SRA – Supplemental Rental Agreement, Version 2026.11.03

SECTION 1 — INTRODUCTION & AGREEMENT PURPOSE

Welcome to Stress Free RVs. This Supplemental Rental Agreement ("Agreement" or "SRA") governs your rental of any recreational vehicle, trailer, golf cart, towable, equipment, or accessory (collectively, the "Unit") from **Stress Free RVs / Stress Free Group LLC** ("Company," "we," or "us").

This SRA incorporates and supplements:

Together, these documents form the complete and binding terms of your rental.

- your Reservation Confirmation,
- the Rental Agreement executed at booking,
- all inspection forms, add-on selections, and required documents, and
- all policies referenced on **StressFreeRVs.com**.

This Agreement is designed to:

1. **Set clear expectations** for the rental experience;
2. **Protect guests** by outlining responsibilities and safety requirements;
3. **Protect Stress Free RVs** from avoidable operational, financial, or legal risk;
4. **Ensure accurate documentation** of the Unit's condition before, during, and after your trip;
5. Promote a **smooth, efficient, and stress-free rental process** for all guests.

Your signature on the final page — and your initials on each page — confirms that you have read, understood, and agreed to all terms herein, **and** that you **accept full responsibility** for all obligations applied to the renter. Please read this document carefully. If you have any questions, contact us **in real time** before taking possession of the Unit.

Scope of Agreement

This Agreement applies **from the moment your reservation begins** until the Unit is returned, inspected, and fully cleared by Stress Free RVs. It also governs:

- Delivery and pickup,
- On-site support,
- Real-time communication duties,

INITIALS: _____

- Add-ons and optional services,
- Damage liability,
- Insurance claims,
- Chargebacks and collections,
- Any post-trip administrative actions.

Wherever this Agreement and any third-party platform terms conflict, **the terms of this SRA control.**

SECTION 2 — DEFINITIONS & SCOPE OF AGREEMENT

For purposes of this Agreement, the following terms have the meanings stated below:

- **"Unit"**
  Any RV, trailer, motorhome, toy hauler, camper, towable, golf cart, equipment, accessory, or add-on item provided by Stress Free RVs.
- **"Renter" / "Guest" / "You"**
  The individual who booked the reservation and any authorized drivers, occupants, family members, or guests using or entering the Unit.
- **"Reservation"**
  The dates, location, rate, add-ons, and other terms associated with your booking as confirmed through Stress Free RVs, Hostfully, or any partner platform.
- **"Trip Acceptance Requirements"**
  Mandatory steps you must complete at the start of your rental, including:
  - completing the Trip Start Inspection Form,
  - emailing or uploading clear photos documenting ALL pre-existing damage (email to Mike@StressFreeGroup.com; upload option coming soon),
  - submitting required licenses and insurance documents.
    Failure to complete these steps results in automatic acceptance of the Unit's condition.
- **"Damage"**
  Any loss, breakage, malfunction, stain, odor, scratch, dent, structural failure, mechanical failure, or missing item — regardless of cause — while the Unit is in your possession or control.
- **"Insurance"** Your selection of:
  - **Personal Auto Insurance** (if full coverage is verified),
  - **MBA Commercial Insurance** (if purchased; $25 per day), and
  - **Stress Free Shield** (Optional; $25 per day; a liability waiver for common occurrences, not an insurance product) for stationary stays. Reference

INITIALS: _____

www.StressFreeShield.com for Coverages, Details, and Terms.
Together, these determine which party pays for certain kinds of damage. **You remain fully responsible for any uncovered or excluded items**, including wheels, tires, rims, negligence, misuse, prohibited acts, and violations of this Agreement.

- **"Post-Trip Charges"**
  Any amounts owed due to cleaning, damage, labor, administrative time, documentation requirements, missing items, excessive wear, violation of policies, or failure to return the Unit in acceptable condition.
- **"Real-Time Communication"**
  Immediate contact via call or text when an issue arises. Failure to notify Stress Free RVs of a problem **at the time it occurs** limits our ability to assist and may result in the renter becoming responsible for costs that could have been avoided.
- **"Supplemental Add-Ons"**
  Any optional or upgraded services or equipment selected by the renter, including but not limited to: generators, Wi-Fi, activity kits, beach kits, comfort kits, golf carts, mobility equipment, towing support, or power options.

Rules of Interpretation
Headings are for convenience only and do not affect meaning.
Singular includes plural and vice versa.
If any ambiguity exists, the interpretation favoring enforcement of this Agreement will apply.

SECTION 3 — CHECK-IN & CHECK-OUT REQUIREMENTS

Check-In Time: 3:00 PM (unless a confirmed Early Start add-on is purchased)

Before taking possession of the Unit, the Renter must:

- Complete the Trip Start Inspection Form (link provided in reservation).
- Email or upload clear photos of *all* pre-existing damage (interior + exterior).
- Submit valid driver's licenses for all authorized drivers.
- Provide verified insurance documents for the full rental period.
- Provide a valid credit card for security deposit authorization.
- Confirm add-ons, delivery times, and any special requests.

Check-Out Time: 11:00 AM (unless a confirmed Late Return add-on is purchased)

Before returning the Unit, the Renter must:

- Complete the Post-Trip Inspection Form.
- Clean the Unit interior (dishes cleaned/dried, surfaces wiped, floors swept).

INITIALS: _____

- Turn all powered items OFF.
- Empty the septic tanks (black → grey → secondary grey).
- Refill propane tanks (unless add-on purchased).
- Remove all trash and personal belongings.
- Return all supplies to their storage locations/bins.
- Notify Stress Free RVs of any issues needing attention.

Failure to follow the above steps may result in cleaning fees, labor charges, administrative fees, documentation fees, item replacement charges, or out-of-service charges as applicable.

SECTION 4 — MANDATORY TRIP ACCEPTANCE AND PHOTO DOCUMENTATION POLICY

To ensure transparency and protect both parties, Stress Free RVs requires **complete documentation at the start and end of every reservation**.

Trip Acceptance Requirements (Mandatory for All Renters)

Renter must, before departure:

- Complete the Trip Start Inspection Form in full.
- Email or upload time-stamped photos documenting **all** pre-existing damage (interior and exterior).
- Photograph all sides of the Unit, including roofline, awning, hitch, tires, wheels, undercarriage angles (if applicable), and accessory items.
- Photograph onboard inventory and included supplies.
- Verify that all lights, systems, appliances, and accessories are functioning.

Critical Clause — Automatic Acceptance of Condition

If the Renter fails to complete any required Trip Acceptance step, then:

- The Unit is deemed **accepted in good condition**.

INITIALS: _____

- The Renter forfeits the right to dispute damage findings noted at the end of the trip.
- Stress Free RVs' inspection(s), photos, documentation, and staff reports become the controlling evidence of condition.
- All damages and missing items are billable at full listed value.

This standard protects Stress Free RVs from fraudulent claims, memory-based disputes, and after-the-fact denials, and ensures full alignment with insurance and chargeback requirements.

Real-Time Communication Requirement

If a renter experiences any issue during the trip, they must:

- Contact Stress Free RVs **immediately** via call/text.
- Provide photos or video of the problem.
- Allow the company the opportunity to troubleshoot or resolve the issue in real time.

Failure to communicate in real time may result in:

- Loss of eligibility for refunds or concessions;
- Renter responsibility for avoidable damage;
- Renter responsibility for repair costs and labor;
- Denial of post-trip complaints that could have been resolved during the rental.

Post-Trip Documentation Requirements

Renter must, before check-out time:

- Complete the Post-Trip Inspection Form.
- Email or upload photos documenting the condition upon return.
- Report any issues or incidents encountered during the trip.
- Confirm all add-ons and inventory items are present.

Failure to complete post-trip documentation may result in:

- Administrative & documentation service fees;
- Full item replacement charges for missing items;
- Additional labor or cleaning fees;
- Extended rental day charges if the unit must be taken out of service.

IMPORTANT REFERENCE:

Failure to submit required photos results in a full waiver of the right to dispute any Stress Free RVs inspection findings, photos, videos, or documentation, and such records shall be binding for all billing, insurance, and chargeback matters.

INITIALS: _____

Renter acknowledges that failure to complete the required documentation eliminates the ability to claim any pre-existing damage or defects, regardless of when they are discovered or reported.

SECTION 5 — OPERATING RULES & USE OF THE UNIT

The following rules apply for the entirety of the rental period. These rules are designed to protect guest safety, ensure proper operation of the Unit, and maintain fair use standards for all renters.

5.1 Authorized Drivers Only

- Only drivers who have submitted valid driver's licenses and been approved by Stress Free RVs may operate the Unit.
- Operation by any unauthorized or unlicensed driver is strictly prohibited and voids insurance coverage.
- Renter assumes full liability for all damages caused by unauthorized drivers.

5.2 No Smoking or Vaping Inside Any Unit

- **Smoking**/vaping of any substance **is strictly prohibited**.
- **Evidence of smoking results in: forfeiture of security deposit, minimum $1,500 remediation fee, plus additional cleaning/replacement costs as required.**

5.3 Awnings — Use at Renter's Risk

- Awnings are delicate and subject to wind damage; use is at renter's full risk.
- NEVER leave an awning open unattended.
- Minimum charges: Awning caps are $250 each (there are two awning caps per awning = $500). Broken awning arms, assembly, fabric, or structural damage = $3,500.
- Actual repair costs may be higher based on parts, labor, or full assembly replacement.

5.4 Roof Access Prohibited

- No person may stand, sit, climb, or store items on the roof.
- Violations void insurance and incur full repair cost liability.

5.5 Driving, Towing & Speed Restrictions

- Towable Vehicles: 55 MPH maximum, or lower where posted for RVs/towing. Never exceed 55 MPH under any circumstances.
- Sudden braking, sharp turns, or speeding increases rollover and damage risk; renter is liable for unsafe operation.
- GPS or telematics may be used for speed, location, and movement monitoring.

INITIALS: _____

5.6 Septic System & Toilet Rules

- **Only SEPTIC-SAFE RV toilet paper may be flushed.** NOTHING ELSE IS TO BE FLUSHED
- No wipes, feminine products, paper towels, or foreign objects.
- **Blockages** caused by misuse **will result in full labor + parts charges for septic remediation**.

5.7 Control Panel, Water & Electrical Monitoring

- Renter must monitor: fresh water, grey/black tank levels, propane, battery charge, generator hours, and electrical connections.
- Damage caused by neglect (battery depletion, dry running pumps, overflow, etc.) is the renter's responsibility.

5.8 Generator Use: As Applicable (Motorized and Toy Hauler Model Units)

Units equipped with onboard generators, including motorized RVs and select toy hauler models, include up to 6 hours of generator use per night unless otherwise stated in the reservation.

- 6 hours/night included; overages billed at $10/hour.
- Portable generator add-ons may have separate terms.
- Renter must monitor fuel and avoid overload conditions.

5.9 Prohibited Uses

The following are strictly prohibited and void all insurance coverage:

- Driving under the influence of alcohol or narcotics.
- Using a cell phone while driving without hands-free compliance.
- Transporting persons or property for hire.
- Exceeding passenger limits or seatbelt capacity.
- Using the Unit for illegal activity or in restricted locations.
- Off-road use unless explicitly permitted for specialized add-on vehicles (e.g., SxS).
- Crossing into Mexico or Canada (Units may not leave the contiguous United States). **unless written authorization is provided with approval and International Insurance is in place*

5.10 Real-Time Communication Requirement

- Any issue must be reported immediately via call or text so we can provide support.

INITIALS: _____

- Failure to communicate in real time may result in loss of reimbursement eligibility and renter liability for escalating damage.

Violations of any operating rule may void insurance coverage, protection plans, and renter liability limits, resulting in full financial responsibility for all resulting damage or loss.

SECTION 6 — DAMAGE LIABILITY, FEES, AND FINANCIAL RESPONSIBILITY

6.1 Renter Responsibility for Damage

- Renter is financially responsible for all damage to the Unit occurring during the rental period, regardless of cause, unless explicitly covered by verified insurance or protection plans.
- This includes interior, exterior, mechanical, electrical, plumbing, fixtures, awnings, appliances, accessories, wheels, tires, towing components, and add-on equipment.

