

Outdoors RV Rentals LLC

Rental Terms

A: Reservation, Payments & Security Deposit Terms

1. Reservation, Rental Payment and Deposits

- **Reservations:** Need to be made at least 48 hours prior to the departure date. There is a 3 night minimum during Winter, Fall & Spring seasons. 4 night minimum during holiday periods and a 5 night minimum during peak summer season. Each rental night constitutes one rental day. Seasonal dates vary annually.
- **Payments:** You will be charged a 50% reservation down payment on your total estimated trip cost to reserve your vehicle or trailer. Balance of estimated total rental cost is due in full before 45 days before departure. If your total rental cost is below the minimum down payment, then payment in full will be taken at time of confirmed reservation. Rental costs and down payment can be paid by MasterCard, Visa, American Express and Discover, cash, cashiers check/money order, or personal check. If paying by check, the check must be received 3 weeks prior to departure date. Renter's name must match the name on the credit card being used to pay for the rental. Renter must be present and provide credit card and picture driving identification for each verified driver at time of pick up.
- **Deposits:** A refundable Security/Damage deposit will be taken 3 days prior to departure. Security/Damage deposits are a minimum of \$1000 for campervans & cars and a minimum \$1500 for Motorhomes and can vary based on vehicle, insurance deductibles or Outdoors RV Rentals LLCs discretion. The security deposit can credit card (credit card must be in renters name). The deposit covers any damage to the rented motorhome or campervans & cars during the rental period, regardless of fault. It also covers additional charges but not limited to fuel, additional mileage, late returns, traffic violations, etc. that were not charged prior to departure. The deposit also covers costs we may incur in collecting payment from you or otherwise enforcing our rights under this contract including attorney, legal collection fees and our time (\$125/hr). Security/Damage Deposit is reconciled within 7 days after return of rental unit if the unit is returned clean, fuel tanks at or above departure level, gray & black water tanks drained and NO DAMAGE. Renter is responsible for all damage done to the vehicle from the time of their departure until return and checked-in by Outdoors RV Rentals LLCs owner. Refund will be in the form of refunding the credit card used. The deposit may be held until completion of any legal or collection action.

2. Cancellation Policy

- When you make a reservation, that rental unit is now unavailable to other renters. The amount refunded when you cancel, therefore, depends on how close it is to your Departure Date. - If your Departure Date is less than 45 days away when you cancel - you'll forfeit the full reservation cost -

If your Departure Date is 45-90 days away when you cancel - you'll forfeit your reservation deposit (50% of reservation cost) - If your Departure Date is more than 90 days away when you cancel - you'll only forfeit a \$150 administrative fee and the credit card transaction fees, we'll refund the rest. - Regardless of Departure Date, if you cancel within 24 hours of making your reservation, you'll receive a full refund. - If you purchase the Free Cancellation waiver at checkout you may cancel at any time & receive a full refund minus a \$100 administrative fee and the credit card transaction fees, we'll refund the rest. Please allow 7 days to process any refund.

3. Contract Changes

- If by renter's sole choice – Renter may change their reservation without penalty from time of reservation to 90 days prior to departure without penalty as long as total cost to change does not alter the reservation by reduction of more than 25% of total cost. If changing by more than 25% standard cancellation policy will be in effect in portion to reduction. Prevailing rental rates will apply to all rescheduled dates. Rescheduled rental dates must be within one year. If the renter cancels rescheduled dates, the renter will forfeit all rental payments and/or deposits.

4. Rental Floor Plans

- Outdoors RV Rentals LLC reserves the right to substitute a unit of equal or greater value should a reserved unit become unavailable through damage, breakdown, theft, scheduling or any circumstances beyond our control. Should a suitable substitute of equal or greater value not be available, our liability is strictly limited to the refunding of applicant's reservation deposit. Substitutions of equal or greater value are at no additional cost to renter. Should a lesser value floor plan be the only choice (by renter's choice or Outdoors RV Rentals LLC's availability), our liability will be limited to a refund of the price difference between the unit paid for and unit offered.

5. Reservation and signing

- The person named on the Reservation and the Final Contract must have a valid major credit card in their name, present it and their identification and is the only person authorized to sign the rental agreement. If additional verified drivers have been approved and are listed on the rental contract they may drive the RV, motorhome or trailer off our lot but may not sign the contract.
- We reserve the right to refuse any rental application or reservation

B: Operational Terms

1. Rental Pick Up

- Motorhome/campervans/cars pick up and departure (check out) time is 3pm-4pm Monday – Friday, based on vehicle readiness. No departures on Saturday and Sunday without prior approval from Outdoors RV Rentals LLC Owner and subject to additional Saturday and Sunday fees. The following will be observed and no rentals departures will be accepted on the holidays – New Years

Day, Easter Sunday, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day.

- Please request your desired time during the reservation process. Plan for up to 15-60 minutes depending on the rental for your departure walkthrough. If you would like an earlier time (10am – 2pm), it may be available, but not guaranteed as your RV maybe out on rent the night before your departure day. Fee for early departure time, if approved available, is \$50 for campervans & cars and \$100 for motorhomes. We will confirm all departure appointments 1 week prior to your date and add the \$50-\$100 Fee to your reservation if applicable and early time is available.
- We reserve the right not to assign early departure times, even if available one week out, to make the RV available for rent for the prior days to your departure and rental period. We operated more like a hotel, not a car rental agency.
- If you arrive after 3pm for pickup we will charge a \$75/hr. after hour pickup fee and added to your invoice. If not picked up by 5pm without contacting us your reservation will be cancelled and no refund will be provided. If you contact us the night before your pickup date you will need to reschedule your pickup appointment to the next operating business day and a \$150 fee will be imposed and added to your invoice. We offer no refunds for rescheduled missed days on your rental agreement.

2. Rental Return

- Motorhome/trailer return time (Check-in) is 10am (Monday – Friday). No returns on Saturday and Sunday without prior approval from Outdoors RV Rentals LLCs owner and subject to additional Saturday and Sunday fees. The following days will be observed and no rental returns will be accepted on the holidays and weekends of – New Years Day, President’s Day, Easter Sunday, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day
- Please request your desired time during the reservation process. Plan for up to 15-30 mins for your check-in. If you would like a late time (12noon – 3pm), it may be available, but not guaranteed as your RV maybe rented back out that same day. Fee for a late return time, if approved and available, is \$50 for campervans & cars and \$100 for motorhomes. We will confirm all return appointments 1 week prior to your date and add the \$50-\$100 Fee to your reservation if applicable and late time is approved and available.
- We reserve the right not to assign late return times, even if available one week out, to make the RV available for rent for the next days after your return and rental period. Please remember that other guests maybe waiting for the vehicle. We operated more like a hotel, not a car rental agency.
- There are absolutely no refunds for early returns. The vehicle remains the responsibility of the renter until an authorized Outdoors RV Rental LLCs representative has checked the vehicle in.
- The vehicle must be returned clean inside as received and the fuel level must be at or above departure level plus the exterior not requiring over 30 minutes to perform a quick wash. If the RV

interior is not returned clean and/or at fuel level below departure level and/or the exterior extremely dirty, a \$75-\$95 per hour cleaning fee & supplies costs will be charged and the fuel will be refilled at a price of \$5.25 per gallon of fuel plus a \$35 service fee along with a credit card transaction fee.. We bill fuel at ¼ tank increments. The Renter must drop off the rental vehicle him or herself.

- You must return the RV on the date and time specified in the rental contract. Failure to return on time will incur a \$50/hr. fee for campervans and cars and a \$75/hr. for motorhomes. Late fees starting at 11am on return day. If not returned by 3pm, an additional full night will be charge. If the late return effects another guest's departure on the same day, an additional fee of up to the next guests full trip reservation amount will be charged to compensate the guest that had a same day departure reservation that got delayed or where we had to cancel their reservation.

3. Fuel Use

- No warranties are made regarding fuel tank capacity or fuel mileage.
- All gasoline, or propane refueling during the trip is at Renters expense.
- Upon return fuel (gas or diesel) must be at or above departure level.
- Propane tank level upon return can be at any level with no additional costs. Your propane tank will be at least 1/3 upon departure.

4. Maintenance and Breakdown Terms

- Renter is responsible for checking the engine oil, fluids, tire pressure and coolant levels at each refueling. Tires can be visually inspected and touched by hand to see if one tire is hotter than the others to indicate a potential problem and some rentals may require a visit to a tire center/service station to check the tire pressure as this is at the renters expense. Renter is responsible for mechanical damage due to negligence in vehicle operation or failure to provide normal on road maintenance.
- In the event the motor home is in breakdown repair for 12 hours or more, through no fault of the customer, our responsibility to the customer is limited to refund of nightly rate or portion thereof.
- Automotive air conditioning, Forced air furnace, Microwave oven, Appliances, Stoves, Ovens, Generator, Refrigerator, House water pump, Aux batteries (defects only), 110v A/C, water heater, toilet, and shower malfunctions are not considered breakdowns and no refund of nightly rates are available for repair to these items. However should any of the items listed fail to operate; an allowance of \$10 per day/per item up to maximum of \$70 per item will be reimbursed to the renter. The allowance is limited to \$300 per vehicle.
- All other items are not covered. These include but not limited to automotive cruise control, interior lights, TVs, DVDs, any audio systems, electric bed or sofas and exterior showers.

- Customer agrees to obtain prior authorization from Outdoors RV Rentals LLC for all repairs to the motor home, or the renter will be fully liable for all these expenses, and all damages that may result from improper repair or replacements.
- Renter is responsible to change the engine oil and filters if specified by rental agreement in writing or traveling beyond the estimated mileage of the rental contract if the odometer of the vehicle surpasses the maintenance needed mileage sticker on the window of the RV and pointed out during the departure walk through. Renter must provide Outdoors RV Rentals LLC with the oil change receipts upon their return. Rental must call Outdoors RV Rentals LLC and notify of pending maintenance required before performing service.
- Outdoors RV Rentals LLC is not liable for Renter's expenses due to unforeseen breakdowns beyond Outdoors RV Rentals LLC control.

C: Use and Restrictions

1. Smoking Policy

- There is a strict No Smoking policy in all of the vehicles. If your rental is returned with any kind of smoke odor, including campfire smoke, an automatic \$500 cleaning fee (at minimum) will be taken from Security/damage deposit.

2. Towing or using the hitch

- Towing behind the rented Motorhome is available on certain units only. Towing is not permitted behind any trailer. All RVs will have a hitch lock attached to the hitch receptacle. Tampering of hitch lock will void this contract and Renter will be responsible for all ensuing charges including possible confiscation of RV and all applicable fees and contract charges. If towing is allowed, you must call Outdoors RV Rentals LLC to discuss your towing plans.
- When towing, total gross tow weight must be approved by Outdoors RV Rentals and subject to \$49 fee to rental contract and additional \$0.19/mile on total trip. Outdoors RV Rentals LLC reserves the right to refuse the ability to tow or may requests that Renter bring in their tow rig for approval and weight verification.
- Approval to tow is solely at the discretion of authorized employee of Outdoors RV Rentals LLC.
- If renter plans on using any hitch mounted rack with the RV Rental, the renter must contact Outdoors RV Rentals prior to picking up the RV to make arrangements and have the hitch lock removed. Renter must bring their hitch-mounted rack with them or hitch lock will not be removed.

3. Restricted Use and No Travel Zones

- Travel to Canada and Mexico is strictly prohibited.

