



TRAVEL TRAILER RENTAL POLICIES & PROCEDURES

MAKING A RESERVATION

- Reservations may only be made over the phone if you already have an account with us.
- If you have not rented with us before, your first reservation must be made in person. No exceptions.
- Campers may be rented Memorial Day weekend through October (weather permitting).
- You may reserve up to 30 days in advance. No exceptions.
- Full payment is due at the time of reservation.
- We recommend having a full hookup campsite. Our campers are not designed for off-grid camping (boondocking), which may result in some features not functioning properly.
- Generators are available for rent but will only power one appliance at a time.
- Campers must be rented for a minimum of 2 days.
- All customers must have a class III hitch with at least a 2" receiver and a 2 5/16" ball mount. If you do not have the proper equipment, a hitch and ball are available for rent starting at \$10 per day.
- Off-roading is strictly prohibited with all camper rentals.
- Campers are not permitted to travel farther than 450 miles from Peterson Space Force Base. No exceptions.

TRAVEL TRAILER CANCELLATION POLICY

- Cancellations must be made 72 hours in advance to receive a full refund minus a \$15 processing fee.
- No refunds will be given for cancellations made within 72 hours.
- Reservations covering a Federal Holiday will not receive a refund if canceled. No exceptions.

RENTING THE TRAVEL TRAILER

- Pickup appointments are required and scheduled Monday through Friday, 9:30AM – 3:30PM.
- Please allow 1 hour for pickup. If you are more than 15 minutes late, the appointment must be rescheduled.
- At drop-off, a thorough inspection will be completed. Plan for 30 minutes or longer if the trailer is not properly cleaned and dumped.
- A \$200 deposit will be collected at the time of pickup and held until the trailer is returned in the same condition it was sent out.
- This includes ensuring the trailer is clean, tanks are emptied, and no damage has occurred.
- If everything is returned properly, the deposit will be refunded.
- It is the customer's responsibility to return to the front counter to retrieve this deposit.
- Our campers are not pet friendly. If we discover or suspect that a pet has been inside the trailer, the full deposit will be withheld.

PREPARE FOR YOUR DROP-OFF APPOINTMENT

- Black (sewage) and grey water holding tanks must be completely emptied before return.
- Trailers remain hitched to your vehicle until tanks are inspected by PSFB ODR staff.
- We encourage a final black and grey flush at the PSFB Dump Station off Ent Ave at the RV Storage Lot.
- Failure to comply may result in a \$200 cleaning/dumping fee.
- Do NOT pull the camper into the yard before it has been inspected.

Details Subject to Change

- We will inspect the camper outside the gate to confirm it is properly cleaned before it can be parked in its designated spot.

VEHICLE REQUIREMENTS

- To tow our campers safely and to comply with Colorado Law, your vehicle must meet the following requirements:
- **KZ Escape (22')**
 - Class III hitch with at least 2" receiver
 - 2 5/16 ball on mount
 - 5,000 lbs. towing capacity
 - 7-way blade electrical plug (integrated into vehicle wiring only)
 - Brake controller
- **Nobo 19.8 (23')**
 - Class III hitch with at least 2" receiver
 - 2 5/16 ball on mount
 - 5,000 lbs. towing capacity
 - 7-way blade electrical plug (integrated only)
 - Brake controller
- **Nobo 10.7 (13')**
 - Class III hitch with at least 2" receiver
 - 2 5/16 ball on mount
 - 4,000 lbs. towing capacity
 - 7-way blade electrical plug (integrated only)
 - Brake controller
 - Customer advised to bring a ladder to access tent topper
- If your vehicle does not meet these requirements, you will not be allowed to take the camper and no refund will be issued.
- If unsure, we recommend coming to ODR one week in advance for a vehicle inspection.

ADDITIONAL INFORMATION

- Insurance is required for your rental. Insurance is not automatically included; you must arrange coverage in advance.
- Linens and dishware are NOT included with trailer rentals.
- On pickup day, you must have training certificates on file and your vehicle must meet all towing requirements (lights, brakes, hitch, brake controller).
- Failure to comply will result in a denied rental with no refund.
- If renting past September 30th, features may be disabled to prevent cold-weather damage depending on weather conditions.
- With the above information, your trailer course, and our detailed walkthrough, we aim to give you the best experience possible.
- Only RV/Marine-life approved toilet paper may be used. This product is safe for the camper's septic system.
- If regular toilet paper is used and causes clogging or damage, the full deposit will be withheld and additional fees may apply.

CONTACT INFO

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