



Coulee Region RV Center, Inc.

RV Rental Terms and Conditions

Rental Pick-up and Return

1. Rental Period: # of nights _____. Pick-up time is between **1-4pm** (we will keep you informed as to when it is ready for pick up) and return time is by **11am**. A fee of \$25.00 per hour will be charged for each hour that the vehicle is overdue after 11AM., and 1 ½ the daily rental rate for each day the vehicle is late. Please remember – other people may be waiting for the vehicle. There are no early pick-ups unless pre-arranged at the time of reservation, and a \$50 fee may apply in some cases. No vehicle may be picked up on Sundays. No refunds will be made for early returns or late pick-ups. Customer agrees that he/she will return unit in the same condition as he/she received it (excluding normal wear) and cleaned inside and out according to the Cleaning Checklist. A cleaning fee of \$55/hour will be charged if the vehicle has not been cleaned. The renter will pay for damages or loss of equipment. The holding tank must be emptied prior to return of the vehicle or be subject to an additional dump charge of \$100 fee. A walk through with the rental coordinator after drop off is required unless pre-arranged with the rental coordinator. This is to go over any damages or uncleanliness occurred during the rental.

Reservation Deposit

2. Upon confirmation, a reservation deposit is charged to the customer's credit or debit card, which is half the rental fee: \$_____. The reservation deposit is not refundable (except for the security deposit), but it is TRANSFERABLE up to one year from date of reservation.

Security Deposit/Cleaning Deposit

3. A security deposit of \$550 is required to be paid in half at time of reservation. The remaining half is due with the other 50% of the rental fee at time of departure. Payments by personal checks and cash must have prior approval. With payment of estimated rental charges other than by a credit/debit card, a minimum deposit of \$750 is required. For certain rental applications, security deposits may be increased at Coulee Region RV Center's sole discretion. The security deposit is refundable within 3-5 business days of return providing the vehicle is clean, inside and out, (do not use a 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 deposit and a credit or check will be 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 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 deposit, 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 \$50 service fee to fill the gasoline tank plus the cost of gas at \$4.00 per gallon. There will be a \$10 charge for LP gas.
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 customer's expense.

Grey and Black Holding Tanks

7. A dumping fee of \$100 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 must be presented when reserving a vehicle. All drivers must be listed on and sign the Rental Contract.

Optional Generator Use

9. All motorhomes are equipped with generators. If the customer chooses to use the 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 Coulee Region RV Center 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 may be done. If the repair is over \$100, you must have prior authorization from Coulee Region RV Center. Please save and submit all receipts for repairs. Refunds will not be made without a receipt. In the event the vehicle is in breakdown for 12 hours or more, through no fault of the customer, our responsibility to the customer is limited to refund of daily rate or portion thereof. *Radio, A/C, 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 trip. 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 1 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. Unfortunately, we do not allow towing with our rentals.

Smoking

15. No smoking allowed in the units. Smoking in the rental unit will cause a forfeit of 100% of the security deposit.

Pets

16. No pets allowed in the vehicle. Pets in the vehicle will cause a forfeit of 100% of the security deposit.

Restricted Areas

17. 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 roads and other non-public roads or 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

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

Exterior Storage

19. Storing items on vehicle roof or exteriors is not permitted.

General Conditions

20. Terms and rates are subject to change without notice. Any additional terms will be disclosed at the time of the rental agreement.