

## Family RV Motor Home Rental Application

Applicant filling out this form out must be 25 years of age or older, have a major credit card in their name, valid driver's license, have full coverage auto insurance in his/her name and agree to all Family RV's policies and conditions. If purchasing Family RV's insurance (if available) renter must be 27 years of age. Renter authorizes Family RV to check his/her credit, employment history, and to ask questions about credit experience. Once reservation is made, it cannot be changed into someone else's name. Renter must fill in all information for reservation to be complete.

Last \_\_\_\_\_ First \_\_\_\_\_ Company Name: \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home # ( ) \_\_\_\_\_ Cell phone # ( ) \_\_\_\_\_ Driver's License# \_\_\_\_\_

D.O.B. \_\_\_\_/\_\_\_\_/\_\_\_\_ Employer \_\_\_\_\_ Work: ( ) \_\_\_\_\_

Auto Ins. Co \_\_\_\_\_ Email Address: \_\_\_\_\_ **HOW DID YOU HEAR ABOUT US?**

<p style="text-align: center;"><b>Rental Pick Up Date</b></p> <p style="text-align: center;">____/____/____</p> <p>Pick up time – 2pm to 4pm <i>No Pickups on Sunday</i></p>	<p style="text-align: center;"><b>Rental Return Date</b></p> <p style="text-align: center;">____/____/____</p> <p>Return Time – 9am to 11am <i>No Returns on Sunday</i></p>	<p>Destination _____</p> <p>Estimated Mileage: _____</p> <p>Towing Behind Unit? Yes / No *No Free Miles if towing*</p>
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Pet in Vehicle? **Yes / No** – If yes, what Kind of Pet and How Many? Kind: QTY: Fee: \$150.00/Per Pet  
 Would you like to purchase cancellation insurance for \$200? **Yes / No** (if not marked, it will not be added)  
 Would you like to rent a bike rack for \$50.00 per trip? **Yes/No** (holds up to 4 bikes)  
 Would you like to rent a kitchen kit (Pots, pans, utensils, cups etc.) \$75.00 for 2 people? **Yes/No Qty: \_\_\_\_\_**  
 Would you like to rent a bedding/towel kit? (Blanket, sheets, pillows, towels) \$75per person? **Yes/No**  
 Would you like to rent adults bikes? \$15 per day **Yes/No** (mark qty. and type) \_\_\_\_Men \_\_\_\_ Women  
 Would you like to rent a small Weber BBQ pit? \$25 per trip **Yes/No**  
 Would you like to rent folding camp chairs? \$10 per trip **Yes/No**  
 Would you like to rent a folding camp table? \$25 per trip **Yes/No**  
 Cleaning interior & exterior \$150 **Yes/No** Exterior cleaning \$75 **Yes/No** Interior cleaning \$75 **Yes/No**  
 Would you like to purchase tire/windshield protection? \$50 per trip Class B/C ONLY (covers cost of 2 tires or 1 windshield)

**Choose a Class "C" Floor Plan (circle one) \*Manuel Leveling Jacks Only\***

Small 22-24ft (Sleeps 2-5) Medium 25-28ft (Sleeps 5-7) Large 29-32ft (Sleeps 6-8)

**Choose a Class "A" Floor Plan: (circle one) \* Manuel Leveling Jacks Only \***

Small 28-30ft (Sleeps 4-6) Medium 31-32ft (Sleeps 5-8) Large 34-39ft (Sleeps 4-8)

**Class "B" Floor Plan: (circle): \*Manuel Leveling Jacks Only\***

Diesel: 20-27ft (Sleeps 2-5) **Model Preferred:** \_\_\_\_\_

**Yes, I would like to reserve, and have filled out this rental application and credit card information with the intent to rent. If application is approved, I authorize Family RV to charge my credit card for reservation fee/rental amounts or any damages that I have caused. Family RV and the customer have the right to cancel the reservation contract. If customer cancels contract from day booked up to 30 days prior to departure date renter will forfeit \$1000.00, unless cancellation insurance is purchased. If customer cancels within 4 weeks of departure date the total rental payment will be forfeited. If Family RV cancels the contract for any reason, the full rental payment will be refunded within 7 business days. All rental amounts are due 30 days in advance by credit card, cash, or other certified funds. Security deposit is refunded (if returned with no damage) 7 business days after return of vehicle if paid by credit card or cash, 21 days from return if paid by check.**