6.2 Wheels & Tires (Not Covered by Any Insurance)

- No insurance provider (including MBA) covers wheels or tires.
- Any tire or wheel damage, blowouts, rim bends, lug/nut issues, or alignment damage is fully billable to the renter.

6.3 Missing Items & Inventory Charges

- Items listed in the Included Supplies / Inventory section are billed at full replacement value if missing or damaged.
- “Pairs” and “sets” policies apply — any missing item results in replacement of the matching complete set.

6.4 Administrative & Documentation Fees

- $299.99 Administrative/Documentation Fee applied for any damage, dispute, claim, or post-trip incident requiring review, reporting, evidence compilation, or administrative labor.
- Additional administrative time may be billed at $175/hour (rounded up to nearest half-hour).

6.5 Labor Charges

- Standard labor: $175/hour
- After-hours non-emergency labor: $250/hour
- Excessive cleaning: applied when more than 1 hour is required to restore the Unit to acceptable condition.

INITIALS: _____

6.6 Out-of-Service Charges

If renter-caused damage, contamination, misuse, or violation of this Agreement requires Stress Free RVs to perform additional cleaning, diagnostics, inspections, towing, parts sourcing, administrative coordination, or repair intake that prevents timely turnover of the Unit, the Renter is responsible for:

- administrative labor at the posted hourly rate;
- Documentation Services fees;
- towing, road service, diagnostic, or vendor intake charges;
- reasonable costs directly related to restoring the Unit to rentable condition;
- any deductible or non-covered insurance amounts.

These charges are **not** loss-of-use fees and do **not** represent lost revenue, and are assessed **only to the extent permitted under California law.**

6.7 Lost Use, Lost Revenue & Diminished Value

- Stress Free RVs does not charge renters for loss of use, lost rental income, or lost revenue, except to the extent expressly permitted by California law (e.g., reimbursement from third-party at-fault insurers). Renters remain responsible only for actual repair costs, deductibles, non-covered items, documentation fees, administrative labor, towing, and other allowable operational disruption charges as defined in Section 7.6.

6.8 Insurance Coordination & Claim Obligations

- Renter must comply with all requests for photos, statements, documents, or information needed to process insurance or protection claims.
- Failure to participate may result in renter liability for the full cost of repair.

6.9 Chargeback Prevention & Payment Authorization

By signing this Agreement, the renter:

- Authorizes all charges related to damage, cleaning, labor, fees, or missing items.
- Agrees not to pursue chargebacks for any amounts due under this Agreement.
- Acknowledges that renter failure to follow policy, inspection requirements, or proper operation voids certain protections and shifts liability fully to the renter.

6.10 Owner Discretion

- Stress Free RVs may waive, reduce, or adjust charges at its sole discretion.
- No waiver applies to future rentals or future claims unless stated in writing.

INITIALS: _____

6.11 Fuel Replenishment

Units must be returned with fuel levels equal to or greater than the documented level at Trip Start. If returned with less fuel, Stress Free RVs may refuel the Unit and bill the Renter at $20 per gallon plus labor, and any applicable administrative fees. Fuel type (gasoline or diesel) is determined by the Unit.

6.12 Tolls, Citations & Violations

Renter is responsible for all tolls, parking fees, citations, fines, or violations incurred during the rental period. Any unpaid tolls or violations processed after the rental may include a per-incident processing fee of $50 in addition to the underlying charge.

SECTION 7 — PAYMENT TERMS, FEES, BILLING, AND CHARGEBACK POLICY

This section governs how payments, deposits, fees, and financial responsibilities are handled throughout the rental period and after return of the Unit.

7.1(a) Authorized Cardholder Confirmation

Renter confirms that they are the authorized cardholder for any payment method provided or have obtained express permission from the authorized cardholder to use such payment method for all charges arising from this Agreement. Renter acknowledges responsibility for all charges incurred and waives any claim that payments were unauthorized.

7.1 Accepted Payment Methods

- For best savings direct payment methods are accepted via ZELLE, ACH, Cash App. We also accept debit and credit cards.
- Direct payments (Zelle, ACH, Cash App) are non-disputable and are refundable only as provided in the Cancellation Policy (Section 13).
- A valid credit card must remain on file for deposits, holds, damages, and any post-trip charges.
- For pickups, a security deposit authorization of $1,500–$2,500, based on value of the vehicle, is required unless otherwise specified.
- Prepaid, virtual, or reloadable debit cards are not accepted for security deposits or charges.
- For international renters or non-U.S. issued cards, Stress Free RVs may require an increased authorization hold or alternative payment method for risk management and fraud prevention purposes.

INITIALS: _____

7.2 Security Deposit Authorization

- A security deposit hold of $1,500–$2,500, based on value of the vehicle, is placed on the renter's credit card prior to the start of the reservation.
- The hold may be used to pay for damages, missing items, administrative fees, labor, excessive cleaning, out-of-service costs, or other charges outlined in this Agreement.
- If no charges apply, the hold is released when post-trip review is completed.

7.3 Mandatory Fees

- Trip Preparation Fee (amount varies by Unit and season)
  includes pre- and post-trip inspections, basic cleaning, orientation, and functionality testing.
- Interior Starter Supply Kit Fee ($75/stay): applies to all reservations unless expressly waived.
- System Processing Fee: applied per booking system and administrative handling requirements (see Section 13 for reservations with a trip start date on or after January 1, 2027).
- Taxes: applied as required by law.

Mandatory fees are not optional and may not be removed, refunded, or reduced after the reservation begins.

7.4 Optional Add-On Fees

- Renter may select optional add-ons and/or trip enhancements,
  which are billed according to the Add-Ons Menu in Section 8.
- All add-ons must be paid in advance unless otherwise arranged.
- Add-ons are non-refundable once the reservation begins.

