

# 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 DEPOSIT:** A \$500 **RENTAL DEPOSIT** will be charged on your credit card at the time of your reservation booking. Should any damage be done to the unit, or any insurance claim filed against you, the entire \$500 **RENTAL DEPOSIT** will be HELD until the damage to the unit is settled to our satisfaction. We treat the **RENTAL DEPOSIT** as a booking, cleaning, and damage deposit. The costs of any additional damage or cleaning fees may be charged on your credit card, without further notice, if the damage is not covered by insurance and / or goes beyond the \$500 **RENTAL DEPOSIT**. Upon you returning the unit in a clean and undamaged condition - we will refund your **RENTAL DEPOSIT** – usually within 7-days of the end of your departure date.

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.

**RENTAL PAYMENT / RENTAL FEE:** Full payment for your reservation is due no later than **30 days** prior to the commencement of your rental period, and we will charge this payment against your credit card on file on that date. However, if your reservation is initially made **within 30 days** of your arrival date, the full “**RENTAL FEE**” and “**RENTAL DEPOSIT**” is due and payable at the time of booking.

**CANCELLATIONS:** We understand unforeseen circumstances do happen. If you should cancel your rental contract prior to 30 days before your delivery date, we will refund 100% of your \$500 **RENTAL DEPOSIT**.

However, cancellations **within the 30 days of your delivery date** are subject to us retaining 100% of your unit **RENTAL FEE**. If we are able to re-book your unit to another party within your booked time period, the unit's full rental fee will be returned to you. **However, if we are unable to re-rent your unit to another customer, we will retain the entire rental fee that you were charged for that unit to mitigate our losses on that unit for that time period.**

The \$500 **RENTAL DEPOSIT** and “delivery and set up fees” are always returned to you with a cancellation.

Unfortunately, we cannot issue refunds because of air quality (smoke, haze, ozone, etc.) at or near your camping location.

**ACTS OF GOD or EMERGENCY EVACUATION ORDERS:** In the event of an “official” evacuation order, travel ban order, or any other order that will prevent renters from accessing their rental trailers and / or camping areas and / or public & private roads leading to their camping area, we WILL REFUND YOUR FULL FEES AND DEPOSIT UP TO MIDNIGHT OF THE DAY BEFORE YOUR SCHEDULED RENTAL PERIOD COMMENCEMENT DATE.

If such “official” order is given on or after the commencement day of your rental period, or on any other day during the length of your rental period, there will be NO REFUNDS for any part or portion of the RENTAL FEE for your rental period, even if you are ordered to vacate your campground during your contracted rental period.

We will observe all of our other Policies & Procedures including “RENTAL DEPOSIT” and “RENTAL PAYMENT / RENTAL FEE” and “CANCELLATIONS” during any such extraordinary period.

**CLEANING:** Cleaning requirements are detailed in the Policies & Procedures information that is in your unit. We expect all dishes and kitchen items to be washed and put away. All counters, table-tops, sinks, tubs/showers, toilets, and appliances should be wiped down. Floors should be swept. If carpets and/or upholstery require professional cleaning due to excessive spills – we will charge these extraordinary costs against your **RENTAL DEPOSIT**. A broom, dustpan, and cleaning supplies are provided in each unit.

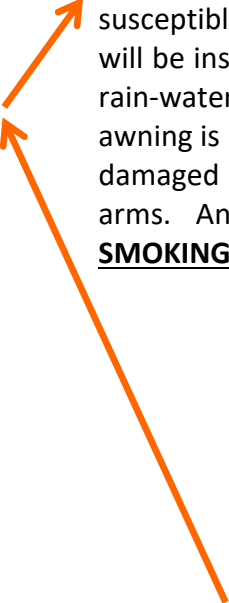
**NO PETS, SMOKING, or VAPING is ALLOWED IN THE UNIT.** A \$250 fee will automatically be assessed and charged against your **RENTAL DEPOSIT** should there be any evidence of smoking and / or a pet inside the unit.

**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 (road construction, storms, traffic accidents, etc) your unit may arrive late. Should this happen we will attempt to contact you and keep you advised of the time of delivery. Sorry, there are NO REFUNDS for late deliveries.
- 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 are subject to a \$50 / hour surcharge 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 late departures but due to multiple 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 in the unit to avoid unnecessary damage. Please note – **YOUR contents** brought into the trailer unit are **YOUR RESPONSIBILITY** – those personal contents that belonging to you **ARE NOT COVERED** by our insurance policy. Please take appropriate action to protect & insure your personal property while camping.

**TRAILER PACKAGE CONTENTS:** We have supplied a complete listing of the items contained inside your unit. You will find this laminated list inside your unit. For each missing item from this list upon return of your unit - there will be a \$10 fee per item. These fees will be retained from your RENTAL DEPOSIT. 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.



**AWNING:** Damage to awnings **are the responsibility of the renter.** They are fragile, and susceptible to damage by wind, heavy rain and falling objects, including tree branches. 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, tearing it, or the door itself gets damaged against the awning. Do not hang or allow children to hang or swing on the support arms. Any damage will be charged to the renter – which can exceed \$1,500! Please **No SMOKING, No BBQ'ing, and No FIRE PITS under the awning.**

- ❖ **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 storage compartment on the unit.

**Very Important Information!**

**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 delivery fees to that location. Travel delivery fees include delivery, setup, pick-up, and sanitary tank dump fees.

NOTE: Due to the fluctuating cost of fuel, a fuel surcharge may be levied.

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 **\$500 fee** will be charged - plus the customer will be responsible for any damage that may have resulted from the move.

**SERVICE CALLS:** If you find it necessary to call us out to your campsite for possible 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. There will be NO SERVICE CALLS for TV or Stereo malfunctions.

**DRY CAMPING** (*camping without any water, sewer, and electrical 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. **There will be an MINIMUM charge of \$250 for our staff to clean up any overflowing sewage.** 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 ask!

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

**\*\* Acknowledgement of the limitations and restrictions of dry camping is REQUIRED on the signature page \*\***

**SPECIAL NOTES:** Rental Periods must be for a **minimum of: three (3) nights in our HIGH SEASON** and a **minimum of: Two (2) nights in our LOW SEASON.**

**SORRY, All units are non-smoking, non-vaping, and no pets.** There will be no smoking, vaping, 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, microwave, shower, and/or bath. Most units have air conditioning - but **not all** of them. Rental units will be either 5<sup>th</sup> wheel or draw-behind-type travel trailers. Unit styles or types 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.

**\*\* Acknowledgement of the limitations and restrictions of using air conditioning units is REQUIRED on the signature page \*\***

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

**\*\* Ask us about bedding packages that may be available on a limited basis \*\***

**\*\* Ask us about our additional equipment available \*\***

Customers must comply with all the laws of **Canada** and must be over the age of **25**. The 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.**

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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, please return a signed copy to:**

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

**Until Shuswap Holiday RV Rentals Ltd. receives all pages of this signed rental form, your reservation is not considered confirmed.**

**THESE SIGNED & INITIALED DOCUMENTS MUST BE RECEIVED A MINIMUM OF 30-DAYS PRIOR TO THE START OF YOUR RESERVATION.**

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).

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

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

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name (legibly please)

\_\_\_\_\_  
Date Signed

\_\_\_\_\_  
Cell Phone Number



**Important**

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

Website: [www.shuswapholidayrvrentals.com](http://www.shuswapholidayrvrentals.com)

Phone: (250) 804-8678

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