

Informational Package

Notes:

1026 Mission Rock Rd
Santa Paula, CA 93060

Phone: 805-921-3091
Fax: 805-921-3099
Rental@ShareMyRV.com



Cleaning Information

Your Rental Agreement with us requires you to return the vehicle to us in a clean, rentable condition both on the inside and the exterior of the vehicle. Here are some guidelines to help you with cleaning our vehicle.

EXTERIOR

Use any commercial-quality automotive cleaner on the exterior of the vehicle. If you use a high pressure hose or nozzle, make sure that if you aim it at the graphics (colored stripes) of the vehicle, that you aim "straight on" as opposed at an angle. High-pressure water can get behind the graphic and cause it to become loose. Replacing graphics on a motor home can cost of \$58 to \$1916! We look for general cleanliness; no road dirt or tar, no bugs or dirt on the windshield, etc.

INTERIOR

The vehicle needs to be as clean as when you received it. This means no soil on the carpet, in the sinks, toilet, or shower, and all carpeted and fabric surfaces vacuumed. Non-abrasive household cleaners work well. Brand name products such as **409** or **Cinch** perform most jobs well. **DO NOT USE ABRASIVE CLEANERS SUCH AS AJAX OR SOFT-SCRUB!** They will cause scratching which may require us to replace the component.

WASTE TANK EVACUATION & TANK CLEANING

It is important that the waste tanked be evacuated and flushed prior to your return. After you evacuate the tanks, close the valve and refill the tanks to at least 2/3 full. Then re-empty. This assures that the tanks are not only empty but also clean.

PET POLICY

Some RV's do allow pets. The pet must be pre-approved by the rental agent. A pet fee will be added to your rental contract. You must clean up after your pet. There should be no evidence that your pet was in the RV. A fee of \$100 or more, will be charged for the removal of pet hair/odor.

NOTE: The RV must be returned in a re-rentable condition, our reservations system will schedule your vehicle for a very quick turnaround. We will not allow time for our personnel to clean the vehicle. If you fail to bring back the vehicle clean, you will be charged \$50 per hour for cleaning. Normal exterior cleaning costs \$100 and normal interior cleaning costs \$150. Don't always trust the monitor panel; flush the tank out before returning. If the tank reads that it has waste in it, SMRV will investigate why and if we find that the tanks were not dumped or cleaned to our standards we will asses a non-approved dump fee.

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What if RV Damage Occurs?

PARTS

We charge normal retail price for all parts required to repair damage to our vehicles. This includes body parts, interior finish parts, fastener, sealants, etc. Upon request we will give you a detailed listing of all the parts that were used. If the parts are something that we don't normally stock there will be a charge for freight and expedited delivery. It is necessary that the vehicle is placed back into serviceable condition as quickly as possible for the next family wishing to rent the RV. All parts and supply charges are taxed.

LABOR

We charge our standard rate of \$90 per hour. We charge for labor in 1/10th of an hour increments and bill you accordingly. Labor is not taxable.

BODY SHOP

Some repairs require the assistance of a body shop for paint, sidewall repair, ect. We use either our own body shop or an outside shop depending on which is less expensive and more time efficient.

OUT OF SERVICE TIME

We charge you the daily rate from your rental contract for the time the vehicle will be out of service due to repair required by the damage caused. To calculate the our of service time , we take into account parts not on hand (interior parts often have to be manufactured at the factory and shipped to us) as well as the time for repair and replacement of those parts.

Important! If the vehicle cannot be repaired for rental by later that day, you will be charged for at least one night of out of service time. Major damage can put a vehicle out of service for 30 days or more. So please drive safe.

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Driving a Motor Home: Not Difficult...Just Different

Driving a motor home opens up a world of on-the-road travel adventure. It requires no special license and it's easier than many newcomers think. Experienced automobile drivers already have the skills to drive a motorized RV. Automatic transmissions, power brakes and steering are typical features. With proper attention to the differences in vehicle size, height and weight, you'll find it fun and easy to take the wheel of a motor home. A motor home is not difficult to drive, however, it is substantially wider, longer, and heavier than an automobile. These differences do call for special driving procedures. The procedures are easy to master and make your trip that much more enjoyable.

