

IMPORTANT INFORMATION

We know that the days leading up to your vacation can be hectic. To insure that your pick up goes smoothly, we have highlighted these important items that cause most of our departure delays. Thank you and we are looking forward to putting you on the road to your RV adventure!

- ☑ There is a non-refundable reservation deposit that is applied towards the payment of your rental unit. Pop-up campers require a \$100 deposit, travel trailers a \$200 deposit, and the motorhome a \$300 deposit. The balance of the rental fee must be paid TWO WEEKS PRIOR to the pickup of the unit.
- ☑ An appointment must be made for the unit pickup. The unit **MUST BE RETURNED** by 10 a.m. on the return date. An extra day rental will be charged if the unit is returned late starting at 10:01 a.m., unless prior arrangements are made.
- ☑ It is vital that all drivers and the person whose name is on the Rental Application be here, in our office, on the day of the departure to sign the Rental Agreement. Our insurance company restricts us from releasing a vehicle to a substitute such as a spouse, child, parent, friend, etc. If all parties are not available other arrangements maybe made with the rental manager.
- ☑ Make sure you have with you:
 - Valid Drivers License with Picture
 - SECURITY DEPOSIT(S) There is a \$200 cleaning and damage deposit that is charged. The deposit must be made with a valid credit card, cash or money order. Debit cards may not be used for this deposit. The deposit will be reimbursed on your credit card if no damage has been incurred. All units must be returned in the condition that they were received in, along with all of the items supplied by the dealership. If it is not, the cleaning and damage deposit will not be refunded with the possibility of charges above and beyond the deposit per dealer inspection.
 - The actual credit card you wish to use. We cannot accept a card in someone else's name nor can we use a number that was given over the phone unless the actual card is presented. The card must be valid and available for imprinting. Many customers find it helpful to make sure they have a card with sufficient credit line to accommodate the charges.
- ☑ If you are renting a travel trailer or pop-up camper, be sure that your hitch and ball is the proper size for towing the rental vehicle, and that your wiring is in working condition. Pop-up campers and the expandable trailers use a 2 inch ball. The travel trailers will use a 2" or 2 5/16" ball, and will require a 7-wire plug and an electric braking system. Hitch height must be 18"-21" from the ground to the top of the hitch ball. Allow 1"-2" of a drop when trailer is attached to your vehicle. We do offer a rental brake control, a pre-wired vehicle cost is \$40. If your vehicle is not pre-wired there will be an additional cost of \$100 for labor and extra parts that are required. If you are having a hitch installed or electric brakes, be sure that you call and make an appointment with the service department PRIOR to the time of the pick-up.
- ☑ Remember, your departure will take about an hour to sign the papers, perform the comprehensive interior and exterior orientation and familiarization walkthrough that will instruct you on the safe use of our unit.

The next several pages include general information about some of the features in the unit to help you familiarize yourself with how a RV is different than our household features. All of the following items will also be covered in the comprehensive interior and exterior orientation. Feel free to bring any questions that you have with you at that time. You may return any of the required signed documents with your payment or at the time of pick-up.