Please take a moment to thoroughly read this policy of Expectations during the rental period of the unit you have contracted.

* When you pick-up or take delivery of the unit we will complete a **pre-rental orientation** walk-thru that will take 20-60 minutes, depending on any prior experience you have with a camper. You have the opportunity to do your drive test at that time. If a drive test is waived, it is under the understanding that you feel comfortable and are willing to assume liability at that time.
* Please do not insert sanitary products, baby wipes or flushable wipes in the toilet. Such actions will cause damage to the **toilet and sewage tank**. The renter will be responsible for the cost of repairs and loss of use. Minimum repair cost is $750.
* **Waste holding tanks** must be emptied prior to return unless you have chosen the pre-pay dumping fee.
* Please do not use **chlorine bleach** inside the RV. Usage of chlorine bleach products will cause damage to the sewage tanks, furniture and flooring. Chlorine bleach is harmful to campground sewage systems, as well as wildlife. The renter is responsible for damages cause by use of chlorine bleach products.
* Please do not allow food debris to be placed in sink drains. Sink drains and gray tank cannot accommodate **food debris and particles**. The renter will be responsible for the cost of repairs and the loss of use.
* Please do not cook or store **foods that will create a strong smell** that is difficult to remove in the camper. Deep fry cooking with grease causes excess odor and grease buildup within the camper. Removal of such odors and buildup requires the use of chemicals and extensive cleaning. (Options available for outdoor cooking!)
* Please protect **furniture and upholstery** from activities that cause stains, damage and soiling. Excess cleaning required to recover the cleanliness of the unit and upholstery to a clean and neutral state will result in additional charges assessed and will be taken from the security deposit. Please no disinfectant wipes on couches or seats.
* Please do not attempt to stand or sit on the **roof**. The renter is responsible for damages caused by use of the roof.
* Please **do not smoke** cigarettes, marijuana products, vaping devices or E-Cigarettes. Such activities cause odors and result in excess cleaning at the end of the rental period. The minimum charge for recovery of smoking odors is $250.
* **Illegal activity** is prohibited within the camper by the renter and the occupants. The owner will comply with law enforcement, concerning all inquiries related to illegal activity. Any evidence of the storage, transportation, or use of illegal substances will forfeit your entire security deposit and result in law enforcement being called for a police report and to collect evidence.
* **Travel Restrictions**: Our units are NOT allowed to travel into Mexico & our insurance does not cover you or the unit in Mexico. No travel is allowed on any non-paved roadways like logging roads, forest service roads, beaches, fields, etc. The 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.
* We discourage the usage of the exterior awnings unless you feel extremely comfortable with the operation and use. 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 platform insurance claims**. Damage to awnings, including damage while driving (trees, drive-thrus, etc.) are 100% your responsibility and could exceed your security/damage deposit amount.
* The camper must be returned with a **clean interior**. “Clean” means as you received it & visibly ready for another rental. Owner will complete all COVID-19 CDC cleaning and disinfecting procedures.
* You may make **minor repairs** that total less than $100 without approval. Replaced defective parts and receipt must be brought back for reimbursement. Repairs over $100 must be pre-approved. There will be no reimbursement if you do not bring back the defective part you replaced and the receipt. Campers, just like any other mechanical equipment, can have problems. While extremely rare for a mechanical breakdown to strand a customer anywhere, they can have mechanical problems at any time with little or no forewarning. Do not hesitate to call or text with questions or concerns during your trip.
* 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 do not have a comparable unit, you will receive a full refund.
* **Pickup/Drop-off times** will be scheduled based on the order reservations were received that day. Please understand that if your appointment is at 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 do orientation and training on how everything works. Dropping off is usually quicker, but it is important for both owner and renter to have sufficient time to discuss any questions or concerns. Any vehicle returned in the dark will have to wait until daylight to be inspected. Owners will not release the security deposit until a daylight inspection has been completed.
* **Delivery/Pick-up times** will be communicated and agreed upon between the owner and renter prior to the reservation. Excessive tardiness or lack of communication will result in additional charges. Renter is responsible for all reservations and fees with camping location.
* The renter is asked to take reasonable actions to care for the camper, and to ensure that it is not exposed to excessive wear and tear during use. The renter is also asked to consider the environment and being kind to nature, as well as using **good campground etiquette**.

The owner of the camper asks that the renter review this document and sign in receipt and acknowledgement. If the renter believes that they cannot comply with the above listed prohibited activities, they should immediately notify the dealer. The dealer will make every effort to cancel the rental reservation with a full refund.

Renter Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Rental Dates:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contract ID:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Renter: \_\_\_\_\_\_\_\_\_\_\_\_ Date:

Owner: Date: