

RV Rental FAQ

How much does a one-week rental cost?

Our rentals are based on either a 7 night package or 3 night package, and anything thereafter would come with the additional daily rate. Please call for our most current prices.

Is there a minimum amount of time that we have to rent?

Our minimum rental is 3 nights. There may be extended minimums over Holidays and during special events in which case the minimum may range from 4 to 10 nights per rental.

Is mileage included in the rental cost?

Three night rentals include 500 miles, seven night rentals include 1,000 miles. Additional miles are prepaid based on the estimate given at the time of reservation. Rate for additional miles is based on \$0.30 per mile.

What deposit is required?

Upon confirmation, a reservation deposit is charged to your credit card. The deposit is 50% of your rental fee and will be applied toward your total rental charges. A security deposit of \$550 is required at the time of departure.

Is there a charge for the generator?

Yes. The generator charge is \$2 per hour. You can save on this expense by staying in locations that have electrical hookups and not leaving the generator running when you are not in the vehicle.

What kind of gas mileage will we get?

Mileage depends on the size of the motor home and the driving conditions. Generally, you will get between 6 and 9 miles per gallon.

Do I need a special driver's license to drive a motor home?

All you need is to be 25 years of age or older and possess a valid driver's license. No special endorsement is needed.

When can I pick up the motor home?

Coulee Region RV Center, Inc. is open Monday through Friday from 8 a.m. to 5 p.m., and Saturdays from 8 a.m. to 3 p.m. The time of pick up is between 1 and 4 p.m. and the time of return is between 9 and 11 a.m. Coulee Region RV Center, Inc. is closed on Sundays and Holidays. Before you finalize any plans for pick up or return on the weekend, please confirm the hours of operations with us.

What kind of motor homes do you rent?

Our web site lists all of the types and sizes of vehicles we rent.

Is it difficult to drive a motor home?

Motorhomes handle much like a car, especially the "C" class that has a van chassis.

Are motor homes difficult to hook up?

No. At departure you will be given a 30-60 minute familiarization tour and learn how to hook it up and operate appliances.

Does the motor home come equipped with bedding or pots and pans?

No.

Besides the rental cost are there any other charges I will incur?

There is tax on the rental charges. The generator fee is \$2 per hour and will be collected upon return of the rental. You will also be asked to pay \$10.00 for LP fuel and for cleaning/dumping deposits at the time of pick-up.

Does the motor home come with a TV, DVD or stereo?

There is an AM/FM radio with a disc player in the dash. There is a TV and DVD and cable hookup, and Amplified digital HDTV antenna.

Are there rollout awnings on the motor home?

No. We suggest you bring a canopy if you need shade or check with the RV Park if you are staying in one.

Are pets allowed in the motor homes?

Sorry, due to pet allergies, Coulee Region RV Center, Inc. does not allow pets

Is there a limit to how many people can ride in the motor home?

The Standard motor home can hold a family up to 5, the Intermediate motor home can hold a family up to 6.

Coulee Region RV Center, Inc. wants you to have an enjoyable and safe vacation experience. Part of that experience is getting the right vehicle to meet your needs.

We realize that our customers use our vehicles for many purposes.

Some examples:

- As a comfortable means of travel not sleeping in them
- For "spare bedrooms" and not drive them.
- For on-site hospitality at special events like automobile races.
- As mobile offices.
- The possible uses are as numerous as your needs.

Lastly there are no universal standards that apply to Recreational vehicles.

We understand the confusion these situations create. Therefore, Coulee Region RV Center, Inc.

recommends the following:

- Never exceed the maximum capacity as posted in the actual vehicle you will be using. Maximum capacity includes the vehicle, all fluids, all occupants and their gear.
- All passengers should use the provided seatbelts. The total number of seatbelts will vary according the vehicle and according to the floor plan of the actual vehicle you are using.
- Child safety seats should be used where applicable. The installation and use of these seats should follow the recommendation of the child seat manufacturer.
- Areas designed only for sleeping should not be occupied while the vehicle is in motion.
- The vehicle should be properly secured prior to travel. This includes locking the doors and dead-bolting them where applicable. Stow the entry steps and secure the outside compartments.

