



TRAVEL TRAILER RENTAL POLICIES & PROCEDURES

<p><u>Making a Reservation</u></p>	<ul style="list-style-type: none"> You may make a reservation prior to completing the requirements for the travel trailer rental. Reservations may be made over the phone once you are in our system M-F 0930-1730. If you have not used our rental facility, your first reservation will need to be made in person. Campers may be rented Memorial Day weekend through October. You may reserve up to 30 days in advance. Full payment is due at the time of reservation We recommend having a full hookup camp site. Our campers are not designed for off grid camping (boondocking) resulting in some or all features of the camper not working properly. Generators are available for rent but will only power max. 1 appliance at a time. Campers must be rented for a minimum of 2 days.
<p><u>TRAVEL TRAILER CANCELTION POLICY</u></p>	<ul style="list-style-type: none"> Cancellations must be made 48 hours prior to your scheduled pick up to receive a full refund minus \$10 processing fee. No refund will be given for cancellations within 48 hours. <u>Reservations covering a Federal Holiday will not receive a refund if canceled.</u>
<p><u>RENTING THE TRAVEL TRAILER</u></p>	<ul style="list-style-type: none"> You must make an appointment to pick up your travel trailer. Pick up appointments may be scheduled M-F 9:30AM -3:30PM. At your pickup appointment you will be given detailed instructions regarding your specific travel trailer and hitch set up; please plan for pickup to take 1 hour. If you are more than 15 minutes late for your appointment, it will need to be rescheduled. At your drop-off appointment a thorough inspection of the camper will be completed; please plan for drop-off to take 30 minutes.
<p><u>PREPARE FOR YOUR DROP OFF APPOINTMENT</u></p>	<ul style="list-style-type: none"> At drop off, one of our main concerns is that the trailer, black (sewage) and grey water, holding tanks are completely empty. <u>The trailer will remain hitched to your vehicle until the black and grey holding tanks are inspected by PSFB ODR staff.</u> Prior to returning the travel trailer to ODR, <u>we encourage you to do a final black and grey flush</u> at the PSFB Dump Station off Ent Ave at the RV Storage Lot. If this policy is not followed you may be subject to a \$200 cleaning/ dumping fee. If you rented a pet friendly camper, ensure all pet hair is removed prior to drop off to avoid \$150 cleaning fee.

<p><u>VEHICLE REQUIREMENTS</u></p>	<p>To tow our campers safely and to abide by Colorado Law, your vehicle must meet the following requirements:</p> <p><u>RPOD 178</u></p> <ul style="list-style-type: none"> • Class III Hitch with at least 2” receiver • 2” ball on mount with appropriate drop for your vehicle • 4,500 lbs. towing capacity • 7 way blade electrical plug (must be integrated into vehicles wiring, adapters do not meet this requirement) • Brake Controller <p><u>Escape KZ</u></p> <ul style="list-style-type: none"> • Class III Hitch with at least 2” receiver • 2 5/16” ball on mount will be provided and must be returned with the camper. • 5,000 lbs. towing capacity • 7 way blade electrical plug (must be integrated into vehicles wiring, adapters do not meet this requirement) • Brake Controller <p>If your tow vehicle does not meet all of the above requirements, you will not be able to take the camper and you will not receive a refund.</p> <p>If you are unsure about your vehicle, we advise coming to ODR at least 1 week in advance of your reservation for a vehicle inspection.</p>
<p><u>ADDITIONAL INFORMATION</u></p>	<ul style="list-style-type: none"> • Towing/Renting insurance is recommended for your rental. All insurance is on the customer to arrange prior to pick up. • Linens and dishware ARE NOT included with our Travel Trailer Rentals. • On day of pick up, you must have the training certificates on file, proper vehicle brakes, including an electronic brake controller, operating lights, and Class III hitch, or you will not be allowed to take the camper and you will not receive a refund. • If you are taking our camper beyond September 30th our campers may have some features disabled in order to ensure no damage will occur with your rental.
	<p>We believe with the above information, online travel trailer course, and a detailed walkthrough with staff at pick up will make the best travel trailer experience for you.</p>
<p><u>Contact info</u></p>	<p>Please call if you have any questions 719-556-4867</p>

*****Details Subject to Change*****