Credit Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Signature X \_\_\_\_\_ Date: \_\_\_\_\_

(Signature acknowledges that renter has read and agrees with Family RV's rental policies and conditions)

## Family RV's Policies & Conditions

1. **Rental Payment:** If reservation is made within 30 days of departure date, the total rental payment is due at time of reservation. If the reservation is made outside of 30 days, a reservation down payment of \$1000.00 for Class C & A gas models, and \$1500.00 for Class A models will be due. The balance of the rental is due 30 days prior to the departure date. Rental fee's can be paid by MasterCard, Visa, Discover, cash, cashiers check, or personal check. If paying by check, check must be received 4 weeks prior to departure date, returned checks from the bank are subject to fees in addition to the amount of the check. The security deposit can be paid by cash, cashiers check or credit card (credit card must be in renters name)
  - 1a. **Labor Day/Burning Man Rentals:** All rentals booked with the rental dates of 8/20 – 9/10 will have a \$2000.00 security deposit for any type of rental unit, if they provide their own insurance binder. If cancellation insurance was purchased and rental dates are between 8/20 – 9/10, renter has up to 30 days prior to the departure date to cancel and forfeit the \$200.00. If within 30 days of departure date and renter cancels, renter forfeits full rental payment. There is a 7 night minimum for rentals booked 8/20 – 9/10. **If renter purchases Family RV's primary insurance during the rental period 8/20 - 9/10, there will be a \$5,000 security deposit for Class A, B & C Motor homes.**
2. **Cancellation Fee:** All cancellations for whatever reason need to be submitted in writing to [info@familyrv.com](mailto:info@familyrv.com). **If the rental is canceled from the time the reservation is made, or up until 30 days prior to departure date, renter forfeits \$1000.00. If the rental is canceled within 30 days of the departure date, is a no show, or does not pick up the rental within the pick up times allowed, there will be no refund. The security deposit will be refunded the same way it was paid (cash/credit card – 7 business days/check 21 business days). Cancellation insurance is available at a cost of \$200.00 per contract and must be purchased at time of the initial reservation. The cancellation insurance allows you to cancel up to 72 hours before departure and only forfeit the \$200.00 on original scheduled dates, cannot be used towards rescheduled dates. If the cancellation is made within 72 hrs of the departure date, there will be no refund. This does not apply to rental bookings with dates of 8/20 – 9/10 (see 1a above).**
3. **Rental Floor Plans:** Reservations are made by floor plan only, not by year, make, unit #, or color. Family RV will do its best to accommodate you with the floor plan that you have chosen. Family RV reserves the right to substitute vehicles of similar, older, newer, smaller, or larger grade. Should a smaller floor plan be offered, liability will be limited to refund of price differential between model paid for and model taken.
4. **Contract Changes:** One change is allowed per rental contract at no charge, if the change is done no less than 7 days before the pick up date excluding rental bookings booked 8/20-9/10. Change would consist of a date or vehicle change. No refunds will be given on days that were originally booked, then shortened. Prevailing rental rates will apply to all rescheduled dates. Rescheduled rental dates must be within the same calendar year. No cancellations will be allowed on rescheduled dates, if renter cancels rescheduled dates, renter will forfeit all rental payments. The renter's name or credit card info cannot be changed to another persons name or info on an already booked reservation. To change a name, the booking must be canceled and rebooked. (Cancellation fees apply)
