



CANCELLATION POLICY

We appreciate the opportunity to provide a rental RV for you for your vacation, trip, event, or whatever your need may be. Although we're a group of family & friends renting out our RVs when we're not using them, we must conduct this as a business because of the financial investment we have made and our commitment to have our RVs available to you and other renters to use and enjoy. Nonetheless, we understand that unforeseen things come up and that plans change, etc.; however, we must adhere to a set of rules that will govern how cancellations, regardless of the reason, are handled. Please carefully consider whether or not purchasing trip insurance is a good option for you and your travel plans.

RESERVATION DEPOSIT (initial amount paid to book/reserve the RV) is NON-REFUNDABLE.

If the renter has paid in full and the booking is canceled more than thirty (30) days prior to booking start date, a partial refund of **fifty percent (50%)** of subsequent payments [**minus** fees (*and the initial reservation deposit*)] may be issued; however, due to the nature and seasonality of the RV rental business, there are **NO REFUNDS of any amount pre-paid for dates that correspond with:**

- NASCAR* race weeks in Arizona and Michigan
- major festivals* in Arizona, California, Illinois, Indiana, Michigan, Nevada, & Ohio
 - examples (include, but are not limited to):
 - "Coachella"
 - "Country Thunder"
 - "Electric Daisy Carnival" ("EDC")
 - "Burning Man"
 - "Electric Forest"
 - "Faster Horses"
 - "Lost Lands"
 - "Summer Camp"
- college football home game* weekends for:
 - University of Arizona (U of A)
 - Arizona State University (ASU)
 - University of Michigan (U of M)
 - Michigan State University (MSU)
- Holidays* and other special* designated event dates:
 - holidays (include, but are not limited to):
 - "Memorial Day weekend"
 - "Independence Day weekend"
 - "Labor Day weekend"
 - "Presidents Day weekend"
 - "Veteran's Day week"
 - "Dr. Martin Luther King Jr. Day weekend"
 - "New Year's week"
 - "Easter week"
 - "Thanksgiving week"
 - "Christmas week"
 - Other designated special event dates, examples (include, but are not limited to):
 - "Winter Break"
 - "Spring Break"
 - "Summer Break"
 - "Fall Break"
 - "Deer Hunting Season(s)"
 - "Mardi Gras"
 - "Rodeo Days"
 - "Super Bowl week"

these "special" occasions will be designated on your booking/reservation as NON-REFUNDABLE.

* note - *specific dates are set by the federal law or the event coordinators and may change annually.*



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Date “changes” are considered a “cancellation”.

Any line item indicating a "Service" fee is non-refundable; no exceptions; (we contract most of these services and the contractors and/or service providers schedule their time to provide the service as part of an agreement/contract with us to provide their services and their time, etc. for you based upon your need or request for the service and are paid in advance to insure availability and duty).

ABSOLUTELY NON-REFUNDABLE and NON-NEGOTIABLE:

It is absolutely understood by all parties [Renter(s), Pruitt RV Rental, and RV owner(s)] that any amount paid to a third-party, is NOT refundable to the renter(s), especially a service requested by the Renter(s).

These include, (but are not limited to):

- roadside assistance
- trip insurance
- interior damage protection
- RV rental insurance / damage waiver coverage
- rental website/platform commissions and/or fees (e.g. RVshare, Outdoorsy, etc.)
- any reservation/booking outlined in the Refund/Cancellation policy as “No Refund” (e.g. holidays, events)
- any reservation/booking with the “Checkout Questions” section of the rental receipt noting “No Refund”
- any reservation/booking clearly stated/marked as “No Refund” reservation/booking
- credit/debit card processing fee(s)
- procurement & concierge services
- Wi-Fi / internet service(s)
- DirecTV / satellite TV service(s)
- Sirius XM / satellite radio service(s)

RETURNING EARLY & UNUSED NIGHTS

If Renter(s) returns the RV early, etc., Renter(s) agree that there are no refunds/credits for the unused time/nights; they are automatically forfeited.

Trip Insurance (optional)

If “trip insurance” is available, Pruitt RV Rental suggests that Renter(s) consider purchasing the coverage (at their own expense). Pruitt RV Rental does not provide trip insurance, the services outlined in the coverage, or the financial advantages that trip insurance coverage provides/offers to the Renter(s).

Credit/Debit Card Processing Reimbursement Fee(s)

The use of credit/debit cards has made paying for things easier; however, that convenience comes at a cost that is passed from the credit/debit card processing companies to the merchants. Therefore, Renter(s) agree to pay to Pruitt RV Rental a credit/debit card processing service fee, on the cancelled reservation, for the convenience of use of these cards. The following fee schedule will be used:

Credit/Debit Card Processing Reimbursement Fee(s)			
<u>Visa</u> 4.50%	<u>MasterCard</u> 4.50%	<u>Discover</u> 4.75%	<u>American Express</u> 5.25%
<i>fee(s) listed here is subject to tax(es), etc., depending on the state the RV is listed/registered and/or rented</i>			

Any “refund” exception made to this policy would be in the form of “store credit” with an expiration date.

Pruitt RV Rental reserves the right to revise this policy, at its discretion, for any future booking/reservation.