

Ice Castle-RV Edition
User's Guide and Rental Application

IMPORTANT INFORMATION

We know that the days leading up to your vacation can be hectic. To ensure that your camper pick up goes smoothly, we have highlighted these important items that cause most of our departure delays. Thank you and we are looking forward to putting you on the road to your RV Adventure!

- Prior to renting you will be required to provide:
 - Valid Driver's License with Picture
 - **Payment in full/deposit** for rental dates. Personal checks must be received at least one week prior to departure date.
 - Rental application filled out in full.
 - Proof of insurance for the towing vehicle.
- **If you are extending coverage from your personal insurance provider, there must be an insurance binder on file stating that Liability will extend back to the Rental Travel Trailer. If we do not have this proof at time of pick-up the Travel Trailer will not be released for rental.**
- If you are renting a travel trailer or pop-up camper, be sure that your hitch ball is the proper size for towing the rental vehicle (**2 5/16" for campers and 2" for Ice Castle**) and that your wiring is in working condition. Hitch height must be 18" to 21" from the ground to the top of the hitch ball. Allow 1" – 2" of drop when the trailer is attached to your vehicle. If you are having a hitch installed, be sure that you have an appointment to do so PRIOR to the time of departure. The travel trailer you are renting requires a 7-wire plug and an electric braking system, be sure that has been installed prior to pick-up. **All units require an electronic brake controller. (State Law)**
- **Remember, your departure will take up to an hour to sign the papers, perform the comprehensive interior and exterior orientation and familiarization walk-through that will instruct you on the safe use of our rental unit.**

1. WATER HEATER:

Trailer water heaters are small compared to what you have at home. You have approximately 6 gallons of hot water, when used up it takes approximately 30 minutes to recover. Your showerhead has been equipped with a shut-off to help conserve water when showering.

2. REFRIGERATOR:

Unit will automatically select the cooling method and temperature setting. Avoid holding doors open and adding a lot of warm food at one time for trailer refrigerators are slower to recover than your home units.

3. PROPANE:

If you suspect an empty tank or some other problem with the propane, you should contact either the dealer you are renting from or a professional. Summer rentals include propane.

4. SEWER:

- You will be responsible for emptying the sewer on your rental trailer.
- When flushing the toilet look down opening. If you see water close to the bottom of the tube that connects the toilet to the tank, it is time to dump the Black Water Tank.
- On the outside of the trailer, opposite the side of entry and toward the rear, you will find the sewer. Emptying handles are just beneath the side of the trailer.
- Empty the Black water first, close the valve. Then empty the gray water and close the valve.
- Make sure both handles are returned to the CLOSED position!
- Now, you should add 1 packet of chemical and 2 fresh bowls of water. (chemical should be provided in your unit)

5. FURNACE:

- Turn the furnace on by switch at the thermostat.
- Set temperature to desired setting.
- It takes about 30 seconds for the furnace to activate.
- If cold air is blowing after 1 or 2 minutes, turn the thermostat off and wait for the fan to stop. Turn the furnace back on, this may have to be done up to 10 times if propane has just been filled.

6. TOILET:

DO NOT PLACE OR USE ANYTHING BUT RV TOILET PAPER IN THE TOILET.

USE A TRASH RECEPTACLE TO DISPOSE OF ALL OTHER WASTE!

- RV toilet paper dissolves and will not clog pipes. Pull the inner white handle and fill the bowl with water. (a reasonable amount will be provided, if you run out, you will be responsible for purchasing more)

7. PROPANE LEAK DETECTOR:

- Most propane detectors are mounted floor level, either by the front entryway or by the dinette.
- Leak detectors can be set off by a number of aerosol-based products. Examples are hairspray, aftershave, deodorant, etc.
- If you are unsure of why the detector has been activated, evacuate the trailer and contact the rental dealer or a propane professional immediately.

8. STOVE / OVEN:

- The stove burners need to be lit with a lighter which is not provided in your rental.
- To light the oven:
 1. Turn the oven knob to "LITE" and light pilot with the lighter.
 2. The pilot is under the oven pan.
 3. Once the pilot is lit, turn the knob to desired temperature.
- Be sure the pilot is off when finished using. Please use caution.

9. **SHOWER:**

- When showering, make sure the shower curtain is **inside** the tub base. This will keep water from running onto the floor.
- The water heater contains approximately 6 gallons of hot water, enough for 1 conservative shower.
- It is advised that you wait 20 minutes between showers to ensure that there is enough hot water. The top of the showerhead has a water saver on/off control that can be used to conserve hot water.
- **Never store baggage, coolers, electronics etc in the shower.** If there is a waste water issue it may back up into the shower damaging your items. Storage of items in the shower area may cause cracks or damage to the shower base.