5. **Delivery / Pick up costs:** If you are renting an RV for 30 days or longer or for a business event, and would like Family RV to deliver and pick-up your rental vehicle to you, please let the rental agent know. The delivery fee is \$85hr with a 2hr minimum and is calculated from the driver's departure from Family RV to the subsequent return to Family RV. Traffic, on road accidents, or bad weather can delay driver and renter is still responsible for the driver's time. Renter must provide a detailed and legible map with full directions before departure date. Delivery site must be free of shrubs, debris, and the delivery site must be wide enough to allow maneuverability for the driver. There is a \$30.00 tear down fee if the unit is being picked up and the hoses, cords, and awning are not put away.
6. **Preparation Fee:** Prep fee includes a complete walk through and instruction of the RV, instructional DVD, Rental Guide, full tank of propane, sanitation chemicals, and the emptying of all holding tanks upon return. Prep fees are as follows: Class C \$155.00, Class A Gas \$235.00, Class A Diesel \$235.00.
7. **RV Rental Pick Up & Return Times:** Your RV rental pick up times are between 2pm - 4pm (Monday – Saturday) based on vehicle readiness. The check out and check in process can take up to 2 hours each - please allow yourself enough time. If you would like to leave a personal vehicle on our lot while you are on your trip, you can do so for \$10.00 per day per vehicle per contract. Family RV will not be responsible for any damages to the renter's vehicle or personal belongings left by the renter. We do not offer early pick ups during our peak season (June 1<sup>st</sup>- September 10<sup>th</sup>) if your vehicle is ready before 2pm a rental consultant will contact you and inform you that your vehicle is ready, fees may apply. **Return time** is between 9am - 11:00 am (Monday – Saturday). There are No pick up's or returns on Sunday's or major holidays. There are no refunds for early returns. **The RV must be returned clean inside and out and full of fuel before returning. If the RV is not returned clean inside and out and full of fuel, a \$50 per hour cleaning fee (1hr minimum for exterior). If you purchase the cleaning package it includes up to 4 hours max for interior & exterior combined. The fuel will be refilled at the prevailing rate. If the Motor home was delivered or picked up by Family RV, the Family RV driver will stop and fuel the rental unit after picking it up from the renter and before returning it to Family RV. The renter will be billed for the fuel added at the prevailing rate.** No returns or pick-ups on Sundays or major Holidays. **Renter must pick up & drop off the rental vehicle him or herself. No Exceptions!** If renter plans on towing behind the Motorhome or wants to bring their own bike rack, renter must contact the Rental department prior to picking up the Motor home to make arrangements and have the hitch lock removed. Renter must bring their bike rack when picking up the RV rental, if not, the hitch lock will not be removed. No free miles will be given when towing. (\$.39 per mile on Class C's and \$.43 on Class A's).

