

Can Am RV
16701 Greystone Lane, Jordan, MN, 55352, (952) 492-5310

Thank you for renting from Can Am Recreational Vehicles! You are required to read the following information.

1. Reservations

Reservation/Damage Deposits: When reserving a motor home, the client must leave a \$250.00 reservation deposit. At the time of the rental an additional \$250 will be paid and the full amount (\$500) will become the damage deposit and will be refunded within 5 business days of the return of the motor home, provided it is returned clean and undamaged with a full gas tank and empty holding tanks. The damage deposit is over and above the price of the rental. For rentals of less than seven days, the total damage deposit due is \$1,000. All rentals require a credit card authorization at the time of the rental. When a rental is paid completely in cash a credit card authorization of \$500 is required.

Cancellation Charges: The \$250.00 reservation deposit will be forfeited if the rental contract is cancelled within 30 days of departure. More than 30 days notice will result in a \$50.00 charge.

2. Vehicle Pick Up

Pick Up Time - 1:00 pm to 4:00 pm

Vehicle Pick up Time: Pickup time is between 1:00 pm and 4:00 pm Monday through Friday and 1:00 pm and 3:00 pm on Saturdays. Please phone 48 hours in advance to schedule an exact pick up time. This will avoid delays on the day of your trip.

Rental Charges: Rental charges are due in full at the time of departure. Payment may be made by Visa, MasterCard, American Express, traveler's check, cashier's check or cash. Customers are advised to ensure the rental charges are within their available credit limit at the time of pick-up. Can Am reserves the right to determine if it will accept cash rentals (see damage deposit). Rental charges are computed on the number of nights a vehicle is reserved. The total estimated mileage is to be paid in full at the time of departure.

Preparation Fee: The preparation fee that is applied to every rental includes your propane, toilet chemicals and paper, standard motor home kit, as well as the demonstration of the vehicle. It is included in all rental prices quoted and shown separately on the rental contract for accounting purposes.

Taxes: Taxes due are those set from time to time by the State. If the rate changes between the time of your reservation and your rental date, you will be charged the tax proscribed by the State at the date of departure.

Availability: If for any reason beyond our control, the reserved vehicle is not available at pickup, we will substitute a vehicle of equivalent value or a higher rated vehicle at no additional cost. No guarantees are made by Can Am that a specific model year motor home will be available at the time of rental. Should a lower rated vehicle be offered and accepted, our responsibility is limited to the refund of the difference between the two vehicles. In any event, our liability is expressly limited to the refund of money paid for the rental of said reservation.

Parking: Due to space limitations, clients are asked to seek the Manager's authorization to leave one vehicle on Can Am property during the time of rental at their own risk. Can Am and its staff are not responsible for any loss or damages that may occur to a client's vehicle.

Pets: Pets are not allowed in the vehicles.

Vehicle Inspection: Please inspect the vehicle thoroughly noting any damage before signing the Check Out Sheet, as this will be deemed final.

3. Operation of Motor Home

Insurance: Collision and public liability is provided free of charge with a \$500.00 responsibility per occurrence. This insurance includes Trip Interruption Protection which ensures clients receive refunds for rental day(s) if the vehicle is down for more than 12 hours and cannot be utilized. Clients must contact Can Am RV if this occurs. The cost of insurance is included in all rental prices quoted and shown separately on the rental contract for accounting purposes.

Note: Can Am does not pay for hotels, car rentals, meals, or transport home from the result of a breakdown. This insurance does not cover off road accidents including those incurred while parking, in campgrounds, accidents involving overhead objects, undercarriage, interior damage of any kind, or accidents occurred on private property such as gas stations and parking lots.

Remember: The person whose name is on the rental contract takes responsibility for everything on and in the motor home regardless of fault. Client further agree to pay upon demand by Can Am any rental fees lost to or liabilities incurred by Can Am due to client holding the RV

beyond the term of the contract and agrees to pay upon demand by Can Am any rental fees lost to or liabilities incurred by Can Am due to down time of the unit for repair of damage or collision damage caused by the client.

Maintenance Responsibilities: The rental customer is responsible for checking all engine and generator fluids and reporting any failures. Oil and filter changes and authorized repairs will be reimbursed at check in upon presentation of receipts and replaced parts. NO RECEIPTS, NO REPLACED PARTS = NO REIMBURSEMENT. Clients must call Can Am for authorization on repairs greater than \$50.00. Can Am will not reimburse the client for damage due to negligent operation of the vehicle. Also, radio, air conditioners, generators, monitor panels, awning, slide outs and cruise control malfunctions are not considered breakdowns and no refunds are available for rental down time for these repairs.

Note: Can Am will charge a penalty of \$1.00/mile on all mileage in excess of 500 miles of the scheduled maintenance (\$1.00/hr in excess of 25 hours in the case of generators) if the client fails to have the oil changed. Records are kept in the motor home and at Can Am.

Roof Storage: Clients are prohibited from going on the roof. Storage of any items is not permitted. Damage that is the result of clients going on the roof or storing items on the roof will be subject to a charge of a minimum of \$250.00 per hole in the rubber membrane on the roof.

Hitch Use: Towing is only permitted with prior authorization from Can Am. There is a charge for hitch use. Can Am is not responsible for any damage to vehicles that are being towed by or mounted on the hitch.

Generator Use: Clients may use the generator free of charge for 4 hours per day. A \$2/hr surcharge will be applied to use above this amount

Off Season Use: Motor homes are designed to maintain an interior temperature of 65 degrees Fahrenheit with an outside temperature of 32 degrees Fahrenheit. The water system is operational at these temperatures. Temperatures below 32 degrees Fahrenheit will cause freezing to occur in the water lines. If the client is in warmer climates it is their responsibility to have the motor home winterized prior to operating the motor home in temperatures which may freeze the water lines. Can Am will reimburse the client for the cost of winterizing the unit. Damage caused by freezing will be the rental customer's responsibility. See winterizing check sheet.

4. Return of Motor home	Return Time - 9:00 am to 11:00 am
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Vehicle Return Time: Return time is between 9:00 am and 11:00 am, Monday through Saturday. Can Am RV is closed on Sundays and holidays, therefore returns are not accepted on these days. The city does not permit parking RV's on the street. If the motor home is left on the street, the customer will be responsible for any parking tickets, towing and impound charges. Can Am does not accept responsibility for the motor home until it is properly checked in by our staff. A late charge of \$50.00/hour will be enforced on all late returns. The rental customer must call Can Am if they are going to be late. This does not mean they will not be charged.

Cleaning: The motor home is to be returned clean (inside and out) with empty holding tanks. If the vehicle is not cleaned, a minimum charge of \$100.00 will be charged against the damage deposit. You may purchase two hours of prepaid cleaning for a \$69.00 fee to be paid at departure. For a \$29.00 charge (also prepaid at departure) you may return the motor home with full holding tanks and our staff will empty and sanitize them.

Fuel: Cost of fuel is the client's responsibility. Tanks are full at check out and are to be returned the same. The fuel tank is to be filled no more than 5 miles from Can Am upon its return. If tanks are not full the client will be charged \$25.00 in addition to our posted price for fuel. No claims are made for fuel consumption. Can Am's employee may provide estimates based on other customers' experiences but your experience may vary.

Early Returns: There is no refund for early returns.

Ensure you have all your belongings: Can Am is not responsible for items left in the motor home after it has been returned.

I AUTHORIZE CAN AM TO CHARGE MY CREDIT CARD FOR ANY ADDITIONAL CHARGES INCURRED BY ME UNDER THE RENTAL AGREEMENT. (E.G., DEPOSITS, DAMAGE, EXTRA MILEAGE, EXTRA DAYS, FUEL, ETC.)

I HEREBY ACKNOWLEDGE HAVING READ AND UNDERSTOOD ALL OF THE ABOVE.

DATE: _____ **CLIENT SIGNATURE :** _____ **CONTRACT:** _____