10. **CABLE:**

- The cable jacks in the trailer are ready to use. Be sure the light on the jack is off.
- **Make sure if the trailer has an antenna that before leaving the campsite it is placed back in the down position for travel.**

11. **AIR CONDITIONER:**

As you would at home, be sure windows, vents and doors are closed when running the air conditioner. Do not set the temperature too cold (below 70). If above instructions are not followed, the unit may freeze and no cooling will be available at all.

12. **EMERGENCY EXITS:**

- In case of emergency, all trailers are equipped with emergency exits.
- Make sure once you are at your destination and have the trailer set up, locate these exits.

13. **TOWING:**

- With a trailer hooked to your vehicle always remember to watch your speed and **beware that stopping distance has now drastically changed.**
- Watch road conditions more carefully for potholes or uneven roads that may cause the trailer to jerk or move laterally unexpectedly.
- When towing on mountain passes or going under freeway over passes be aware that the wind speed varies and could move the trailer around abruptly.
- Make sure before leaving the rental dealers lot or your campsite that all safety devices are hooked up, ie: **trailer ball latch down, hitch lock is on / lights are hooked up / safety chains are hooked up in a criss cross pattern.**
- Make sure before leaving your campsite all windows and doors are safely secured, all stabilizer jacks are raised properly and steps are raised.

14. **HITCH BALL SIZES/WIRING/TRAILER HEIGHT/WEIGHT:**

- There are 3 sizes of hitch balls: 1 7/8", 2", 2 5/16" **Your unit uses 2 5/16" with the exception of the Ice Castle. It is a 2" ball.**
- Wiring harnesses for lights come in 4 or 7 prong wire plug. **Your unit uses 7 prong.**
- The height of the trailer should be no more than 18-21" from ground to the top of the ball.
- Make sure the gross vehicle weight of the trailer can be towed by the tow vehicle.
- Make sure you know the tongue weight for towing on the bumper and with a receiver hitch.
- See the specifications for each camper to find the Hitch Weight for that unit.

15. **WHILE TRAILER IS IN TOW: NEVER RIDE IN THE TRAILER WHILE IN TOW.**

Terms and Conditions

1. RENTAL PERIOD: Pickup time will be determined between renter and agent. Plan on a 45 min – 1 hour orientation. This time will be spent going over the mechanics of the unit and answering questions. Return time will also be determined at this time. Please be on time with returns. REMEMBER – Other people may be waiting for the vehicle. Please contact us as soon as possible if you are going to be delayed. Delays that interfere with other rentals may incur additional charges.

2. RESERVATION DEPOSIT: Security deposit equaling the amount of the 4 day minimum (plus tax) is required at reservation. Balance + \$200 Damage/Cleaning deposit is due at or prior to check out.

Damage/Cleaning deposit will be returned within 48 hours of return if no damage/cleaning/dumping charges are incurred. When available, early check out can be arranged at the standard daily rate. Camper returns are expected by 11 am. Late returns are subject to late return penalties.

Cancellation fee: Cancellations made prior to 30 days before rental are subject to a \$50 cancellation fee. If cancellation is made within 30 days all prepaid rental will be forfeited.

3. ADDITIONAL DAMAGE/CLEANING FEES: Items that may incur charge are as follows but not limited to:

- a. **Rental unit requires cleaning (inside and/or outside).**
- b. Propane tanks require refill. Propane tanks are rented full and are expected to be returned full.
- c. Holding tanks are not emptied. Grey and black water tanks are rented empty and should be returned empty.
- d. Damages or abuse to the unit, including stains on carpets, linoleum, upholstery or beds will incur charges.

Any and all additional fees will be discussed with the renter prior to charges being made to the card. You will be responsible for paying the excess balance owed due to damages. Renter is responsible for **all** damages.

Note: Any rental unit with a destination to a music festival/venue MUST be declared prior to rental agreement. Any damages/cleaning costs incurred during this rental period will be billed at 125% of cost.

4. No Pets, unless pre-approved and absolutely **NO SMOKING** in any of the rental units. Any signs of pets (ex: hair, scratches, chewing- even if approved) or signs of smoking may result in forfeiture of your damage deposit.

5. Please be sure you bring a cell phone on your trip. If you experience mechanical problems or have any equipment operation questions you should refer to the owner's manual provided. If the problem persists or you have concerns, call us right away at 218-770-0587 or 218-770-2750. At that time a plan will be made for repairs or return.

6. If involved in an accident you must notify the dealer as soon as possible but not to exceed 24 hours. A full written police accident report must be submitted upon your return. Failure to comply will result in the forfeiture of your security deposit. If an accident occurs, renter is responsible for obtaining a police report, contacting us at 218-770-0587 or 218-770-2750, and for payment of the insurance deductible amount.