8. **Travel Areas:** Travel is not recommended in the summer months (July & August) in the desert areas (i.e. Death Valley) due to overheating, which may cause tire damage, engine failure and other problems. If a problem occurs, you will be responsible to pay for any damage caused and any loss of revenue while the vehicle is being repaired. If you are traveling to an elevation of 2500 feet or more you may encounter troubles with the operation of the generator. If this occurs, we suggest you hook up to 110 volts to operate the 110 volt appliances. If the generator malfunctions due to elevation, please do not use or try to adjust the generator. No compensation will be made for generator malfunction. During the winter months we do not recommend that you travel to or through snow areas, use snow chains, or travel where the weather is below freezing. Tire chains can damage tires if not properly installed and the holding tanks may freeze and burst, the renter will be responsible to pay for any damages caused and any loss of revenue until the rental vehicle can be rented again. **All rental vehicles are not allowed directly on any beach/sand areas as doing so can cause damage to the rental vehicle and for the rental vehicle to become stuck in the sand/beach. All damages/towing/cleaning fees or other fees from the rental vehicle being parked or taken on a beach/sand areas will be billed to the renter.**
9. **On Road Concerns:** If you experience mechanical concerns or have equipment operation questions you should refer to the Rental Assistance Guide provided to you at the time of departure. If the problem persists or you have concerns, please call us at 408-612-4700. If you are calling after hours, please leave a message on our Service line and a tech will be paged and return your call. If renter does not call for assistance, we cannot assist you with your concern. Please be sure to bring a cell phone on your trip. Renter must call Family RV for assistance to help with all concerns and mechanical questions. **It is the responsibility of the renter to have a cell phone or means of calling to contact Family RV for assistance.** No reimbursement for out of pocket expenses will be paid to renter unless prior authorization has been given by a manager from Family RV and receipts of repairs are given to Family RV on return. If renter is at fault for any damage, or mechanical failure, renter will be responsible for the entire contract and any loss of future rental income to Family RV caused by the renter. If the RV breaks down and breakdown was not caused by renter, and renter is unable to continue on their trip or sleep in the RV, Family RV's responsibility is to only credit the renter for any nights (nightly rate paid on rental contract) RV was not used. Renter is responsible for checking the engine oil, fluids, and coolant levels at each refueling. Renter may be held responsible for mechanical damage due to negligence in vehicle operation or failure to provide normal maintenance. **Renter is responsible to change the engine oil for every 5,000 miles at their expense.** Renter must provide Family RV with the oil change receipts upon their return if they traveled 5,000 miles or more, if renter did not have the engine oil changed, the renter will be charged accordingly to have the oil change done on the vehicle. **Please note: We recommend that you bring a tool kit with a 12 volt test light, tape, fuses, cell phone, and a cooler with you on your trip. These things may come in handy if needed.**
10. **Smoking and Pet Policy:** There is **No Smoking** in any of the motor homes, however: pets are allowed for a \$150 Fee. If the motor home is returned with any kind of smoking odor, additional charges will apply to the rental contract. Costs may vary up to \$500.00. If we do find that a pet has been in the unit you will be charged for \$150.00 pet fee as well as any additional cleaning or damages that occurred.
11. **Renter Damage:** If the RV is returned with damage while the RV was in possession of the renter, renter is responsible to pay all damage costs whether the renter was at fault or not or if damage was caused by acts of nature (Wind, rain, earthquake, fire, flood, etc). If an accident occurs, renter is responsible for obtaining a police report, contacting their insurance company and contacting a rental agent at Family RV immediately at (408) 612-4700. Renter(s) whose names appear on contract are the only authorized drivers to drive the Motor home. The renter (Name on contract) is responsible for all rental costs and any and all damages. If RV is returned with damage, renter is responsible to pay for damages and to seek reimbursement from their insurance company. If damage amounts are substantial and a claim must be submitted, renter is responsible for any and all damages, loss of revenue, or additional expenses not covered by insurance. Check in time may take up 2 hours for damage estimating, please allow yourself enough time. Family RV will estimate the damage and expedite the repairs.
12. **Insurance for Motor homes:** Renter must have their auto insurance company fax us a binder showing that the rental vehicle is full insured, and it must be acceptable to Family RV. Insurance binder must be received no later than one week prior to the rental pick up date. If renter's insurance company cannot insure the rental vehicle, renter should contact the rental agent for options. Family RV's rental insurance may be available for the rental unit, if so you will need to receive a quote from the rental office. Deductibles are \$2500.00 (class C), \$2500.00 (class A gas), and \$2500.00 (class A diesel) per occurrence. To purchase Family RV's insurance renter must be 27 years of age or older and have a valid drivers license **\*\* See #25 for coverage description.** **It is the renter's responsibility to contact their insurance company for a binder and to give the insurance company the information on the vehicle they are renting. The vehicle information must be on the form as the insured vehicle that the agent faxes over. Renter must call Family RV before their departure to acknowledge receipt of the binder. The renter cannot leave with the rental vehicle unless the insurance binder has been received and is acceptable to Family RV.**
13. **Convenience Items:** **The A/C, TV/VCP/DVD, Generator, Awning, Cruise Control, Radio, Microwave, back up cameras, jacks, etc. are convenience items. If any malfunctions should occur with any of these items, no compensation will be made to the renter. For assistance, renters are advised to consult the Renter Assistance Guide provided at the time of departure or contact Family RV at 408-612-4700.**
14. **Tires:** In the event of a tire failure the renter is responsible for replacing the tire at their expense with the same type of tire and bring back the receipts for the one purchased. **DO NOT** change the tire yourself!
15. **Dry Camping is not advised.** When the renter is "Dry Camping" (not connected to an external power source), problems will most likely arise due to a low battery or failure. It may help to start your engine and let it run for a minimum of 15 to 20 minutes several