- Traveling to Burning Man is strictly prohibited. Any person's not disclosing Burning Man travel destination will be held liable for 3 times nightly rates, \$75/ft of length of motorhome for cleaning fees, and subject to additional non-disclosure fee of \$2000. All vehicles being rented out for travel during the Burning Man Festival times will need to sign Burning Man disclosure affidavit before departure. This affidavit will give Outdoors RV Rentals LLC full rights to use the vehicles satellite controlled GPS system to deactivate the RV and disable the engine when within 100 miles of the Burning Man travel zone.
- Travel is not recommended in the summer months in the desert areas (i.e. Death Valley) or in temperatures above 105° due to overheating, which may cause tire damage, tire failure, engine failure, generator failure and other problems. If a problem occurs, you will be responsible to pay for any damage caused.
- Any gatherings or events, which could pose a danger or damage to the motorhome or Renter.
- Travel on Non-Public roads, unpaved or dirt roads and off-road areas are prohibited and may result if insurance coverage being voided.
- If you are traveling to an elevation of 5000 feet or more, you may encounter troubles with the operation of the generator or propane refrigerator systems. 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/refrigerator malfunctions if traveling above 5,000 ft.
- 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 for any damages incurred.

4. Use Violations

- The following uses of this vehicle are prohibited and constitute a breach of the Rental Contract's terms
- Operation of the vehicle to transport more persons than the Vehicle has seat belts.
- Operation of the vehicle to transport children without a federally approved child safety restraint or booster seat as required by state law.
- Do not attempt to access the roof or use the ladder. Any evidence of use of roof or access to roof will result in full forfeiture of Security Deposit in addition to any damage incurred. This is for your safety.
- Operation of the motorhome for use associated with any illegal or unsafe purpose or for use in transporting of any illegal substance.

- Any drugs or firearms found in the vehicle will be removed by an appropriate Law enforcement officer.
- Operation of the vehicle by anyone who is not an Authorized Driver, by anyone not licensed to drive, by anyone whose driving license is suspended, or by anyone whose driving license is restricted because of past traffic law violations.
- Operation of the vehicle by Renter or anyone else under the influence of alcohol, prescription or non-prescription drugs.
- Operation of the vehicle by anyone who obtained the vehicle, or extended the rental period by giving us false, fraudulent or misleading information.
- Operation of the vehicle in furtherance of any illegal purpose, or under any circumstances that could be properly charged as a crime other than minor traffic violations.
- Operation of the vehicle in any race or speed contest.
- Operation of the vehicle to teach anyone to drive.
- Operation of the vehicle outside the United States (except to Canada pursuant to pre-authorization, in writing, from Outdoors RV Rentals LLC).
- Operation of the vehicle when the odometer has been tampered with or disconnected.
- Operation of the vehicle when the vehicle's fluid levels are low, or it is otherwise reasonable to expect the Renter to know that further operation of the Vehicle would damage it.
- Operation of the vehicle to commit a willful, wanton, reckless or negligent act with the vehicle.
- Renter acknowledges that they forfeit their Security Deposit if any violation of Use and Restrictions (section C) is found.

D: Fees

1. Prep Fee

- All vehicles have a mandatory Prep fee. This fee includes vehicle prep and your walk through, basic exterior cleaning upon return, and a starter pack of RV Toilet Paper & Septic Chemicals. Also included is propane use. Tanks will be at 1/3 or greater upon departure for your use. Fee varies per motorhome between \$99 for campervans & cars to \$225 for motorhomes.

2. Septic Fee

- All vehicles must be have gray and black tanks completely dumped and drained before returning to Outdoors RV Rentals unless previously arranged for us to do this for you. The dump fee is \$175.00 if the RV is returned full and not disclosed. Prepayment of dump fee is \$125.00

3. Extra Mileage Charges

- Renter is required to estimate total mileage and prepay as part of rental contract any extra mileage. Upon return actual mileage will be calculated and any prepaid extra mileage will be adjusted up or down.
- If Renter traveled less than their estimate a refund of unused mileage will be given. If renter traveled more than estimated mileage then Renter is responsible for additional extra mileage charges based on Rental Contract rates.
- If towing, an additional \$0.19/mile for total miles driven will be added. Please consult with Outdoors RV Rentals about requesting to tow and additional mileage fees.

4. Generator Fees

- 1 hour included for every night booked and paid for at full price. \$3.50 per hour thereafter.

5. Pet Policy & Fees

- One dog under 35lbs is allowed in most our RVs. There is a \$15 pet fee/day. Only one pet is allowed per RV.
- If your rental is returned with damage, stains, odors or excessive hair due to pets, additional cleaning charges will apply. Additional cleaning fee is \$95/hr. with a one-hour minimum per occurrence if needed.
- A \$300 fee will be automatically be added if the Pet was not disclosed.
- Any additional Pet fees may be deducted from credit card on file and or security/damage deposit.

6. Additional Cleaning Fees

- You are required to return the rental in a clean, broom swept condition. All counters, sinks and refrigerator should be wiped down clean and residue free. Renter should remove all food, trash and personal belongings. Your Prep fee provides for basic exterior wash of the RV upon return.
- If the motorhome is returned and requires additional time necessary beyond normal expectations to clean, and at Outdoors RV Rentals LLC's sole discretion, we may charge an additional basic cleaning fee of \$75-\$95/hr. needed to return the RV rental back to same condition as renter received upon departure.

7. Other Fees

- Other fees may occur and be describe in other sections of the Rental Terms or Rental Contract, Rules of the Road, Conditions of Return: Get Your Security Deposit Back.

E: Renter's Responsibilities, Requirements, & Insurance

1. Responsibility for Damage or Loss

- Renter is responsible for all damage or loss to the vehicle whether at fault or not.
- At Outdoors RV Rental LLC's sole discretion, Renter is also responsible for loss of use if applicable while vehicle is being repaired for damages and for Diminution of the vehicle's value caused by damage. The diminution value charge is 2% of the stated value of the RV Rental. Stated value can be sent upon request.
- Renter is responsible for any Vandalism of the motorhome in any form if a proper Police Report was not taken and sent to Outdoors RV Rental LLC.
- Renter must report all accidents and/or damage involving the vehicle to us within 6 hours of the occurrence.
- Renter agrees to pay any damages from accidents from credit sources, payment types or deposits used in this contract, and assume all responsibility to submit accident reports and claims to the proper authorities.
- Renter is responsible for all damage below the bumper and above the windshield, as this may not be covered by insurance.
- Renter is responsible for all missing equipment.
- Renter is also responsible for Loss of Use for return of motorhome by Renter past contract return date/time that results in loss of use with another guest and any other action by the Renter that causes the motorhome unavailable for use. Loss of use is charged at appropriate seasonal nightly rate.
- Renter is responsible for all damage to Motorhomes interior or exterior not caused by incident or accident whether Renter is aware of damage or not. Damage not caused cause by vandalism, incident or accident is the sole responsibility of the Renter.

2. Tires and Windshield

- Renter is responsible for all damage or loss caused by tire blowouts, punctures or other road damage. Excluded are damages caused by loss, which occurs in a collision, or comprehensive loss.
- On road tire failure is the renter's responsibility. Renter is responsible to replace damaged tire with the same type/brand/size/grade of tire.
- For your own safety DO NOT attempt to change a tire yourself. No tire changing equipment is to be carried in the vehicle.
- If windshield is damaged in any form, the renter needs to have it properly evaluated, if ok to drive they can proceed at their sole discretion and safety.

- Renter is responsible for all windshield damage while the RV is in their possession. Any damage to the windshield will result in full replacement of the windshield for safety concerns of our next guests.
- Outdoors RV Rentals LLC does not reimburse for tire replacement or windshield replacement.

