

RV Rentals on the Central Coast

Phil's RV Rentals

Reservation Deposit: A valid credit card is required in advance to reserve an RV. This will be charged if the unit is returned with damage or for cancellations (Full price will be charged for cancellation with less than 2 week notice). Cancellations within four weeks of the booking will be charged 50% of the total. Reservation deposit is **NON-REFUNDABLE** within 2 weeks prior to departure are **NON-REFUNDABLE** and **NON-TRANSFERABLE**. Any cancellations within 2 weeks of the booking date will be charged in full, no exceptions.

Damage Deposit: A \$500.00 damage deposit check or credit card is due at check-out upon rental in addition to rental fees. This will be charged to the credit card on file if damage occurs while the unit is in your possession/control.

You are responsible for bringing bedding and towels.

A \$50 fee will be charged to your credit card, if the grey/black water tanks are not emptied at time of drop off. This applies for any units being towed by our customers. (Does not apply for booking at full hookup sites)

A \$50-\$80 fee will be charged to your credit card if the unit is not cleaned prior to being dropped off/picked up. This includes but not limited to; dirty dishes, dirty toilet, trash left, excess amount of mud/sand on floor. Dunes bookings need to have all dishes cleaned/put away, toilets need to be cleaned, and the floors need to be swept out. Trash must be removed from the units to avoid additional charges.

A \$20-\$50 setup fee will be charged to the credit card if the trailers are not put back together at time of pickup/drop off. *The following must done in order for your card to not be charged:* dining tables/couches must be put back together, all dishes must be washed and put back, all trash must be removed from the trailer, all food must be removed from the sink, cabinets and refrigerators, countertops, sinks, shower, and flooring must be swept out. The charge will be determined on how much time it takes to get the units ready. We will charge a \$20 minimum.

A \$1500-\$2000 fee will be charged to the credit card if the awning is damaged while the trailer is in your possession. Awnings are NOT to be used at anytime while in the Oceano/Pismo Dunes.

A \$80-\$125 fee will be charged to the credit card per stabilizer jack that is damaged while the trailer is in your possession.

All items left behind in the trailers is the renters responsibility to have shipped and a \$20 service fee will be charged for our time/fuel for shipping the item(s). You have 7 days to claim your item before we dispose of the item.

A \$20 re-fuel fee will be charged if the generator is not returned with a full tank of fuel. Generators are never to be put directly in the sand. They must be placed on a surface above the sand. If a unit is returned not running, the renter will be charged for the repair cost. The renter is 100% responsible for any damage or theft of the generators. This includes but not limited to: broken pull cords (\$80), dirty carborsators (\$100), or any other damages. Phil's RV Rentals is NOT responsible for reimbursement for any mechanical issues the generator may have while it is in your possession. The generators are for the lights and re-charging of the batteries. We do not guarantee the generators will run a microwave. The customer is NEVER allowed to run the AC UNIT while plugged into a 2000W generator.

If a generator is lost/stolen the renter will be charged full retail price. The replacement value is \$700 for our generators.

We supply one 5 gallon propane tank . If you run out of propane, it is your responsibility to fill it up.

A 5% credit card transaction fee is charged for any credit card transactions.

Cash or check is due for the payment. A 5% credit card fee will be charged for all credit card transactions.

Please advise us when an item is damaged in our units. The renter is responsible for any damage/repair costs. This includes the part cost, the labor cost, and employee drive time.

We will NOT respond to any trailer issues after 5pm. Any issues will be addressed the following day after 10am.

Cancellation Policy : All bookings require a NON REFUNDABLE 10% deposit in order to reserve the unit. Standard- If you cancel the reservation 30 days before rental, 50% refund of money collected within 30 - 14 days of rental, no refund within 14 days of rental. **NO EXCEPTIONS. WE WILL NOT REFUND YOU IF YOU DO NOT HAVE RESERVATIONS FOR A CAMPGROUND.** We will not charge the customer if you cancel with at least 30 days notice. (A non-refundable deposit may be required for booking of 7 nights or more.)

Phil's RV Rentals has up to 15 days from the return of the unit to inspect the unit for damages and contact the customer. The credit card can be charged up to 15 days if any damage or issues have been discovered.

Insurance: You are responsible for **all damage or loss** you cause to yourself, your property, the rental unit and others. You have provided us with a current insurance card indicating that you

have primary motor vehicle liability, collision and comprehensive insurance covering you, us, and the vehicle you are driving and towing. If you are also renting a generator, you are responsible for any damage or theft. You are responsible for any issues that occurs while you are towing the unit. You are responsible to repairing any flat tires that occur while the unit is in your possession. You are not authorized to repair or attempt to repair a unit unless you have been authorized by Phil's RV Rentals. Phil's RV Rentals is not responsible for any injuries that may occur while fixing any of our units. **YOU MUST HAVE TRAVEL TRAILER INSURANCE COVERAGE WHEN TOWING ANY OF OUR UNITS.**

RV CONDITION at the time of pick up: The unit you are picking up is clean on the interior, and exterior, and is in full working order.

