



Gear up for an amazing adventure with Cordelia RV Center's Rental program! Whether you're embarking on a road trip journey, indulging in luxurious camping, or leasing an RV for a special occasion, Cordelia RV Center ensures that your RV rental is a seamless and stress-free experience.

Our golden rule? Dive into the fun! For the essential nitty-gritty details, please check out the renter policies below. Also, keep in mind that when you book a vehicle through Cordelia RV Center, you're not just grabbing keys; you're agreeing to our Terms of Service and all the specifics outlined in the rental contract with us.

PAYMENT SCHEDULE:

Secure your booking by paying 50% of the total rental fee upfront. The remaining 50% is due 7 days before your rental starts. If your booking is made less than 7 days in advance, the full fee is required at the time of booking.

TAXES AND FEES:

Rental charges are subject to county and rental car taxes, and these rates may differ based on the location. Each reservation includes a prep fee, covering cleaning and driver verification. International renters may encounter an additional fee for credit card processing. Additional fees may be incurred for parking tickets, traffic violations, tolls, late returns, etc., as outlined in these Renter Policies.

SECURITY DEPOSIT

Two days before your trip, we'll put a hold of \$1000 on your credit card as a security deposit. Don't worry, it's not an actual charge, and no money is deducted from your account. The exact deposit amount will be in your Booking Details. We might use it to cover any owed charges.

Upon your return, we deduct costs for minor damage, as relevant, and applicable fees (fuel, mileage charges and post-trip charges,) and then we remove the hold on your card. This typically takes place within seven days of your return.

Minimum requirements for return of the security deposit include the following: the vehicle is returned cleaned to the same condition or better than when it was first picked up; fuel levels are equal to or above the level provided at the time of departure handoff; holding tanks are properly emptied to or below the level at time of departure handoff; no damage is sustained to the vehicle (including interior damage) and all variable charges including, mileage or generator overages, tolls, parking or other tickets are paid in full.

If the deposit isn't enough to cover everything, you'll need to pay the extra using the credit card or another agreed-upon payment method.

MILEAGE ALLOWANCE

100 miles per night is included in every rental. Additional miles are charged at a rate of \$0.55 per mile. A service fee is also applied to mileage charges.

FUEL

Your vehicle will be provided with a full tank of gas upon pickup. It is important to refill it to a full tank before returning your rental to Cordelia RV Center. Alternatively, you can opt for Cordelia RV Center to refuel it for you at the rate specified in the Booking Details

DRIVING FINES, TOLLS AND FEES

You are responsible for any parking tickets, violations, fines, tolls, or campground registration fees, plus taxes, surcharges, and administrative fees. These costs are typically deducted from your security deposit.

CANCELLATIONS

Once a reservation is made, a full refund (including the service fee) is available for 48 hours — only if the start date of the trip is more than 14 days away. Otherwise, the cancellation policy applies.

Renters will receive a 75% refund up to 7 days before pickup, then 50% refund for remaining days

INCLUDED ITEMS

With each rental, we will include the necessary electrical and sewer hookups. We do not include any sort of bedding, towels, or kitchen items.

DRIVERS

We do a verification on all drivers to ensure you meet minimum requirements as described in the Cordelia RV Center Terms of Service. If you fail the driver verification check, you will be denied access to renting and will receive a full refund. Your license must be valid throughout the duration of your rental.

If several people intend to drive the vehicle, all must go through, and pass, the driver verification. A valid driver's license must be presented by all drivers when you pick up the vehicle.

You must be at least 25 years of age to rent with Cordelia RV Center. We reserve the right to cancel any booking made by renters under the age of 25 who didn't first receive explicit permission to book.

CONDUCT WHILE DRIVING

You agree to never drive in a careless or negligent manner while driving a Cordelia RV Center vehicle, nor to drive while under the influence of alcohol or drugs, nor permit operation of the vehicle by any person except those on the signed agreement.

TRAVEL RESTRICTIONS

We want you to go have the adventure of your life, but we don't want you to take any of our vehicles off-road.

Our rental vehicles are great for paved roads and established campgrounds. Unpaved state and federal forest roads are permitted if they are maintained and well-graded. Exercise caution and good judgment when traveling on such roads, and when in doubt, either drive very slowly or turn around. If you do venture off-road and end up stuck or damage the van in any way, you will be responsible for any damage to the vehicle and all costs associated with any necessary towing or other expenses that result from your going off-road.

Travel is restricted to the US. Travel to Mexico is prohibited.

PROTECTION PLAN

Purchase of Cordelia RV Center's Protection Plan is mandatory. Subject to your compliance with our Terms of Service, our Protection Plan provides State Minimum liability coverage to renters and comp and collision coverage of up to \$275,000, subject to a \$2,500 deductible for which you will be responsible. The fee for the Protection Plan varies by vehicle and will be provided at the time of booking.

RENTER RESPONSIBILITIES REGARDING MAINTENANCE OF THE VEHICLE

You are responsible for checking all fluid levels, including oil and coolant levels at each refuel. You are also responsible for checking air tire pressure, lug nuts and wheels at each refueling. You are responsible for mechanical damage due to negligence in

operation and/or maintenance.

MAJOR DAMAGES OR COLLISIONS

If you are in an accident, please call Cordelia RV Center as soon as it is safe to do so. If the accident involves other drivers, please be sure to get the license and insurance information of everyone involved. You should also plan on calling the local authorities to report the accident. If the accident results in disruption of your trip, you are responsible for any lodging, transportation, or food costs while the vehicle is out of service.

Accidents typically result in an insurance claim. The Protection Plan you purchase as part of your rental should apply (as long as you have complied with the Cordelia RV Center Terms of Service, your rental agreement, and these Policies); recall that there is a \$2,500 deductible for comp and collision on Cordelia RV Center's policy.

MECHANICAL FAILURES

If you experience a mechanical failure, please call Cordelia RV Center as soon as possible to report and discuss the issue. We will do our best to have the vehicle repaired in a timely manner by a repair facility close to the breakdown location and should be able to get you back on the road relatively quickly. For breakdowns that last 24 hours or longer, we agree to refund the daily rental rate for the amount of time the van is out of service. You are responsible for any lodging, transportation, or food costs while the vehicle is out of service.

If the mechanical failure is due to no fault of yours (e.g., the timing belt breaks) Cordelia RV Center will be responsible for paying any costs associated with the repair and recovery of the vehicle. If, however, it is determined that the mechanical failure is the result of your (or an additional driver's) negligence (e.g., you failed to check the oil levels) or inappropriate driving (e.g. you overheated the engine by trying to go 80 miles an hour over a mountain pass), you will be held responsible for covering the cost of the repair and recovery.

In the unlikely event that something happens, we'll do everything we can to get you back on the road so you can keep enjoying your adventure.

MINOR SCRAPES, DINGS AND DAMAGE

Things happen. If you are driving along and a rock dings the windshield, you are responsible for any costs associated with fixing the windshield. This is true of any small ding, scratch, or minor damage to the vehicle. You'll do a walk around with our team before checking out the vehicle, and another upon return of the vehicle. The cost to repair minor scrapes, dings and damages will be deducted from your security deposit.

PETS

If you fail to declare a pet in advance, you will still be charged a \$250 pet fee which will be deducted from your security deposit. Service animals (as defined by the Americans

with Disabilities Act) are permitted in all vehicles at no additional cost (unless the service animal damages the vehicle or causes extra cleaning).

SMOKING

Please do not smoke or vape cigarettes, tobacco, marijuana, or anything else in the vehicles. An additional cleaning fee of \$250 may be applied at Cordelia RV Center's discretion.

PICK UP AND DROP OFF

There is no set pick up and drop off time. You'll make arrangements suited to your needs and schedule at the time of booking. At pick up, you'll receive a detailed orientation to the Vehicle, where you can ask any questions.

