



RV Rental Agreement

I. Renter Information:

Name: _____ DOB: _____ (“Renter”)
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)

Authorized Drivers

1. Name (print): _____
Signature: _____

2. Name (print): _____
Signature: _____

3. Name (print): _____
Signature: _____

4. Name (print): _____
Signature: _____

***Please Note: For liability reasons, Journey cannot release the rental unit to anyone not listed as an Authorized Driver.**



RV Rental Policies and Procedures

Journey USA RV Rentals, LLC (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 (collectively, "RV" or "rental unit"). 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 _____

Authorized Driver Requirements. Vehicles can only be operated by qualified drivers 25 years of age or older. All drivers must have a valid and identifiable driver's license. Your drivers' license are required as identification and will be verified. All drivers must be identified, authorized, and must sign this Agreement. There is an additional cost of \$25 for each Additional Driver beyond the Renter.

Initial _____

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).*

Initial _____

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.**

Initial _____

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 10:00 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.



Initial _____

Rental Period

Start Date:

___/___/20___

Check-in Time: 12:00 p.m. to 5:00 p.m. Appointment Time:

End/Return Date:

___/___/20___

Drop Off Time: 9:00 a.m. to 12:00 p.m.

Initial _____

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. If you wish to extend the rental period, please call us to see if the RV is available to rent for a longer time. The extra days will be charged to your credit card on file.

Initial _____

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 change 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 within 7 days of your departure date. Irrespective of whether this Agreement has been signed, a reservation is deemed confirmed and subject to these cancellation policies at the time of payment of the deposit for the rental.

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 _____

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 _____

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.

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 _____

Refueling at Truck Stops: You explicitly agree that under no circumstances will you refuel at any place 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 cost of repair to the RV and loss of revenue by Journey in the event that Journey has to cancel any future rental(s) due to required repairs. You must turn off engine and all ignition sources including gas appliances, refrigerator, hot water heater, stove, furnace, etc. each time you refuel. You are responsible for checking and maintaining engine oil, fluids, tire pressure, suspension airbag pressure (if applicable), and coolant levels at each refueling, as well as reporting mechanical failures immediately. You may be held responsible for mechanical damage if you fail to do so.

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 _____

Breakdowns. This Agreement for the rental of an RV. Journey is not responsible for inconvenience, delay or extra traveling costs due to breakdown or malfunctioning equipment. **If a major breakdown occurs, please call the number provided for Roadside Assistance and Journey's office (Tel: 813-802-9285). All repairs must be first authorized by Journey.** Your expenses for authorized repairs will be paid directly by Journey or you will be reimbursed upon presentation of receipts. Any vehicle service expense over USD \$75 requires a call to our office. If the cost is under USD \$75 you may have the service completed, but you must keep the receipt for reimbursement. Generator, A/C, Heat, water heater, radio, TV, DVD/BLU-RAY, stereo equipment, awning, and GPS, refrigerator/freezer, leveling jack, awning or slider malfunctions are not considered breakdowns. You agree to indemnify, defend and hold Journey



harmless from all claims, liability, costs and attorney fees resulting from, or arising out of, this rental and your use of the RV. We make no warranties, express, implied or apparent, regarding the RV, no warranty of merchantability and no warranty that the RV is fit for a particular purpose.

Initial _____

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 _____

Toll Fees: All and any toll fees incurred must be paid, immediately. A \$29.00 administrative fee will be levied in addition to any toll fees incurred and not paid. If Journey RV Rental is required to follow up with regard to any unpaid toll fees, a further charge of \$175.00 will be levied plus any and all out-of-pocket expenses and legal fees incurred.

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 _____

Prohibited Uses. The following uses of the RV are prohibited and constitute a breach of this Agreement. The RV will not be driven: a) by anyone who is not an Authorized Driver, by anyone not licensed to drive, by anyone whose driving license is suspended, or by anyone whose driving license is restricted because of past traffic law violations; b) by anyone who is intoxicated or under the influence of alcohol, prescription or nonprescription drugs; c) by anyone who obtained the RV, or extended the rental period by giving Journey false, fraudulent or misleading information; d) in furtherance of any illegal purpose, or under any circumstances that could be properly charged as a crime other than minor traffic violations; e) to carry persons or property for hire or for compensation; f) to push or tow anything; g) in any race or speed contest; h) to carry dangerous, hazardous, or illegal materials; i) travel outside the United States or Canada; j) when loaded beyond its capacity as determined by the manufacturer of the RV; k) on an unpaved surface except at an RV campground; l) to transport more persons than the RV has seat belts or to carry persons outside the passenger compartment; m) to transport children without a federally-approved child safety restraint or booster seat as required by state law; n) when the odometer has been tampered with or disconnected; o) when the RV 's fluid levels are low, or it is otherwise reasonable to expect You to know that further



operation of the RV would damage it; p) with inadequately secured cargo; q) to transport an animal other than those expressly permitted by this Agreement; r) after an accident involving the RV without first reporting the accident to the police and to Journey; s) driving the RV under an overpass, overhang or roof structure without sufficient clearance; t) sitting, standing or lying on the roof of the RV.

