

Big Jim's RV Rentals Rules & Agreement

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.

In addition to the terms of the rental contract:

Minimum 2 day rental on most of our RVs

Minimum rental periods for some units during Spring Break, holidays such as July 4th & Memorial Day, and special events (will be noted on availability page)

Our business model of “no hidden fees” and “no unexpected charges when you get back” is completely true – but that does not mean there are no fees or penalty if you break the rules. Please make sure you understand the rules and ask if you have any questions about any particular rule or expectation.

Unfortunately over the last few years we have learned that some customers will break rules or take things from the RV if there are not fees upon return for doing so.

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. 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.

Travel Restrictions: Our RV units are 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 \$75 fee for each invoice we get. Responsibility for traffic or parking violations will be transferred to you and you will be charged a \$75 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 \$75 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 (gasoline units): Flat land: regular unleaded. 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, E85 and other alternative fuels will not run in these engines and will cause engine damage.

Take it from experience, using E85 will cause a breakdown and you will be responsible for the tow and

repair costs which may exceed your security deposit.

Towing: We do not allow towing anything with our units. All units are equipped with a Class 3 hitch and 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 to locking on your accessories because some customers have lied about using an accessory so they could tow something.

Awnings: We discourage the usage of the exterior awnings. This is for your protection because they are \$1200 to replace (up to \$5000 for the automatic ones) and can be damaged very easily due to weather or accidental misuse. Awnings ARE NOT COVERED by insurance. Damage to awnings, including damage while driving (tree, tollroad, etc) are 100% your responsibility and could exceed your security/damage deposit amount.

Generators: All of our motorhomes (drivable units) are equipped with generators. RV generators are for running the central a/c and temporary power while traveling. These are not “constant run” generators and are not designed or allowed to be used as primary power while you are camping by running them constantly for extended periods of time. If you desire air conditioning you need to use a campsite with RV electrical available to plug into. Customers 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: We allow pets in some of our units, but an extra cleaning fee applies. 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. Our current pet fee is only \$50 for the entire rental period and applies only to those units that have been classified as pet friendly.

Security Deposit: All rentals require a security/damage deposit. The deposit must be either cash or credit card. The name on the credit card must match the name of the primary renter. The reason for the deposit is because that is our insurance deductible. Your security deposit is refunded after the unit is checked in and there is no damage or issues requiring funds from the deposit. **NOTE:** Some special events may have an additional security/damage deposit and some units will not be allowed to go to certain events. Failure to accurately report your destination or giving a false destination in order to attend a prohibited or higher deductible event will result in forfeiture and total loss of your security deposit.

Training: When you pick up the unit we will complete a pre-rental orientation of the unit that will take about 20 minutes to an hour depending on any prior experience you have with an RV. Picking up an RV is not like picking up a rental car so please plan at least 30 minutes for this when you make your plans.

Cleaning: Unless you select to add cleaning with your reservation, the coach must be returned with a clean interior. “Clean” means as you received it & ready for another rental. If you pay for cleaning, the coach does not have to be returned clean, however it cannot be “trashed” or so dirty that it is filled with trash or dirty beyond what is reasonable for a vacation.

Propane: Propane is charged at \$3 per gallon upon return.

Minor Repairs: You may make minor repairs that total less than \$75 without approval. Replaced defective parts and receipt must be brought back for reimbursement. Repairs over \$75 or minor repairs after the \$75 threshold is reached must be pre-approved. 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, ice chest, etc) the item you purchased and the receipt must be surrendered upon return if you want reimbursement. (if we pay for it, we get to keep it)

Gas: The gas tank will be full when you pick up the RV. The coach 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 (engine damage will occur & you will be broken down and stuck after about 2-10 miles of driving).

Waste Holding Tanks: Waste holding tanks must be emptied prior to return & valves left OPEN.

When you return the unit we will close the valves which is our way of making sure the tanks are empty. 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 pre-pay a dumping fee.

Rental Period: The rental period is every day you have the unit past 10am, so the unit is due back by 10 am the day after your reserved rental period ends. For example, You pick up the unit Friday at 1 pm, and return the unit Monday by 10 am, you are charged for 3 days (Fri, Sat, Sun). We do offer a "priority pickup" option to pick up prior to 12pm for an additional fee if available for that unit and/or day.

Peak Season: Prices change during peak season.

Freezing Weather: If you operate an RV in freezing weather, it is your responsibility to winterize and drain the water lines to prevent freezing if you leave or store the unit without the furnace left on.

