STRESS FREE RVS: RENTAL AGREEMENT — TERMS & CONDITIONS (2026 — REVISED 2026.11.03)

This Rental Agreement ("Agreement") is a legally binding contract between Stress Free Group LLC, doing business as Stress Free RVs ("Company," "we," "us"), and the individual renter ("Renter," "you").

This Agreement governs all rentals, reservations, vehicle use, payments, disputes, discrepancies, and enforcement actions.

By booking, signing, accepting keys, taking possession of, entering, or using any vehicle, trailer, or equipment, the Renter agrees to all terms below.

1. INCORPORATED DOCUMENTS (CONTROLLING AGREEMENT)

This Agreement incorporates and is governed by, in the following order of precedence:

1. Supplemental Rental Agreement (SRA)
2. This Rental Agreement – Terms & Conditions
3. Trip Acceptance Form & Inspection Records
4. Rules & Use Policies
5. Insurance Requirements & Coverage Disclosure
6. Reservation Confirmation & Add-On Selections

Failure to read, review, or sign any document does not waive enforceability.

Where any conflict exists, the SRA controls.

2. RESERVATION, PAYMENT & AUTHORIZATION

All reservations require:

- Valid payment method on file
- Authorized cardholder confirmation
- Security deposit authorization ($1,500–$2,500 based on value of the vehicle)

By providing payment, Renter authorizes Stress Free RVs to:

- Process all rental charges
- Charge for damages, cleaning, labor, administrative time, documentation, and violations
- Use stored payment methods for post-trip charges discovered after return

For best savings direct payment methods are accepted via ZELLE, ACH, Cash App. We also accept debit and credit cards.

Prepaid, virtual, or reloadable cards may be declined.

International cards may require increased authorization holds.

3. CANCELLATION & MODIFICATION POLICY

Current 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.

New 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.

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.

4. TRIP ACCEPTANCE & CONDITION ACKNOWLEDGMENT

Trip Acceptance is mandatory and includes:

- Completion of Trip Acceptance Form
- Email (to Mike@StressFreeGroup.com) or upload (upload option coming soon) of timestamped photos documenting all pre-existing damage
- Confirmation of inventory and condition

Failure to complete Trip Acceptance results in automatic acceptance of the unit's condition.

Stress Free RVs' inspection records become controlling evidence for all disputes, billing, insurance claims, and chargebacks.

5. USE, OPERATION & RULE COMPLIANCE

Renter agrees to:

- Follow all Rules & Use Policies
- Operate units safely and legally
- Restrict use to authorized drivers only
- Avoid prohibited uses

Violations void insurance coverage and shift full liability to the Renter.

6. INSURANCE & RISK ALLOCATION

Renter must maintain valid insurance or purchase approved coverage.

Renter remains responsible for:

- Deductibles
- Non-covered items (including wheels, tires, awnings, roof damage)
- Differences between insurance payment and actual repair cost

Failure to maintain valid insurance may result in denial of release or termination.

7. DAMAGE, CLEANING & ADMINISTRATIVE CHARGES

Renter is responsible for all damage occurring during possession, regardless of fault, unless explicitly covered.

Standard Charges:

- Labor: $175/hour
- After-hours service: $250/hour
- Administrative labor: $175/hour
- Documentation services: $299.99
- Excessive cleaning: billed as required

Out-of-service charges may apply when renter-caused issues delay turnover.

8. DISPUTES, DISCREPANCIES & CHARGEBACKS

Disagreements regarding charges do not constitute fraud.

Renter agrees:

- Not to initiate chargebacks for valid charges
- To resolve disputes directly with Stress Free RVs
- That photos, timestamps, inspections, GPS, telematics, and logs constitute controlling evidence

Bad-faith disputes may result in collections or legal enforcement.

9. COLLECTIONS & ENFORCEMENT

Balances unpaid after notice may accrue interest and be forwarded to collections.

Renter agrees to pay:

- Collection fees (up to 30%)
- Court costs and attorneys' fees where permitted by law

10. LIMITATION OF LIABILITY

Stress Free RVs is not liable for:

- Weather
- Mechanical failures
- Campground issues
- Loss of personal property
- Delays beyond reasonable control

No consequential or punitive damages are owed to the fullest extent permitted by law.

11. GOVERNING LAW & VENUE

This Agreement is governed by California law. Exclusive venue is San Diego County, California.

12. ELECTRONIC RECORDS & SIGNATURES

Electronic signatures, photos, timestamps, and digital records carry full legal effect.

13. SEVERABILITY & SURVIVAL

Invalid provisions do not affect remaining enforceability.

Financial and dispute provisions survive termination.