Outdoors RV Rental Terms of Service

***In addition to the terms of the rental contract:***

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.

**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 $100 per hour late fee. You will also be responsible for the cost of any delayed or 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 $1500 security deposit.

**NO DRUGS:** Any evidence of the storage, transportation, or use of illegal substances will forfeit your entire $1500 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. Plus, no cast iron pans on the stove burners.

**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.

**Speed / Safe Driving:**  The maximum speed allowed in our RVs is 65mph.  This is primarily for the safety of you and your family.  RVs are fun and easy to drive; however, any large & heavy vehicle reacts differently in emergency situations or tire blowouts.  This rule also protects our engines and transmissions, which with the weight of an RV and your gear are already at the upper design limits. Higher speeds increase our service interval and cause unnecessary wear and tear on the engine and mechanical components that could lead to premature failure. Our vehicles are monitored for excess speeding and we reserve the right to fine $50 for each occurrence of speeding is triggered.

**Toll Roads, Red Light Cameras, parking tickets, etc.:** Parking Tickets, Mailed Violations, and Toll invoices are a major burden and we charge a $10 fee for each invoice we get. Responsibility for traffic or parking violations will be transferred to you and you will be charged a $10 administration fee.

**Fuel (gasoline units):** Flat land: regular unleaded 97 octane. Climbing mountains or going up steep or long grades we suggest unleaded plus or premium.

**Towing:** We do not allow towing anything with our units.  Most our units are equipped with a 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.

**Awnings:** We do not allow usage of the exterior awnings unless we give permission and we may require a cash deposit. 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, toll road, 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. 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. As our units are outfitted with additional batteries and solar panels and in most cases sufficient enough to handle the normal day to day power uses. 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 at times allow pets, but an extra cleaning fee may apply. 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 dander, and sanitize every surface. Our current pet fee is only $95.00+ per day for the entire rental period. Strict any pet hair and urine removal policy $150 additional. So please clean up after your pet often to avoid fee. Thank you PLEASE be responsible with your pet as “good” pets have caused significant damage to our units when left unattended – for instance claws are known to puncture the upholstery, especially the small dogs who claw up the driver seat when watching for you to return.

**Security Deposit:** All rentals require a minimum $1500 security/damage deposit. The deposit must be by credit card. The name on the credit card must match the name of the primary renter. The reason the deposit is $1500 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 such as excess mileage, cleaning fee’s and interior damage etc.

**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 and exterior. “Clean” means as you received it & ready for another rental.  If you pay for interior cleaning, the coach does not have to be returned clean but however it cannot be “trashed” or so dirty that it is filled with trash or dirty beyond what is reasonable for a vacation. This doesn’t include kitchen items such dishes, cups, utensils, silverware, appliances as these need to be washed and cleaned after every use and put back into the proper location each and every time the vehicle is driven or moved. Interior Cleaning fee. A $75.00 fee per hour fee will be charge to clean the rental.

**Propane:**If you don’t pre-pay for propane, it is your responsibility to refill the propane tank prior to return.

**Minor Repairs:**  You may make minor repairs that total less than $200 without approval.  Replaced defective parts and receipt must be brought back for reimbursement.  Repairs over $200 or minor repairs after the $200 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 $59.00.

**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 on a hotel model and listed rates are per night with return (“checkout”) at 10am after the last night.  So a typical 3 night weekend rental would be pickup on Friday afternoon and return Monday before 10 am.

**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.

Cancellations: - If you cancel within 30 days of your scheduled departure date the reservation full trip cost is forfeited, however. if you cancel before the 30-day period we hold your reservation deposit to be used again for 1 year from the date of cancellation. All sales are subject to a 3.5% transaction fee. Sales Tax: All sales are subject to a 10.2% State and Local sales tax. RV Rental Tax: All base rentals amounts daily fee and mileage are subject to a 17.9% RV rental tax.

**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 costlier 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.

**Roadside Service:**Premium trip protection by our 3rd party partner 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 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.   Without this service you will be responsible for making your own roadside arrangements outside of business hours.

· **IMPORTANT INFO ABOUT PICK-UP APPOINTMENTS:** Pickup times will be scheduled starting at 3:00pm based on the order reservations were received that day – so first come, first serve.  Please understand that if your appointment is at, say 3pm, that means that you should not plan your travel based on a 3pm departure!  When you show up for your 3pm appointment, we will spend 30-60 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 3:30-4:00pm.

**Loss , breakage, missing replacement charge:**Items that are provided such as remote control, cookware, electronics, sleeping bags, towels, tent, chairs, stove, etc. are all provided in like new condition at the time of rental. When the rental is returned, we ask that the items be returned with normal wear and tear. Any items returned that we can’t re-rent or cost more to clean in labor and are no longer in like new condition such as spots, tears, deeply soiled, greasy, broken, misused and or abused will result in those items disposed and replaced at fair market value plus a 25% service fee. Charges will be charged to your credit card or deducted from your security deposit.

**Responsibility for Loss of or Damage to Vehicle**

Regardless of fault, you are responsible for all damage to or loss of theft of the Vehicle

during Your rental period resulting from any cause, including, without limitation, damage

caused by collisions, weather, vandalism, road conditions and acts of nature.

Subject to the law in the jurisdiction where the Vehicle was rented, Your responsibility

will include:

a) all physical damage to the Vehicle measured as follows:

i. if We determine that the Vehicle is a total loss the fair market value of the Vehicle

less salvage;

ii. if We determine that the Vehicle is repairable: a. the difference between the value of the Vehicle immediately before the damage

and the value immediately after the damage; or

b. the reasonable estimated retail value or actual cost of repair plus Diminished Value.

Repairs will be conducted at market rates per labor hour and parts will be supplied by

Outdoor RV Rentals. Sublet and/or third-party repairs are subject to the respective prevailing rates charged by the service provider.

b) Loss of Use, which shall be measured by multiplying Your daily rental rate either by

the actual or estimated number of days from the date the Vehicle is damaged until it is

replaced or repaired, which You agree represents a reasonable estimate of Loss of Use

damages and not a penalty. The estimated number of days of Loss of Use shall be

calculated as follows (assuming that all Loss of Use begins on a Monday and that 1

repair day is equal to 4 labor hours): the total number of labor hours in the repair estimate

divided by 4 hours to determine the number of repair days, plus 2 weekend days for every

5 repair days, plus 3 administrative days to obtain a repair estimate, deliver and retrieve

the Vehicle for repairs. Loss of Use shall be payable regardless of whether We had other

vehicles in our fleet to rent, the Vehicle would have been used but for the damage, or We

suffered lost profits as a result of the damage;

c) towing, storage and impound charges and other reasonable incidental and

consequential damages; and

d) all costs associated with our enforcement of this Agreement or collection of Charges,

including attorneys’ fees, collection fees and costs whether or not litigation is commenced.

If You do not breach this Agreement Your responsibility for loss of or damage to the Vehicle

from any cause regardless of fault to a maximum of $1,500 per occurrence. Your responsibility applies in respect of each claim, not per rental.