

## **Travel Trailer Frequently Asked Questions**

### **How much does a one week rental cost?**

Please see our rate page for prices.

### **Besides the rental cost are there any other charges I will incur?**

There is tax on the rental charges . You will also be asked to pay cleaning/damage deposits at the time of pick-up.

### **Is there a charge for mileage?**

There is no charge for mileage.

### **What deposits are required?**

Upon confirmation, a \$300 reservation down payment is charged to your credit card. This deposit will be applied toward your rental charges. A minimum damage deposit of \$500 and estimated rental charges are payable at departure by credit card. Personal checks are accepted for reservation deposits only. For certain rental applications, damage deposits may be increased at our discretion. Credit card deposits are processed at departure. Upon return, all extra charges, if any, are balanced against the damage deposit and a credit issued to cover the refund.

Notice: Estimated rental charge prepayment may be required in full in advance for special rental events, such as music festivals, auto race events, and gatherings in remote areas, at our sole discretion.

**How do I pay for the rental?**

We require that all payments be done with a major credit card. We accept Visa, MasterCard, American Express, and Discover. This payment policy is very strict and there are no exceptions.

**What if I have to cancel my reservation?**

You will receive a full refund if you cancel at least 30 days before your departure date. This will allow us time to rent your unit to someone else. Within 30 days there will be no refund.

**Are your RVs for sale?**

Yes, in many cases. 100% of your rental fee can be applied to the purchase price.

**What kind of vehicle do I need to tow a trailer?**

You will need a minimum of a ½ ton full size truck capable of towing approximately 6400 pounds. Make sure that you do not overload the RV to the point that you exceed the capacity of your tow vehicle. Most owners manuals or dealers will tell you the towing capacity of your truck.

**Do I need any special equipment on my truck?**

You will need a brake controller and a 7 wire RV plug. We can arrange for this equipment to be installed locally at a very reasonable cost.

**When can I pick up the trailer?**

The normal pick up time is between 1 and 4 p.m. and the normal return time is between 9 and 11 a.m. but we are very flexible to suit your needs.

**What kind of trailers do you rent?**

We currently are renting 27' Outbacks that sleep up to 9 people, but sometimes other comparable units will be available.

**Are your RVs self contained?**

All of our RVs are considered to be self contained. That means that your essential systems will work without being hooked up to electricity. The television, microwave and A/C will not work unless you are plugged in to an electrical source.

**Are your RVs equipped with generators?**

No they are not. Most places that you will camp will have their own electrical hookups. If you are going somewhere without electricity and want to bring your own generator, we recommend at least a 3000 watt generator. This will allow you to run the A/C with no problem.

**Are trailers difficult to set up?**

No. At departure you will be given a 30-60 minute familiarization tour and learn how to set it up and operate all systems.

**Does the trailer come equipped with pots and pans?**

There are basic cooking utensils included plus dishes and silverware.

**Are pets allowed in the trailers?**

Pets are welcomed as long as customer agrees to clean up after their pet and return unit in same condition as received, or be subject to a cleaning fee up to \$250.

**Where are you located?**

We are located in Hokes Bluff, Alabama, just outside of Gadsden. Call for directions

**Are there facilities close to the rental center where we can purchase supplies, propane and dispose of holding tank contents?**

The staff at the rental center will be glad to direct you to the closest shopping center, fueling facilities and waste treatment center.

**Can I park my car at your rental center while we travel?**

Yes, we have a secure area to park, but we assume no liability for your vehicle or its contents.

**Are we allowed to travel into Mexico?**

We do not allow travel to Mexico.

**How much does it cost to stay in 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. We recommend Passport America for discount camping. You can camp for 50% off of regular prices for a membership fee of \$39 per year. A brochure has been included for your convenience. Allow 4-6 weeks for processing.

**What kind of facilities might a campground offer?**

A partial list of commonly found facilities would include: electric, water, sewer hook-ups, washer, dryer, swimming pool, playground, BBQ pits, on-site convenience store.

**Is it possible to travel in the winter in the colder areas of the U.S.?**

Yes, however, our RVs are "winterized" from approximately November to early February. This means we have drained the water and holding tanks, and filled them with anti-freeze. This will prevent the tanks and pipes from freezing and bursting. If you choose to have your rental RV "de-winterized" (so that you can use your sink, shower, and toilet) it will cost \$70. You will need to exercise extreme care while traveling in a "de-winterized" RV during frigid weather. You will need to run the heater at all times to protect the tanks and pipes from freeze damage, or in extreme cases you would need to put anti-freeze in the water and holding tanks (by doing so, you could only use the toilet). If the pipes or tanks were damaged from freezing, it is considered negligent damage and you would have to pay a \$5000 deductible for the repairs. If you have any more questions on the rental policies during winter, please contact us directly and we will discuss it with you.

**Are there any places we cannot take the trailer?**

Yes. Travel in Death Valley and other desert areas are not allowed during the hot months. Also vehicles are not allowed on logging or other non-public roads such as the Apache Trail in Arizona.

**What if I return the vehicle before the date it is due?**

No refunds will be made for early returns or late pick ups.

**What if I am late in returning the vehicle?**

The vehicle is overdue after 11:00 AM on the date of return. A fee of \$25 per hour will be charged for each hour you are late. Please notify us if you will be late in returning. Remember that another family is waiting for you to return so they may start their vacation. In many cases, we will only have a few hours to prepare your unit for the next rental.

**What if the previous renter is late in returning the unit?**

Each situation will be different depending on how late the unit is, and in what condition that it is returned. We will do everything in our power to get you on your way as soon as possible.

**Is it safe to drink the water from the on board tank?**

Many people do, however, we do not recommend this. 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.

**What if I am involved in an accident?**

You must notify us within 24 hours of an accident and make a full report in writing as well as file a police report.

**What if the trailer breaks down?**

The first thing that you should do is call us. Our RVs are covered by a warranty from the chassis manufacturer and from the coach manufacturer. Generally you will be directed to the nearest dealer. For RV systems you will need to go to a RV repair facility. For minor items that cost less than \$100, just pick it up and save the receipt and you will be reimbursed. For items over \$100 call us for an OK.

**What if I have a flat tire?**

You should call a professional to repair the tire for you. You will be responsible for any charges because we cannot control how or where you drive the trailer or what you may run over on your trip. If you drive on a flat tire and damage it, you will be charged for a new tire.

**Is there a ladder so we can get on the roof to watch the race?**

We do not have ladders on the trailers for safety reasons and to prevent damage.

**Can you deliver the trailer?**

Yes in many cases. Call us for a quote.

**Do you allow smoking in the motorhome?**

All of our units are non-smoking. There will be a \$250 clean up fee for any units returned that have been smoked in. This will cover the steam cleaning of carpets and upholstery. We want to keep our units new looking and new smelling for everyone.

**I am building a house and would like to rent a trailer for 4 months. Do you have long term rentals?**

Yes we do and can offer you reduced rates for any rentals over 3 weeks.

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