7.5 Administrative, Labor, and Documentation Fees

- Administrative/Documentation Fee: $299.99 applied for any damage claim, dispute, insurance filing, or required documentation effort.
- Administrative labor is billed at $175 per hour (rounded up to the nearest half-hour).
- Labor Rate: $175/hour.
- After-hours non-emergency labor: $250/hour.
- Discretionary Excessive cleaning fees: applied if more than one hour of cleaning is required.

INITIALS: _____

7.6 Damage-Related Costs & Administrative Disruption Fees

If the Unit is returned with damage, missing items, or unclean conditions, the Renter is responsible for the **reasonable costs** required to return the Unit to rentable condition, consistent with California law.

7.6(a) Actual Repair Costs

Renter is responsible for:

- Parts and materials reasonably required for repair or replacement
- Professional repair labor (shop or mobile)
- Towing or recovery if needed, any Storage fees (if applicable)
- Replacement cost of missing items

7.6(b) Documentation & Administrative Fees

Any damage event, claim, or post-trip incident requiring additional processing will incur:

- **$299.99 Documentation Services Fee** (per incident)
- **Administrative labor at $175/hour** (rounded to nearest 30 minutes)

7.6(c) Insurance Deductibles & Non-Covered Items

If an insurance claim is filed (Renter's policy or MBA):

- Renter pays any **deductible**
- Renter pays **non-covered damages** (including excluded items such as wheels/tires)
- Renter pays any **difference between insurance payment and actual repair cost**
- Documentation Fee and administrative labor also apply

7.6(d) California Compliance & Liability Limits

To comply with California rental-vehicle guidelines:

- Renter is **not** charged for "loss of use," lost rental income, or future booking revenue
- Renter liability is limited to:
  – actual repair costs
  – deductible and non-covered amounts
  – towing/storage
  – missing item replacement
  – **$299.99 documentation fee**
  – **$175/hour administrative labor**

INITIALS: _____

Any unpaid amount remains due and may be pursued under **Section 7.9 (Collections and Enforcement).**

No additional loss-of-use, lost revenue, or consequential damages are charged unless permitted by law or recoverable from a third party.

7.7 Billing Authorization Agreement

The Renter authorizes charges to be processed without further notice if documentation supports the amounts owed.

- By signing this Agreement, the renter authorizes Stress Free RVs to:
  Charge the renter's card-on-file or payment method for any amounts owed
- Bill for damages, losses, labor, cleaning, fees, or out-of-service charges.
- Use stored payment methods for any unpaid balances discovered after checkout.

Authorization Scope & Survival

The Renter authorizes Stress Free RVs to charge any payment method on file for all amounts due under this Agreement, including damages, cleaning, labor, administrative fees, **and any liquidated damages arising from Chargeback Abuse**, whether charged at return or after inspection. This authorization **survives vehicle return, account closure, and any payment reversal initiated by the Renter or cardholder.**

7.8 Chargeback Prevention and Waiver

Initiating a false or bad-faith chargeback constitutes a breach of contract and may result in recovery of administrative and collection costs.

- Renter agrees not to initiate a chargeback for any charges that arise from the Agreement, Reservation, SRA, policies, inspections, cleaning requirements, or add-on services.
- Any dispute about fees must be resolved directly with Stress Free RVs.
- **Attempted chargebacks may result in administrative fees, collections activity, and legal action.**
- Documentation from Stress Free RVs (photos, inspections, time-stamped forms, communication logs, GPS, telematics, repair invoices) constitutes controlling evidence of condition.

7.8(a) Chargeback Abuse & Liquidated Damages

A "Chargeback" includes any payment reversal, dispute, retrieval request, fraud claim, or issuer inquiry initiated through a card network, issuing bank, payment processor, or booking platform after services have been delivered.

"Chargeback Abuse" includes, but is not limited to:
(i) initiating more than one chargeback arising from a single reservation;
(ii) re-filing disputes under different reason codes;
(iii) disputing charges after full use of the Unit; or
(iv) disputing charges inconsistent with this Agreement, inspection records, or documentation.

Upon the occurrence of Chargeback Abuse, the parties agree that **liquidated damages are automatically triggered and immediately due**, without further notice, in the following amounts, which the parties agree represent a reasonable estimate of actual damages and are not a penalty:

1. **100% of all amounts reversed or withheld** as a result of any chargeback;
2. **All non-refundable processor, network, dispute, and administrative fees**, including applicable taxes; and
3. **A dispute administration fee of $250 per chargeback**, representing time, evidence preparation, communications, operational disruption, and risk management.

The Renter, authorized cardholder, and any person providing a payment method are **jointly and severally liable** for all liquidated damages and unpaid balances.

Reversal of payment through a chargeback does **not** extinguish contractual obligations. All liquidated damages remain due and collectible as accounts receivable.

7.9 Collections and Enforcement

Balances not paid within 10 days of notice may be forwarded to a third-party collection agency.

- Any unpaid balance is subject to interest, late fees, and third-party collection costs as allowed under California law.
- Renter is responsible for all costs of collection, including attorneys' fees and a collection surcharge of up to 30% when assigned to a third-party agency.
- Venue for any dispute or enforcement action is San Diego County, California.

7.10 Owner Discretion

- Stress Free RVs may waive or reduce certain fees on a case-by-case basis, at its sole discretion.
- Any waiver applies only to the specific instance and does not affect future enforcement.

SECTION 8 — OPTIONAL ADD-ONS & SIGNATURE SERVICES

(All add-ons are optional unless otherwise stated. Add-ons are non-refundable once the reservation begins.)

Add-ons enhance the guest experience and may be selected before or during the reservation. All add-ons are optional unless otherwise noted and are non-refundable once the reservation begins.

Add-on pricing is subject to change without notice; pricing locked at the time of reservation applies unless agreed otherwise in writing.

Stress Free RVs offers a full suite of Signature Services, Convenience Packages, Activity Kits, Power Solutions, Vehicle Add-Ons, and Protection Services. The complete list of available add-ons — including pricing — is provided in the **Add-Ons Summary Table** below.

For photos, detailed descriptions, eligibility requirements, and the most current availability of each add-on, guests may visit: **www.StressFreeRVs.com/addons**

All add-ons selected by the Renter become part of this Agreement and are billable at the rates shown in the table.

