2023 RV RENTAL PACKET

OLATHE FORD RV

19310 S GARDNER ROAD, GARDNER, KS 66030 PHONE: (913) 856-8145 * TOLL FREE: (800) 835-0411 * FAX: (913) 856-8008

www.OlatheFordRV.com

RENTAL HOURS: MONDAY-SATURDAY 9AM TO 4PM*, CLOSED SUNDAYS *THE RENTAL DEPARTMENT IS APPOINTMENT ONLY ON WEDNESDAYS



MILEAGE: All motorhomes receive 100 miles per night free. All additional miles = \$0.59/mile. For example, a 7-night rental comes with 700 miles free.

GENERATOR: All motorhomes receive 5 hours of generator per night free. All additional hours = \$4.00/hour. For example, a 7-night rental comes with 28 hours of generator free.

INSURANCE: All motorhomes come with State Minimum Liability, Comp, Collision, Fire & Theft! Additional Liability insurance can be purchased separately.

ROADSIDE: All of our RVs come with 24-hour Roadside.

** PRICES DO NOT INCLUDE THE \$249 PREP FEE, MILEAGE OR SALES TAX ** **Information in this packet is subject to change.

CLASS B			
NOVA		NOVA	
20C		20RB	
Actual Length: 20' 11"		Actual Length: 20' 11"	
NIGHTLY	WEEKLY	NIGHTLY	WEEKLY
\$275	\$1,925	\$275	\$1,925
SEATBELTS: 5		SEATBELTS: 4	
SLEEPS: 2		SLEEPS: 2	
SERVICE: 30 AMP		SERVICE: 30 AMP	
ALLEY JUMP SET JUMP SET		OHC OHC OHC OHC FLIP-UP TWIN BED 28 X 76 REFERANCE FLIP-UP Ideution GALLEY WET BATH TABLE WARDROBE OHC OHC OHC	

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INSURANCE:

All motorhomes come with State Minimum Liability, Comp, Collision, Fire & Theft, as well as Roadside Assistance!

FREELANDER 30BH

Actual Length: 32' 11"





SEATBELTS: 9 SLEEPS: 9 SERVICE: 30 AMP



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PLEASE NOTE:

You cannot pull something rented with something rented. This means you cannot rent a vehicle to tow our trailers. There will be no insurance coverage.

INSURANCE:

All travel trailer rentals come with Comp, Collision, Fire & Theft. The renter's insurance must provide liability. If the renter's insurance does not provide liability to a rented trailer, the renter can purchase liability through our insurance company.

ROADSIDE: All of our RVs come with 24-hour Roadside.



RATE CHANGES

Winter Rates: 11/01 to 02/29 \$20 off nightly rate Spring Rates: 03/01 to 04/30 \$10 off nightly rate Peak Season: 05/01 to 09/30 normal rates Fall Rates: 10/01 to 10/31 \$10 off nightly rate

IS THERE A MINIMUM AMOUNT OF TIME THAT WE HAVE TO RENT?

Our minimum rental is 2 nights. We cover the insurance for all of our rentals, so it doesn't make sense to have one night rentals. We don't have a maximum night rental limit.

WHAT ARE YOUR DEPOSITS?

RESERVATION DOWN PAYMENT

We require a \$500 reservation down payment on all rented units, due at the time of booking. The reservation down payment is non-refundable, and will be applied to your total balance. The remaining balance is due 30 days before your departure date. If you book your rental less than 30 days before your departure date, full balance, plus security deposit, will be due at time of booking.

SECURITY DEPOSIT

A \$1,000 security deposit is required on all rented units. The security deposit is refundable, subject to rental terms and conditions compliance. It is refundable within 30 days of return (it's usually quicker than that), providing the vehicle is clean (inside and outside), gas tank full (for motorhomes) and the vehicle is not damaged or abused. The security deposit is due 30 days before your departure date.

ARE THERE ANY ADDITIONAL FEES?

We do have a \$249 prep fee, Gardner, KS Sales Tax and 3.5% rental tax. The \$249 prep fee includes: dump hose, water hose, 45-minute training walk-through, propane, tank dump (we will dump the tanks for you when you return), insurance and on trailers, we provide the hitch, ball and sway control.

If for any reason you need to change your reservation, we would be happy to do that for you. Each reservation change is \$50 processing fee per occurrence. No exceptions.

IS THERE A CHARGE FOR MILEAGE AND GENERATOR?

Yes, but for motorhomes only. You get 100 miles per night free, all additional miles are \$0.59/mile. You get 5 hours of generator per night free, all additional hours are \$4.00 per hour. You can purchase unlimited generator for \$45.00/night.

