

## **Terms and Conditions**

### **Requirements:**

- Renter must be a minimum of 25 years and must have a VISA, MasterCard, Discover or American Express credit card and picture identification.
- Additional drivers and credit card holder must be present at the time of pick up to sign the rental contract and check out form.
- Estimated Rental Costs are paid in advance with an additional Authorization as a Security Deposit.
- Renter must provide a binder for Primary Third Party Liability Insurance up to the State Statutory Limits applicable to the rental unit.
- Mid-Florida RV Rentals reserves the right to substitute models with similar, higher rated or longer vehicle type category.

### **Rates, Down Payment, Security Down Payment and Rental Payments:**

- Rates are subject to change and are not guaranteed until the reservation is confirmed with a down payment to lock in the quoted price. Reservation deposit of \$500.00 is applied directly toward the total rental charges due at the time of pickup and is non-refundable in the event of cancellation after seven (7) days from your booking date which is stated on your rental contract.
- The advance payment to secure reservation is \$500 with the balance of the estimated rental costs due the month of your reservation.
- A pre-authorization amount is placed on the credit card at the time of departure as a security deposit. The amount will vary between \$500-\$1000 depending on the insurance option you select. This amount does not charge the credit card, but does place a hold on the amount.
- The security deposit must be made with a VISA, MasterCard, Discover or American Express credit card. ATM/Debit Cards, Check Cards, are not allowed for security deposits.
- No refund is given for late pick up, or early return.
- On each reservation there is a \$150.00 Prep fee. Which includes full sanitation prior to pick up, propane, 24/7 road side assistance and 24/7 technical support.
- Pets are aloud with a refundable \$250 deposit. Once the RV is returned and extra cleaning is needed for pet related dirtiness such as hair then the deposit will not be refunded.

### **Cancellation:**

- Reservations may be canceled with a full refund if done so within 7 days of making the reservation. After the first 7 days of making the reservation, the advance payment of \$500 becomes non-refundable. If the trip needs to be cancelled after the first 7 days of making the reservation and 14 days before the scheduled trip, the advance payment can be used as a credit towards a future trip with Mid-Florida RV Rentals.

Cancellations made within 14 days of your departure date are only credited if the unit is booked again.

### **Vehicle Pick Up:**

- Motorhome Pick-up Time is between 9am and 4pm based on vehicle readiness. Customers must arrive at the pick-up station no less than one hour before rental station's official closing time.
- There is no refund if client picks up later than the booked day of departure.
- Customers should allow 1 hour after arrival for vehicle check out and orientation.
- Customer vehicles can be stored at the rental location with prior authorization from the location's Rental Manager. Mid-Florida RV Rentals is not responsible for any damages to the customer's stored vehicle.

### **24/7 Roadside Service**

Mid-Florida RV Rentals will pay for any roadside service repair and service due to mechanical fail. If the repair tech says it was user error then renter will pay for the service call.

In the event of a mechanical fail there will be no refunds if the renter refuses service of any kind, no exceptions.

### **Vehicle Return:**

- Return time is between 9:00 AM and 1:00pm. Customers returning late may be charged a \$50.00 or more per hour late fee.
- There is no refund if customer terminates rental before scheduled return date.
- All late returns or extensions must be authorized by the return rental location at least 48 hours prior to the scheduled date of return and any additional charges will be immediately applied to the customers credit card on file.
- All locations are closed on: Sunday, New Years, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas.