

# SHUSWAP HOLIDAY RV RENTALS LTD.

## RENTER DECLARATION

**\*\* Any extension of the rental date must have prior approval of Shuswap Holiday RV Rentals Ltd. Failure to comply may result in the unit being reported to the authorities as stolen.**

The Renter, as named below, hereby acknowledges having read the terms and conditions set forth on this document, and the other information documents supplied to the Renter prior to the commencement of the rental period, and hereby accepts delivery of the above described trailer and equipment.

- The Renter is at least **25 years of age** as of the date of this agreement.
- To receive full refund of damage deposit, the Renter must leave the unit cleaned and undamaged on the inside and outside, to the satisfaction of Shuswap Holiday RV Rentals Ltd., and must comply with all instructions provided, both written and verbal from Shuswap Holiday RV Rentals Ltd., and their staff.
- No refunds for early returns.
- Renter's signature on **this Declaration** will be considered authorization to charge renters credit card for any charges over and above the damage deposit. The unit is delivered to the renter in good operating condition.
- The Renter agrees to return the unit in the same condition in which it was received, except for ordinary wear and tear to the unit's premises on or before the date specified, as mutually agreed with staff of Shuswap Holiday RV Rentals Ltd.
- The Renter shall be instructed on the proper operation of the unit and its equipment by Shuswap Holiday RV Rentals Ltd., by video or otherwise, and the Renter hereby acknowledges receipt of those instructions (receipt of the "RV Handbook"), and agrees to comply with those instructions for the proper use and operation of the unit and its equipment prior to commencement of rental.
- Shuswap Holiday RV Rentals Ltd. shall not be responsible for loss or damage to **any property of the Renter or any other person** that may have been in or on or around the unit either before or after the rental term of the unit.
- The Renter shall assume risk of such loss or damage and **waive all claims** therefore against Shuswap Holiday RV Rentals Ltd. and its Officers &/or Directors, and hereby agrees to defend, indemnify, and hold Shuswap Holiday RV Rentals Ltd. and its Officers &/or Directors harmless from any and all claims arising out of such loss or damage of whatever kind.

**By paying the initial deposit and signing this Declaration, the Renter declares that they have read all of the instructions above, have received all information given - both written and oral - and hereby agree to its contents, and hereby agrees to comply with all such instructions, whether written or oral, or otherwise given.**

Signed this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

\_\_\_\_\_  
(signature of Renter)

\_\_\_\_\_  
(print name of Renter)

**E-Mail Address:** \_\_\_\_\_

\_\_\_\_\_  
**Mobile Ph #** \_\_\_\_\_

(for last minute instructions!)

\_\_\_\_\_  
(print address of Renter)

# SHUSWAP HOLIDAY RV RENTALS LTD.

## \* POLICIES & PROCEDURES \*

Please review the following rental policies carefully. If you have any questions please contact the rental department at Shuswap Holiday RV Rentals at (250) 804-8678.

**RENTAL "HOLD" DEPOSIT:** \$200 for reservations up to seven (7) days or \$400 for reservations over seven (7) days is due to "hold" a reservation. This deposit is refunded ONLY IF your reservation is cancelled 30 days or more prior to the date of the commencement of your rental – otherwise it is retained by us.

**RENTAL PAYMENT: Full payment** (net of the "Rental HOLD Deposit" already paid) for your reservation is due no later than **30 days** prior to the commencement of your rental period. If your reservation is cancelled within this 30-day period - **the "Rental Payment" MAY BE refundable** - less the "Rental HOLD Deposit" portion – **but only if the unit is re-booked by another customer for that same time period**. If the unit remains un-rented - there is also no refund of the "Rental Payment". Should you ever be unable or unwilling to pay the required amounts when due - Shuswap Holiday RV Rentals Ltd. reserves the right to cancel your reservation and **retain** your "Rental HOLD Deposit".

