

SHUSWAP HOLIDAY RV RENTALS LTD.

**** RENTER RV HANDBOOK ****

IMPORTANT NOTICE: NO SMOKING OR PETS ALLOWED INSIDE THE UNITS.

ALL UNITS MUST BE LEFT CLEAN UPON DEPARTURE.

KITCHEN CONTENTS

The following kitchen items are included in your unit. Should any items be missing upon the unit's return you will be charged for them appropriately.

- 6 place settings (dinner plates, soup bowls, bread plates)
- 6 coffee cups and beverage glasses
- 6 utensil sets (knife, fork, large and small spoons)
- 2 cooking pots with lids
- 1 pair of oven mitts
- 1 large kitchen knife
- 1 cutting board & 1 paring knife
- 1 frying pan flipper
- 1 serving bowl with serving spoon
- 1 can opener
- 1 corkscrew
- 1 tongs
- 1 pair of scissors
- 1 vegetable peeler
- 1 juice jug
- 1 coffee percolator
- 1 box of waterproof matches
- 1 BBQ lighter
- 1 entry floor mat

AWNINGS

DAMAGE TO THE AWNING WILL BE THE RENTER'S RESPONSIBILITY:

- NEVER leave the awning open if it is windy.
- NEVER leave the awning open in severe rain or thunderstorms.
- Put the awning away at night.
- Please call if you need assistance with your awning system.
- If your unit comes with a manual awning you will find the rod in a compartment of the unit.

BATTERIES

Please keep a close watch on battery levels on the monitor board in your unit. Battery levels are checked prior to your arrival to ensure they are fully charged.

WATER PUMP

If you are at a non-serviced lot, please shut off the pump when not in use as it burns battery power. The water pump is not necessary when hooked up to a water hose.

AIR CONDITIONING

RV A/C is not intended to be used for an extended period of time and is designed to be used at 30 or 50 amp campsites. A/C units may work intermittently at sites with less power available depending on other electrical devices being used in the unit at the same time. If left on too long the A/C may ice up. If this happens, you will notice little or no air flow. Turn the A/C off for a minimum of three (3) hours to thaw.

PROPANE

If propane odor can be detected in the unit at any time (smells like rotten eggs), immediately turn off the main propane tank until the source of the leak is found. A common source of propane leaks is stove burners being left on. Your unit comes with two propane tanks. If you run out of propane, open up the propane hatch and move the lever so it points to the other tank.

<p>BLACK & GREY WATER OPERATION</p> <p><u>Non-Serviced Lots</u></p> <ul style="list-style-type: none"> • Use toilet for emergencies only. • Do not use the shower/bath daily unless absolutely necessary. • It takes 2-3 days minimum to fill the tanks. • Keep an eye on the monitor panel for black and grey water levels. • Shuswap Holiday RV Rentals Ltd. will not empty tanks during your stay. An additional fee will be applied if a service tech is required. • Please do not put any feminine hygiene products or diapers in the toilet. RV Toilet Paper is supplied - and when you run out – please purchase special RV Toilet Paper. • Fill the toilet bowl ½ full with water and add 1 capful of blue toilet chemical and flush daily or when odors start to occur. <p><u>Serviced Lots</u></p> <ul style="list-style-type: none"> • The grey water (sink) valve (the small one) will be left open at all times. • The black water (toilet) valve will be left closed at all times to avoid unpleasant smells. • When the monitor panel on your unit shows full (in 2-3 days), open the larger valve until empty. Immediately close the valve when done. • Please do not put any feminine hygiene products or diapers in the toilet. RV Toilet Paper is supplied - and when you run out – please purchase special RV Toilet Paper . • Fill the toilet bowl ½ full with water and add 1 capful of blue toilet chemical and flush daily or when odors start to occur. <p>PLEASE NOTE: THE MONITOR PANEL MAY BE SHOWING INCORRECT READINGS AS LEVELING GAUGES OFTEN BECOME COATED IN WASTE. PLEASE BE ASSURED THAT SHUSWAP HOLIDAY RV RENTALS LTD. COMPLETELY EMPTIES ALL TANKS BEFORE EACH DELIVERY.</p> <p>CLEANING REQUIREMENTS: A \$250 fee will be charged if the unit is not returned clean. We expect all dishes and kitchen items to be washed and put away. All containers, table tops, sinks, tubs/showers, and appliances should be wiped down. Floors should be swept. If carpets or upholstery require <u>professional cleaning</u> due to excessive spills another \$250 fee will be charged. A broom, dustpan, and cleaning supplies are provided. NO PETS OR SMOKING IS ALLOWED IN THE UNIT. A \$250 fee will automatically be assessed should there be any evidence of smoking or a pet inside the unit.</p> <p>UNIT ITEMS: Your unit comes with equipment designed to make your stay easier. All equipment needs to be returned with the unit to avoid being charged for missing items. These include extension cords or shore adaptors, water and sewer hoses, cleaning supplies (spray cleaner, dish soap, broom and dust pan etc.) and adapters. If you have any questions or are concerned that something is missing from your unit please contact our office.</p>	<p>SUMMARY of RENTAL POLICIES</p> <ul style="list-style-type: none"> • The renter must comply with all laws of Canada and must be over the age of 25. • The renter is responsible for all theft and damages to the unit during the rental period. • Willful damage is at no time covered by any insurance policy. • The unit is to be left clean. A \$250 cleaning fee may be charged at Shuswap Holiday RV Rentals' discretion. • No smoking or pets. If there is an indication of either, a \$250 cleaning fee will be applied. • Check in time: 3:00 – 5:00 pm. • Check out time: 10:00 am. • Sunday and/or holiday deliveries and/or pick-ups must be previously arranged. • Renter is responsible for ensuring all payment for campsites, including nights that the renter is not there but the unit must remain due to pick-up being unavailable (ie: Sundays or Statutory Holidays). • Units may be changed to other similar units - without notice - due to unforeseen mechanical issues. • By paying for your reservation in full you are acknowledging agreement of our rental policies. • Our rental policies and agreement can be read in full on our website at www.shuswapholidayrvrentals.com
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HAVING AN ISSUE WITH YOUR RENTAL UNIT? CONTACT US AT (250) 804-8678 AND ONE OF OUR TEAM MEMBERS WILL GET BACK TO YOU AS SOON AS POSSIBLE.