- **Adjust and use all rear view mirrors.** Before leaving on a trip, sit in the driver's seat and adjust all mirrors for optimal road views.

- **The driver sits higher in a motor home.** This is a distinct advantage because you can see farther and react more quickly. It does take longer to accelerate and stop. Therefore, do not follow too close in traffic. Allow more time to brake, change lanes and enter a busy highway, since these bigger vehicles take significantly more time to accelerate and slow down.

- **The driver is farther to the left of the center of the vehicle.** This causes most drivers to drive too far to the right side of the road. Be aware of this and make the necessary adjustments.

- **Minimum height clearance is 11 feet in a motor home.** Be on alert to avoid hitting over-hanging tree branches, carport roofs, and low canopies over filling stations, motels, etc. Keep in mind that the rear air conditioner is sometimes higher than the front. Allow plenty of clearance.

- **Due to the length of a motor home, its turning radius is greater.** The front and rear wheels will track paths much farther apart than those of a car. Also, when driving from a flat surface up an incline or vice versa, the rear end will drag. Though the motor home is built to handle most of these type situations with the built-in drag skids, driving very slowly will minimize the possibility of any damage. Very steep inclines should be avoided as damage may occur for which you will be held responsible.

- **Be aware that a motor home is buffeted by cross winds and air currents created by passing trucks.** Slow down driving speed. Anticipate these effects and compensate for them.

- **When backing the vehicle, use the side mirrors and have someone physically get out and go behind the vehicle as a spotter.** In close quarters, have someone give directions from outside, while you view things through a side view mirror. If another person is not available, the driver should inspect the area behind the vehicle. By evaluating the situation before backing, drivers can avoid surprises and accidents.

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Driving a Motor Home:

Not Difficult...Just Different (cont.)

MOUNTAIN DRIVING

Watch the engine temperature carefully. If the engine overheats, immediately pull off to the right side of the road, and wait for the engine to cool. Check the engine for coolant. Use low gear on inclines where the transmission is repeatedly up shifting and downshifting. The proper way to descend is to put the transmission in low gear, thus avoiding the overuse of the brakes. If at anytime it appears that the brakes are fading, the coach should immediately be stopped and the brakes allowed to cool before proceeding.

GRAVEL ROADS

Motor homes operate reasonably well on dirt and gravel roads. However, on such roads, gravel thrown up by oncoming traffic can produce dents in the fiberglass or cause windshield damage.

SLIPPERY ROADS

Motor homes are actually better at negotiating slippery road conditions than are automobiles. The fact that a higher percentage of the weight of the coach is on the rear wheels means that the traction will be good. However, slow down and exercise caution when you encounter slippery conditions. Traction may be better due to weight, but if you start to slide, the same extra weight will carry you farther than a car. If you start to slide, steer in the direction of the slide to avoid overcorrection.

BACK COUNTRY ROADS

Motor homes are not suited for traveling on really rough roads. These roads frequently wind through woods that have not been cleared sufficiently to permit the huge bulk of a motor home to pass. Also, due to the height of a motor home, any unevenness in the road, especially side-to-side unevenness, may result in a constant throwing about of all items stored in the upper part of the coach.

HIGHWAY DRIVING

Frequently, long lines of cars collect behind a motor home. When this happens, the driver should pull off the road to let the cars go by. If you do not do this, particularly daring drivers will take dangerous risks to get by and the motor home will be the focal point of a potential accident.

WINDY CONDITIONS

Motor homes, by their very nature, are high profile vehicles. Like all such vehicles, they are adversely affected by windy conditions. If there is significant blowing, slow down. Speed and wind make for very dangerous situations. Turn on the radio and check for wind advisories. If the situations are dangerous (or you see other high profile vehicles such as large trucks, other motor homes and RV's pulled over to the side), pull over and wait for the wind to subside.