SIGNATURE SERVICES

Cost	Add-On Name	Short Description
$99/day	White Glove Concierge	Trip planning, bookings, activities, itinerary help, on-trip support
$449/ stay	Stress Free Plus Package	Stress Free Convenience Package + Early Start OR Late Return + BBQ Kit

LOGISTICS & CORE SERVICES

Cost	Add-On Name	Short Description
$350/ stay	Delivery & Setup	Local delivery, full setup, return pickup
$99/stay	Early Start	Pickup as early as 10:00 AM
$75/stay	Late Return	Return as late as 4:00 PM

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LUDIFY — "LET US DO IT FOR YOU"

Cost	Add-On Name	Short Description
$349/ stay	Stress Free Convenience Package	Fresh water pre-fill ($99 value), propane refill ($175 value), waste tank flush ($175 value)
$99	Fresh Water Pre-Fill (Internal)	Filtered water, ready on arrival
$175	Propane Refill (Towable)	Full propane tank refill upon return
$175	Propane Refill (Motorized)	Large tank refill for drivable RVs upon return
$175	Waste Tank Flush	Full black/grey tank flush service

KITS & EXPERIENCES

Cost	Add-On Name	Short Description
$99/stay	Activities Kit	Arcade system, board games, cornhole, LED fun lights
$99/stay	Beach Kit	Cooler, canopy, table/chairs, towels, XL outdoor mat
$99/stay	Comfort Kit	Mattress foam topper, linens, fans, coffee maker, snacks
$275/ stay	Family Fun Package	ABC = Activities + Beach + Comfort Kits (bundle savings)
$50/trip	BBQ Kit	Blackstone grill, propane, utensils, cleaning supplies
$50/trip	Bedding Set	Bedding set for the Unit
$25/trip	Coffee Maker Kit	Coffee maker kit
$25/trip	Smart TV Upgrade	Smart TV upgrade
$100/trip	Pet Fee	Dogs only

POWER & CONNECTIVITY

Cost	Add-On Name	Short Description
$45/day	Unlimited Portable Generator	4500+/- Watt Unlimited Portable Generator
$75/ canister	Extra Fuel	Per pre-filled 5-gallon fuel can
$25–$45/day	Unlimited Wi-Fi (Starlink)	Unlimited devices and data with hardware and instructions. Stationary: $25 per day, $99 minimum, $299 per month maximum. Mobile Roam (roaming): $45 per day, $250 minimum, $499 per month maximum.

INITIALS: _____

VEHICLE ADD-ONS

Cost	Add-On Name	Short Description
$50/trip	Hitch Provision	Adjustable hitch, connect at start, disconnect at end
$99–$199/night	Electric Golf Cart (4-Seater)	Touchscreen, seatbelts, under glow lights, Bluetooth
$199/rental	Golf Cart Delivery & Pickup	Flat delivery & pickup fee per rental
$25/day	Inflatable Paddle Boards	SUP Board, adjustable paddle, pump, carrying bag
$25/day	Regular Bike	Standard unisex bicycles
$75/day	Electric Bike	High-power electric bike
$99/day	Electric Dirt Bike	Electric dirt bike
$25/day	Electric Scooter	Lightweight folding scooter
$250/day	Yamaha SxS 1000 (2-Seater)	Off-Road Vehicle, manual transmission
$50/stay	Bike Enhancement Package	Rechargeable front/rear Lights, lock, phone mount
$25/stay	Bike Protection Package	Protection package for bike rentals
$50/trip	Bike Rack	Bike rack
$75/trip	Cargo Carrier	Cargo carrier
$150/trip	Open Air Trailer 6x8	6x8 open air trailer
$875+	Mileage Bundles (miles)	+500 $875 · +750 $935 · +1,000 $1,000 · +1,500 $1,200 · +2,000 $1,500 · +2,500 $1,750

INITIALS: _____

CORE SUPPLIES (ALWAYS VISIBLE)

Cost	Add-On Name	Short Description
$75/stay	Interior Starter Supply Kit	Supply bin with essentials & cleaning items
$175/ stay	Orientation & Inspections (Mandatory)	Trip start + end inspections, acceptance & tutorial

PROTECTION SERVICES

Cost	Add-On Name	Short Description
$25/day	Stress Free Shield (Optional)	Optional add-on liability waiver for common occurrences; not an insurance product. Reference www.StressFreeShield.com for Coverages, Details, and Terms
$25/day	Commercial Coverage Vehicle Insurance (MBA)	Full coverage, optional 24/7 roadside

INITIALS: _____

POST-TRIP (DISCLOSURE ONLY — NOT ADD-ONS)

(Shown for transparency; billed only when required.)

Cost	Category	Item
$175/hr	Standard Labor	Standard labor rate
$175/hr	Administrative Labor	Admin & clerical support
$175/hr	Excessive Cleaning	Deep cleaning beyond standard
$175/ visit	Mobile Service Call	Technician dispatched to site
$299.99	Documentation Services	Required for billing, claims, disputes
$50/ occurrence	Tickets / Tolls / Violations	Processing fee per occurrence, plus the underlying charge
$20/gal + labor	Refueling	Fuel not restored to Trip Start level

Short-form descriptions are provided in the Add-Ons Table. Full descriptions, inclusions, exclusions, photos, and requirements are available at StressFreeRVs.com/addons.

Additional details and supporting information available publicly via www.StressFreeRVs.com

SECTION 9 — INCLUDED INVENTORY & RETURN REQUIREMENTS

Inventory not photographed at Trip Start cannot be claimed as “missing on arrival” or used to dispute replacement charges. *The Unit includes a standard set of equipment and supplies for safe operation and basic comfort. All items must be returned in clean, functional condition.*

9.1 Exterior Equipment (Included)

Each Unit is provided with the following core exterior items, labeled, color coded, tagged, and bagged, unless otherwise noted in the reservation listing: (20ft length for each)

- Fresh water hose
- Electrical power cable
- Sewer hose and support rails
- Leveling blocks and safety chocks (if applicable)
- Propane tank(s) full at trip start, batteries fully charged at start

INITIALS: _____

These are essential equipment items and must be returned clean and in working order.

