

RENTAL POLICIES AND AGREEMENT
ISLAND RV RENTALS and Transport
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: At the time of booking, we require a deposit of \$300.00 per 7 days booked on trailer rentals which will be held as a security deposit and deducted from the balance at the time of possession.

CANCELLATION: For cancellations in High Season (June 15th to September 15th), A full refund will be granted if greater than 60 days is provided for the cancellation. Island RV will retain \$100 of the deposit if it is less than 60 days prior to the booking. If the cancellation occurs with less than 30 days notice in high season, Island RV Rentals will retain the \$300 booking fee. For Low season cancellations (September 16th to June 14th), 2 weeks notice is required for a full refund of the \$300 deposit. If the low season cancellation is less than 2 weeks, then a \$100 charge will be retained from the deposit.

PAYMENT: The \$300 deposit will be processed from the credit card provided after you submit your rental agreement, unless it is stated that you wish to use other means of payment, such as: cash, email-money-transfer, or cheque. All payments may be made by Cheque, Cash, Visa or Master Card. Payment must be made in full at the time you take possession of the unit including rental fees, delivery fees, set up fees and applicable taxes.

INSURANCE: Delivered units that we set up include ICBC insurance in the rental price, deductibles are \$500.00. Deliberate or willful damage will be assessed to the renter directly. Drivers of self-towed units must be 25 years of age minimum. 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: For delivered units we will Pre-Authorize the credit card submitted in the *Rental Policy Agreement* for \$500. Within 48 hours of the RV being returned we will release the funds provided there is no damage. In the rare circumstances where a unit is self-towed, we will Pre-Authorize a damage deposit in the amount of \$1000, on the credit card provided in the *Rental Policy Agreement*. The funds will be released within 48 hours after the end date, provided there is no damage.

AWNING: Use with extreme care. In moderate to heavy winds, when you are absent or during the night, they 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 Canada, and Continental United States excluding Alaska. **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. It is important to note, that our Layton units do not have A/C.

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. In self-tow situations, 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

CHECK-IN AND CHECK-OUT: Check in will occur anytime from **1 PM** onward and no later than 6 PM (unless prior arrangements have been made). We will endeavor to meet your requirements at the site of your choice. Check-out will be no later than **11 AM and the unit may be requested ready as early as 9 AM** for pick up. Late charges of **\$50.00** per hour are assessed for overdue units.

PET POLICY: Bringing a pet must be requested prior to booking. While we do like cats, we have a no cat policy as we have had some bad experiences. Additional cleaning is always required when pets are on board. If the pet is approved there is a standard \$75 pet fee.

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 or over the phone.

-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.

RENTER'S NAME _____

Email Address _____

PHONE # () _____ CELL # () _____

ADDRESS _____ CITY _____

PROVINCE _____ POSTAL CODE _____

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 _____ SITE# _____

NAME THE CAMPSITE IS BOOKED UNDER: _____

SERVICES AT SITE: Water _____ Power _____ Sani/Sewer _____ None _____

****NEW**** PLEASE SELECT WHICH OPTION YOU WOULD LIKE FOR DISHES (see above for descriptions):
OPTION 1 (\$25): _____ . OPTION 2 (\$0): _____

Rentable Extras:

Pet Fee: _____ (\$75)

Hitch (\$50) _____, Generator (\$60) _____, Propane Campfire with 10lb tank (\$40) _____,
Camping Chair (\$5) _____, BBQ & 1 Propane Bottle (\$25) _____, Bottle Propane (\$6) _____,
Linen and bedding can be requested for special circumstances. We are wanting to reduce our Laundry exposure this year.

SELF TOW ONLY: DRIVER'S LICENCE # _____ VEHICLE LICENCE PLATE _____

I HAVE READ & AGREE TO THE TERMS AND CONDITIONS

SIGNATURE _____ DATE _____

****COVID edition** WHAT WE INCLUDE IN THE FULL-SIZE TRAILERS**

In light of the COVID-19 Pandemic, we have made some operational changes. In reference to dishes, we aim to reduce the amount of cleaning our staff is exposed to, and to offer choice and autonomy to our renters. We will be offering 2 different options for dishes. The trailers will be stocked with the list below. We will be removing: Plates, bowls, cutlery, and cups. These will be made available for rent only. This is to ensure that we can adequately take the time to clean the dishes and store them in an enclosed bin to prevent contamination. We do apologize for this inconvenience, but we believe it will lead to safer practice for our campers and less cleaning and exposure to our staff.

Each Trailer is equipped with at least 1 full tank of Propane, and 2 Batteries (either 12 V or 6 V)

In the cupboards you will find:

Electric Coffee Maker c/s Filters	Electric Kettle	Standard Kettle
Electric Toaster	Spatula	3 Mixing /Serving Bowls
Cutting Board	Bread Knife	Flipper
2 Small Cutting Knives	2 Wooden Spoons	1 Fry Pan
2 Small Storage Containers	Can Opener	1 Colander
1 Juice and 1 Measuring Jug	1 Outdoor Carpet	
2 Sauce pans (Pots)		

We supply: Kitchen Garbage Bags, Dishwashing soap, All Purpose Cleaner, Broom & Dust Pan, Dish Cloth & Dish Towel.

THE ITEMS REMOVED:

6 Corelle Dining Plates	6 Corelle Side Plates
6 Cereal bowls	6 Corelle Mugs
2 Plastic Wine Glasses	6 Settings of Silverware
6 Plastic Tumblers	

Option 1: Rent a set of dishes (The above removed items) 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. \$0 No charge.