CHECKIN/CHECKOUT TIMES: The meeting time for the customer to pickup the unit is between 12-2pm. (We may be able to meet at a different time if prior arrangements have been made)

The unit must be brought back by 11am.

Cleaning Charges \$50.00-\$80.00 (No charge if the unit is returned clean)

Pet Orders: \$500.00

Smoke Odors: \$500.00

Holding Tank Not Empty: Included in your Dunes Fee

Lost Keys: \$25.00 (\$75 service fee if we are called out to unlock a unit.)

Generator fee: \$25-\$40 per day (**You are 100% responsible for the generator while you are renting it**) (A \$20 re-fueling fee will be charged if the generator(s) is returned without fuel).

ALL APPLICABLE CHARGES WILL BE CHARGED TO THE GIVEN CREDIT CARD AT THE TIME THE UNIT IS RETURNED.

Smoking: **No smoking** is allowed in any rental units. Any smoke odors in the returned rental units will result in additional fees. **\$500 fee for any smoke odors.**

Pets: No pets are allowed in rental units. Any pet odors in the returned rental units will result in additional fees. (Unless prior arrangements have been made). **\$500 pet odor fee.**

Ladder: Some rental units are equipped with rear ladders. These are not for customer user. There is no reason any customer should be on the roof of the unit. Activity on the roof of the unit is fully forbidden.

Awnings: \$1500-\$2500 will be charged if the awnings are returned with damage.

Dry Camping: Please note that when dry camping, the batteries may not last more than 8 hours without a generator. **Without direct power, the outlets will not work, and the refrigerator may not get as cold as it does when running off electricity.** The units must be level in order

for the refrigerator to work. The dunes are often uneven and can make it to where the refrigerator will not work. We will not provide any refunds if the refrigerator does not work during your stay. The units have freshwater tanks between 30-50 gallons. It is the renters responsibility to refill the freshwater if they run out while camping. The water pressure may be low when dry camping. Without direct water flow, the units may have low water pressure. **FOOD IS NEVER TO BE PLACED DOWN THE DRAINS!**

Please note, our dune units are booked several days per year and do accumulate significant ware from the elements. Some trailers may have more ware than others.

Travel Restrictions: Rental units may not be driven into Mexico or out of state unless arrangements have been made with RV Rentals on the Central Coast.

Our units are not allowed to be towed by our customers to **BURNING MAN** unless prior arrangements have been with RV Rentals CC. We charge a \$3500 minimum for any Burning Man bookings with a \$1500 deposit.

Rental Fees: All rental fees must be paid prior to check-out including deposits.

NO PERSON OR ANIMAL SHOULD BE IN THE UNIT WHILE IN TOW. ALL ITEMS IN UNIT SHOULD BE PROPERLY SECURED.

General Requirements: Customer agrees not to drive in a careless or negligent manner while towing or driving RV Rental, nor drive while under the influence of alcohol or drugs, nor permit operation of the vehicle by any person except those signed to the agreement. Customer further agrees not to use, or permit use of the rental for unlawful purposes.

Customers will hold Lessor harmless from any and all fines, forfeitures and penalties incurred during the rental period caused directly or indirectly by negligence, misuse or carelessness. Customer further agrees to indemnify and hold harmless the Lessor from and against any and all claims for loss of, or damage to property, or injury to person, including death, resulting from the use, operation or possession of the rented unit. Unless prohibited by law, you release us from *any* liability for consequential, special or punitive damages in connection with this rental or the reservation of a vehicle.

I and those I bring in contact with the unit in which I rented from Phil's RV Rentals shall hold harmless, other client owners. Phil's RV Rentals and its authorized agents and employees from and against all loss, bodily injury, damages and expenses. including legal expenses, of any kind arising from my rental unit during my possession extending to such time my use is finalized and cleared by Phil's RV Rentals, (including without limitations, latent and other defects whether or not discoverable by me or Phil's RV Rentals). This indemnity shall continue in effect at all times despite the return of the rental in before or after expiration of the contract terms whether by my formal request, Phil's RV Rentals or otherwise. It is agreed and understood that I may control the defense of any such claim.

Checkout for campground bookings is 11am

The pick up time is between 12pm-2pm (unless prior arrangements have been made).

We charge \$25 per half hour waiting fee when we the customer is not at the meeting location on time.

We will not meet/deliver after 5pm. We have access to an after hours delivery service; however, they charge between \$40-\$60 per delivery. This delivery fee is an addition to Phil's RV Rentals delivery fee and will need to be paid in cash to the driver. We cannot deliver into the sand. You must tow the trailers into the sand with your vehicle.

By signing below you acknowledge that you have been given an opportunity to read the terms of this Agreement before being asked to sign. Your signature permits us to process a credit voucher in your name for all rental charges due under this Agreement. Signature acknowledges that renter has read and agrees to the above policies and conditions.

Dates of booking: _____

Name: _____

Phone number: _____

DL #: _____

Credit Card Number: _____ Exp. Date: _____

Sec. Code: _____

Billing Zip Code: _____

Unit Being Rented: _____

x _____

Date: _____