9.2 Interior Starter Supply Kit (Included)

Each Unit includes a basic essentials bin containing: (referred to as Interior Starter Kit)

- (4) RV-safe toilet paper rolls, toilet pods/powder/liquid
- (1) Paper Towel Roll, surface wipes, cleaning spray
- (1) pot + (1) pan, (4) sets of plates, bowls, cups, silverware
- Hand soap, dish soap, sponge, (2) garbage bags
- Broom, dustpan, Swiffer mop + starter pad

Starter supplies are provided for convenience only, and are not intended to last the full rental duration.

Mattress covers on master bed are included for sanitation.
Linens are included only when selected as a paid add-on.

9.3 Required Return Condition

All included items must be returned:

- Clean
- Functional
- Free of contamination
- In original storage locations (bins, cabinets, exterior compartments)

Dirty, damaged, or missing items may result in replacement, cleaning, or administrative labor charges.

9.4 Missing or Damaged Items

If an included item is missing, damaged, or unusable upon return, the Renter will be charged:

- Actual replacement cost
- Documentation Services Fee (if applicable)
- Administrative labor for restocking and/or re-sourcing
- Replacement values are based on current market pricing for equivalent items.

9.5 Optional Add-Ons Not Included

Only the items listed in Sections 9.1 and 9.2 are standard mandatory inclusions.
All other items (linens, generators, Wi-Fi, kits, etc.) are optional add-ons selected under Section 8.

9.6 Renter Inspection, Acceptance & Required Documentation

Before departure, the Renter must review the Unit and all included inventory. The **Trip Start**

INITIALS: _____

Inspection Form, **Trip Acceptance Form**, and **Pre-Trip Guest Information** collectively serve as the controlling record of the Unit's condition, equipment, and compliance requirements.

By taking possession of the Unit, the Renter acknowledges and agrees that:

- All included items listed in Sections 9.1 and 9.2 were present, functional, and satisfactory
  *unless documented on the Trip Start Inspection Form.
- Any pre-existing damage must be reported and photographed **prior to departure**; undocumented issues are deemed not to have existed at the start of the trip.
- The Trip Acceptance Form confirms that the Renter received the Unit in acceptable condition and with all standard inventory.
- All drivers and guests have been accurately disclosed in the Pre-Trip Guest Information, and all required documents have been submitted.
- Missing or damaged inventory upon return will be billed at actual replacement cost, plus applicable Documentation Services and administrative labor.
- Items not specifically listed but provided with the Unit may be billed at actual replacement cost if missing or damaged.

Failure to complete any required forms does **not** waive the Renter's responsibility for the Unit, inventory, or conditions of this Agreement.

SECTION 10 — PROHIBITED USES & SAFETY RESTRICTIONS

To ensure safety and protect the Unit, the following uses are strictly prohibited. Violations may void insurance coverage, forfeit deposits, and result in additional charges.

10.1 Prohibited Uses

Prohibited use voids all insurance coverage and renter protections, resulting in full renter liability regardless of fault. The Unit may **not** be used for:

- Unauthorized towing or exceeding hitch/tow ratings
- Off-road driving, unpaved terrain, or restricted-access areas
- Festivals, events, or large gatherings *unless approved in writing*
- Transporting more passengers than the number of seatbelts
- Transporting hazardous materials or illegal substances
- Smoking, vaping, or open-flame use inside the Unit
- Climbing on roofs or exterior surfaces
- Subleasing, loaning, or allowing unauthorized drivers
- Travel outside approved geographic regions without permission

INITIALS: _____

10.2 Pets

Pets are permitted only when the Pet Fee ($100/trip; dogs only) is selected and paid. Unauthorized pets may result in cleaning, odor treatment, and damage charges.

10.3 Roof Access Prohibited

Guests may not access, climb, stand, or store items on the Unit roof under any circumstances. Damage resulting from roof access is the renter's full financial responsibility.

10.4 Awning Use Restrictions

Awnings are highly susceptible to wind, misuse, and mechanical failure. They must be retracted during wind, rain, nighttime, or anytime the Unit is unattended.

The Renter is fully responsible for **all awning-related damage**, including but not limited to wind damage, bent arms, motor failure, torn fabric, or structural impact. Awning damage is **never considered normal wear** and is **not typically covered by insurance**, leaving the Renter financially liable.

All awning damage will be billed in accordance with **Section 7.6 (Billing, Damage, and Administrative Charges)**, which includes:

- actual repair or replacement cost
- Documentation Services fee
- administrative labor
- any deductible or non-covered insurance amounts

A **minimum billing threshold may apply** when damage requires parts sourcing, diagnostic labor, or safety inspection, even if a full replacement is not needed.

Awnings must be retracted during wind, rain, nighttime, or whenever the Unit is unattended.

10.5 Driver & Operator Requirements

- Only approved, licensed drivers listed on the reservation may operate the Unit.
- Driving under the influence of alcohol, drugs, or impairing medication is strictly prohibited.
- Violations void insurance and make the Renter fully liable for all damages.

10.6 Weight, Loading & Cargo Restrictions

Renter must not exceed:

- Gross Vehicle Weight Rating (GVWR)
- Cargo carrying capacity
- Hitch rating and tongue weight limits
- Damage caused by overweight loading is the renter's responsibility.

INITIALS: _____

10.7 Tracking & Telematics

Units may be equipped with GPS telematics, security sensors, mileage counters, or generator hour trackers. Tampering with these systems is prohibited and may result in penalties.

10.8 Consequences of Prohibited Use

Violations may result in:

- Immediate termination of rental
- Loss of deposit
- Full financial liability for all damages
- Administrative and documentation fees
- Denial/Loss of insurance coverage
- Collection or legal action if necessary

SECTION 11 — DELIVERY, PICKUP & RETURN POLICIES

11(a) — Burning Man & Extreme Environment Use Rider

Applies to any reservation involving use at **Burning Man** or similar extreme-environment locations.

Renter acknowledges that extreme dust, alkaline conditions, mud, heat, and terrain substantially exceed normal wear and tear and create heightened risk of contamination, mechanical impact, and damage.