FREEZING WEATHER

When the temperature drops, driving conditions change. In addition to watching for icy roads (including the hard to-see black ice), cold weather may cause freezing of the vehicle's fresh water lines. Before the temperature drops below freezing, you must locate the "Low Point" valve (normally in one of the out side basement compartments like the water closet), and open it to drain the RV water lines. Be sure you have shut off the water pump switch and turn on (open) the faucets so they can let air into the lines. This is VERY important. If the lines freeze, you will be responsible for all damage. If you have any questions, please call our office. Calling the office does NOT release your responsibility. You must get the water out of the lines. This is called winterizing and all RV's must be winterized before going into sub-freezing conditions.

SEAT BELTS

When you're driving a motor home, make every trip a safer one by buckling up your safety belt and making sure passengers are secured too. Wearing a safety belt is the single most effective thing you can do to prevent serious injury and death in a traffic accident, according to the National Safety Belt Coalition. Besides, it's the law!

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Vacation Tip Information

Welcome to ShareMyRV. We hope that your upcoming trip in our motor home or trailer will be a great experience. To assist you in preparing for your departure, we have listed some helpful information and facts. Please read it carefully and sign that you are aware of and agree to these terms.

Weight Limits

All vehicles have a weight limit established by the chassis manufacture. You should always be careful not to exceed the GVWR (Gross Vehicle Weight Rating) of the vehicle. Traveling with full fuel, water and waste tanks makes the vehicle quite heavy and cuts down on the carrying capacity of people, personal items, food and luggage. It also affect the fuel economy. If you have any questions, please contact us or check the label found in the wardrobe.

Engine and Generator Fluids

It is important that you check the engine fluids, especially oil, every time you stop to refuel. If the vehicle needs any fluids, please add the proper amount. You will be reimbursed when you present us with the receipt upon your return. Driving with low fluids can cause engine damage. You are totally responsible for engine damage. It is important that you check the generator fluids after every 6-8 hours of operation. If the generator or the engine needs oil, you may use 30W or 10W30 oil.

Overhead Damage

Be sure to watch for low hanging branches, canopies at gas stations and fast-food restaurants and parking structures. Damage above the windshield and below the bumper as well as collision off public highways is the most expensive we generally see. The passenger side of large RVs can easily get scratched by tree branches. These scratches can be very expensive to repair.

Seat Belts And Air Bags

Seat belts are provided in various seats around the vehicle. It is very important, both for your safety and to abide by the state and federal laws.

Hitch Use

You are not permitted to tow anything with our vehicles nor use the hitch to hold bike racks or similar type items unless we install them and have given written permission to you on your rental contract.

Ladders and Roof

Do NOT hang anything from the roof ladder such as bicycles. They will scratch of RV and its very hard on the ladder. No one is allowed on the roof.

Accidents

If you are involved in an accident of any kind, it is your responsibility to report it to us. You will need to fill out an INCIDENT REPORT, found later in this handout, before your deposit is returned to you. We suggest you do it at the scene of the incident. In addition, if the damage exceeds \$500, the vehicle is involved in a hit and run, or there are any injuries, you must report the incident to the police.

Limitations of Livable Systems

It is very important that you note that this is a camping convenience vehicle. We DO NOT warrant that the comfort and convenience items will always function. Never travel to places where those items are required for survival.

Return Time

It is our policy to provide our customer with on time service. To accomplish this, we need the cooperation of our renters to return the RV at the prescribed return time. Late returns may cause delays in checking you in. You should allow a minimum of 45 minutes for returning the vehicle and more if the motor home has been damaged. Any returns after 11:00 a.m. will be considered late and charged accordingly, \$50 per hour up to \$250 per day. RVs that are returned past 4:00 p.m. will be charged for that night as well as any late fees.

Early Returns

Due to our advanced booking process, we are not able to refund any portion of your rental fees if you return prior to your scheduled return date, regardless of reason.

Extensions

Extensions must be approved before your return date.

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