

**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](mailto:islandrvrentals@shaw.ca)

**TERMS & CONDITIONS**

**RESERVATIONS:** In order to secure a booking, a payment must be made through [www.rvme.com](http://www.rvme.com) unless an alternate method is discussed and agreed upon.

**CANCELLATION:** Cancellation Policy will be reflected by the policy on the [www.rvme.com](http://www.rvme.com) website. Please review prior to booking. For cancellations in High Season (June 15<sup>th</sup> to September 15<sup>th</sup>), 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 16<sup>th</sup> to June 14<sup>th</sup>), 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.

**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'. Pick up will be no earlier than 2 pm in most cases. Drop-off must be done by 11 am unless permission has been granted. Pick-up and Drop-off location will be at our storage facility in Lantzville at 6873 Mart Rd.

**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.

**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

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.

See the final page for a list of included items.

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:**

Pet Accompanied (\$75): \_\_\_\_\_

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** \_\_\_\_\_

## **\*\*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.