



Dunlap RV Center

6031 Hwy. 28 South • P.O. BOX 1888 • DUNLAP, TN 37327 • 423.949.7007

• PAYMENT TERMS

At the time you pick up your rental unit, the full price is due, plus the estimated mileage charge (motorhomes only) and the security deposit. The reservation deposit you have already paid will be applied to the price of the rental. Payment must be made by cashier's check or cash: no personal checks or charge cards will be accepted.

• CANCELLATION POLICY

Cancellation prior to 60 days will receive a half deposit refund. Any cancellation within 60 days of rental will forfeit the entire deposit.

• INSURANCE

No one under 25 years of age may rent or drive the rental unit. All drivers must have a clear driving record. Rental insurance is provided at no additional charge. There is a \$500 deductible on collision and comprehensive which you are responsible for, interior, overhead, and undercarriage damage is not covered by our insurance and is the sole responsibility of the renter.

• AVAILABILITY

If for any reason beyond the company's control the reserved vehicle is not available, the company reserves the right to substitute a vehicle of equivalent value or offer a higher rated vehicle at no extra cost to the renter. Should a lower rated vehicle be offered, the company's responsibility is to refund the cost difference between the two vehicles. If this is not satisfactory, liability will be limited to the refund of all monies paid.

• IN CASE OF EMERGENCY

Should a breakdown occur, you will automatically be reimbursed up to \$50. Amounts over \$50 must be authorized by calling our office. All invoices, receipts and old parts must be returned to Dunlap RV Center for proper credit. If repair is due to misuse of vehicle, renter is liable for all expenses. In the event of an accident, renter agrees to notify Dunlap RV Center within 24 hours and to make a full report in writing.

• FUEL

Customers provide all fuel. For your convenience fuel and propane tanks will be filled at departure and should be refilled prior to return. Customers will be charged for any refueling necessary.

• OTHER EXPENSES

Once on the road, campground fees and other expenses are your responsibility. Renter is responsible for all parking and traffic tickets.

• VEHICLE CHECK OUT

Operating hours for processing are by appointment 9:00 AM to 3:00 PM Monday thru Friday. For your convenience, and to best serve you, please try to schedule your arrival and departure during this time. Allow two hours for you to become acquainted with the operation and special features of the vehicle.

• VEHICLE CHECK IN

Vehicle must be returned at time agreed upon or fee of \$40 per hour will be charged for each hour vehicle is overdue. Remember the next renter is waiting to start his vacation; therefore, late returns cannot be tolerated. Upon your return, we will jointly inspect the vehicle for damages and general condition. The interior and exterior are to be cleaned and all personal belongings must be removed. Gasoline is to be full (motorhomes only) and holding tanks evacuated. After reconciliation of mileage, fuel, cleaning and damage (if any), we will process your deposit for return within 5 business days and put a check in the mail.

• SMOKING POLICY No Smoking is permitted in rental units

• PET POLICY No pets are permitted in rental units

• NO RENTALS TO MEXICO