Mileage example: 10 night rental = 1,000 miles free (This is a total number. We do not know how many you drive per night.) Generator example: 10-night rental = 50 hours free (This is a total number. We do not know how many hours you use per night.) Please also note that the generator has a meter (just like an odometer) that does not reset after each customer. You may get the RV and it has 58 hours already on it. This does not mean that you used 58 hours on your trip. There are no mileage charges for trailers, and trailers are not equipped with generators.

WHAT IS YOUR CANCELLATION POLICY?

Cancellations more than 31 days in advance will forfeit their \$500 reservation down payment. <u>There is no refund if</u> <u>cancelled less than 30 days before departure</u>. When someone books an RV, there are a lot of steps that go into it on our part to make sure your paperwork and appointment go smoothly.

ARE WE CHARGED FOR SUNDAY EVEN IF YOU ARE CLOSED?

Yes, we rent by the night, so if you plan to return on Monday, you will be charged for Sunday night. If you don't want to be charged for Sunday night, plan your trip to return on Saturday.

WHAT IF I WANT TO PICK UP OR RETURN ON A HOLIDAY?

We are closed on all major holidays (*New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve & Christmas Day*). If you want to pick up or return on a holiday, you will have to decide if you want to return the day before or the day after the holiday. If you choose the day after, you will have to pay for the extra night. For instance, Labor Day and Memorial Day both fall on a Monday and we are closed on Sundays. If you don't want to return the Saturday before, you will have to pay for Sunday and Monday nights.

DO I HAVE TO RETURN THE MOTORHOME WITH FUEL?

Yes, we require that you return the motorhome with a full tank of fuel. If the motorhome is not returned with a full tank, you will be charged \$75 plus the cost of fuel at current pump price.

DO YOUR RENTALS COME WITH INSURANCE?

MOTORHOME RENTALS:

Motorhomes come with State Minimum Liability (25/50/25)* as well as all rentals come with Comp, Collision, Fire and Theft. You can purchase Supplemental Liability Insurance through our Insurance company. Ask your agent for more information.

TRAILER RENTALS:

Trailers do not come with Liability Coverage. We send a form to the renter's insurance company to fill out and send back. If the insurance company will not or does not send back the form, the customer MUST purchase Liability Coverage through our insurance company. Trailers also come with Comp, Collision, Fire and Theft.

CAN I SCHEDULE MY WALK-THOUGH ON A DIFFERENT DAY THAN MY PICKUP APPOINTMENT?

We do not offer this during the busy season. We cannot guarantee that an RV will be here to offer different date walk-throughs.

WHEN WILL I GET MY SECURITY DEPOSIT BACK?

Your security deposit refund will be processed within 30 days after your return (it's usually much quicker). If there is damage, generator charges or mileage overages, this will come out of your security deposit. If there is damage, the refund could take up to six (6) months.

WHAT CHARGES WILL COME OUT OF MY SECURITY DEPOSIT?

The only charges that will come out of your security deposit would be additional mileage, generator overages and damage.

HOW MUCH DOES IT COST TO STAY AT CAMPGROUNDS?

Campground rates vary based on time of year and what facilities they offer. Generally you can expect to pay between \$10 and \$50 per night.

WHAT IF I RETURN THE VEHICLE BEFORE THE DATE IT IS DUE?

No refunds will be given for early returns or late pick ups, however, we do refund for unused mileage.

WHAT IF I WANT TO RETURN THE RV AFTER YOU ARE CLOSED?

When the customer returns the RV, we always check it over with them. This allows us to check for damage, missing items, tank levels, etc. If the customer returns the RV after hours, they are responsible for any damage or missing items that we may find when we check the RV in the next business day.

WHAT TIME CAN I PICK UP AND RETURN THE RENTAL?

We do our rentals by appointment as early as 9:00 am and as late as 3:00 pm. Appointment times are based on first come first serve. For example, if you want the 9:00 am pick up appointment, but this time slot is booked, you will not be able to pick up at 9:00 am. Pickup and drop off times do not need to be the same. For example, if you pick up at 9:00 am, you do not need to return by 9:00 am. We schedule both appointments for you. We ask that everyone be on time for their appointments. If one person is late, it pushes our whole day back and makes the rest of the customers' appointments late.

WHAT IF I MISS MY PICKUP OR RETURN APPOINTMENT?

Appointment times are very important to us. They keep the rentals going in and out smoothly. One late appointment can cause the rest of the day to run behind. There is a \$50/hour late charge for every late appointment (late pickups and late returns). This will be billed by 10-minute increments. If, for any reason, you miss your appointment, a different time will be scheduled based upon our calendar availability.

WHAT KIND OF GAS MILAGE (MPG) WILL I GET WITH A MOTORHOME?

Mileage depends on the size of the motorhome and the driving conditions. Generally, you will get between 7 and 10 miles per gallon on the Class As and the Class Cs. Class Bs are approx. 12 to 15 miles per gallon.

DO YOU OFFER ANY TYPE OF DISCOUNTS?

We offer discounts for Police, Military, Fire and Veteran, with documentation. Our prices decrease in the slower months, as well.

WILL YOU HOLD THE RV FOR A FEW HOURS WHILE I TALK TO MY FAMILY?

Unfortunately, we have had too many "holds" not get back to us. We lose a lot of business from this and no longer offer it. Please feel free to call in and get all of your questions answered, and call us back when you are ready to book. This also applies to online bookings. We will hold the booking until 1:00 pm the following business day.

DO YOU OFFER ANY KIND OF ROADSIDE ASSISTANCE?

We do offer roadside assistance! It is included with every rental. There will be no discount if it not used.

DO I HAVE TO RETURN THE RV WITH PROPANE?

We would like to fill the propane ourselves. We send the unit out with a full tank(s). The cost of the propane is included in the \$249 prep fee.

DO I NEED A SPECIAL DRIVER'S LICENSE TO DRIVE A MOTORHOME?

All you need is to be 25 years of age or older and possess a valid state issued driver's license. No special class or permit is needed. The Motorhomes are labeled Class A and Class C, but this does not pertain to your driver's license. It is just how they are distinguished. If you look on the back of our Driver's License, it will show that you can drive up to a certain weight (for example 26,001 lb), our largest motorhome is 18,000 lbs gvw.

CAN I CHANGE MY RESERVATION AFTER IT IS BOOKED?

You can! If for any reason you need to change your reservation, we would be happy to do that for you. However, each change will result in a \$50 fee per change. Each change requires us to spend about 10 to 15 minutes per person changing. This doesn't seem like a lot of time, but if everyone changes, that is a lot of time spent fixing reservations. We have an entire checklist that we complete every time someone books a reservation. When someone changes anything on the reservation, all of those steps have to be repeated.

DO YOU OFFER "ONE WAY" RENTALS?

No, we do not have a "one way" rental option.

DO YOU OFFER DISCOUNTS FOR RETURN RENTERS?

Yes, we offer 10% off the base rental of your future rentals. We occasionally run monthly promotions, so ask your rental agent about the current promotion. Promotions and discounts cannot be combined.

CAN I ADD ADDITIONAL DRIVERS TO THE CONTRACT?

Yes, however, there can only be 6 drivers on the contract, including the renter. All drivers must have a valid driver's license that will not expire during the length of the motorhome rental contract. ALL DRIVERS MUST BE PRESENT AT THE TIME OF PICKUP - NO EXCEPTIONS. If a driver isn't present at time of pickup, they will be removed from the contract and will not be able to drive the RV.

ARE THERE ANY CAMPGROUNDS THAT YOU'D RECOMMEND THAT ARE CLOSE TO YOUR LOCATION?

The closest place to us is Hillsdale Lake, nearly 15 minutes away. Also, if you want to travel a little farther than that, you could go to beautiful Melvern Lake. Melvern Lake is approximately an hour from our location.

WHAT DOCUMENTATION DO I NEED TO PROVIDE?

- 1 Current, valid driver's license. The license must not expire during the rental period. Any additional drivers to be added on the contract must have their current drivers license as well and must be present at pickup. Our contract only has room for 4 drivers, including the renter.
- 2 Proof of insurance with policy number.
- **3** A major credit card with sufficient available credit.
- 4 If you are an International customer, please bring your Passport.
- 5 ALL DRIVERS MUST BE PRESENT AT THE TIME OF PICKUP NO EXCEPTIONS. If a driver isn't present at time of pickup, they will be removed from the contract and will not be able to drive the RV.



ARE MOTORHOMES DIFFICULT TO HOOK UP?

No. At departure you will be given a 30-45 minute familiarization tour and learn how to hook it up and operate appliances.

DO YOUR RENTALS COME WITH TV, DVD, STEREO, WIFI?

NONE OF OUR RENTALS HAVE WIFI. Most of our motorhomes come equipped with a TV. Bring your own DVD player, as most of our rentals do not come equipped with these. Most of our Travel Trailers do not come with a TV. Check the photos of the RV you are wanting to book. If you see it in the photos, it has one, if you don't, it doesn't.

ARE THERE AWNINGS ON THE RENTALS?

Yes, we purchase our RVs with an automatic awning. Sometimes things happen on renter's trip. If the RV you are renting no longer has an awning, we will notify you to bring something else to cover your space. There will be no discount for a missing awning.

ARE PETS ALLOWED IN THE RVS? DO YOU HAVE ANY RVS THAT AREN'T PET FRIENDLY?

