



Thank you for your recent reservation with ABC Motorhome & Car Rentals; we appreciate your business.

Your confirmation number is: _____.

This packet contains all the information you will need for your rental with ABC. Please review it carefully.

IMPORTANT: Please read and understand all information. To expedite check out, you'll need to bring all the paperwork with you to Alaska and present it to us at the counter, unless mailed.

YOUR RESERVATION IS CONFIRMED. It is not necessary to call to reconfirm your reservation; you only need to review the enclosed confirmation and verify that the dates are correct. ABC only accepts responsibility for discrepancies reported to our office within 10 days of booking. Remember, we charge like a hotel and charge you by how many nights you stay in the RV.

PARTIAL PAYMENT: If you have paid a partial payment for your reservation, your final payment will be charged to the card on file 30 days prior to your arrival, unless it's a promotional offer. We will call the number we have on file as a courtesy to remind you that the balance will be charged to the card as originally agreed.

REQUIRED INSURANCE INFORMATION: All drivers must be at least 25 years of age, have a valid driver's license, and have proof of automobile insurance for all drivers. You are covered under our policy. Providing your insurance card simply shows our insurance company that you are insurable. International travelers do not need proof of car insurance.

DAMAGE DEPOSIT: A damage deposit of \$1,000.00 for RV's and Camper Vans and \$250.00 for all other vehicles will be held as an authorization on a major credit card for all rentals at the time of pick up. This deposit will be released on the day of the return of the rental and no damages have occurred.

***Any damages caused by the renter will be assessed and deducted from the deposit and the renter will be provided an estimate showing the part(s), cost of part(s), labor, and freight (if applicable).

Lost or damaged property of ABC (IE. Chairs, coolers, BBQ, and hitch related items will be deducted from the deposit.

A fuel and propane refilling charge, as well as, the cost of fuel and propane will be deducted from the deposit.

Parking tickets, late fees and extra days may also be deducted from the deposit.

If damages made by the renter require down time for that unit, then a loss of use fee will be assessed and deducted accordingly from the damage deposit.

Excessive odors found in the unit (IE. Fish, pets, smoke), including pet hair and dander fall under the damage clause and a cleaning fee will be deducted from the deposit.

PICK UP TIME: Between 1:00 pm and 5:00 pm.

DROP OFF TIME: Between 8:00 am and 10:00 am

HOURS OF OPERATION: Summer: 7:30 am to 6:00 pm.

Winter: 8:00 am to 5:00 pm

SHUTTLE: We do offer a free shuttle to and from the Anchorage airport. The shuttle operates between 8:00 am and 5:30 pm during the summer months of May – August.

FUEL: Rental price does not include gas or propane. The unit will be full of both upon pick up. You must bring back full or pay the penalty of \$100 each PLUS the cost of the fuel. **Please be sure to refill before returning!**

MAINTENANCE ISSUES AND BREAKDOWNS: Please inspect your unit daily for any problems. Call our office immediately with any concerns. We are committed to helping you with any issues. Pre-approval from our office is required before

making any off-site repairs. If authorized, please keep the receipt. Flat tires are your responsibility. We provide a spare, a jack and lug wrench for your convenience. The radio, CD, TV, VCR, DVD, air conditioning, refrigerator, microwave, cruise control, slide outs, and etc, are provided for your convenience. Defects or problems with these items are not considered mechanical breakdowns and are NOT ELIGIBLE FOR REFUNDS!

GETTING READY TO RETURN OUR RV:

~You must enter the Return Line by 10 am, unless previously arranged. Our staff will check you in on the line. ~

ABC will dump the septic system and refill the fresh water tank.

THINGS TO DO:

Fill the gas tank all the way. The needle must show past the full mark. Make sure it is topped off – when the pump automatically shuts off it isn't full. For your own reassurance, please check the gauge.

Top off the propane tank. Reading is taken from the outside gauge on the tank itself; it will be above ¾.

To avoid our **\$150.00** cleaning fee, please do the following:

- Wash your dishes, pots and pans
- Dispose of all your trash and sweep the floor
- Turn **off** the refrigerator, furnace, water pump, and all the lights

Please have all your personal items packed and ready for removal from the vehicle **before** entering the Return Line.

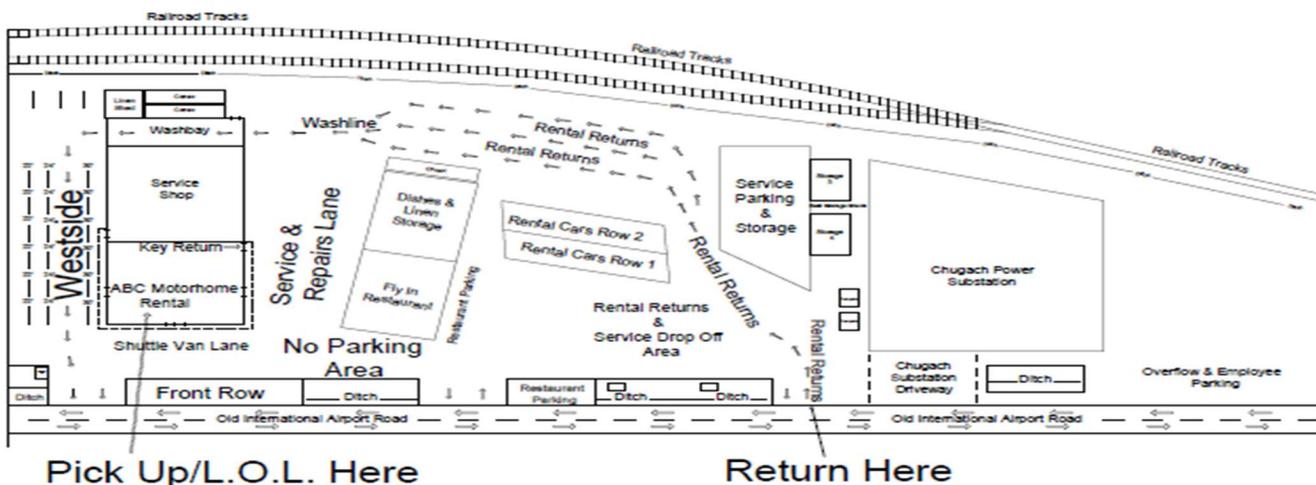
ABC will not and cannot be held responsible for ANY ITEMS left behind.

AFTER HOURS RETURN: If returning after hours lock all the doors and drop the keys in the key return slot on the east side of our main building. Do a walk around and take clear pictures of your RV in the position it is parked with at least one photo with the license plate or unit number in it. This is for your safety. Please send photos immediately to Info@abcmotorhome.com to provide a time stamp for our cameras.

LATE RETURN CHARGE: **\$25** per hour for first 2 hours. If returned after Noon, an additional day will be charged along with a **\$250** late fee. So, please return your vehicle on time as others may be waiting to start their Alaskan Adventure!

WINTERIZATIONS: All units are winterized from September 15th thru May 1st. It is not possible to use the water or the septic systems during this time due to freezing conditions. Putting water or liquid in the plumbing of the motorhome other than RV anti-freeze for flushing the toilet will forfeit the entire **\$1,000** damage deposit.

ABC Motorhome Rental Lot





Rental Contract

RENTER (Authorized Driver)

CONFIRMATION#:

Name

DOB

Driver's License Number

1. _____

Additional Authorized Drivers (no extra cost):

2. _____

3. _____

4. _____

COLLISION DAMAGE WAIVER:

For an additional charge of \$25.00 per day, CDW is highly recommended. If purchased, your deductible is \$1000.

This is optional for customers who have full-coverage comprehensive and collision insurance, but **mandatory** for customers carrying liability insurance and for international travelers.

_____ By initialing, customer **ACCEPTS**

_____ By initialing, customer **DECLINES**

WINDSHIELD WAIVER:

Customer is responsible for any windshield damage. Accepting the lesser's WINDSHIELD WAIVER at \$10.00 per day relieves the customer of this responsibility.

_____ By initialing, customer **ACCEPTS**

_____ By initialing, customer **DECLINES**

Lessee accepts responsibility for the care and safe operation of the vehicle, and acknowledges receiving a copy of the above information and accepts the terms and conditions.

LIABILITY: Lessee agrees to pay Lesser for any damages caused to vehicle while in lessee's possession, up to the deductible amount (\$1000.00 with CDW and \$5,000.00 without CDW). Negligent damage is not covered. Negligence: "off highway" type accidents including but not limited to those occurring while parking or backing up, or accidents involving overhead objects, undercarriage, or interior damage and deductible is irrelevant. Lessee will be wholly responsible for cost of repairs and vehicle down time. Lessee is responsible for safe and responsible use of vehicle.

ADDITIONAL COSTS: Lessee authorizes ABC Motorhome Rentals, Inc. to charge lessee's credit card on file for all additional costs, including but not limited to: unpaid rental fees that may occur during rental period; damage to the vehicle; penalty charges or unpaid fees such as for traffic, toll or parking violations that may incur during rental period.

THERE WILL BE NO REFUNDS FOR EARLY RETURNS OR LATE PICKUPS: We have set aside the block of time that you requested exclusively for you.

I have read and agree that all members of my party will abide by all terms and conditions, and we will return the vehicle to ABC Motorhome Rentals, Inc. on or before the return date and in the same condition as received.

BY SIGNING below, you acknowledge that you have been given an opportunity to read the terms of this agreement, including all previously received correspondence, before being asked to sign. Your signature permits us to process a credit card voucher in your name for all rental charges due under this agreement.

SIGNATURE: _____ **DATE:** _____

Terms and Conditions

FINES AND FEES: Gas and/or propane not filled all the way - **\$100** per tank plus the cost of the fuel.
Parking violations and/or traffic tickets - **\$50** fee plus the cost of the ticket.
Smoke smell, fish smell, pet odor/hair - **\$500** each offense.
Excessive dirtiness - **\$150** (caked on dirt/exterior or garbage, dirty dishes interior).
Late return - **\$25** per hour or **\$250** after 2 hours plus an additional day rate.
Windshield chip **\$50** each or **\$500** replacement cost for a crack.

AWNINGS: Even though some units have awnings installed, they are not available for use.

DAMAGE DEPOSIT: A damage deposit of **\$1,000.00** for RV's and Camper Vans and **\$250.00** for all other vehicles will be charged on a major credit card for all rentals at the time of pick up. This deposit will be refunded within 7 days of the return of the rental and no damages have occurred.

***Any damages caused by the renter will be assessed and deducted from the deposit and the renter will be provided an estimate showing the part(s), cost of part(s), labor, and freight (if applicable).

Lost or damaged property of ABC (IE. Chairs, coolers, BBQ, and hitch related items will be deducted from the deposit.

A fuel and propane refilling charge, as well as, the cost of fuel and propane will be deducted from the deposit.

Parking tickets, late fees and extra days may also be deducted from the deposit.

If damages made by the renter require down time for that unit, then a loss of use fee will be assessed and deducted accordingly from the damage deposit.

Excessive odors found in the unit (IE. Fish, pets, smoke), including pet hair and dander fall under the damage clause and a cleaning fee will be deducted from the deposit.

GRAVEL ROADS: Lessee agrees that travel on gravel roads is **"at the risk of the lessee"**. If lessee travels on a gravel road, Lessee understands that the insurance on the vehicle will not cover damage due to road conditions. Any expenses incurred are the sole responsibility of Lessee. This includes, but is not limited to broken windshields; tire failure; excessive tire wear; undercarriage damage due to poor road conditions. Lessee will also be responsible for towing if mechanical or other failure occurs on gravel roads.

CANCELLATION POLICY: If cancelled up to 30 days prior to rental date no less than **\$250** is held in a Letter of Credit, all else is refunded. If cancelled less than 30 days prior of rental date no less than **\$500** is held in a Letter of Credit, all else refunded. Cancellation 2 weeks or less prior to arrival will require your entire amount to be held as a Letter of Credit, good for 1 year. Medical cancellations with documentation receive a Full Refund.

INSURANCE: We provide comprehensive and collision insurance covering damage to the vehicle with a deductible per occurrence, for which deductible you are responsible. We provide auto liability insurance that is primary, and covers bodily injury and property damage with limits no higher than the minimum levels prescribed by the financial responsibility laws of the state whose laws apply to the loss. Our insurance provides medical payments or PIP, no fault and statutory limits for uninsured and under-insured motorist coverage. Coverage is void if you violate the terms of this agreement, or if you fail to cooperate in any loss investigation conducted by us or our insurer. Giving the vehicle to an unauthorized driver terminates our liability insurance coverage. You are responsible for all damage to the vehicle and damage or injury you cause to third parties that is not covered by our insurance policies or that is more than our insurance limits. Our insurance coverage includes: \$50,000 bodily injury, \$100,000 liability, \$25,000 property damage, and covers collision with another vehicle.

AVAILABILITY: If, for reasons beyond our control, reserved vehicles are not available, ABC Motorhomes reserves the right to substitute a vehicle of equal value at no additional cost or refund all payments without further liability.

INTERNATIONAL TRAVELERS: All international travelers must purchase the extra CDW coverage at **\$25** per day.

DRIVE CAREFULLY: Insurance provided does not cover negligent damage to overhead components, air conditioner, undercarriage, or physical abuse of the interior. Negligent damage is damage that can be avoided by not driving on gravel roads, backing up without a spotter, driving where there is low clearance – i.e. the airport or a drive thru. **Note:** Gas stations do the most damage. When you leave, pull out straight to clear the back end.

MAINTENANCE ISSUES AND BREAKDOWNS: Please inspect your unit daily for any problems. Call our office immediately with any concerns. We are committed to help you with any issues. Pre-approval from our office is required before making any off-site repairs. If authorized, please keep the receipt. Flat tires are your responsibility. We provide a spare, a jack and lug wrench for your convenience. The radio, CD, TV, VCR, DVD, air conditioning, refrigerator, microwave, cruise control, slide outs, and etc, are provided for your convenience. Defects or problems with these items are not considered mechanical breakdowns and are NOT ELIGIBLE FOR REFUNDS!

SIGNATURE: _____ **DATE:** _____



Please fill out the following information and return it to our office. This allows us to better schedule for shuttle pick-ups or our leave on lot service if you are planning to sleep in the RV before you pick it up.

Name: _____

Arrival Date: _____

Arrival Time: _____

Airline: _____

Flight Number: _____

Number of people in party: _____

Emergency contact: Please provide the name of someone who is not traveling with you that we may contact in the event of an emergency.

Name: _____

Phone Number: _____

Email: _____

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