Units returning from extreme-environment use are subject to **mandatory enhanced cleaning, and repair standards**, including undercarriage, generator compartments, HVAC components, seals, et al.

Renter is responsible for **all cleaning, damage, labor, and administrative costs** resulting from extreme-environment use, whether immediately visible or discovered during post-return inspection.

Disputing extreme-environment cleaning, damage, or administrative charges after full use of the Unit constitutes **Chargeback Abuse under Section 7.8(a)** and automatically triggers the liquidated damages provisions of this Agreement.

This Rider survives return of the Unit and applies regardless of any partial refund or discretionary adjustment.

11.1 Delivery & Pickup Requirements

Delivery, setup, and retrieval may be offered for an additional fee and must be scheduled **in advance**. Delivery times are approximate and may vary due to traffic, operational constraints, or the completion time of prior reservations.

Renter agrees to:

- Be present at the scheduled delivery or pickup time.
- Have all required documentation completed before arrival.
- Allow sufficient space for safe parking, leveling, and setup of the Unit.
- Follow all instructions provided during orientation.

If the Renter is not present at the confirmed time, wait-time charges or a rescheduling fee may apply according to Section 7.6.

11.2 Standard Check-In (Trip Start) Procedures

At Trip Start, the Renter must:

- Provide all required documentation (driver's license, insurance, Pre-Trip Guest Information).
- Complete and sign the **Trip Start Inspection Form** and **Trip Acceptance Form**.
- Review and photograph the Unit and report **all pre-existing damage before taking possession**.

Stress Free RVs cannot accept responsibility for any pre-existing issue **not documented prior to departure**.

Any appliance, system, safety feature, or accessory not tested or reviewed by the Renter during check-in cannot be claimed as defective at Trip End or used to dispute charges.

Acceptance of the Unit occurs when the Renter:

- signs required forms,
- takes possession of keys,
- enters the Unit, or
- departs the meeting location —
  whichever occurs first.
  Accepted condition becomes the **controlling record** for all later disputes.

If the Renter does not attend check-in, refuses to sign forms, or fails to document issues, the **Stress Free RVs inspection records (photos, videos, notes)** become the **official and binding condition report** for the reservation.

Post-trip complaints about any unreported pre-existing condition are **waived** and cannot be used to dispute charges, claim refunds, or challenge liability.

11.3 — Standard Check-Out (Trip End) Procedures

Return times must be honored. Any change to the scheduled return time **must be approved in writing**. Early, late, or unattended returns do **not** waive fees or inspection requirements.

INITIALS: _____

At Trip End, the Unit must be returned:

- clean and free of personal items;
- with all included inventory (Sections 9.1–9.2) present and functional;
- with waste tanks fully emptied (unless a paid add-on covers this);
- with propane and fuel levels restored to departure amounts;
- with all switches, systems, and appliances turned off.

A **Trip End Inspection** performed by Stress Free RVs is the **sole controlling record** of the Unit's return condition. The Renter's personal assessment of cleanliness, condition, defects, or completeness does **not** supersede documented findings, time-stamped photos, or inspection notes.

If the Renter is absent, refuses to participate, returns the Unit outside approved hours, or fails to sign check-out documentation, the Stress Free RVs inspection becomes **fully binding and conclusive** for all purposes, including billing, dispute resolution, and insurance claims.

Undisclosed damage, missing items, improper waste handling, unclean conditions, or failure to restore fuel/propane may result in charges for cleaning, labor, replenishment, repairs, administrative processing, or documentation services, as outlined in Section 7.6.

11.4 Late Return Policy

Return after the scheduled time without written approval may incur

- late return charges
- wait-time charges
- rescheduling fees affecting the next guest
- additional administrative labor

LATE RETURN POLICY IS STRICT due to same-day guest turnover. Any return that impacts a subsequent reservation may result in additional fees, and the Renter may be responsible for consequential administrative disruption costs under Section 7.6.

INITIALS: _____

11.5 Delivery Site Requirements

Renter is responsible for ensuring that the delivery location meets all safety, space, and legal requirements:

- Adequate parking and access for a large RV or trailer
- Level and stable surface
- Clearance for slides, awnings, stairs, and hatches
- Compliance with campground or property rules
- No obstructions, low branches, or hazards

*If the site is unsuitable, Stress Free RVs may decline delivery or require relocation at the Renter's expense.

11.6 Unauthorized Movement or Relocation

For delivered units, the Renter **may not move, tow, relocate, or reposition the Unit** without written approval from Stress Free RVs.

Unauthorized movement is a serious violation and may result in:

- full financial liability for damages
- administrative charges
- immediate termination of the rental
- denial of insurance coverage

11.7 Emergency Return or Early Termination

If the Unit must be retrieved early due to misuse, unsafe conditions, or policy violations, the Renter may be charged:

- retrieval fees
- fuel or mileage surcharges
- administrative labor
- Documentation Services fee

No refunds are given for unused nights due to policy violations or renter error.

11.8 Renter Responsibility for Lost Time Due to Delays

If Renter-caused delays interfere with delivery, orientation, retrieval, or turnover schedules, the Renter may be charged:

- wait-time
- rescheduling fees
- administrative labor

INITIALS: _____

- any reasonable administrative costs incurred in accommodating subsequent reservations, consistent with California law.

11.9 Travel Limitations & Route Restrictions

Travel is limited to approved regions. The Renter must follow all route instructions, speed limitations, and safety guidelines.

Unauthorized travel locations may:

- void insurance coverage
- result in retrieval at renter expense
- incur administrative charges
- cause full renter liability for any damages

11.10 Breakdown or Roadside Assistance Procedures

In the event of mechanical issues:

- Renter must contact Stress Free RVs **immediately** for real-time assistance
- Unauthorized repairs may not be reimbursed
- Delays caused by renter, or violation of Section 10, remain the renter's responsibility
- If a repair shop is required, renter must follow instructions regarding approved procedures

Mechanical delays outside Stress Free RVs' control do not result in refunds unless required by law.