Pets are allowed in our RVs, but to see our Pet Addendum and/or Deposits Section for additional details. We do not have any RVs that are not pet friendly.

HOW DO I PAY FOR THE RENTAL?

All fees are payable by cash or on a major credit/debit card. You are welcome to make payments on your rental, but you will have to call to make the payments. We won't remember to do it for you. All payments must be made 30 days before the rental.

CAN I TOW BEHIND THE MOTORHOME?

Yes, you can tow behind our motorhomes. Each motorhome will tow a different amount of weight. Check the specifications on the specific unit you are interested in to see the tow rating. Also, in order to tow, you have to own all of the components. You can not pull something rented with something rented. Example: If you want to tow a trailer behind a rented motorhome, you have to own the trailer. If you want to tow a car behind a rented motorhome, you have to own the dolly. You cannot rent a dolly to tow your car.

WHAT FACILITIES MIGHT A CAMPGROUND OFFER?

A partial list of commonly found facilities might include: electric, water, sewer hook-ups, washer, dryer, swimming pool, playground, BBQ pits, on-site convenience store, etc. Ask the campground you plan to stay at for a list of facilities.

WHERE CAN I SERVICE THE HOLDING TANKS?

Most campgrounds and truck stops have waste disposal facilities to drain both your black and gray tanks. If you are traveling long distance, you will want to do this to help with the cost of gas. The heavier the RV, the more fuel you will use.

DO YOU HAVE BABY CARSEATS AND CRIBS?

No. Please plan to bring your own car seats and cribs.

IS IT SAFE TO DRINK THE WATER FROM THE FRESH WATER TANK?

It is difficult to know if the water is potable when you fill the tank at a variety of locations. We recommend you use bottled water for drinking and cooking. The water from the tank is fine for washing and bathing.

IS THERE A LADDER SO WE CAN WATCH THE RACE FROM THE ROOF?

Some rental units are equipped with rear ladders. These are <u>not</u> for customer use. There is no reason any customer should be on the roof of the unit. <u>Activity on the roof of the unit is fully forbidden.</u>

CAN YOU PICK ME UP / DROP ME OFF AT THE AIRPORT?

Yes, for an additional charge, we will pick you up and drop you off at the airport. (Mileage is calculated round trip).

CAN YOU DELIVER THE RV?

Yes, for an additional charge, we will deliver the unit to your location. (Delivery charge is calculated round trip).

CAN YOUR RENTALS BE USED AS TEMPORARY OR LONG-TERM HOUSING?

Yes, call for pricing.

HOW EARLY SHOULD I RESERVE AN RV?

The earlier the better! There are times in the year that we book out weeks (even months) in advance. We take reservations no more than 12 months in advance.

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DO YOU ALLOW SMOKING IN THE RVS?

No. All of our units are strictly non-smoking.

WILL THE TVS WORK WHILE DRIVING?

Only some of the units have TV's that will work while in transit. The driver is not allowed to watch TV while the unit is in motion. Some units also have: DVD players that also work while the motorhome is moving. Check the details of the motorhome you are interested in to make sure.

CAN I PARK MY PERSONAL VEHICLE ON YOUR LOT?

Yes, we offer free parking at our lot for 1 vehicle per reservation. You don't need two drivers at pickup or drop off!

WHAT HAPPENS IF I GET A VIOLATION?

If a customer gets any parking violations, driving violations or toll charges, we will notify you by email and charge the card on file for the amount of the violation.

WHAT HAPPENS IF I LEAVE ANY ITEMS IN MY RENTAL?

If any item(s) left in the rental are not picked up within 2 weeks (14 days) of return date, the item(s) will be disposed of.

WHY ARE YOUR PRICES DIFFERENT THAN THE NATIONAL COMPETITOR?

There are a lot of differences between our units and their units. Just to name a few:

- * We give 100 miles per night free. They don't. Yes, they may only charge \$0.35 per mile, but you don't get any free.
- * We purchase new units every year, they don't. (Leprechauns are considered a Luxury RV.)
- * No free generator hours, yet their hourly rate is the same as our overage charge of \$4.00/hour.
- * All of our motorhomes come with TVs and Awnings, theirs don't.
- * They don't have slide outs. All but one of our floorplans have slide outs.

ARE THERE ANY TRAVEL RESTRICTIONS?

* Traveling to Mexico is not permitted. There is no insurance coverage in Mexico.

- * Traveling to Alaska and Canada IS permitted, except Montreal and Quebec City.
- * Inner cities of New York City, NY, as well as Montreal and Quebec City in Canada are not permitted. There is no insurance coverage for vehicle theft in Montreal or Quebec City.

* Private-, gravel-, dirt- or logging roads and other non-public roads, beaches, etc. are prohibited.