



Trailer Rental Delivery Terms & Policies

The following RV rental terms and policies are for the travel trailer rental and delivery program at Red Rock RV Rentals in Hurricane Utah. We deliver and set up travel trailer rentals at in Southern Utah including but not limited to Zion National Park, and Sand Hollow camping areas.

SECURITY DEPOSIT POLICY

A \$500.00 security deposit (the "Security Deposit") is required for each camping trailer rental and due by the day of the Rental Period Start Date. This security deposit covers the cost in the event there are missing or damaged items inside or damages to the outside of the camping trailer during your stay. If necessary, additional costs associated with missing or damaged items inside or outside the camping trailer may be charged to your credit card that we have on file. The security deposit may also be used to pay any monies owed to Red Rock RV Rentals under this Agreement.

If incorrect delivery information is submitted through the reservation request form that results in Red rock RV Rentals delivering your rental on the wrong date or to the wrong space/location, \$100 will automatically be deducted from your security deposit to cover travel costs & time spent.

CAMPGROUND RESERVATION POLICY

We are not responsible for campground reservations. All campground reservations must be made separately with the campground's reservation agency. All campground and campsite fees are separate from and in addition to the rental price and fees under this Agreement. No refunds will be given for campsite reservation errors.

TRAILER RESERVATION POLICY

For reservations made 30 days in advance, \$500.00 security deposit is due at time of booking. The Balance is due 30 days prior to your scheduled Rental Period Start Date. If the reservation is made within 30 days of the Rental Period Start Date, rental payment is due in full and is non-refundable.

MINIMUM NIGHTS POLICY

Red Rock RV Rentals requires a 3 night minimum stay on all rentals. We do not pick up or deliver trailers on holidays. Contact us for details.

PAYMENT POLICY

PayPal or Credit Card through PayPal

CANCELLATION POLICY

To cancel your reservation, you must notify us in writing. Failure to return a signed reservation form does not automatically cancel your reservation. All cancellations must be made 30 day prior to your scheduled arrival date. If you cancel 30 days or less from reservation date you forfeit your rental money and your security deposit will be returned. If you cancel before of 30 days from your reservation, there will be a \$250.00 cancelation charge. All cancellations within 30 days forfeit full rental amount and trip can be used at a later date up to 6 months after the date of reservation date. If you cancel your reservation 14 days or less, the full amount is nonrefundable and no rescheduling.

RESCHEDULING POLICY

You may reschedule your cancelled trip 1 time for a \$100 fee. All trips must be taken within six months of your original reservation date (scheduling permitting). All monies from original booking will be applied to your rescheduled trip less the \$250.00 cancelation fee.

CHECK IN POLICY

Trailer delivery times are generally between 12:00 p.m. and 5:00 p.m. daily. It is your responsibility to call us at (760)953-3676 on the Rental Period Start Date to check in with our office and receive your scheduled delivery time. You will meet us at the entrance to the Campground unless other arrangements are made. Delivery times will be scheduled on a first-come, first-serve basis.

CHECK OUT POLICY

You must check out by 10:00 AM or your credit card will be charged \$50 per additional hour unless prior agreement has been made.

DELIVERY POLICY

We will deliver and set up the Trailer at the Rental Location on the Rental Period Start Date and pick up the Trailer upon completion of your Rental Period. At the time of delivery, one of our staff members will provide you with an orientation to show you the safe and proper use of the Trailer. Additionally, the orientation will provide a summary of the campground rules and prohibited uses of the Trailer. The Trailers will include instruction booklets which will explain the operation of the Trailer and its features, as well as provide campground rules. The orientation process can take up to one (1) hour – please allow yourself enough time. There are no refunds for early departures.

CLEANING POLICY

You are required to do basic clean up at the end of your stay. The Trailer must be returned without damage and the inside must be clean prior to check out (dishes washed, dried, and put away, trash removed, floors swept, and counter tops wiped). Failure to return without damage and/or in an unclean state will result in additional charges that may be deducted from the Security Deposit and, if necessary, additional charges may be made to your credit card.

There will be a minimum charge of \$100.00 for any evidence of Animal Hair, or Animal waste, Dirt or Sand or oil in the trailer or if there is evidence of oil residue on (floor, tub/shower, upholstery, bed, walls, etc.) The customer is responsible for any permanent damage caused by any of the above, and the charge for repair or replacement is at the sole discretion of Red Rock RV Rentals.

NO SMOKING POLICY

There is No Smoking in any of the Trailers or RV rentals. If the Trailer is returned with any kind of smoking odor or other evidence of smoking, it will result in the forfeiture of the security deposit plus any additional charges incurred in cleaning and/or repair.

PET POLICY

We prefer No Pets in trailer. If we do approve your pet there is \$100.00 pet fee. Any damage cause from the pet will be deducted from the security deposit. This includes but not limited to Hair and or Animal waste.

NO RE-SUPPLY POLICY

The travel trailer comes equipped with approximately 30-60 gallons of fresh water, ninety gallons of grey and black water holding tank capacity, thirty pounds of propane, and two full charged 12 volt batteries. If you are camped in a non-hookup site, it is your responsibility to ensure that these resources last your entire rental period. We will not provide customers with additional water, holding tank capacity, propane, or batteries during their rental period.

GENERATOR POLICY

If you request a gasoline powered generator. The generator supplies 110 volt power to the outlets in the Trailer. The generator also supplies power to the Trailer's microwave and roof air conditioner. The generator can be used to recharge the Trailer's batteries. The Trailer's generator is full of fuel (approximately 5 gallons) when rented to you. A fuel can is provided in the trailer. The generator is only used in unimproved camping areas. Generator is \$50.00 per day (3 day minimum) or \$250.00 per week. Please note that when starting the generator all power must be removed from the generator and before turning it off unplug all power. Please read instructions on generator. Any misuse by not following instructions will forfeit your deposit.

EQUIPMENT MALFUNCTION POLICY

The A/C, coffee maker, generator, awning, radio, DVD player, microwave, television, jacks, etc. are convenience items. If any malfunctions should occur with any of these items, no compensation will be made to you. For assistance, you are advised to consult the informational material in the Trailer or contact Red Rock RV Rentals at (760)953-3676

TRAILER DAMAGE POLICY

If the Trailer and/or the contents in the Trailer at the time of the delivery orientation are damaged during your rental period, you are responsible to pay all damage costs whether you were at fault or not or if damage was caused by acts of nature (wind, rain, earthquake, fire, flood, etc). Trailer awnings do not like wind. It is recommended that you do not use the awnings. If an accident occurs, you are responsible for obtaining a police report, contacting the other party's insurance company, and contacting us immediately at (760)953-3676. At checkout, Red Rock RV Rentals will estimate the damage, if any, and expedite the cleaning and/or repair.

NO REFUND POLICY

No refunds will be given for any reason, including, but not limited to, bad weather, no shows, personal emergencies, late arrivals, or early departures.

ACCEPT TRAILER DELIVERY TERMS & CONDITIONS

Your Deposit on reservation acknowledges that you have read and understand the terms of this agreement.

*First Name: _____

*Last Name: _____

*Telephone: _____

*Email: _____

*I Accept the Terms & Conditions listed above.



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