

AVOID ADDITIONAL CHARGES

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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 (DO NOT pressure wash), including removing bugs, vacuuming the entire floor, wiping down the cabinets, counter tops, refrigerator, freezer, 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 \$79.00 for motorhomes and \$69.99 for travel trailers, 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. Pet hair, mud, blood, or anything excessive is not included in the prepaid cleaning cost. There is an extra charge for cleaning any pet hair and/or pet odor.

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. (i.e. pet hair).

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 or cabinets, it may result in additional charges.

If we detect 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. Your charges will range between \$80.00 and \$200.00 depending on what has to be done. Or if any outside services must be called in such as a professional carpet cleaning company. 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 the trip.

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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 prepaid dumping option before completing the Vehicle Out contract. The cost of dumping is \$30.00 for motorhomes and \$20.00 for travel trailers, 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 you return the unit, you will be charged double the dumping fee for dumping either tank.

Be sure you have flushed each tank and made every attempt to “zero” out the monitor. To do so, you will empty all tanks then fill them with fresh water and repeat that process multiple times, until they are fully emptied. 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. This will result in a longer check in time.

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 assist you 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 a HD video of the unit, in your presence. We have also included your responsible party in the video at the time of pick up. These videos are loaded in our computer, they are for your protection against charges for damage, as well as our protection. They protect us from any damages that may have been missed on the check out sheet by you or our agent. We are able to review video for questionable damage by appointment only. You may request copies of the video from the manager with a provided USB drive.

The videos are for legal purposes only and are not exclusive for determining damages. As per our binding contract, the Check Out sheet and what is listed by you at the time of your departure, and what is used as a legal documentation of previously existing damage.

We ask that you point out new damages upon your return to the check in agent. He or she will appreciate your honesty and make it as painless as possible. The agent will 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 and as cheaply as possible. Refusal to sign the repair order will **NOT** diminish your responsibility but will result in our taking action to collect for the damage.

In the event of an accident involving another party, Lessee agrees to advise Lessor of the incident within 24 hours and submit a full written report within 72 hours of the incident. A police report must be obtained documenting the accident. Photos of damages to all vehicles must be submitted to American Dream Vacations within 7 business days of accident.

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 independent and have no affiliation with us.

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 do not 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 below our competition.

Please have a safe and enjoyable trip!