We ask that you use good judgment and prudence in your decisions

YOU ARE REQUIRED TO COMPLY WITH APPLICABLE LAW

Are there facilities close to the rental center where we can purchase supplies propane and dispose of holding tank contents?

The staff at the rental center will be glad to direct you to the closest shopping center, fueling facilities and waste treatment center.

Can I park my car at your rental center while we travel?

Parking is very limited. Call Coulee Region RV Center, Inc. in advance to see if they can accommodate you. If you are allowed to park, it is at your risk entirely.

Are we allowed to travel into Mexico?

No.

Can we travel one way to our destination or do we have to travel round trip?

Round Trip Only.

How do I pay for the rental?

Coulee Region RV Center, Inc. requests that all payment be done with a major credit card. We only accept alternative forms of payment on a pre-qualification basis. If you wish to tender payment with anything other than a straight credit card (Debit/Credit card, cash, cashiers check, money order, or travelers check) for any portion of the payment, you must be a U.S. or Canadian citizen and agree to and pass a credit check. We require at least 4 business days notice prior to pick up, to process the credit check.

Can I tow my car or boat behind the motor home?

We do allow towing with all sizes of our motor homes. The motor homes are only equipped with a receiver hitch, so you would need to provide your own tow bar. We allow a maximum tongue weight of 200 lbs. and a maximum gross weight of 2500 lbs. Towing also cost \$14 per day extra. You will need to inform us of your intentions to tow, so we can reserve a motor home specifically with a receiver hitch.

How much does it cost to stay in campgrounds?

Campground rates vary based on time of year and what facilities they offer. Generally you can expect to pay between \$15 and \$60 per night.

What kind of facilities might a campground offer?

A partial list of commonly found facilities would include: electric, water, sewer hook-ups, washer, dryer, swimming pool, playground, BBQ pits, on-site convenience store.

Do you plan itineraries for trips?

Sorry, we do not have specific information on points of interest or itineraries.

Is it possible to travel in the winter in the colder areas of the U.S.?

Yes, however, with harsh winter weather, our motor homes are "winterized" from approximately November to March. This means we have drained the water and holding tanks, and filled them with anti-freeze to prevent the tanks and pipes from freezing and bursting. Our rentals go from April to October only.

Are there any places we cannot take the motor home?

Yes. Vehicles are not allowed on logging or other non-public roads such as the Apache Trail in Arizona.

What if I return the vehicle before the date it is due?

No refunds will be made for early returns, or late pick ups.

What if I am late in returning the vehicle?

The vehicle is overdue after 11:AM on the date of return. A fee of \$25 per hour will be charged for each hour you are late. Please notify Coulee Region RV Center, Inc. if you will be late in returning.

Do you have baby car seats and cribs available?

No.

Is it safe to drink the water from the motor home tank?

No, we do not recommend this. It is difficult to know if the water is potable when you fill the tank at a variety of locations. We recommend you use bottled water for drinking and cooking. The water from the tank is fine for washing and bathing.

What if I am involved in an accident?

You must notify Coulee Region RV Center, Inc. within 24 hours of an accident and make a full report in writing as well as file a police report.

What if the motor home breaks down?

Coulee Region RV Center, Inc. provides a 24-hour toll free travelers assistance line. All repairs in excess of \$100 must have prior approval from our customer service department. You must have a receipt to be reimbursed for any repairs. The toll free number is listed in the motor home.

Is there a ladder so we can get on the roof to watch the race?

We do not have ladders on the RV for safety reasons and to prevent damage to the motor home.

Are there bike racks?

No.

Are there levelers provided?

No.

Can you pick me up/ drop me off at the airport?

You must arrange your own transportation to and from the airport.

What if I have to cancel my reservation?

If you cancel a reservation any deposit is non-refundable. You may switch to another available date; good for one year, but no refund will be given under any circumstances.