

Policies and Details



Suitability

Minimum Age: 25

Pet Friendly: No

Smoking Allowed: No

Pickup Time: 3:00pm

Drop-off Time: 1:00 pm

Wanting to get on the road early? We can be flexible with pickup and drop-off times as long as it does not interfere with a reservation before or after yours and we have the availability. To Guarantee an early departure: We recommend Guests book the night prior for trips, so you can take the camper home and get packed the night before.

Camper Care

- Please return the camper in similar condition as it was at the start of the reservation to avoid additional cleaning fees.
- Extra cleaning will accrue additional charges at \$49/hour plus cleaning supplies costs
- Our campers are Non-Smoking and we Do Not allow pets. (We are pet lovers, but the next guest may not)
- Any damages caused by the renter or third party must be reported to Explore RV Rental LLC immediately.
- All repairs must be authorized by Explore RV Rental LLC
- Waste tanks and freshwater tanks must be emptied upon return.
- Do not store or transport bicycles, firewood, kayaks, boats, portable generators or fuel in the RVs
- Motorhomes: Towing is strictly prohibited.
- During the rental, tires are the responsibility of the renter.

Insurance

Tow Behind/Travel Trailers Only:

- Renters are provided collision and comprehensive coverage with every rental with our commercial policy and will be included in the rental quote.
- Renters are covered in all 50 states and Canada.
- Insurance deductible is \$1,000 on a per occurrence basis and is payable from renters security deposit. The renter is responsible for any price difference.
- You will need to verify with your auto insurance company that you are covered to tow a RENTED travel trailer. Liability insurance from your tow vehicles insurance policy must extend to the rented travel trailer. The required form to send to your insurance agent to verify coverage can be found on our "[Know before you go](#)" page.
- You're covered not only for basic comprehensive and collision, but for Acts of God as well. Including but not limited to:
 - Tree falls on to RV
 - Animal Impact
 - Windstorm
 - Hailstorm
 - Earthquake

- Flood
- Stolen RV
- Vandalism
- Fire
- Lightning
- Back-up Accidents
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Motorhome Units (Class C) Insurance Coverage:

- Insurance required - from \$24-32/day (Additional coverage options available. Prices subject to change without notice)
- State Statutory Limits of Liability
- Comprehensive- Subject to the per Occurrence Deductible
- Uninsured/Underinsured Motorist Bodily Injury- Minimum Limit per State Statute
- Medical Payments/Personal Injury Protection- Minimum Limit per State Statute
- Please refer to the quote presented for specific coverage provided
- Learn how to obtain insurance coverage by going to the "[Know before you go](#)" page.

Security Deposit

A \$500 to \$1000 refundable security deposit will be automatically be withdrawn approximately 48 hours prior to your rental. This is refunded upon on-time and in the same condition as it left (usually within 3-5 business days). Partial and entire deposit withholding subjected to but not limited to the following:

- Damage to camper while in the possession of renter
- Evidence of smoking/pets is subject to complete forfeiture of deposit
- Late return or delayed pickup without approved rental extension
- Camper not returned in similar condition it left

Cancellation Policy

When a Renter makes a reservation with a departure date is more than 30 days in advance, a Reservation Deposit is charged. This charge is 25% of the full cost of the trip. Otherwise, the reservation total is charged in full.

- Free cancellation for 24 hours after booking, as long as you cancel more than 14 days before departure.
- If cancelled more than 30 days prior to departure and reservation length is less than 10 nights:
 - Renter may receive a Full refund.*
- If cancelled more than 30 days prior to departure and reservation length is more that 10 nights:
 - Renter is responsible for 25% of the booking total.*
- If cancelled less than 30 days prior to departure date for all reservations
 - Renter is responsible for 100% of the booking total.

* A \$99 cancellation processing fee will be applied to all partial and full refunds.

Additional Fees

These are fees if you decide to add them to your reservation or if you choose not to follow our policies.

- Coordinated late drop-off between 1pm-5pm \$25*
- Coordinated early-pickup between 9am-3pm \$25*
- Cleaning Fee \$45/hour minimum
- Propane tank fill \$45/per 4.7 gallon tank
- Fuel surcharge: *A fuel surcharge may be added to your delivery fee if gas/diesel fuel prices exceed \$3.00/gal at the time of your delivery/pickup. The fuel surcharge is calculated by dividing the price difference by 9 miles per gallon, multiplied by the total miles of delivery. example: $\$3.25 - \$3.00 = \$.25 / 9 \text{ mpg} = \$.03 / \text{mile surcharge}$*
- Empty Waste Tank(s) \$59 plus applicable mileage/dump fee
- Missing gear/utensils: Cost to replace item(s) plus additional 15% fee.
- Replacement keys: \$35 door key, \$250 ignition key.
- Customer Delay Charge for delivery/pickup/drop-off \$30/hour minimum
- Unpaid violations (i.e. tolls, tickets, etc) will be subject to a \$20 admin fee per violation, plus the cost of the violation.
- Motorhomes Only: Excess generator usage \$3.00/hour (4 hours/night included free)
- Motorhomes Only: Excess mileage \$0.49/mile (100 miles per night included with rental for free)
- Motorhomes Only: Fuel/Propane Fee \$39 plus the actual cost of propane or gasoline to refill the propane or gasoline tank if it is returned less than full.

*Subject to availability and approval required.

Additional Notes

- No refunds for early returns
- Campers must be parked and set up on a stable-flat-surface (example: blacktop, concrete, gravel)
- Some campers are equipped with GPS tracking devices that monitor speed, odometer tracking and driver behaviors.
- Call-out fees are subject to mileage charge and \$35/hour minimum rate.