



Check-In Procedures

We've gone to great lengths to try to make sure you have an enjoyable trip in your rental RV. This RV has many systems and the possibility of a malfunction always exists. We checked the systems prior to your departure for proper function and have provided you with a toll free 800 Customer Service line for your convenience. We've also provided you with a toll free 800 number for Emergency Roadside Assistance so that you know you're not alone on the highway.

Please read through the following. It's our desire that you enjoy your trip, have a smooth check-in and not incur any additional charges.

Return Policy

All units are due in by 11:00 am on your scheduled return date. Any exceptions to this return time or date must be in writing. Your check-out agent should have given you an "exception statement" that specifically spells out the exception to the return time. If you didn't receive this statement, please phone us immediately for instructions.

When you return the RV, a check-in agent will go over the unit with you both inside and out. The agent will be checking for any damage that was not noted on the check-out sheet, fuel level (motorhomes only), holding tank levels, cleanliness both inside and out. **We ask that you accompany the agent throughout the check-in procedure and stay with the RV until the agent is finished.**

Additional Charges

You have signed a contract with our company and agreed to abide by the terms and conditions of rental. We have no desire to charge you for anything other than what we've both agreed to on the contract. It's our feeling that if you understand the procedures and what is expected, additional charges will be kept to a minimum. The following is a breakdown of the items the check-in agent will be looking for upon your return.

Damage

We went over the unit with you both inside and out prior to your departure. You have noted all visible defects on the Check-out form and you were asked to note anything the agent may have missed. We took HD video of the unit in your presence (unless you have chosen otherwise) at the time of your departure. These videos are downloaded and kept as a record of the condition of the inside and outside of the unit when you got it. If questionable damage is found on the unit upon your return, we will refer back to the videos and attempt to determine if the damage was preexisting or not.

If you know you have damage, please point it out to the check-in agent. We will make every attempt to minimize the cost of repairs and understand that accidents do happen. Attempting to conceal or claiming preexisting damage only makes for a confrontational attitude and will accomplish nothing.

You are responsible for the condition of the unit regardless of how the damage occurred. Please remember that the unit is in your care and control.

Scratches from trees are considered damage. The scratches don't have to penetrate the finish to cause damage. If they require compounding and polishing to remove them, you will be charged for their removal. Please take extra care when moving the unit in and around trees. Low hanging limbs can cause hundreds to thousands of dollars worth of damage to the finish of the coach and rooftop.

Most damage is found on the rear of coach and is caused by “bottoming out” on concrete or asphalt. Please take extra care when entering or leaving the highway. Many gas stations and parking lot entrances have “dips” in them. Go slow and enter or leave at an angle to avoid “bottoming out”.

Another problem area is on both sides of the coach usually from the rear wheels to the back bumper. This damage occurs most often in gas stations and is caused by the driver turning too sharply either entering or leaving the gas pumps. Please be very cautious when gassing up. Go slow, check your mirrors often and when in doubt, stop and look.

The contract states that you must report damage to us within 24 hours so please contact us as soon as possible.

Fuel

The motorhome was checked out to you full of fuel and must be returned full. Most of the gauges will go well past the “F” when the unit is full. If the check-in agent suspects the tank isn’t full, he or she will have the unit taken to the gas station for topping off. If the unit takes more than \$5.00 worth of fuel, you will be charged at the contract price. Fueling charges are very expensive. There is a servicing fee of \$25.00 and \$5.00 per gallon for the fuel. To avoid fueling charges, please refuel the unit within 5 miles of our location upon your return.

There is no charge for propane usage except on motorhomes with propane powered generators. Your unit was checked out to you with at least 1/2 tank of propane and you’re not required to refill it. If you use all the onboard propane on your trip and require more, it will be at your expense and is not subject to reimbursement. Units with propane powered generators have a separate propane tank for the generator. This tank was full when the unit was checked out to you and will be filled by us at your expense. You will be charged only for the propane. No servicing fees will be charged.

Cleaning

Your unit was checked out to you clean both inside and out. You are required to return it clean both inside and out. The check-in agent will be checking for cleanliness and has three possible choices.

“**Acceptable**” means that the unit can be ready to go back out with less than 1 hour of cleaning and no cleaning charges will be incurred.

“**Dirty**” means that the unit will require a normal interior cleaning and or a normal exterior wash job. If you chose to take advantage of the Pre-paid cleaning, no additional charges will be incurred for cleaning inside or out. If you refused the Pre-paid cleaning option, you will be charged at the following rate. Normal Exterior Wash - \$75.00 Normal Interior Cleaning - \$60.00.

“**Extremely Dirty**” means that the unit will require extra time to wash outside or extra time to clean inside. If you chose to take advantage of the Pre-paid cleaning, you will receive \$100.00 worth of cleaning credit toward the total cleaning charges. If you refused the Pre-paid cleaning option, no credit will be given and you will be charged at the following rate. Extreme Exterior Wash - \$100.00 Extreme Interior Cleaning - \$80.00

If the unit has an extreme number of bugs on the windshield and front cap, you will be charged \$30.00 for debugging.

Pre-paid cleaning must be selected and paid in advance. You can’t decide after the fact and receive the discounted cleaning charges. We schedule our cleaning staff based on these pre-paid cleaning charges and must call in extra help when units are returned dirty.

Dumping

Your unit was checked out to you with the holding tanks emptied. You are required to return it with the tanks empty. The check-in agent will check the level of the holding tanks by using the onboard monitor panel. If the monitor panel shows that the tanks aren’t empty, the agent will pull the unit around to our dump and physically dump the tanks. If more than a small amount of liquid flows from the tanks, you will be charged a dumping fee. Please stay with the unit while the agent dumps the tanks.

If you took advantage of the Pre-paid dumping fee, you don’t have to be concerned about the level in the tanks. If you refused the Pre-paid dumping option and returned the unit with waste in the tanks, you will be charged \$30.00 for dumping. Please be sure the tanks are fully emptied when dumping. The black tank can become temporarily clogged while parked.

Damage, fueling, cleaning and dumping are the areas where most additional charges occur. We have no desire to charge you for any of these items but must ask that you adhere to our contract.

Once the agent has checked the unit in, you will be asked to sign the check-in sheet and can ask for a copy for your

records. The agent will turn the check-in sheet in to the office for processing. We have seven to ten business days to fully process your check in during the video review procedure. If damage is found in which case it may take several days to get estimates and parts prices. The contract says that refunds will be paid within 10 business days of check-in except where damage is found.

Any additional charges will be deducted from your deposit. You will receive a copy of the Vehicle In sheet and the credit to your credit card or a check. Please feel free to contact us with any questions you might have.

Please be aware that 94% of our renters incur no additional charges and we make a practice of holding these charges to a minimum. We will, however, charge for items according to the contract.

We have many repeat renters and hope you'll be back to enjoy another vacation with us. We appreciate your input on how we can serve our customers better and hope to see you soon.

NSF OR STOP PAYMENT CHECKS

We do not accept checks at this location.