

## **Rental Information for the Lake Casitas Recreation Area**

Please review the following information for more details about staying at the Lake Casitas Recreation Area.

### **Services Included with Rental**

When you stay at the Lake Casitas Recreation Area, we will deliver and set up your rental at your reserved campsite—free of charge. When you are done camping, we will tow the trailer from the campsite, dump the holding tanks, and clean and sanitize the trailer. Please note: dumping the holding tanks *during* your stay is not included in the fees; if you need to dump them frequently, we recommend using sewer hookups. We also equip the trailer with one tank of propane, toilet chemicals and toilet paper.

## **Payment**

### **Acceptable Payments**

We accept MasterCard, Visa, Discover, cash, and money orders. Personal checks are accepted up to 35 days prior to your reservation.

### **Security Deposit**

Trailer rentals at Lake Casitas require a security deposit of \$150. Under certain circumstances additional fees assessed may include: cleaning, additional dumping of holding tanks, moving trailers, and damages to interior or exterior of trailer and trailer equipment.

### **Rental Payment**

The rental payment may be paid in full at the time of reservation or may be split into two payments. One half of the rental fee is due at the time of reservation and the balance is due a minimum of 31 days prior to the reservation arrival date. Customers may call with payment of the balance at any time prior to the due date. If payment has not been received 31 days prior to the reservation date the reservation may be cancelled.

## **Scheduling**

### **Cancellation Policy**

Cancellations made 31 days prior to the rental date will be charged a \$50 fee. Cancellations made 30 days or less prior to the rental date will forfeit the full rental payment.

### **Check-in and Checkout Times**

Check-in is between 2:00 p.m. and 5:00 p.m. Checkout is at 11:00 a.m. Late checkout is not permitted without prior authorization. If the customer fails to obtain permission for a late departure there will be a \$25 per-hour late fee.

## **Minimum Stay**

There is a 3 (three) night, 4 (four) day minimum requirement on all rentals from June 1 through Labor Day Weekend and all holidays, excluding Thanksgiving when there is a 4 (four) night minimum. A 2 (two) night, 3 (three) day minimum is required after Labor Day Weekend through February 28th.

## **Refunds and Substitutions**

### **Trailer Refunds**

If the radio, air conditioning, refrigerator, microwave, or other appliances malfunction, we do not consider those circumstances a “trailer breakdown,” and no refunds will be available. However, if a trailer has electrical problems or problems with the water or propane that seriously affect their use for camping, Casitas Trailer Rentals may substitute another trailer of similar size.

### **Substitutions**

We make every effort to provide the customer with the trailer requested; however, we reserve the right to substitute it for a model of similar size or a similar sleeping arrangement. Should a less expensive model be offered and accepted, the liability will be limited to a refund of price differential between the model reserved and the model accepted.

## **Camper Upkeep and Cleaning**

### **No-smoking policy**

All trailers are non-smoking units. Please do not smoke in the trailer or around trailer doors or windows. If a trailer is returned smelling of smoke, the renter’s full deposit will be forfeited and additional charges may be assessed—if necessary—for odor removal.

### **Cleaning of trailer**

Before returning the trailer, customers must remove all personal items and trash from the trailer, including all food from the refrigerator, freezer, and oven. Wash the coffee maker, if used and wipe down the toaster. The interior of the trailer must be swept and all areas wiped with a mild cleanser, this includes the toilette, shower, sinks, refrigerator, stove, oven, counters, dinette, light switches, doors and cabinets. If an item is accidentally ripped or broken, please tell us so we can replace it or make repairs.

### **Cleaning fees**

The trailers must be returned in the condition they were in when you received them. Casitas Trailer Rentals documents all damages, and **any** additional cleaning or repairs will be charged to renter at a rate of \$75.00 per hour. Cleaning fees vary.

### **Liability for Damages**

Renters may not make any repairs or adjustments to the trailer. Any damage incurred as a result of the renter’s repairs will be billed to the renter and withdrawn from the security deposit.

## **Fees and Other Charges**

Please keep in mind that your campsite fees are not included in the RV rental price. You still have to reserve and pay the Lake Casitas Recreation Area for your campsite.

- **Keys:** Please return the trailer keys prior to departure. We have a \$20.00 lost-key fee (per key).
- **Batteries:** If you're staying at a campsite without electrical hookups, we offer batteries for \$20.
- **Cleaning:** If the trailer is not left in its original clean condition, you will be charged a cleaning fee of \$75 per hour.
- **Security Deposit:** The security deposit is \$150.