



**RV Rental Agreement**

**Please complete and return:**

**I. Applicant Information:**

**Name:** \_\_\_\_\_ **DOB:** \_\_\_\_\_

**Cell Phone** \_\_\_\_\_ **Home Phone:** \_\_\_\_\_ **Work Phone** \_\_\_\_\_

**Address** \_\_\_\_\_

**Employer** \_\_\_\_\_

**Employer Address** \_\_\_\_\_

**RV Experience (Yrs)** \_\_\_\_\_ **No in Party: Adults** \_\_\_\_\_ **Children** \_\_\_\_\_

**Destination** \_\_\_\_\_

**How did you hear about us? (Check one box)**

- Repeat Customer
- Referred \_
- Web search
- RV Dealer
- Social Media
- Other (describe) \_\_\_\_\_

**\*Please Note: For Liability reasons, Journey cannot release the rental unit to anyone not listed as a driver.**

## RV Rental Policies and Procedures

**Journey RV Rentals & Management (hereafter "Journey")** wants to thank you for your interest in our company. We promise we will strive to do our very best to meet or exceed your expectations of service by providing rental units of the highest quality and cleanliness. This section describes many of the policies associated with renting an RV or Camper. We hope your experience will create memories that last forever! **It is your responsibility to return the unit in the same condition in which you departed. You will be liable for any damages and/or fees as outlined in this agreement.**

Initial \_\_\_\_\_

**Age Restriction:** You must be 25 years of age to rent an RV or a trailer unless the unit is delivered.

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**Vehicle Orientation:** Journey believes in properly equipping our renters before their departure so you can get the most out of your rental. A Journey Orientation Specialist will conduct an in-person equipment review and orientation to get you familiar with your rental unit. This orientation usually takes about one hour. If you'd like the Driving Orientation, please plan on closer to two hours. *During Covid-19, a full orientation is not possible so it is required that you read the manual and view the video prior to departure (see below).*

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**Insurance:** Insurance is required on all rentals. Journey will arrange for this protection on your behalf through our specialized commercial RV Rental insurance. The cost of this coverage varies depending on which unit you rent. You are welcome to find out if your auto insurance company offers RV rental insurance. **The deductible with our insurance ranges from \$500- \$2,000.**

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**Pick-up and Drop-off:** Pick-up of your rental unit is by appointment only. Pick-up hours are Monday-Friday, between 12:00pm and 5:00 PM, and Saturday between 9:00 AM and 3:00 PM. If approved, off-hour arrangements can be made at an additional cost. Drop-off times are Monday-Saturday between 9:00 AM-12:00 PM.

**Required\*\*\*\*\*Please call our office at (813) 802-9285 to confirm your arrival time at least 45 minutes prior to arrival. We also ask that you please call if you are going to be delayed.**

Returns made after 12:00 PM but before 5:00 PM Monday through Saturday will be charged an additional \$50.00 per hour up to 5:00 PM. Returns later than 5:00 PM will be charged 1 ½ day's rental rate.

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**PLEASE NOTE: If you are going to be late for your scheduled pick-up or drop-off, please call us as soon as you know, and we will make every reasonable effort to accommodate you. Customers departing or returning on schedule will be given first priority.**

**Early Return:** If you return before your scheduled return date, please note that Journey does not issue refunds for unused rental days; you will be charged the same as if you used all the days agreed upon.

**Initial** \_\_\_\_\_

**Damage Inspection:** Journey allows up to 5 days for post check-in processing. Upon your return, an initial inspection will be performed, followed by a more detailed inspection a few days later, to determine if any damage occurred during the rental period, as well as to see if any pet hair appears (unless a pet was approved). If damage or pet hair is discovered, Journey will notify you of the cost to fix the damage or remove the pet hair. If your rental unit has any damage that was not there prior to your departure, it is considered your damage, therefore your security deposit will be affected based on the severity of the damage. NOTE: Interior damage, awnings and leveling jacks are not covered by insurance. If they get damaged and the cost exceeds the security deposit, the balance will be charged to the card on file. ■

**Initial** \_\_\_\_\_

**Cleaning:** The rental unit must be returned in a clean condition. We ask that you wipe down the interior and sweep the floors. If you return the unit in a condition substantially less clean than when you rented it (at the discretion of "Journey"), you will be charged an additional cleaning fee.

**Initial** \_\_\_\_\_

**Smoking:** We have a strict NON-SMOKING policy on all of our rental units. If any evidence of smoking is found, we charge a **non-negotiable \$1,000.00 smoking fee**; this goes to clean, sanitize and deodorize the coach professionally. Please do not smoke in any of our units. We recommend not smoking within 25ft of your rental unit.

**Initial** \_\_\_\_\_

**Pets:** Dogs are handled on a case-by-case basis. Cats are not allowed. If it is discovered that a pet was in your rental unit without our knowledge (i.e., pet hair), there will be a non-refundable \$500 pet fee charged to the card on file.

**Initial** \_\_\_\_\_

**Personal Property:** You release us, our agents and employees from all claims for loss of, or damage to, your personal property or that of any other person, that was left or carried in or on the rental unit, whether or not the loss or damage was caused by our negligence or was otherwise our responsibility.

**Initial** \_\_\_\_\_

**Fuel Refill:** Fuel tanks will be full upon departure. To avoid refueling charges of \$5.00/gal, as well as a \$75.00 Technician Fee, please return the vehicle full of fuel (gas or diesel), whichever applies to your rental unit.

**Initial** \_\_\_\_\_

**Truck Stops:** You explicitly agree that under no circumstances will you refuel at anything but a truck stop and that you will never refuel at a regular auto gas station. You also agree that failure to observe this condition will be construed as negligence should any damage be caused to the vehicle and you will be liable for any loss of Journey revenue in the event that Journey has to cancel any future rental(s) due to required repairs.

**Initial:** \_\_\_\_\_

**Loss of Revenue:** In the event of an accident during your rental that forces Journey to cancel a future rental due to required repairs to the vehicle, you will be liable for the loss of rental income from the cancelled reservation(s).

**Initial:** \_\_\_\_\_

**Waste-Water & Sewage Tanks:** All waste-water and sewage tanks will be empty upon departure. Renter is responsible to dump the tanks and return it with waste tanks empty, both black and gray tanks, satisfactory to Journey. If tanks are not emptied completely, to Journey's satisfaction, a \$150.00 Service Fee will apply, unless the renter added the Prepaid Sewage Dump option, which excuses the renter from having to dump the holding tanks.

**Initial**\_\_\_\_\_

**Toilets:** RV Toilets are designed for disposal of single ply RV toilet tissue only. Under no circumstances should anything else be disposed of in the toilet. No feminine hygiene products, diapers or wipes. Failure to observe this rule may clog the toilet and lead to serious repairs for which you will be charged.

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**Rescheduling/Cancellation:** When you reserve an RV, we remove it from our available fleet. For that reason, we can potentially incur a large cost when you need to cancel or adjust your plans. If you need to your plans, please contact us as soon as possible so we can make the necessary arrangements. If you need to cancel your reservation, please let us know as soon as possible. If you cancel more than 60 days before your scheduled departure date, you will be charged a \$100 Processing Fee and provided a refund of other payments made. If you cancel 31-60 days before your scheduled departure, you will be charged a \$300 Processing Fee. Cancellations that occur within 15-30 days of the scheduled departure date will be charged 25% of the total balance, and refunded the difference. Cancellations that occur within 8-14 days of the scheduled departure date will be charged 50% of the total balance, and refunded the difference. No refunds are permitted 7 days of your departure date.

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**Abandoning Your Rental Unit:** Please keep in mind that RVs are not hotels. There are many moving parts and they can sometimes be temperamental. We do our very best to maintain them but sometimes things happen that are out of our control (similar to a rental car). That being said, you are renting a very expensive piece of equipment and we expect you to treat it as if it were your own. If, for some reason, it breaks down, you are responsible to stay in the vicinity of the RV until it is repaired unless otherwise directed by Journey. Should you decide to abandon the RV, please understand that you will be billed for any and all retrieval fees to get the RV back to our location.

**Initial**\_\_\_\_\_

**Tire Blowouts:** We inspect all tires on a regular basis, but tires need to be inspected on your rental unit prior to your departure. You understand and agree to check tires at least daily since uneven tire pressure causes uneven weight distribution, which increases the probability of tire blow outs. For the same reason, you also agree to check the suspension airbags if present on your vehicle, which need to be maintained at 50psi. Journey does not cover tire blowouts while units are out on rental. This is the responsibility of the Renters.

**Initial**\_\_\_\_\_

**Personal Injury:** You release us, our agents and employees from all claims for injury, including, without limitation, personal, bodily or mental injury, economic loss or damage to you, guests, unborn children, or relatives, whether or not the injury was caused by use of the rental unit, our negligence, or was otherwise our responsibility.

**Initial** \_\_\_\_\_

**Toll Fees:** All and any toll fees incurred must be paid, immediately. A \$175.00 administrative fee will be levied in addition to any toll fees incurred, if Journey RV Rental is required to follow up with regard to any unpaid toll fees.

**Initial** \_\_\_\_\_

**Refunds:** You understand and accept that having issues on an RV trip is commonplace due to the many parts and systems an RV has. No matter how well an RV is maintained, issues may arise without any warning. All refunds and adjustments are at the discretion of Journey and are limited to the base daily rental of the contract. Should the vehicle become inoperable, refunds are limited to the base daily rental of each day the rental is inoperable not to exceed the term of the contract. Generator, A/C, Heat, water heater, TV, DVD/BLU-RAY, stereo equipment, awning, leveling jacks and GPS are not covered under inoperable terms. Drivetrain and Main Engine are covered under these terms. There are also no refunds on WiFi rental. Journey maintains and services all systems on all units in our fleet regularly; regardless of this, things can happen and fail to work properly. We will do everything we can to help you resolve any issue that may arise.

**Initial** \_\_\_\_\_

**Generator:** You understand that the generator may only be run continuously for a maximum of eight (8) hours before being shut down for at least one hour. You understand that failure to observe this condition may result in generator failure and that you will be responsible for any repairs. You also understand that such failure may interrupt your vacation. Furthermore, you understand that in extreme heat, the generator cannot be run long when the coach is stationary, without overheating.

**Initial** \_\_\_\_\_

**Reference Manual & Vehicle Video:** You have read the vehicle reference manual provided by Journey and have watched the vehicle operating video on Youtube. You confirm that you understand the instructions in both the manual and video and that you are responsible for any damage or required maintenance as a result of not following the instructions contained therein.

**Initial** \_\_\_\_\_

**I fully understand and agree to the above terms and conditions**

**Renter Signature:** \_\_\_\_\_

**Renter Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_