

Sunset RV Rentals Rental Procedures

Booking:

The renter must be 25 years of age, or older, and have a valid driver's license. At the time of booking, a \$250 deposit is due to hold travel trailer. Prior to departure date, renter must provide insurance agent name and phone number, insurance policy number, and the renter's insurance agent must fill out provided insurance form. All bookings must be made at least 48 hours prior to rental departure date. No pets of any kind are allowed to be in the trailer.

Pick-up:

Remaining balance must be paid in full upon travel trailer pick up. A security deposit of \$500 will be pre-authorized on renter's credit card for incidentals. Renter must sign rental agreement. After a complete walk-through of the travel trailer, the renter will also be required to sign a check-out form. When picking up the travel trailer, the renter must bring his/her valid driver's license, and current insurance card for the towing vehicle. A picture of the renter will be taken at check-out for insurance purposes.

Drop-off:

The renter will be charged \$25 per hour if the trailer is returned late and 1-1/2 the daily rental rate for each day the trailer is late. Travel trailer must be returned cleaned or a cleaning fee of \$75 will be charged. All holding tanks must be emptied or an emptying fee of \$75 will be charged. If trailer is returned damaged, a claim will be filed and renter will forfeit \$500 security deposit. At the time of check-in, an inspection will be completed and renter must sign a check-in form.

Cancellation Policy:

All cancellations must be made in writing. Cancellations made 31 days or more before rental date are subject to a \$25 service fee. Cancellations made within 30 days are also subject to a \$25 service fee and the remaining balance can be used towards a future rental for 12 months from the time of the cancellation.

Payments:

At the time of booking, the \$250 rental deposit must be made by credit card. At the time of pick-up, the remaining rental balance may be paid by credit card, or cash (cash must be exact amount). Checks are not accepted. A \$25 fee will be charged for all returned payments. The \$500 security deposit must be authorized on renter's credit card. Accepted credit cards include Visa, Master Card, and Discover Card.

Accidents and Damage:

All accidents or damage to the travel trailer must be reported to Sunset RV Rentals within 24 hours. A full written police report must be submitted to our management upon your return. Failure to comply will result in the forfeiture of your security deposit.