

SHUSWAP HOLIDAY RV RENTALS LTD.

**** RENTER RV HANDBOOK ****

**IMPORTANT NOTICE: NO SMOKING, VAPING, 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 storage 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 increase from there.

If your unit is equipped with a TV / Stereo and those units are having technical difficulties, we WILL NOT send out a service tech for these types of issues. No refunds for TV / Stereo issues.

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.

Email: info@shuswapholidayrvrentals.com

Website: www.shuswapholidayrvrentals.com

Phone: (250) 804-8678

(ver Mar.23.r561)

BLACK & GREY WATER OPERATION

While camping on 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 if 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.

While camping on 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 odors.
- 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 if 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 counters, table-tops, sinks, tubs/showers, toilets, and appliances should be wiped down. Floors should be swept.

If carpets or upholstery require **professional cleaning** due to excessive spills an **additional \$250 fee** will be charged.

A broom, dustpan, and cleaning supplies are provided.

NO PETS OR SMOKING OR VAPING IS ALLOWED IN THE UNIT.

A **\$250 fee** will automatically be assessed should there be any evidence of smoking, vaping, 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.

If the keys are not returned with the Unit, a \$25.00 replacement charge will be levied.

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.



TRAILER PACKAGE

The following items are included with your unit

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| Printed RV HANDBOOK | 1 Liquid Measuring 4 Cup |
| Keys for Doors and Hatches | Set of Dry Measuring Cups |
| Entrance Door Floor Mat | Set of Dry Measuring Spoons |
| Fly Swatter | 1 BBQ Lighter |
| Dish Soap | 1 Plastic Cutting Board |
| SOS & Green Scrub Pad | 1 Pair Oven Mitts |
| 6 Dinner Plates | 1 Juice Jug |
| 6 Bread Plates | 1 Straining Colander |
| 6 Soup Bowls | 3 Serving Bowls |
| 6 Coffee Mugs | 1 Coffee Percolator |
| 6 Beverage Glasses | Coffee Filters |
| 6 Butter Knives | 1 Toaster |
| 6 Forks | 1 Large Pot |
| 6 Large Soup Spoons | 1 Small Pot |
| 6 Teaspoons | 1 Frying Pan |
| 1 Paring Knife | 2 Dish Clothes / 2 Tea Towels |
| 1 French Knife | Mattress Cover |
| 1 Silicone Spatula | |
| 2 Flippers / Metal & Silicone | 1 Broom & Dustpan |
| 1 Large Serving Spoon | 1 Cleaning Bucket |
| 1 Manual Can Opener | 1 Bottle of Spray Cleaner |
| 1 Corkscrew | 1 Cleaning Rag |
| 1 Set of Tongs | 2 Trash Bags |
| 1 Vegetable Peeler | Spare Toilet Tissue (FOR RV'S) |
| 1 Potato Masher | 1 Bottle of Toilet Chemical |
| 1 Whisk | 1 Large Exterior Carpet |
| 1 Pair of Scissors | |

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.

For each missing item on 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**.

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.