

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.**

AWNINGS

**DAMAGE TO THE AWNING WILL BE THE RENTER'S RESPONSIBILITY
- REPAIRS / REPLACEMENT OF AWNINGS CAN COST \$1,500 OR MORE -**

- ❖ **NEVER** leave the awning open if it is windy.
- ❖ **NEVER** leave the awning open in severe rain or thunderstorms.
- ❖ **ALWAYS** retract the awning at night.
- ❖ **WE RECOMMEND** that you retract the awning if you will be away from your unit for an extended length of time – be cautious!
- ❖ Please call if you need assistance with your awning system.
- ❖ If your unit comes with a manual awning - you will find the crank-rod in a compartment on the unit.

SERVICE CALLS

If you find it necessary to call us out to your campsite for repairs or other troubles (a) if we find a DEFECT in your unit, we will attempt to perform the repairs or replace your unit at that time if possible, or (b) for all other call-outs, our service fees start at \$50 per call, and go up from there.

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 water pump when not in use as it consumes battery power. Running the water pump is not necessary when hooked up to a pressurized 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 ONLY 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 the A/C is 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 allow the ice 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.

OUTDOOR CAMPFIRES, BBQs, and PROPANE FIREPITS

NEVER use the supplied pots, pans, or the coffee pot on campfires, BBQ's or the propane fire pit. Significant damage will occur to the utensils and you WILL BE CHARGED for this damage.

BLACK & GREY WATER OPERATION

Non-Serviced Lots

- Use toilet for emergencies only.
- Do not use the shower/bath daily unless absolutely necessary.
- It will take 2-3 days to fill the sani-holding tanks + empty the fresh water tank.
- 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.

Serviced Lots

- 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.

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.

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 professional cleaning 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. **If the returned unit requires excessive cleaning - we will charge you \$100 per hour to clean your unit.**

UNIT ITEMS:

Your unit comes with equipment designed to make your stay easier. All equipment needs to be returned (**including the keys**) with the unit to avoid being charged for missing items. These include extension cords or GenSet adaptors, water and sewer hoses, cleaning supplies (spray cleaner, dish soap, broom and dust pan etc.) and all other adapters. If you have any questions or are concerned that something is missing from your unit please contact our office ASAP.

SUMMARY of RENTAL POLICIES

- 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 **\$100 per hour** 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.
- Renter is responsible for ensuring all payment for campsites, NO EXCEPTIONS.
- We reserve the right to change your unit for another similar unit - without prior 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

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.

Phone: (250) 804-8678

Email: info@shuswapholidayrvrentals.com

Fax: (604) 648-8706

Website: www.shuswapholidayrvrentals.com