

Frequently Asked Questions



You do not have to be present when we deliver and setup the camper, however, it is recommended. We will reach out prior to your rental check in day to coordinate delivery. Everything will be setup and ready for you once you arrive and keys will be on the dining table. If not present during check in, we do ask that you let us know when you arrive. We will take pictures and email them to you after setup.

Messes Happen, but we kindly request that you tidy up to the best of your ability. Our campers are stocked with basic cleaning supplies for your convenience. Please do the following prior to your **9AM check out**:

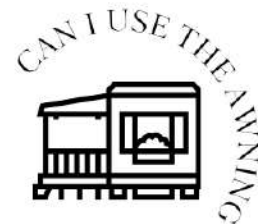
- Dispose of all trash
- Ensure all dishes are cleaned & put away
- Put all used bedding/linens in the master bedroom
- Empty the refrigerator/freezer
- Dump Black & Gray Tanks
- Leave keys on the dining table



Our Prep Fee - \$175

This covers delivery & setup, cleaning & sanitizing, propane use and all essential products

We request that you only use the awning when actively sitting under it for shade from the sun. It is the renters responsibility to close the awning when away from the camper, or during a heavy rain storm or windy conditions. If the awning arm is not tilted, the accumulated rain can cause damage to the arms, fabric or the entire system. The renter will be responsible for any repair or replacement costs if this rule is not followed.



While we are not online 24/7, we do encourage the renter to reach out to us via text, call or email with any questions or issues with the camper during their rental period. Any issues with the campsite or campground should be addressed with the campground itself.

Frequently Asked Questions



We understand that Life Happens, and the need to cancel your booking may occur. Please review our cancellation policy:

- Full Refund (Minus Deposit): If booking is cancelled within 21 days of the rental start date, the renter will receive a full refund, minus the non-refundable deposit.
- Partial Refund: If booking is cancelled within 14 days of the rental start date, the renter will receive 50% of their rental fee back, minus the non-refundable deposit.
- No Refund: If cancellation is made under 14 days, the renter will not receive a refund. However, we will work with the renter to apply their rental fee and deposit as a credit toward a future booking, to be made with 1 year of the original booking date.
- Changes to booking dates are subject to availability and must be requested within 7 days of the rental start date. We will do our best to accommodate your request.

We **DO NOT** allow smoking or vaping of any kind in our campers. We reserve the right to charge the renter an excessive cleaning fee to the security deposit, which is outlined in our rental agreement.



Golf carts, nor electric vehicles, are allowed to be plugged into the outlets on the camper. The renter must use the pedestal that the campground provides. Plugging into the camper can cause damage to the electrical panel, the cord, or converter in the camper. The renter will be responsible for any repair costs incurred.

We are *dog friendly* with a maximum of 2 dogs, no larger than 75 lbs each (there will be an extra cleaning fee per dog). Please be mindful when allowing dogs on the couches.



We will leave the Gray Tank Levers open after we setup the camper. The Black Tank Levers will need to be pulled every 3 days to drain the toilets, as well as, at the end of your stay. There are Waste Dumping Instructions in each Camper Information Binder that we provide during your stay.