

SUMMARY of RENTAL POLICIES

- Our rental policies and Agreement can be read in full on our website at www.shuswapholidayrvrentals.com
- The renter must comply with all laws of **Canada** and must be over the age of 25.
- By paying your reservation in full, you are thereby acknowledging agreement of all of our rental policies.
- Cancellations due to poor air quality (smoke, haze, ozone, etc.) within 30-days of your delivery date do **NOT QUALIFY** for refunds. If there is an “official evacuation order” issued by the Government for your delivery location (within 30-days of your delivery date), refunds will be considered.
- The renter is responsible for ALL PAYMENTS to campsites and Provincial Parks, **NO EXCEPTIONS.**
- The renter is responsible for all theft & damages to the unit during the rental period.
- Willful damage is at no time covered by any insurance policy.
- We reserve the right to change your unit for another similar unit - without prior notice - due to unforeseen mechanical issues.
- **Check in time: 3:00 – 5:00 pm.**
- **Check out time: 10:00 am.** Late departures may result in a **\$50 per hour late fee.**
- **The unit is to be left CLEAN** → a **\$250 flat-fee plus a possible \$100 per hour** cleaning fee may be charged by Shuswap Holiday RV Rentals, at our discretion.
- **NO SMOKING, VAPING, OR PETS IN ANY UNIT, AT ANY TIME.** If there is an indication of either, a **\$250 cleaning fee** will be applied.
- **EXCESSIVE DIRT ON UPHOLSTERY OR CARPETS** that requires professional cleaning will result in a **\$250 cleaning fee.**
- **OVERFLOW of the BLACK or GREY tanks** (sewage waste water) will result in a **MINIMUM \$250** cleanup fee.
- Non-Emptying & Flushing of the Honey Wagon (*if part of your rental*) will result in a **MINIMUM \$250** cleanup fee.
- CUSTOMERS are NOT PERMITTED to MOVE the Rental Units themselves. Should this happen, a **\$500 fee** will be levied against the renter.
- If the unit’s keys are not returned with the unit, a **\$25 replacement charge** will apply.

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