

RENTAL POLICIES AND AGREEMENT

ISLAND RV RENTALS and Transport

Affiliated with RVME

1149517 B.C. Ltd.

Please Read each section and **initial** the corresponding paragraph in the box on the left. Upon completing the form, please scan and email back both pages or attach them as images in an email. Please email to:

islandrvrentals@shaw.ca

TERMS & CONDITIONS

RESERVATIONS: In order to secure a booking, a payment must be made through www.rvme.com unless an alternate method is discussed.

CANCELLATION: Cancellation Policy will be reflected by the policy on the www.rvme.com website. Please review prior to booking. We will endeavor to work with you to either re-schedule or try to rent your reserved time. If cancellation is received within 45 days a full refund less a \$50.00 processing fee will be credited to your account. 30 to 45 days a \$75.00 processing fee will be assessed. Within the 30 days the best we can do is attempt to re-rent the unit for your allotted time, if successful a \$75.00 processing fee will be assessed; if we are not successful to re-rent the unit, then \$300 will be withheld from the amount paid. Once the rental period has started there will be no refund off the total rental contract.

INSURANCE: Deliberate or willful damage will be assessed to the renter directly. All damage repairs must be authorized by 'Island RV Rentals' before proceeding. Customer contents are not covered by our insurance and are the sole responsibility of the renter.

DAMAGE DEPOSIT: We will Pre-Authorize the credit card submitted in the *Rental Policy Agreement* for \$750. Within 48 hours of the RV being returned we will release the funds provided there is no damage.

AWNING: If the unit has an awning use with ***extreme*** care. In moderate to heavy winds when you are absent or during the night, the awning must be retracted for your safety. Awnings can be damaged very easily, therefore keep all fires a safe distance away. Smoke trapped by the awning will activate the interior smoke detector. Ensure that you have the awning high enough to prevent windows and doors from rubbing on the bottom side. During rain, tilt one corner lower than the other to allow runoff.

NOTE; Use of the awning is the sole responsibility of the renter. If the awning is deployed, then it is recognized that the renter has agreed to accept all responsibility for the awning.

ALSO; Most RV sinks and washroom facilities are made of plastics, do not put hot pots or hot items that may melt the sinks.

TRAVEL RESTRICTIONS: Travel is limited to Vancouver Island and Gabriola Island, British Columbia, Canada. **Absolutely no off-road or logging road use.**

SMOKING: Sorry, smoking is ***not permitted*** in the units as this can result in a \$250 cleaning fee.

AIR CONDITIONING: It is important not to over use the A/C. If operating, please close windows and vents. If you are planning to be absent, please turn the A/C off. Excess use will ice up the unit and cause it to be in-operable.

CLEANING: We require that the units be returned in the same condition as you received it. Clean and undamaged. Damage is the sole responsibility of the renter. Please wash dishes and utensils and store. Clean all counter tops, sinks, microwave, tub and shower, **BBQ**, refrigerator. Oven and stove tops must be left clean and ready for use. It is agreed that if the unit is returned in poor condition that a surcharge of \$150.00 will be charged to the Renter. Holding tanks must be regularly drained and flushed during use and when you have completed your stay. DO NOT LEAVE HOLDING TANK VALVES OPEN WHEN CAMPING. It is the responsibility of the renter to EMPTY the Grey & Black tanks at the end of the trip. A \$50 fee will be assessed if the tanks aren't emptied

Pick-up and Drop-off times: Pick-up will be arranged mutually between renter and 'Island RV Rentals'. Drop-off must be done by 11 am unless permission has been granted. Pick-up and Drop-off location will be arranged mutually.

Flat Tire: The tires will be inspected prior to each trip. Once the renter is in possession of the Vehicle it is their responsibility to have any flat tires repaired. Flat tires typically occur from a puncture. This is not something that is preventable by the owner.

Driver's License: Please email of an image of anyone who will be driving the motorhome. The image must be clear and legible. Front and back images of the driver's License are required. A photocopy is also acceptable, provided it is clear and legible.

Gas Tank: At the start of the trip the gas tank will be full. At the end of the trip, you are required to fill the gas tank to full again. If this is not done, then a portion of the damage deposit will be withheld to cover the amount of money required to fill the tank.

There is a \$50 fee with each booking that covers: Meet up and Orientation, Deep cleaning.

COVID-19 Era update

-For our cleaning procedure, please refer to the document on our website labelled 'Island RV Rentals- COVID-19 P&P'. (If it's not posted on the homepage by the rental agreement, it will be coming soon).

-Orientations will be done at a distance with a cloth mask on.

-Dishes:

In an effort to reduce the amount of cleaning our staff is exposed to, and to offer choice and autonomy to our renters we will be offering 3 different options for dishes. The trailers will be stocked with pots, pans coffee mugs, and cookware automatically, but all dishes: Plates, bowls, cutlery, and cups will be removed.

Option 1: Rent a set of dishes cleaned by Island RV and stored for at least 3 days in an enclosed Tupperware bin. it is our understanding COVID-19 can live on plastic and stainless steel the longest (up to 72 hours). The renter will receive the bin of dishes and will be responsible for repacking the cleaned supplies back in the bin at the end of the trip. \$25

Option 2: We don't supply any plates, cups or cutlery and the renter sources their own supply. No charge.

The Trailer comes equipped with indoor cookware and dishes.

RENTER'S NAME _____

Email Address _____

PHONE # () _____ CELL # () _____

ADDRESS _____ CITY _____

PROVINCE _____ POSTAL CODE _____

DRIVER'S LICENCE #s _____

CREDIT CARD # _____ EXPIRY _____

CVV Security Number _____ (3 Digit Number on back of card. Needed to process payment)

TRAILER NAME _____

DATES FROM _____ TO _____ (Leave date)

DESTINATION(s) _____

****NEW**** PLEASE SELECT WHICH OPTION YOU WOULD LIKE FOR DISHES (see above for descriptions):

OPTION 1 (\$25): _____ . OPTION 2 (\$0): _____

Rentable Extras:

Generator (\$60) _____,

Propane Campfire with 10lb tank (\$40) _____, Camping Chair (\$5) _____,

BBQ & 1 Propane Bottle (\$25) _____, Bottle Propane (\$6) _____,

I HAVE READ & AGREE TO THE TERMS AND CONDITIONS

SIGNATURE _____ DATE _____