Stress Free RVs — Cancellation Policy

stressfreervs.com/cancellation-policy · 619-935-3733 · Mike@StressFreeGroup.com · Updated November 2026

Policy update. Our cancellation policy has changed. The new policy applies to reservations with a trip start date on or after January 1, 2027. Reservations with a trip start date before January 1, 2027 keep the 2026 policy.

2027 Policy

Applies to reservations with a trip start date on or after January 1, 2027.

System Processing Fee

- A System Processing Fee of 10% applies to all bookings and line items.
- It is waived when you pay by direct payment (Zelle, ACH, Cash App).
- The System Processing Fee is non-refundable.

Payment options

- Option A, Pay in Full & Save: pay 100% at booking and save 5% on the rental (up to $150). Non-refundable after the 24-hour grace period.
- Option B, Reserve with 50%: pay 50% at booking; the balance is charged automatically 30 days before check-in. If you cancel before the balance is charged, the deposit is non-refundable and the balance is waived. Once the balance is charged, the reservation is non-refundable.
- Reservations made within 30 days of check-in require payment in full.

Optional Flex Cancellation (add at booking only, no reason required)

- Flex, 10% of the rental total (minimum $99): cancel for any reason up to 14 days before check-in for a refund of rental charges paid.
- Flex Plus, 20% of the rental total (minimum $149): cancel for any reason up to 7 days before check-in for a refund of rental charges paid. Not available for Major Event Reservations, including but not limited to Burning Man, EDC, Coachella and Stagecoach.
- Flex Cancellation is an optional fee waiver offered by Stress Free RVs; it is not insurance.

Failed payments

- Each failed scheduled payment incurs a $75 failed payment fee. Multiple failed attempts within the same 24-hour period count as one failure.
- After the first failure you have 48 hours from notice to update your payment method; after a second failure, 24 hours.
- Reservations with unresolved payment failures are canceled, and amounts paid are subject to this policy.

All reservations

- 24-hour grace period: cancel within 24 hours of booking for a full refund, as long as check-in is 7 or more days away.
- If Stress Free RVs cancels or cannot provide the unit, you receive a full refund.
- Flex fees, System Processing Fees and failed payment fees are non-refundable. Taxes are refunded on any refunded rental amount.
- No refunds for early returns or unused nights.
- Security deposits are governed separately by the Rental Agreement.
- Refunds are issued to the original payment method within 10 business days (Zelle payments are refunded via Zelle).

2026 Policy

Applies to reservations with a trip start date before January 1, 2027.

- Free cancellation within 24 hours of booking (excluding same-day reservations).
- Nightly rates are non-refundable.
- Refunds on unused line items only if canceled 30+ days before the trip start.
- No refunds within 14 days of the trip start.
- Failure to qualify for insurance, refusal to sign documents, or an unsafe operation determination may result in forfeiture.

This document summarizes Section 3 of the Rental Agreement Terms & Conditions. Security deposits are governed separately by the Rental Agreement. If anything here differs from your signed rental documents, the signed documents control.