initials: _____