

# SUPPLEMENTAL RENTAL & RULES AGREEMENT

## R Countryside Rentals LLC

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This supplemental rental and rules agreement will outline in considerable detail what is expected during your rental period. It may seem like a lot of information, but we prefer to be up front and clear so there is no confusion or unrealistic expectations that may cause misunderstandings later. This agreement is a mandatory prerequisite to being allowed to use the RV during your rental period.

**All drivers must be at least 25 years old and must be listed on the contract when you pick up the RV. NO EXCEPTIONS.**

- 1.** Training: Before the start of your trip, it is required to complete a pre-rental orientation of the RV. This orientation will take about 30-90 minutes, depending on any prior experience you have with a RV. It takes time to do a thorough and complete walkthrough, so please plan accordingly.
- 23.** Rental Period: \_\_\_\_\_ at \_\_\_\_\_:\_\_\_\_\_ am/pm, until \_\_\_\_\_ at \_\_\_\_\_:\_\_\_\_\_ am/pm.
- 2.** No Refunds for Early Returns: If you return the RV early, we do not refund the unused days/time. This includes if you have been in a motor vehicle accident with the RV; however, if the MVA is not your fault you may be able to recover your rental costs from the at-fault driver's liability insurance.
- 3.** Fee for Late Returns: A fee of \$30 per hour will be charged if the RV is returned later than the agreed upon time. If the RV is returned after dark or while the owner is not home/unavailable, it will be checked in the next day, during daylight hours, and any applicable damages will be charged against your security deposit. The renter forfeits their right to complete a return walkthrough with owner if the unit is returned at a time different than indicated in line item #23.

Example: \_\_\_\_\_ 1-60 minutes late return \$30  
61-120 minutes late return will \$60

- 4.** Travel Restrictions: No travel is allowed on any non-paved roadways like logging roads, forest service roads, beaches, etc. Driving on a non-paved road inside a licensed RV park is acceptable. Driving on unapproved roads will result in the forfeiture of your entire deposit.
- 5.** Toll Roads, Red Light Cameras, Parking Tickets: You are responsible to disclose any tolls, red light tickets or parking tickets to owners at the time you return the RV. Toll invoices are a major burden. If we receive any tolls, tickets or fees related to your rental, a \$70 administration fee plus the cost of the bill for EACH invoice will be charged to you. Responsibility for any traffic or parking violations will be transferred to

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you and you will be charged a \$70 administration fee. If you want to use toll roads, you are free to pay at the plazas or bring your own toll tags, just make sure no invoices or toll by plate, etc. mail comes our way or the \$70 administration fee, plus the bill will be applied. *Note: Most toll agencies are good to work with and will help you out if a mistake is made and you call them right away.*

**6.** Campground Reservations: We are not responsible for campground reservations – including cancellations for COVID. All campground reservations must be made separately from your reservation with us, with the campground’s reservation agency. All campground and campsite fees are separate from and in addition to the rental price and fees under this agreement. No refunds will be given for campsite reservation errors.

If you’d like assistance in reserving a campsite, we’re glad to help or provide that service for you for a \$50.00 service fee *in addition to* the entire cost of the reservation.

**7.** Awnings: We DO allow the usage of the exterior awning but advise using caution! This is for your own protection, because they are generally NOT COVERED by insurance, and they are very expensive to repair or replace if damaged. Damage to awnings, including damage while driving, any acts of nature, or negligence are 100% your responsibility and will exceed your security/damage deposit amount.

**8.** Stabilizers: The Stabilizers are meant to simply stabilize; NOT level the camper. Follow the levels installed on the side of the travel trailer, and if leveling is needed, do so by using the wheel blocks provided. Strained use of the stabilizers to level the camper will damage them and the cost to repair will be taken out of your security deposit.

**9.** Fresh Water: Leaving the water tank unattended while filling can cause permanent damage to the RV – use caution and attentiveness and fill the tank with low to medium pressure and avoid overfilling. Water damage caused by filling the freshwater tank is your responsibility and will exceed your security deposit. Please use the filter provided in the storage compartment to fill tank.