If your reservation is initially made **within 30 days** of your arrival date, the full "Rental Payment" and "Cleaning Deposit" is due at the time of booking. If your reservation is cancelled within this period - **the "Rental Payment" MAY BE refunded** - less the "Rental HOLD Deposit" portion – **but only if the unit is re-booked by another customer for that same time period**. If the unit remains un-rented - there will be no refund of the "Rental Payment" and - there is never a refund of the "Rental HOLD Deposit" in this scenario. The "Damage Deposit" authorization will be released from your credit card as per our usual practice.

**DAMAGE DEPOSIT:** A \$500 damage deposit will be pre-authorized on your credit card three days prior to your arrival date. If your credit card company declines this pre-authorization, we will contact you for another credit card, or alternatively, we will require a **cash deposit**. If you cannot provide the required damage deposit, you will **forfeit your Rental Payment according to the rules above**. The pre-authorized amount is automatically held by your credit card company for 7 days. You will be contacted if there are any concerns regarding damage to the unit that may result in an insurance claim or a deduction from your damage deposit. Should an insurance claim be necessary the entire \$500 Damage Deposit will be CHARGED on your CREDIT CARD without further notice. Additional damage may be charged or billed to the customer if not covered by insurance and/or goes beyond the \$500 damage deposit.

Do not attempt any repair of damages to your unit yourself - until we are contacted. Repairs that are unauthorized and/or done improperly may have to be re-done at the expense of the customer.

**CLEANING DEPOSIT:** A \$250 cleaning deposit is due along with the "Rental Payment" for your reservation. This deposit will be returned within one week of your departure date less any deductions for missing inventory and/or required cleaning.

**CLEANING:** Cleaning requirements are also detailed in the Policies & Procedures information that is in your unit. A \$250 cleaning fee will be retained from your Cleaning Deposit if the unit does not meet our cleaning requirements. We expect all dishes and kitchen items to be washed and put away. All counters, table tops, sinks, tubs/showers, and appliances should be wiped down. Floors should be swept. If carpets and/or upholstery require professional cleaning due to excessive spills – an

ADDITIONAL \$250 fee will be charged. A broom, dustpan, and cleaning supplies are provided in each unit.

**NO PETS OR SMOKING ALLOWED IN THE UNIT.** A \$250 fee will automatically be assessed should there be any evidence of smoking and/or a pet inside the unit.

**CHECK IN / CHECK OUT TIMES:**

- Check in time is between 3:00pm and 5:00pm on your arrival date. Shuswap Holiday RV Rentals Ltd. does its best to have your unit in place before 5:00pm; however, due to unforeseen circumstances your unit may arrive late. Should this happen we will attempt to contact you and keep you advised of the time of delivery.
- Check out time is promptly at 10:00am – there are no exceptions to this as our drivers are unable to wait for the unit to be vacated. Customers will be charged \$50 / hour for any additional time spent in the unit after 10:00am unless prior arrangements with Shuswap Holiday RV Rentals Ltd. have been made. Please note that we try to accommodate departures but due to tight turnaround times we may be unable to satisfy all requests.

**INSURANCE:** Insurance for the unit itself is included in the price of your stationary rental. A \$1,500 deductible is the responsibility of the customer should a claim be made. Please consult our Policies and Procedures information in your unit for instructions on proper operation of equipment on the unit to avoid unnecessary damage. Please note – **YOUR contents** brought into the trailer unit are **YOUR RESPONSIBILITY** – those personal contents belonging to you ARE NOT covered by our insurance policy. Please take appropriate action to insure your personal property while camping.

**KITCHEN PACKAGE:** You will be supplied with the following kitchen items:

- 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 and 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

For each missing item there will be a \$10 fee. These fees will be retained from your damage and/or cleaning deposits. You will be contacted if there are any discrepancies. Should you notice any missing

items from your unit when arriving please contact Shuswap Holiday RV Rentals Ltd. **immediately**. Items reported missing after 24-hours in the unit will be deemed missing by the customer and not the responsibility of Shuswap Holiday RV Rentals Ltd

#### **AWNING:**

Awnings: **are the responsibility of the renter**. They are susceptible to wind, rain and (tree branches) falling objects. They will be inspected before and after each rental. When in use open with a slope to one side so rain water can drain off. Retract the awning when it is windy, rainy, or stormy. Make sure the awning is high enough so the exit door does not hit the awning or the door itself gets damaged. Do not hang or allow children to hang or swing on the support arms. Any damage will be charged to the renter. Please **NO SMOKING** under the awning.

#### **ADDITIONAL FEES:**

Travel delivery fees are applicable to all stationary rentals. These fees are relative to the location of the campground or site. Most fees can be found on our "Campground" page on our website. If the site is not listed, or is a private site, please call and we will let you know the travel fees to that location. Travel fees include delivery, setup, and pickup of the unit.

Additional fees will apply to site moves (from site-to-site within a campground). Site moves will only be done if our staff has the time available. **Customers are not permitted to move rental units themselves**. Should a customer move the rental unit a \$250 fee will be charged plus the customer will be responsible for any damage that may have resulted from the move.

**DRY CAMPING (camping without any hook-ups for the unit):** It is important that customers understand the limitations of dry camping. All rental units have restrictions when being used without power, sewer or water hook-ups. These limitations include - but are not limited to: batteries losing charge which could result in appliances and/or lights not working; holding tanks filling up and causing back-ups in toilets and/or sinks and/or showers and/or tubs; and/or fresh water running out. Shuswap Holiday RV Rentals Ltd. recommends dry camping for a **maximum** of three (3) nights. For stays longer than three (3) nights Shuswap Holiday RV Rentals Ltd. will not be responsible for any of the limitations noted above. Shuswap Holiday RV Rentals Ltd. does offer additional products to help with these restrictions and are available, for additional fees, upon request.

Please contact our office at **(250) 804-8678** for more information.

I have read and understand the limitations and restrictions of dry camping \_\_\_\_\_ **(initial here)**

**SPECIAL NOTES:** Rental Periods must be for a **minimum of three (3) nights**.

**There will be no delivery or pickups done on Sundays or Stat Holidays.** Special arrangements may be made to hold-over the unit at the campsite until the next day. You will be required to pay the campsite fees for the hold-over. Please ask us when booking.

**SORRY, All units are non-smoking and no pets.** There will be no smoking or pets allowed in any of the units. This is to ensure the comfort of our other guests who may have allergies.

Please ensure that you carefully review the Policies and Procedures information that is supplied with your unit. It includes vital information to the safe operation of your unit.

There is no refund for early departure.

All units are equipped with a fridge, stove, oven, air conditioning, shower and/or bath. Rental units will be either 5<sup>th</sup> wheels or travel trailers. Units may change without notice due to unforeseen mechanical or other issues.

Air conditioning units are designed to be used on 30 and 50-amp service sites **only**. Air conditioning units may work intermittently at sites with less power available depending on other electrical devices being used in the unit. Shuswap Holiday RV Rentals Ltd. will not be responsible for air conditioning units not working at sites with less than 30-amp service.

I have read and understand the limitations and restrictions of air conditioning \_\_\_\_\_ (initial) 

Customer is responsible for campsite rental, bedding, linens, outdoor camping gear, and any other special items you require. Customer will be charged for any items that go missing from the inventory that we supply.

Customer must comply with all the laws of Canada and must be over the age of **25**. Customer is responsible for all theft and damages to the unit during the rental period unless covered by the insurance that is included in the cost of the rental. **Willful damage caused by customer and/or their guests is at no time covered by the insurance policy.**

By signing below, you are acknowledging agreement of our rental requirements and policies and will be held responsible to meet all of the requirements under our policies - that we have laid out in full on our website at [www.shuswapholidayrvrentals.com](http://www.shuswapholidayrvrentals.com) as well as on this letter.

After reading and signing these rental policies return a signed copy to:

[info@shuswapholidayrvrentals.com](mailto:info@shuswapholidayrvrentals.com)

or by fax at **(604) 648-8706**.

Until this signed rental form is received by Shuswap Holiday RV Rentals Ltd., **your reservation is not considered confirmed**. Should you have any questions about any of the policies please contact our office at (250) 804-8678 or email [info@shuswapholidayrvrentals.com](mailto:info@shuswapholidayrvrentals.com).

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

**\*\* Make sure we have a mobile phone number for last-minute instructions!**