

AVOID ADDITIONAL CHARGES

Page 1

It is our sincere hope that every rental goes out and comes back trouble free with no damage or controversy in regards to cleaning and dumping of the holding tanks. In an effort to clarify our position on these subjects, we've explained these areas below. We DO NOT make our living off of damage or cleaning fees. We genuinely want every renter to get their entire deposit back. Please read the following so you will have a clear understanding of how to avoid any additional charges.

Cleaning

The general rule on cleaning is that the unit has been cleaned for you prior to your departure. It must come back clean both inside and out. Unlike rental cars, an RV can't be run through a \$2.00 car wash, vacuumed out and it's done. It requires hand washing of the outside, including removing bugs, vacuuming the entire floor, wiping down the cabinets, counter tops and appliances inside and out. The shower must be wiped down to remove any loose hair and soap residue. The toilet and sinks must be thoroughly cleaned. If the upholstery has been soiled, it must be cleaned. To clean the RV properly, it generally takes between 3 and 4 hours.

Your check out agent gave you a cleaning option before completing the Vehicle Out contract. The cost of the cleaning is \$69.00 but must be prepaid. We use these contracts to schedule our cleaning staff and unplanned cleaning jobs often require us to pay overtime resulting in a higher cost.

Prepaid cleaning will cover cleaning of the RV under average conditions. It will cover all of the items mentioned above. It **WILL NOT** cover extremely dirty units.

If the carpet is heavily soiled there will be additional charges for having them professionally cleaned.

If there are stains on the upholstery or carpet it may result in additional charges.

If food or drinks have been spilled in the refrigerator cabinets, it may result in additional charges.

If we detect that the unit has been smoked in, there will be additional charges.

We use three levels of grading when a unit is checked in. They are Acceptable, Dirty and Extremely Dirty. Below are our interpretations of each and what they mean to you.

Acceptable - The unit can be ready to go back out on rental in less than one hour. There will be no additional charges.

Dirty - The unit will require 3 to 4 hours of cleaning both inside and out in order for it to be ready to go back out on rental. If you have the prepaid cleaning option, there will be no additional charges. If you **DO NOT** have the prepaid cleaning option, there will be additional cleaning charges ranging between \$100.00 and \$150.00.

Extremely Dirty - The unit will require more than 4 hours of cleaning in order for it to be ready to go back out on rental. Units with extremely dirty floors, spilled foods or drinks, extremely dirty stove/oven, a more than average number of bugs on the front or excessive road grime will have additional charges. If you have the prepaid cleaning option, you will receive a credit of \$100.00 toward the additional cleaning charges. Your charges will range between \$50.00 and \$150.00 depending on what has to be done. If you **DO NOT** have the prepaid cleaning option, the charges can range between \$100.00 and \$250.00.

The following will help you avoid these charges.

- Use a throw rug or carpet scrap at the entry door. In wet or muddy conditions, remove your shoes before entering the RV.
- Clean up spilled food or drinks when they happen. Waiting until they've dried makes them much harder to clean up.
- Take a small vacuum cleaner and a broom with you and occasionally vacuum or sweep the floor.
- On long trips in the summer, stop at a car wash occasionally and blow the bugs off the front cap and windshield.
- Don't allow anyone to smoke in the unit.
- Make sure your TV antenna is down before you move the RV.

We want you to enjoy your trip but ask that you treat our RV like it was your home. We take great pride in offering our renters the nicest RV's available for rent anywhere and must keep them clean. We don't expect you to spend your whole trip cleaning the RV but ask that you use common courtesy while using it. It is, after all, your "home away from home" for the duration of your trip.

AVOID ADDITIONAL CHARGES

Page 2

Dumping

The RV comes to you with the holding tanks emptied and charged with liquid toilet chemical. We have provided you with 2 additional bottles of chemical so that you can recharge your black tank each time you dump it. The RV must be returned with the holding tanks emptied and recharged with chemical.

Your check out agent gave you a dumping option before completing the Vehicle Out contract. The cost of dumping is \$20.00 but must be prepaid. If you have the prepaid dumping option, you do not need to worry with the holding tank level when you return. If you **DO NOT** have prepaid dumping you must either dump the tanks before returning the unit or you will be charged \$30.00 for dumping.

The check in agent will check the monitor panel when you return. Monitor panels are sometimes unreliable so if the panel shows the tanks are not empty, the agent will have the unit pulled around to our dump for verification. We ask that you stay with the RV to see the result. The gray tank should be empty and the black tank should have no more than two gallons of water in it. If you chose not to stay with the RV while they are checking the tanks, you essentially give up your right to dispute the agent's finding.

There will be no refund for prepaid cleaning or dumping. If you opted for either of these, we have scheduled the necessary help and can't send them home if you decided to clean or dump the unit yourself.

Damage

We have taken great care to be certain all preexisting damage or defects have been listed on the Check Out sheet. We ask that you go over the unit with the check out agent and make certain everything you see is on that sheet before you sign it.

In addition, we have taken 6 digital photos of the unit. These photos are taken just before your departure, loaded in our computer under your agreement number and kept until your rental contract is closed out. These photos are for your protection against charges for exterior damage that may have been missed on the check out sheet, by you or our agent. We are able to enlarge these photos up to 400% and can pick damage as small as a quarter off the unit. You may request copies of these photos from the check out agent prior to your departure.

If, upon your return, damage is discovered by the check out agent, you may request that the photos be examined if you feel the damage may have been there before you left. These photos are not definitive but they are a very helpful tool.

We rely more heavily on the Check Out sheet and what is listed by you and the check out agent.

While neither of us likes damage, it is an unfortunate occurrence with rental units. We ask that you understand that we **DO NOT** make our living off of damage repairs. We don't do body work and must have it done locally by an approved body shop. We don't receive any sort of kickback or payment for the work they do. They are totally independent and have no affiliation with us whatsoever.

We use two different body shops in the Houston area. Both have proven to be fair in their hourly rates and understand our need to have repairs done as quickly as possible.

You are welcome to get additional estimates for repairs of damage done to the unit while in your care but these will be at your expense. Please understand our need for speed. You are responsible for lost rental income while the unit is being repaired. Because of the amount of work we send them, these body shops generally get our units repaired very quickly and no "down time" charges are incurred.

Our charges for repairs are more than competitive. We don't have any desire to overcharge you for any repairs because we want you to come back and rent from us again and again. All parts are charged to you at a competitive retail price and labor is at \$85.00 per hour. While the labor rate may seem high to you, please compare it to other RV dealers in our area. They range from a low of \$80.00 to a high of \$110.00 per hour.

We ask that you point out damage to the check in agent. He or she will appreciate your honesty and make it as painless as possible. The agent will have the service manager write up a repair order for the damage and you will be asked to sign it accepting responsibility for the damage. The damage will be repaired as quickly as possible and as cheaply as possible.

We understand that occasionally damage will occur. We don't get upset over it but do ask that you accept responsibility when you've had an accident. To become combative or belligerent will accomplish nothing. Refusal to sign the repair order will **NOT** diminish your responsibility but will result in our taking action to collect for the damage.

We have no desire to lose you as a customer but do use and employ an attorney, a collection agency and small claims court to collect for unpaid damages and rental fees. We sincerely hope it never comes to that but have had customers attempt to shirk their responsibility in the past and found it necessary to use these methods of collection.

Please have a safe and enjoyable trip!