

Rated RV Terms of Service

Reservation, Payments, Deposits & Cancellation Terms

Rental Payments and Deposits

- A deposit is required to complete the reservation. The remaining balance is due 14 days prior to the rental start date. The refundable damage deposit will be charged two days before your reservation starts.
- **Damage Deposit:** This deposit secures against damage, theft, late check-out, and any violations of this agreement. An inspection follows each check-out for damages. Renters are liable for all damages and indemnify **Rated RV** against claims arising from rental use.
- **Damage Deposit Refund:** Deposits are refunded within 7 business days if no damage is found. If repairs are required, refunds may take up to 60 days.

Cancellation Policy

- Refer to the cancellation policy of the booking platform. No refunds are given for cancellations during holidays, event weeks, early check-outs, or no-shows. Weather-related cancellations do not qualify for refunds.

Comparable Camper Clause

- Rated RV reserves the right to substitute a comparable camper if necessary, typically due to damage or required maintenance.

Operational Terms

Rental Pick-Up & Return

- Pick-up and return times must be scheduled. Early pick-ups and late returns are not guaranteed. Late returns incur a \$100/hr fee, or up to 3 times the nightly rate if another rental is affected.
- The RV must be returned clean, with fuel at departure level. Cleaning fees are \$1 per minute; fuel refills cost \$7.25 per gallon.

Rental Delivery

- Delivery sites must be clear of obstacles. Delivery fees cover setup and teardown of applicable hookups.

Check-In

- Renters must complete a check-in form upon pick-up or delivery to document any pre-existing damage.

Fuel Use

- Renters are responsible for refueling during the trip. Fuel must be at departure level upon return. Propane levels are not required to be refilled based on reasonable use.

Maintenance & Breakdown

- Renters must assist in troubleshooting minor issues. **Rated RV** determines whether to dispatch a technician.
- Renters must check engine oil and fluids at refueling stops. Negligence causing damage is the renter's responsibility.
- Refunds for mechanical breakdowns exceeding 12 hours are limited to the nightly rate for the affected period.

Awning Use

- Awnings are delicate and easily damaged. Renters assume full responsibility for any awning damage and associated repair costs.
- Do not use awnings in strong winds or rain. Never leave them extended unattended.

Tolls and Violations

- Renters are responsible for all tolls, traffic tickets, parking violations, and other infractions incurred during the rental period.
- BRING YOUR EZ PASS.
- Any unpaid tolls or violations will be charged to the renter along with a processing fee.

Strong Odors and Smoking Policy

- Smoking, vaping, or strong odors from incense, cooking, or other sources are strictly prohibited inside the RV.
- If strong odors or evidence of smoking are found upon return, a minimum \$250 cleaning fee will be charged.

Pets

- Any pet not disclosed at departure will incur a minimum \$200 cleaning fee plus \$1 per minute charge.
- Pet hair and debris must be removed to avoid additional cleaning charges.

Legal Disclaimer

- **Rated RV** and the RV owner provide rentals "as is" without warranties. Renters accept all responsibility for damages, personal injury, and losses related to rental use.
- **Rated RV** is not liable for consequential damages, lost profits, or expenses arising from rental issues.

- Renters agree to indemnify **Rated RV** and the RV owner against any claims or legal actions resulting from rental use.
- **Release of Claims:** Renter releases and holds harmless Rated RV and the rental owner from all claims, including but not limited to personal injury, property loss, additional expenses, and consequential damages.
- **Assignment of Claims:** Renter assigns any cause of action or judgment against Rated RV or the rental owner to satisfy any claims arising under this agreement.

Return Instructions

- **Return Time:** RVs must be returned at the agreed time. Take photos of all four sides before return.
- **Fuel Tanks:** Must be refilled to departure level. Fuel refill charge is \$7.25 per gallon.
- **Holding Tanks:** Must be emptied unless prepaid for dumping service.
- **Cleaning:** RVs must be returned in clean condition to avoid a \$1 per minute cleaning fee.
- **Damages:** Any damage must be reported.
- **Pets:** Any undisclosed pets incur a minimum \$200 cleaning fee plus \$1 per minute charge.

By renting from **Rated RV**, you acknowledge and agree to these terms.