

Coulee Region RV Center, Inc.

RV RENTAL TERMS AND CONDITIONS

RENTAL PICK UP AND RETURN

1. Rental Period: # of nights _____ Pickup time is between _____ and return time is _____ Sharp! A fee of \$25 per hour will be charged for each hour that vehicle is overdue after 11:00 am., and $1\frac{1}{2}$ the daily rental rate for each day the vehicle is late. **REMEMBER** - Other people may be waiting for the vehicle. There will be a \$50.00 charge for early pickup before 1:00 pm. Please contact our office if you are going to be delayed. No vehicle may be picked up on Sundays. No refunds will be made for early returns, late pickups, or unused miles. Customer agrees that he will return unit in the same condition as he received it (excluding normal wear). A cleaning fee of \$45/hour will be charged if the vehicle has not been cleaned. The renter will pay for damages or loss of equipment. Holding tank must be emptied prior to return of the vehicle or be subject to an additional dump charge of up to \$100.

RESERVATION DEPOSIT

2. Upon confirmation, a reservation deposit is charged to the customer's credit card, which is half of the rental fee. At departure, your reservation deposit is credited to total prepayment charge. Reservation Deposit: Required on all rentals: _____ Half of rental fee. The Reservation Deposit is NON REFUNDABLE, but is transferable.

SECURITY DEPOSIT/CLEANING DEPOSIT

3. **A minimum security/cleaning deposit of \$550.00** and estimated rental charges are payable at departure by credit card. Payment by personal checks and cash must have prior approval. With payment of estimated rental charges other than by a credit card, a **minimum deposit of \$750.00** is required at departure. For certain rental applications, security deposits may be increased at Coulee Region RV Center, Inc.'s sole discretion. Security/Cleaning Deposit: _____ required at time of departure. Refundable within 5 business days of return providing the vehicle is clean, inside and out, (do not use pressure washer), holding tanks are empty, gasoline tank is full and the vehicle is not damaged or abused. All extra charges, if any, are balanced against the security/cleaning deposit and a credit or check issued to cover the refund.

RENTAL DAY

4. Rental Day is based on number of nights the vehicle is used. Each night constitutes a rental day. Rental charges are based on rates in effect at pick-up day.

PAYMENT INFORMATION

5. All fees are payable by CERTIFIED CHECK, TRAVELERS CHECK OR A MAJOR CREDIT CARD. We accept personal checks only on reservation deposits if made at least 10 days in advance to departure. Full payment is due on day of departure i.e, balance of rental fee, security/cleaning deposits, estimated mileage charge. All fees are subject to sales tax.

FUEL INFORMATION

6. Gasoline tanks are released full and must be returned full. If not, the renter will be charged a _____ service charge to fill the gasoline tank plus the cost of gas at _____ per gallon. There will be a \$10 charge for propane.
No warranties are made concerning fuel mileage and fuel tank capacity. We assume no liability for fuel consumption rates. All gasoline and all propane refueling during the trip are at the customers' expense.

GREY AND BLACK HOLDING TANKS

7. A dumping fee of up to \$100.00 will be charged if the holding tanks are not empty upon return.

DRIVER REQUIREMENTS

8. All drivers must be 25 years of age or older and possess a valid and identifiable driver's license. Proper identification, employment, credit references and a valid driver's license must be presented when reserving a vehicle. This information will be verified. All drivers must be listed on and sign the Rental Contract.

OPTIONAL USE GENERATOR

9. All motor homes are equipped with generators. If customer chooses to use generator, extra charges will accrue at \$2.00 per hour as determined by an installed running time meter.

PARKING/TRAFFIC VIOLATIONS AND ACCIDENT REPORTING

10. If involved in an accident you must notify dealer within 24 hours. A full written police accident report must be submitted to our management upon your return. Failure to comply will result in the forfeiture of your security deposit. Customers are responsible for reporting and payment of all parking and traffic violations at rental termination. Non-reporting of parking/traffic violations breaches the Rental Contract and may result in an administrative charge of up to \$100 in addition to the fines.

MAINTENANCE AND BREAKDOWN RESPONSIBILITY

11. The customer is responsible for checking engine oil, fluids, and coolant levels at each refueling, as well as reporting mechanical failures immediately. Customers may be held responsible for mechanical damage due to negligence in vehicle operation or failure to provide normal maintenance. If breakdowns occur and repairs are needed, any repair under \$100.00 may be done. If repair is over \$100.00, you must have prior authorization from Dealer. PLEASE SAVE AND SUBMIT all receipts for repairs. Refunds will not be made without Receipt. In the event the vehicle is in breakdown repair for 12 hours or more, through no fault of the customer, our responsibility to customer is limited to refund of daily rate or portion thereof. *Radio, air conditioning, refrigerator, microwave and appliances, cruise control, and generator malfunctions are not considered breakdowns and no refunds are available for repair time to these items*.

TOLLS/TOLL EVASION

12. The customer is responsible for paying for all Tolls they may encounter during their travels. Failure to comply will result in a \$20 charge to the customer for each toll missed, along with the actual toll fee missed.

FAMILIARIZATION TOUR

13. Familiarization tour (approximately 30 minutes to one hour) is required to acquaint the customer and drivers with the operation of the vehicle before departure. This tour is only given during office hours.

TOWING

14. Towing is allowed if prior approval is obtained. The charge for towing is \$14.00 per day. Vehicles are equipped with a receiver hitch, no other towing apparatus or hook-up services are provided. Towing weight must be within the 2,500 lbs tow weight restrictions. Coulee Region RV Center, Inc. provides no collision or liability coverage for damage to the towed object or for third-party injury inflicted by the towed object, under any circumstances.

SMOKING

15. **No smoking allowed in units.** Smoking in the rental vehicle will cause a forfeit of 100% security/cleaning deposit.

PETS

16. **Sorry, no pets allowed.** Pets in vehicle will cause a forfeit of 100% security/cleaning deposit.

SUBSTITUTIONS

17. We will make every effort to provide the customer with the model requested. We reserve the right to substitute models of similar or higher grade. Should a model of lower grade be offered and accepted, liability will be limited to refund of price differential between model paid for and model taken.

RESTRICTED AREAS

18. Vehicles are restricted from operation in Mexico. Damage waivers are voided should this rule be violated. Customer will also be held liable for all damages to vehicle, tires, towing charges and all other related expenses as a result of a breakdown associated with operating in this area.
Vehicles are not allowed on 'logging' and other non-public roads, and selected highways such as the Apache trail in Arizona.
Due to restrictions on vehicle heights, propane gas and parking, vehicles with propane are not permitted in Manhattan and are not permitted to travel through any underground or underwater tunnels. Violations of these restrictions void damage waivers and customer may also be held liable for all damages and all other related expenses.

ALASKA, YUKON, NORTHWEST TERRITORIES AND CANADA

19. Vehicles are allowed to be driven to Alaska, Yukon, and Northwest Territories. Vehicles are also permitted to travel into Canada and must be confirmed in advance to travel into Canada. Area restrictions apply.

EXTERIOR STORAGE

20. Sorry, storing items on vehicle roof or exteriors is not permitted.

GENERAL CONDITIONS

21. **TERMS AND RATES SUBJECT TO CHANGE WITHOUT NOTICE:** Any additional terms will be disclosed at the time of the rental agreement.