3. Administrative fees due to damages

- Outdoors RV Rentals LLC administrative fee for any damage claims are as follows:
- \$0-\$250 damage=\$50 fee,
- \$251-\$500 damage=\$75 fee,
- \$501-\$1500 damage=\$125 fee,
- \$1501-\$2500 damage=\$200 fee,
- over \$2500 damage=\$250 fee

4. Insurance for Motor homes and trailers

- Renter understands that Outdoors RV Rentals LLC is not an Insurance company.
- Renter is responsible to either provide an acceptable Insurance Binder to fully insure, during the rental period, the motorhome including comprehensive, collision damage and Washington State minimums for liability insurance with a deductible for no more than \$500, or purchase insurance through Wheelbase as part of Renter's reservation process.
- Renter acknowledges that Wheelbase/Outdoorsy is a 3rd party and acts as a processor of the reservation and insurance provided.
- Outdoors RV Rentals LLC reserves the right to not to accept any Renter's insurance binder it deems as unacceptable at Outdoors RV Rentals LLC sole discretion.
- If purchasing the insurance option through the reservation system, Renter acknowledges the damage deductible of up to \$1500.
- Deductible is based on vehicle's stated value. Outdoors RV Rentals LLC will provide the vehicles stated value and deductible and/or complete Insurance details upon request.
- If Renter is renting a towable trailer, Renter is responsible to provide proof of insurance for their tow vehicle (truck) and proof that their coverage and liability extends to the towed trailer. Renter will also need to purchase the insurance through the reservation system in order to be covered for the trailer when or if they unhitch from their tow vehicle or truck.
- No refunds will be given if the renter's insurance company does not provide binder for coverage and renter wishes to cancel. If you have any questions on insurance, give us a ring as soon as

possible and we will be happy to help you sort through this important and necessary part of renting.

- Insurance purchased through the reservation process does not cover vandalism unless accompanied by a Police report.

5. Parking/Traffic/Toll Violations

- Renter is responsible for reporting and payment of all parking/traffic/toll violations at rental return. Please notify us of all violations.
- Renter is authorizing Outdoors RV Rentals LLC to use credit sources, payment types or deposits used in this contract for such violation payments plus a \$50/violation processing fee.

6. Renter's Age and Driving Requirements

- Renter and all approved additional drivers must be of at least 25 yrs. of age and pass a basic background and DMV check.
- If Renter and drivers are of International origin, they must also possess a valid Passport, country of origin driver's license and possess during the reservation period a valid International Driver's Permit of their country if origin driver's license is not stated in English.

F: Acknowledgment, Indemnity and Warranty

1. Indemnity

- Renter agrees to indemnify us, defend us, and hold us harmless from all claims, liability, costs and attorneys' fees incurred by us resulting from and arising out of, this rental and your use of the vehicle.

2. Warranty

- Outdoors RV Rentals LLC makes no warranties, express, implied, or apparent, regarding the vehicle, and no warranty that the vehicle is fit for a particular purpose.

3. Renter's Personal Property

- Renter releases Outdoors RV Rentals LLC, its agents and employees from all claims for loss of, or damage to, your personal property or that of any other person, that we received, handed or stored, or that was left or carried in or on the vehicle or in our offices, whether or not the loss or damage was caused by our negligence or was otherwise our responsibility. Includes vehicles parked on our premises.

4. Failure to Return

- Renter agrees to pay all expenses we incur in locating and recovering the vehicle if Renter fails to return it or if we elect to repossess it under the terms of this contract. Including all costs, pre- and post-judgment attorney's fees, we incur in collecting payment from you or otherwise enforcing our rights under this contract,
- \$500, plus \$5 per mile for every mile between the renting location and the place where the motor home is returned or abandoned, plus any additional recovery expenses we incur.

5. Payment Auto Draft

- Renter understands and authorizes any payments owed to be auto-drafted from the payment method Renter has provided. This includes extra charges, damages, and insurance deductibles.

6. Modifications

- No part of these Rental Terms or Rental Contract can be waived or modified except in writing with authorized signatures from Outdoors RV Rentals LLC owner.
- If any provision of this Rental Contract is deemed not to apply, is illegal, or is against public policy, the remainder of the Rental Contract's provisions shall retain their full force and effect.