SECTION 12 — DISPUTE RESOLUTION & LEGAL TERMS

12.1 Governing Law & Venue

This Agreement is governed by the laws of the State of California.
The Renter agrees that **San Diego County, California** is the exclusive venue for any claim, action, dispute, arbitration, or proceeding arising from or relating to this Agreement, the reservation, the Unit, or any charges assessed.

12.2 Good-Faith Resolution Requirement

Before initiating any dispute, claim, or chargeback, the Renter must:

- contact Stress Free RVs in writing;
- allow reasonable time and information exchange; and

INITIALS: _____

- participate in good-faith efforts to resolve the matter.

Failure to follow this process is a breach of this Agreement.

12.3 Payment Disputes & Chargebacks

Renter acknowledges that a disagreement with a charge does not constitute fraud and is not valid grounds for a chargeback. Initiating a chargeback for any amount properly owed under this Agreement constitutes a breach of contract.

The Renter agrees not to initiate a chargeback or payment dispute for any charges arising from:

- this Agreement;
- Trip Start or Trip End Inspection findings;
- cleaning, labor, repair, administrative, or documentation charges;
- inventory replacement;
- fuel or propane replenishment;
- add-ons or optional services selected;
- insurance-related expenses, deductibles, or non-covered items.

Any dispute about charges must be handled directly with Stress Free RVs.

Attempted or improper chargebacks may result in:

- administrative or processing fees;
- Documentation Services charges;
- suspension of rental privileges;
- forwarding of unpaid balances to collections;
- recovery of costs allowed by law, including attorney fees for the prevailing party.

Documentation from Stress Free RVs — including photos, videos, inspection reports, time-stamped forms, communication logs, telematics, and vendor invoices — constitutes **controlling evidence** in any chargeback, dispute, or review, whether or not the Renter was present for onboarding or return procedures.

12.4 Limitation of Liability

Stress Free RVs is **not** liable for:

- loss of personal property;
- weather conditions;
- campground or third-party service failures;
- renter misuse;
- travel delays;
- acts of nature;

INITIALS: _____

- mechanical failures not caused by negligence.

Refunds are not owed for events outside the company's control unless required by law.

Stress Free RVs is not responsible for any consequential, incidental, or punitive damages, to the fullest extent permitted by California law.

12.5 Indemnification

The Renter agrees to indemnify, defend, and hold harmless Stress Free RVs, its employees, owners, contractors, and agents from any claims, costs, damages, injuries, losses, **attorney fees, expert fees, and costs of defense**, or liabilities arising from:

- renter misuse or negligence;
- unauthorized drivers or passengers;
- violation of this Agreement;
- improper operation of the Unit;
- illegal activity;
- towing or cargo violations;
- prohibited use.

This obligation survives termination of the rental.

12.6 Assignment & Subrogation

Stress Free RVs may assign or transfer its rights under this Agreement to insurers, collection agencies, legal counsel, or other representatives for the purpose of enforcing obligations or collecting debt.

Renter waives any defense against such assigned parties and agrees that the Agreement remains binding.

Renter agrees to fully cooperate with any insurance, subrogation, or recovery process and may not impede or withhold information.

12.7 Severability

If any portion of this Agreement is found invalid, the remaining provisions remain fully enforceable.

12.8 Entire Agreement

This Agreement, including all referenced forms, add-ons, inspections, policies, and the reservation record, constitutes the **entire agreement** between the parties.
No verbal statements or informal communications modify its terms.

This Agreement supersedes any prior discussions, advertisements, listings, or verbal representations.

INITIALS: _____

12.9 Electronic Signatures & Digital Records

Electronic signatures, digital initials, timestamps, photos, telematics, and electronically stored records carry the same legal effect as physical documents. The Renter acknowledges and accepts all disclosures delivered electronically.

12.10 Survival

All financial, indemnification, damage, billing, chargeback, and dispute resolution provisions survive completion or termination of the rental.

12.11 Prevailing Party

If either party initiates legal action arising from this Agreement, the prevailing party is entitled to recover reasonable attorney fees and costs, except where prohibited by law.

SECTION 13 — CANCELLATION POLICY

13.1 Current Cancellation Policy (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 prior to trip start
- No refunds within 14 days of trip start

Failure to qualify for insurance, refusal to sign documents, or unsafe operation determinations may result in forfeiture.

13.2 New Cancellation Policy (reservations with a trip start date on or after January 1, 2027)

A new cancellation policy takes effect for reservations with a trip start date on or after January 1, 2027. For those reservations, the following terms apply in place of the current policy above.

System Processing Fee

- A System Processing Fee of 10% applies to all bookings and line items. It is waived when paying 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.

INITIALS: _____

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

- **Flex — 10% of 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 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.

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).
- Flex Cancellation is an optional fee waiver offered by Stress Free RVs; it is not insurance.

SECTION 14 — ACKNOWLEDGMENT & AGREEMENT SIGNATURES

By signing below, the Renter acknowledges, understands, and agrees to all terms, policies, obligations, fees, and responsibilities contained in this Supplemental Rental Agreement (SRA) and all incorporated documents, including required inspection forms, add-ons, billing provisions, and prohibited-use rules.

The Renter further agrees that:

1. All signatures and initials—whether electronic or handwritten—are legally binding, and the individual signing is the verified Renter for the reservation.
2. Failure to read the Agreement does not limit or reduce liability.

INITIALS: _____

3. Renter authorizes Stress Free RVs and its agents to photograph or record the Renter, authorized drivers, guests, and the Unit for purposes including identity verification, inspection documentation, possession confirmation, insurance claims, dispute resolution, operational records, and legal enforcement. Such authorization remains valid unless the Renter submits a written opt-out request limited solely to non-legal, non-operational uses. Stress Free RVs' inspection records, photos, videos, logs, telematics, and documentation serve as **controlling evidence** for Trip Start, Trip End, disputes, charges, and claims.
4. This Agreement supersedes any conflicting statements found in advertisements, listings, messages, or verbal representations.
5. All add-ons selected at booking or added later are governed by this Agreement.
6. This Agreement remains enforceable after the rental until all obligations are fulfilled.

Renter Name (Printed):

Renter Signature:

Date:

INITIALS: _____