**10.** Generators: If you choose to use your own generator, the following rules will apply. Do not use any generator inside the RV - it MUST be kept outside. Do not leave the RV unattended while a generator is running. Do not run a generator overnight or while sleeping due to safety reasons. Your generator must be a minimum of 3500 watts to run the systems within the RV without causing a power issue. You, the renter, assume all responsibility for any and all damages caused to the RV & its appliances and systems by the use of a generator. **A surge protector must be used.**

**11.** Generator: If you opted for a generator add-on with your rental, by signing this agreement, you will be held responsible for the condition of the generator during the period of your rental. It must be returned in the same working condition as it was given to you. The generator is inspected between each rental. You will be responsible for replacing the generator if it is stolen or lost during the course of your rental period. You are responsible for *all* generator fuel and the operation of the generator during your rental period. You will receive the generator with a full tank of fuel, and you must return it with a full tank of fuel. Failure to do so will result in an automatic \$45 refilling fee.

Generator rental is \$75.00 plus an additional \$250.00 refundable deposit may be required. Generator is to be used outdoors only, and a surge protector must be used at all times.

Please note that the RV amenities are not guaranteed to run at their full capacity off generator power.

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**12.** Tires: The tires on the RV have been inspected and checked, along with all other parts, prior to your rental period but if a tire has low pressure, you can refill it with air. There is also a spare tire included, in the rare event a flat tire/blowout occurs.

**13.** Rooftop Usage: We do not allow the use of the RV rooftop. Any evidence of rooftop usage (shoe prints, trash, sagging areas) will result in a complete loss of your entire security deposit. In the event the damage is more than your security deposit, you agree to be fully responsible for the total cost of repair.

**14.** Dogs/Pets: You **MUST** request & get owner approval *before* allowing a dog in the RV. Owner reserves the right to accept or decline any dog, for any reason. Dogs are *not* allowed on any upholstered area due to the soft material and the risk of stains, smells, or other damage. We do not charge an extra fee for a dog; however, you may be asked to pay an additional refundable deposit, equal to \$250.00, per dog/pet. If any pet damages occur, including evidence of urine or feces, you will forfeit your entire security deposit, and you agree to pay any excess damage fees. If any large amounts of pet hair are left upon return, you will be charged a full Deep Cleaning Fee for it to be removed. (See Fees Addendum)

**\*Pets are to be crated, and not left to roam the RV while unattended.**

**15.** LP Detector: The LP detector is present for your safety. It is hardwired or plugged into an outlet in the travel trailer. LP detectors are supplied power through the house batteries. This means if the house battery levels get low, they might not supply adequate power to the LP detector, and it could start beeping. The Renter is responsible for maintaining the house battery level necessary to power the LP detector.

**16.** Propane: Currently, we're not charging extra for propane use or requiring you to refill the tanks before your return. We check and maintain appropriate levels before every rental. If you as the renter use an excessive amount of propane (run the tank dry) you will be subject to an excessive propane fee of \$50.00 (see fee addendum)

**17.** Waste Holding Tanks: There should be nothing, including, but not limited to feminine napkins or tampons, diapers, tissues, napkins, etc. put into the black water waste holding tank as this will cause it to become clogged and require an exceptional amount of cleaning to clear. You will be provided with many rolls of RV safe toilet paper, and we ask that this is the ONLY thing put into the waste holding tank. There is to be nothing other than sink or shower water put into the gray water holding tank. Any type of food particles put into the gray tank may cause a clog that will require extensive cleaning &/or repair to remove.

17a. Waste holding tanks (Gray and Black) must be emptied prior to return and valves left CLOSED, and the screw cap left ON. If tank levels do not read EMPTY on the control panel, you will be charged a \$75.00 dump fee. NO EXCEPTIONS. If the waste tanks cannot be emptied without a thorough flushing, or if they are clogged in any way - the dump fee will be doubled. \*This dump fee will be automatically added to your delivery fee if you choose this service for your reservation.

**18.** Cleaning: We do NOT charge an upfront cleaning fee. The RV must be returned with a clean interior and empty black and gray tanks. "Clean" means; as you received it or better – or as shown in the trailer condition acknowledgement. If you return the RV dirty, you agree to pay a \$100 cleaning fee. Things like glitter, silly string, hair color, nail polish, etc. can cause a lot of damage and should not be used in the RV.

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- A **Deep Cleaning Fee** of \$250 will be assessed if RV is returned unclean AND requires more than a surface cleaning or any reconditioning.

**19.** Smoking: There is **NO SMOKING** allowed in the RV. If smoke (including cigars, pipes, vapes, drugs, etc.) is detected you will be charged a minimum fee of \$1000. **NO EXCEPTIONS.**

**20.** RV Refrigerator: The RV refrigerator needs to be level to operate correctly. It is the renter's responsibility to ensure they are level when parked, to minimize risk for damage to the refrigerator. Any damage sustained by the refrigerator due to it being unlevel will be charged to the renter.

**21.** NO DRUGS: Any evidence of the storage, transportation, or use of illegal substances will forfeit your entire security deposit. If the RV is returned with any evidence of drug use or the transportation of drugs, it will result in law enforcement being called for a report and to collect the evidence.

**22.** Odors/Cooking: We do not allow anything that can create a strong smell in the RV that is difficult to remove, such as the long-term storage or cooking of fish, bacon, deer, etc. These must be prepped/cooked outside the RV. If food/cooking odors are detected, you will be charged and agree to pay the Deep Cleaning Fee of \$250. There is an outside portable stove top for your use, if needed in the preparation and cooking of strong smelling food items. This stovetop is fueled by propane which may or may not be stocked in the camper. Please plan accordingly – and ask us for details if you're planning to use this piece of equipment.

**24.** Damage/Minor Repairs: Any damages/issues/problems/repairs need to be reported to us immediately. If a potential repair is minor, you may make the repair after consulting us. Do not repair anything until you've spoken to us about it. Replacement of defective parts and receipt must be brought back for reimbursement. If you purchase an item necessary due to an equipment failure (sewer or water hose, etc.) the item you purchased and the receipt must be surrendered upon return of the RV, if you want reimbursement. Should you make a repair without consulting us first, or without following written/verbal instructions given, you assume liability for the repair and any subsequent repairs needed. If an item is accidentally brought home with you after your reservation, you're required to return it to us within 7 days post trip, or you will be charged for a replacement.

**25.** Renter Damages: If the RV, inside or out, and/or ANY of its contents that were present at the time of pick up, including, but not limited to couches/chairs, beds/bedding, counters, walls, everything on the inventory list, etc., are damaged during your rental period you are responsible for paying all damages, whether you were at fault or not, or if damage was caused by acts of nature (wind, rain, earthquake, fire, flood, etc.). In case of an accident, theft or vandalism occurs, you are responsible for obtaining a police report, and notifying us immediately. (A documented thorough walk through will be completed, with renter present, at the time renter takes possession) THE RENTAL PLATFORM (Outdoorsy, RV Share, etc) insurance policy does NOT cover interior damage or repairs. Damage to the interior of the RV is charged to the renter, via cash upon return or charged to your security deposit.

**26.** Towing Safety: It is required that the sway/stabilizer bars, which are provided, be used at all times while towing the trailer. Remove the sway/stabilizer bars prior to backing into a parking space or campsite. When removing sway bars/pins/clips be sure to safeguard them. Any missing pieces will result in a claim against your security deposit. Please remember that trailers are much taller than the average vehicle and are not equipped to withstand an impact with a tree, low bridge/overpass etc. and will result in damages totaling

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MORE than your security deposit - so be aware of low clearance signs. All damages to the RV, including damage while driving (tree, low overpass, drive-throughs, etc.), are 100% your responsibility and will exceed your security/damage deposit amount. The dimensions of our travel trailer are listed on the rental listing and in the rental binder. Never attempt going through a drive-through towing a trailer.

**27.** Appliances: The air conditioning, radio, microwave, television, stabilizing jacks, etc. are convenience items. If any malfunctions should occur with any of these items, no compensation will be made to you. In case of any malfunction please contact us immediately for assistance and we will do our best to troubleshoot or attempt to have someone come to you for repairs.

**28.** Camper Abandonment/Owner Retrieval: If for any reason you abandon the RV, you will be charged a MINIMUM of \$500 fee for Abandonment and Retrieval - plus any applicable fees for ANY lost/missing keys or items/parts from the trailer. Abandonment means leaving the trailer with no intention of returning to it or delivering it back to the owner/drop-off location before the end date/time of your rental period. In the event you abandon the trailer without signing return documents, you agree to waive your right to dispute any claims due to damages, overages, or vandalism.

**29.** Lockout/Lost Keys: In the event a lockout occurs you agree to pay .75 cents per mile, round trip, for the owner to drive and unlock RV and a fee of \$25 PER missing key. If the owner is in route and key is found and RV is unlocked, you will only need to pay for mileage up to that point round trip. If no lockout occurs but a key is missing upon return of RV, you will be charged a \$25 fee PER key. If RV OWNER determines a locksmith is required for lockout/lost key service, the full locksmith cost is to be paid by the RENTER, at the time of service – locksmiths must be scheduled and approved by the owner before work is done.

**30.** Extra fees: You may elect to add certain "extras" to your booking if you like. If you did not elect extra fees at the time of booking, such as the dump fee, etc., you can elect to pay them at the time of pickup or have them deducted from your deposit. These elections should be noted on this form at the end.

**31.** GPS Tracking: The RV has been equipped with a GPS tracking device for safety and must not be removed/unplugged for any reason. Failure to accurately report your destination or giving an arbitrary destination in order to attend a prohibited event will result in complete loss of your security deposit and you will be requested to return the RV to the owner immediately, and NO refund will be granted for unused rental dates.

**32.** Personal Property: The personal property you bring is your responsibility, and by signing this agreement, you release the RV owner(s) from all claims for loss of, or damage to, your personal property, or that of any other person left/carried in or on the RV during your rental period and day of return.

**33.** Personal Injury: You release the RV owner(s) from all claims for injury, including, but without limitation to, personal, bodily, or mental injury, as well as economic loss or damage to you, children, guests, or relatives during your rental period including return period.

**34.** Severability: If any provision within this Supplemental Rules and Rental Agreement is determined to be invalid, void, or unenforceable judicially, the remaining provisions shall remain in full effect and force.

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**35. Modifications/Waivers:** No provision within this Supplemental Rules and Rental Agreement can be waived or modified for any reason except in a written document which the owner(s) signed.

**36. Damages Above Security Deposit/Insurance Claims:** In the event there is any damage above the amount of your security deposit, you agree to pay the RV owner(s) any monies due and allow the rental platform company to charge your credit card/account on file for said charges, plus processing fees.

**37. RV Return:** When RV is returned, you agree that it will be free from damages, cleaned, and tanks emptied BEFORE it has been unhitched from your vehicle. Once the RV has been unhitched, the RV will not be allowed to be taken anywhere else and the rental period will be considered complete. (This is for insurance purposes) A preliminary walk through will be completed. Photos will also be taken by the owner for reporting to rental platforms &/or insurance. Once a thorough inspection has been completed by the RV owner, any fees for damages, cleaning, dumping, or any other charges will be deducted from your security deposit if applicable.

**38. Credits:** There will be no refund/credit for any lost rental time for any issue(s) that arise beyond the owner's control. This includes, but is not limited to, flat tire(s), weather, any and all systems within the RV that were working at pickup (refrigerator, heater, LED lights, sound system, etc.), damages to any part(s) of RV whether the renter was at fault or not, or due to renter's or any guests' negligence.

**39. Rental Period Extension:** If, for any reason, your rental period is extended beyond the original rental period dates, you agree that this document will also extend, be valid and enforceable for the entirety of your extended rental period.

**40. Security Deposit:** Your security deposit will be refunded (by the rental platform, or the owners) after the RV has been thoroughly inspected and no issues or damages have been found. Said inspection may take up to 7 days post rental period.

**41. Speed Limit:** Towing requires special attention to speed. Trailer tires are not rated for high speed, the way truck and vehicle tires are. While towing the trailer, you assume all liability for your rate of speed, and by signing this agreement, you acknowledge the MAXIMUM allowed speed while towing the trailer is 65 miles per hour. When towing, you are required to follow ALL "truck speed limit" signs, and never travel in the left lane, unless passing.

**42. Dry Camping/Boondocking:** Camping without hookups (water, sewer, power) restricts the capabilities of the RV. You are limited to freshwater tank capacity, black & gray tank capacities, battery capacity and propane capacity. These things need to be recharged, refilled, dumped, etc. These things are the responsibility of the renter. We, as owners, take NO responsibility for limited capabilities and capacities due to dry camping/boondocking. Should you choose to dry camp/boondock, you take full responsibility and liability for the limited capabilities and capacities, and any unmet expectations due to use without hookups. Dry camping/boondocking can result in exterior and interior mud, dirt, sand, etc. getting on the RV. If this is the case in your rental you will be charged the cleaning fee for interior cleaning, and the fee will be doubled if the exterior of the trailer needs to be washed as a result of your trip.

**43. Hold Harmless:** Renter agrees to hold harmless the owner of the rented RV, at all times, for all situations. Renter assumes all risk when renting RV, and owners cannot be held responsible for any

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accident, injury, loss of income, loss of life or loss of or damage to personal property. Owner assumes no liability for how the RV is used during the rental period.

**44.** This agreement serves as a supplement to the rental agreement, regardless of the rental platform (Outdoorsy, RV Share, etc.) and supersedes all contradictory terms of the platform rental agreement, if any. This agreement also supersedes any contradictory terms and conditions listed on the rental platform.

## SELECTION OF EXTRA SERVICES

Additional items you may *choose* to add to your reservation.

- \_\_\_ **CLEANING FEE:** \$100 - "I do not want to clean the trailer before return"  
\*\*\*Please note article #18 above\*\*\*
- \_\_\_ **EXCESSIVE PROPANE USE FEE:** \$50 - "I do not want to refill the propane tanks"
- \_\_\_ **GENERATOR RENTAL:** \$100 (Additional \$250 refunded deposit may also be required)
- \_\_\_ **GENERATOR FUEL:** \$45 "I do not want to fill the generator with fuel after my trip"
- \_\_\_ **OUTDOOR RUG:** \$0 - available upon request, this must not be stored in the storage compartments or in the RV unless completely dry and clean. Please note that these rugs are large and can get dirty and wet depending on the weather – but we'd appreciate it if you could attempt to keep them as clean as possible during your stay, so we can continue to offer this service to other renters free of charge. Thanks!
- \_\_\_ **POP-UP AWNING:** \$40 - 10'x10' canopy (one available)  
damage to this canopy during your rental will result in a \$100 charge to your security deposit.
- \_\_\_ **"LITTLE CAMPERS" SUPPLIES \$ ?** Ask us for details and availability on our supplies to make camping with your little ones more comfortable.

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## FEES ADDENDUM

BY SIGNING THIS ADDENDUM AND ACCEPTING KEYS, YOU UNDERSTAND THERE ARE EXTRA FEES THAT CAN OCCUR IF THE CONTRACT IS NOT ADHERED TO. THESE FEES, IF ASSESSED, WILL BE DEDUCTED FROM YOUR SECURITY DEPOSIT, AND ANY ADDITIONAL COST, IF NECESSARY, WILL BE CHARGED TO YOUR BOOKING. BY SIGNING THIS, YOU ARE AUTHORIZING RVSHARE/OUTDOORSY &/OR THE ACTUAL RV OWNER **Tara Frauhiger/R Countryside Rentals** TO CHARGE YOUR CREDIT CARD/ACCOUNT ON FILE FOR YOUR RENTAL BOOKING.

**WASTE TANKS NOT EMPTIED: \$75** charge will be assessed if black and gray tanks are not emptied prior to return. (via your reservation OR per your deposit)  
if the waste tanks cannot be emptied completely without a thorough flushing or are clogged in any way, this charge will be **doubled**.

**SMOKING IS STRICTLY PROHIBITED: \$1000+** charge will be assessed if the smell of smoke or other substances are detected in the RV.

**LATE RETURN: \$30** per hour charge will be assessed if RV is returned later than agreed upon time.

**TOLL INVOICE: \$70** charge will be assessed plus the cost of toll charge for EACH invoice received.

**PROPANE: \$50** charge will be assessed if propane tank(s) have been completely drained.

**GENERATOR FUEL: \$45** charge will be assessed if generator fuel tank is anything less than full.

**CLEANING: \$100** charge will be assessed if RV is returned unclean or in a condition less than received.

**DEEP CLEANING: \$250** charge will be assessed if RV is returned unclean or in a condition less than received AND requires extensive amounts of effort to clean or recondition.

**LOCKOUT: \$25** charge will be assessed per key if lockout occurs in addition to .75 cents per mile for the owner to come and unlock RV.

**MISSING KEY(S): \$25** charge will be assessed per each missing key(s).

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**ABANDONMENT/RETRIEVAL:** \$500 minimum charge will be assessed if renter abandons RV at any location at any time during rental period which leads the RV owner to recover the RV, or if owner must retrieve the RV for any reason other than what has been discussed at time of booking.

**PETS:** Pets authorized by owner at time of pickup are welcome in the RV free of daily charge, but you may be required to pay an automatic cleaning fee, and/or an additional \$250 deposit, per dog/pet (maximum 2). Should any damage occur because of your pets, you are responsible for costs related to damage including, but not limited to, urine or waste stains, shedding, claw/scratch/chew marks, damage to furniture.

a. Any large amounts of pet hair left upon return will be subject to a cleaning fee of **\$100** or the Deep Cleaning Fee of **\$250** depending on severity.

b. **Please List Pet information:**

Breed \_\_\_\_\_  
Age \_\_\_\_\_

Height/Weight \_\_\_\_\_

Breed \_\_\_\_\_  
Age \_\_\_\_\_

Height/Weight \_\_\_\_\_

**\*\*ALL ADD-ON FEES APPLIED TO YOUR SECURITY DEPOSIT WILL BE ASSESSED A PROCESSING FEE OF 10%.**

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## WASTE TANKS ADDENDUM

Most renters are not familiar with properly operating an RV's black and gray waste holding tanks and; and therefore, have many questions and concerns regarding this. This addendum is meant to act as a clear outline for your responsibility as a renter for properly using and dumping the waste tanks, and the fees, if not done successfully. We will go into considerable detail during your pickup orientation and training regarding the proper dumping of these tanks. There are also step by step instructions in our renter's handbook inside the RV, and we will also give you a copy of these instructions during orientation. By signing this waste tank addendum, you are agreeing that you have been taught how to dump the tanks and that you understand how to do it. (It is always ok to call or text us with questions for waste tank dumping or other issues during the course of your RV rental.)

### DO NOT EVER LEAVE THE BLACK OR GRAY TANK VALVES OPEN DURING USAGE!

- #1 tip we have for our renters is to use plenty of water when flushing the toilet in the RV. This helps with smell, and also helps to prevent clogs or build up of waste in the tank. Adding dish soap or tide pods to the black or gray tank is also beneficial.
- RV safe toilet paper will be provided, and we ask that this is the **ONLY** thing put into the black tank. **No other items**, including "flushable" wipes, baby wipes, Lysol wipes, feminine napkins or tampons, diapers, tissues, paper towels, etc., should be put into the black tank or a clog may result.
- There is to be **NO** food, or any other item, other than sink and shower water, placed into the gray tank. Any amount of food particles may result in a clog that will require extensive cleaning to clear.
- Waste holding tanks (Gray and Black) must be emptied prior to return and valves left **CLOSED**, and the screw cap left **ON**.
- When you return the RV, the tank levels will be checked during our inspection and if the tank levels on the control panel do not read **EMPTY**, you will be charged a \$75 dump fee, **NO EXCEPTIONS**.
- Please ensure tanks have been emptied and flushed, if necessary, and tank levels on the control panel read **EMPTY** prior to returning. Once the RV has been unhitched you will not be permitted to leave again with the RV.

**\*\*ALL ADD-ON FEES APPLIED TO YOUR SECURITY DEPOSIT WILL BE ASSESSED A PROCESSING FEE OF 15%.**

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## RENTER INFORMATION AND SIGNATURE

WHO WILL BE STAYING IN THE RV WITH YOU?

\_\_\_\_\_ ADULTS      \_\_\_\_\_ KIDS

AGES OF KIDS

WHERE ARE YOU TRAVELING?

RENTER MAILING ADDRESS

EMAIL

PHONE NUMBER(S)

I agree to the terms and conditions of this S.R.A (supplemental rental agreement) and will adhere to any/all instructions explained to me. I assume responsibility for this RV during the extent of my reservation.

RENTER SIGNATURE AND DATE

RENTER PRINTED NAME

OWNER SIGNATURE AND DATE

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