times a day or until the battery is charged. The battery will continue to become low until renter is connected to an external power source.

Family RV is not responsible for the battery being low or any appliance or vehicle malfunctions of the vehicle due to dry camping,

**NO reimbursements will be given for "Dry Camping Malfunctions".**

16. **Early Returns / Extending Rental Dates:** Renter is responsible for looking over the rental contract to ensure that all rentals costs and rental dates are correct before their departure. If renter wishes to extend their rental dates, renter must call Family RV for approval. There are NO refunds for early returns. If renter does not return on scheduled return date and has not called Family RV for approval to extend, renter will be charged additional rental day (s), and inconvenience fees incurred by the next renter if any.
17. **Parking/Traffic Violations:** Renter is responsible for reporting and payment of all parking/traffic violations at rental return. Non-reporting of parking/traffic violations breaches the Rental Contract and may result in administrative charges in addition to the fines.
18. **No refunds will be given for no shows, late pick-ups (after 4pm), or early returns.**
19. **Generator:** Renter will receive 2 hrs free per day on generator usage, and \$3.00 per hr thereafter. No refunds will be given for unused generator hours.
20. **Security Deposit:** The security deposit is charged and is refunded (if returned with no damage, clean in/out, full of gas, no amounts owing) 7 business days after return of vehicle if paid by credit card or cash, 21 days from return if paid by check. If the rental was returned with damage, renter's security deposit will be held until the renter's insurance company has paid for the damages. Any deductible or amounts not paid by the insurance company will be deducted from the renter's security deposit.
21. **Additional Drivers:** The renter and their spouse are the only authorized drivers to drive the Motor home. Any additional drivers will need to be on the primary renters insurance policy as a insured driver. All drivers listed on the insurance binder must be present on the pick up rental day. The renter (Name on contract) is responsible for all rental costs and any and all damages.

22. Responsibility of Damage and Loss: **Renter is responsible for the following:**

- All damage to the rented vehicle
- Loss of use of the rented vehicle while it is being repaired
- Diminution of the vehicle's value caused by damage to it or repair of it (Not covered by insurance). The diminution in value charge is 2% the value of the rented vehicle.
- Missing equipment
- Our administration fees connected with any damage claims, regardless whether or not renter is at fault. Ranges from \$0 to \$150 (Cal. Civil Code 1936 (b) (6)).
- Theft and vandalism
- Renter must report all accidents and/or damage within 6 hours of the occurrence. Renter agrees to pay such damage costs from credit sources listed in renter's rental contract, and resume all responsibility to submit accident reports and claims to the proper authorities.

23. **Fuel:** All of the RV fuel tanks are full before departure (unless otherwise noted) and is to be returned in the same condition. A nominal refueling charge will be applied if coach is less than full. No warranties are made regarding the fuel tank capacity or fuel mileage. We assume no liability for fuel consumption rates. All gasoline, diesel, or refueling during the trip is at renter's expense.
24. **Check out of rented RV:** Renter will be given a walk through of their rented RV on their pick-up day. It is the renter's responsibility to ensure that they understand all functions of the RV before departing, and to mark down all pre-existing damages on the check out sheet. If renter has any questions or concerns with the rental unit prior to departing Family RV's lot, renter must inform the rental department so that the concerns or questions can be addressed before departure.

25. **Family RV Primary Insurance coverage description:**

**Coverage** – Family RV primary insurance provides coverage to the rented vehicles where the renter has purchased the primary coverage through Family RV. The primary insurance coverage purchased extends to the rented vehicle, providing renter is in compliance with all of the terms and conditions of the rental contract.

- Family RV's Motor Home Primary Insurance insures the rented motor home for comprehensive, collision, and liability with state statutory limits of liability 15/30/5 less the deductible. Renter must have been involved in an accident with another vehicle and obtain a police report in order to submit a claim. Exclusions of coverages are noted on the rental contract.

**While we do our best to make sure that everything is functioning properly before you rent it, there may be some items that become loose or not function properly. These rental vehicles are like a house in a earthquake so at times some things may need some attention while on the road so we appreciate it if you are able to tend to them or call us so that we can assist you.**

**X** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Contract#** \_\_\_\_\_

Signature acknowledges and agrees with Family RV's policies and conditions

**Family RV 19380 Monterey Rd, Morgan Hill, CA. 95037**  
**Telephone - 408.612.4700 Fax 408.365.2002**

Web site: [www.familyrv.com](http://www.familyrv.com) email: [info@familyrv.com](mailto:info@familyrv.com)

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