Initial _____

Release of Liability. You agree that Journey shall not be held liable or responsible in any way should you be injured while using the RV. You understand that in using the RV in any way, there is an inherent possibility of accident, illness, other physical injury, or loss of personal property. You agree to assume the risk of such accident, illness, other physical injury, or loss of property. You hereby release and discharge Journey and its owners, officers, agents, employees, partners, directors, shareholders, affiliates, and other representatives, and their successors and assigns (collectively, the "Released Parties"), from any and all liability, any and all claims, demands, damages, actions, and causes of action from any harm or damage resulting from your use of the RV, including any harm or damaged caused by the negligence of the Released Parties and waive any and all claims whatsoever, for any injury, accident, illness, or loss in connection with your use of the RV. Also, you agree to indemnify and hold harmless the Released Parties from any lawsuits, claims, damages (direct and consequential), including attorney's fees and costs, arising from or incurred as a result of or in connection with your use of the RV. You understand that Journey is relying upon this Consent and Release in permitting you to use the RV.

Initial _____

Personal Property. You release Journey from all claims for loss of, or damage to, your personal property or that of any other person, that we received, handled or stored, or that was left or carried in or on the RV or in any service vehicle or in our offices, whether or not the loss or damage was caused by Journey's negligence.

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 _____

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. Drivetrain and Main Engine are covered under these terms. Generator, A/C, Heat, water heater, radio, TV, DVD/BLU-RAY, stereo equipment, awning, refrigerator/freezer, leveling jacks and GPS are not covered under inoperable 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 _____

Charges. You will pay Journey for all charges due Journey under this Agreement, including, but not limited to: (a) all rental fees and costs along with applicable taxes; b) traffic, parking and toll violations, citations, fines, penalties, forfeitures, court costs, towing charges and other expenses involving the RV assessed against Journey or the RV ; c) all costs, including pre- and post-judgment attorneys' fees and costs, Journey incurs in collecting payment from you or otherwise enforcing Journey's rights under this Agreement; and d) any fees to clean the RV as set forth herein.

Initial _____

Security Deposit. A security deposit is required for each rental. This security deposit covers the cost, in the event there are missing or damaged items inside or damages to the outside of the RV during your rental. If necessary, additional costs associated with missing or damaged items inside or outside the RV may be charged to your credit card on file along with any applicable insurance deductible if any costs are covered or paid pursuant to an insurance claim submitted by Journey. Journey may use your security deposit to pay any amounts owed to Journey under this Agreement.

Initial _____

Miscellaneous. No term of this Agreement can be waived or modified except in a written agreement signed by both Journey and Renter. This Agreement constitutes the entire agreement between Journey and the Renter. All prior representations and agreements between Journey and Renter regarding this rental are merged into this Agreement. The laws of the State of Florida shall govern the validity, performance and enforcement of this Agreement. If either party institutes legal suit or action for enforcement of any obligation contained herein, it is agreed that the venue of such suit or action shall be in Pinellas County, Florida or the United States District Court having jurisdiction over such county. THE PARTIES HEREBY WAIVE TRIAL BY JURY IN ANY ACTION, PROCEEDING OR COUNTERCLAIM BROUGHT BY EITHER PARTY AGAINST THE OTHER OR ANY MATTER WHATSOEVER ARISING OUT OF OR IN ANY WAY CONNECTED WITH THIS AGREEMENT, RENTER'S USE OR OCCUPANCY OF THE RV, AND/OR ANY CLAIM FOR INJURY OR DAMAGE. If any action or proceeding is brought by either party against the other pertaining to or arising out of this Agreement, the prevailing party (*i.e.*, the party that recovers the greater relief as a result of the action or proceeding) shall be entitled to recover all costs and expenses, including reasonable attorneys' fees, incurred on account of such action or proceeding. In addition to the foregoing award of attorneys' fees to the successful party, the successful party in any



action or proceeding shall be entitled to its attorneys' fees incurred in any post-judgment proceedings to collect or enforce the judgment.

Initial _____

I authorize Journey to charge my credit card for all amounts owed pursuant to the terms of this Agreement, including but not limited to, reservation fees, rental fees or any damage fees incurred.

Initial _____

I fully understand and agree to the terms of this Agreement and acknowledge receipt of the separate Terms and Conditions document provided to me by Journey.

Renter Signature: _____

Renter Name: (please print) _____

Date: _____