Customer is responsible for any freeze damage to the plumbing system. This is usually not a problem if you are staying in the RV with the heat on.

Reservation Deposit: The reservation deposit is either \$200 or 40% of the rental price, whichever is greater. This deposit is required to hold a reservation. This deposit amount will be subtracted from your rental total when you pay for the rental so it is a deposit, not a fee – however \$200 of this deposit is NON-REFUNDABLE. If your reservation deposit was more than \$200, the amount over \$200 is refunded only if you cancel your rental at least 20 days prior to the scheduled start date. You may change your reservations dates once up to 14 days before your scheduled departure without losing your deposit as long as the number of days reserved is not reduced. We do allow you to switch to another similarly or higher priced unit (if available) for at any time up to 2 days before a rental.

Contingencies: Our ability to provide the rental unit you reserved is contingent upon the previous customer returning the unit on time and undamaged. If a unit is not returned, damaged, or otherwise not road worthy when returned from a prior rental and there is no time to repair the unit before your rental, we will offer to swap you to another unit if we have one available. If there are no other options to canceling your reservation or we don't have a comparable unit, you will receive a full refund for your deposit.

Mechanical Breakdown: Recreational Vehicles, just like any other mechanical equipment, can have problems. While extremely rare for a mechanical breakdown to strand a customer anywhere, it doesn't matter if a unit is brand new or an older model, they can have mechanical problems at any time with little or no forewarning. Anyone who tries to tell you otherwise is not telling you the truth. What we can assure you is that we don't cut corners when it comes to maintenance. Preventive maintenance plays a major role in not having problems on the road. Repairs on the road are significantly more costly for us and preventive maintenance greatly reduces that potential cost. Put another way, one repair outside of our own shop or repair contractor would likely cost more than we are making for that rental, so it makes absolutely zero sense to send an RV out with any known possibility of a breakdown.

Any critical item needing repair will be fixed asap to get you back on the road. Please understand that RV systems that don't affect the drivability of the unit are not considered "critical" and we will authorize repair on the road on a case by case basis. Refer to our VacationSaver Policy for details on compensation if something does go wrong.

Roadside Service / Road Hazard: Premium trip protection by our 3rd party partner and road hazard protection to pay for any tire damage is an add-on to your rental. The only reason this cost is not included in the rental price and mandatory is because we wanted to provide customers who are staying in the local area or who are mechanically inclined or experienced with RVs the ability to save a few bucks and decline this service. Customers choosing not to add road side / road hazard service will still be provided technical assistance (questions answered) from our office during business hours.

We **HIGHLY** suggest you add this option for peace of mind, roadside & road hazard tire coverage. RV tires are very expensive, and a blowout would otherwise be your responsibility.

VALUE UNITS: RVs that are labeled “Value Units” are older, higher mileage units that are discounted due to the age and their well used condition. These units are reliable and pass our bumper to bumper inspections so everything works on them and they continue to be mechanically sound, however they look a little tired and the wear of rental use is showing. If you want a great value on an RV for your trip and don’t mind the extra wear and tear, this is an excellent choice to save money. If however, you are very picky about the appearance of your RV or want one that looks newer, you should stick with the regular rental lineup and not the value units.

*We are **CLOSED** some major holidays & the day before Christmas & Thanksgiving so our dedicated staff can be with families. This means a holiday rental may need to be picked before the actual holiday.*

HOLIDAY SCHEDULE: *We will be **CLOSED** November 24th (Thanksgiving), and December 24-25th (Christmas)*

We do not check out any units on **SUNDAY**, however if you must, you can return a unit on a Sunday or after hours for an after-hours fee (because we have to send an employee to meet you).

IMPORTANT INFO ABOUT PICK-UP APPOINTMENTS: Pickup times will be scheduled starting at 12:30pm based on the order reservations were received that day – so first come, first serve. When you reserve you can select a priority pickup option at an small additional charge. Please understand that if your appointment is at, say 2pm, that means that you should not plan your travel based on a 2pm departure! When you show up for your 2pm appointment, we will spend 20-30 minutes depending on your experience for your orientation and training on how everything works. This means if your “pickup time” is 2pm, you should not plan to actually be driving off in the unit until 2:30pm. Pick-Up appointments are scheduled based upon customers using our electronic rental agreement process through Adobe Sign, where you can review and electronically sign your rental agreement in advance.

If you elect not to complete the rental agreement electronically, please let us know so we can schedule an extra 20 minutes in the office so you can review the agreement and signatures in person with one of our rental agents.