7. Proper identification, employment, credit references, and a valid drivers license must be presented when reserving a vehicle. ALL INFORMATION WILL BE VERIFIED. ALL RENTERS AND DRIVERS MUST BE 25 YEARS OF AGE.

8. Insurance. We provide collision and comprehensive insurance on the Vehicle with a deductible. You are responsible for the deductible amount. This insurance does not cover Loss of Use or our administrative expenses incurred processing a damage claim. Coverage is void if you materially breach this Agreement, or if you fail to cooperate in any loss investigation conducted by us or our insurer. You must: (a) report all damage to us and all accidents to us and the police as soon as you discover them and complete our incident report form; and (b) provide us with a legible copy of any service of process, pleading, or notice of any kind related to an accident or other incident involving the Vehicle. **You are responsible for all damage to the Vehicle that is not covered by our insurance policies or that is in excess of our insurance limits. We do not provide liability insurance coverage on the Vehicle. You are responsible for all damage or injury you cause to third parties and agree to provide liability insurance coverage on the Vehicle through the insurance policy that covers your towing vehicle.**

8. We reserve the right to refuse any applicant.

9. TERMS AND RATES SUBJECT TO CHANGE WITHOUT NOTICE.

UNDERSTANDING WEIGHTS

Gross Vehicle Weight Rating (GVWR): is the maximum permissible weight of the vehicle when fully loaded for travel. The tow vehicle and the trailer each have GVWR.

Unloaded Vehicle Weight or Dry Weight (UVW): the actual weight of the trailer or truck as built at the factory. The UVW does not include passengers, cargo, fresh water, LP gas, or aftermarket accessories.

Cargo Carrying Capacity (CCC): is the maximum permissible weight of personal belongings that can be added. CCC is equal to or less than GVWR minus UVW, full fresh water weight and full LP gas weight.

Gross Axle Weight Rating (GAWR): is the maximum allowable weight that an axle is designed to support. The tow vehicle and trailer each have GAWR.

Gross Combined Weight Rating (GCWR): the maximum permissible weight of the tow vehicle and trailer **combined** when both are fully loaded for travel.

Gross Vehicle Weight or Trailer Weight (GVW), (GTW): this is not a rating; this is the actual weight of the tow vehicle or trailer when they are fully loaded for travel.

Tongue Weight: is the amount of weight pressing down on the vehicle's hitch from the coupler of the trailer when the trailer is fully loaded for travel.

MATCHING TOW VEHICLE TO THE RIGHT TRAILER

A manufacturer determines a tow rating based on the vehicle when it is empty. It does not include the cargo, passengers, aftermarket accessories or any additional weight placed in the vehicle. Any weight added to the tow vehicle reduces the tow rating by that amount.

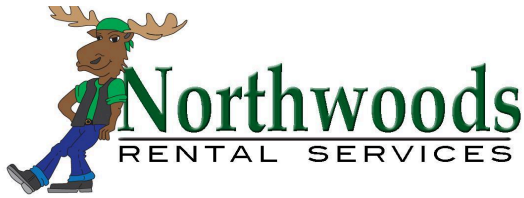
For Example: Tow Rating of Vehicle:	7,900 lbs
Cargo in the Tow Vehicle:	200 lbs
Passengers & Driver	500 lbs
Additional 50 gal. Fuel Tank:	<u>305 lbs</u>
Actual Tow Rating:	6,895 lbs Tow Vehicle

<u>TRAILER</u>	UVW in the Brochure	5,730 lbs
	Dealer Ordered Options	370 lbs
	Dealer Installed Options	100 lbs
	Cargo in the Trailer	300 lbs
	Water 8.3 X 32 gallons	266 lbs
	LP gas 4.23 X 14 gallons	<u>59 lbs</u>
	Gross Trailer Weight:	6,825 lbs
	Tow Rating	6,895 lbs
	Minus GTW	<u>6,825 lbs</u>

Equals 70 lbs before tow rating is exceeded.

There is another important weight rating that comes into play that is the Gross Combined Weight Rating (GCWR). This is the maximum allowable combined weight of the tow vehicle and the trailer when both are fully loaded for travel.

You should never tow a trailer that is pushing the limit on the manufacturer's tow rating or a combined weight that is pushing the tow vehicle GCWR. Pushing the weights over the limits allowed put the driver and passengers in a dangerous situation for them and surrounding traffic.



RENTAL RESERVATION APPLICATION

Send application to:

1007 N Tower Rd., Fergus Falls, MN 56537 northwoodservices@gmail.com • 218-770-2750

Please note: Renters MUST be at least 25 years of age to rent any unit from Northwoods.
Please include a copy of your driver's license with your application.

Application Date _____ Camper Requested _____
Rental Date: From ____/____/____ to ____/____/____ Destination: _____
Maximum # of People _____ Approx Mileage _____ *Pet(s): Age/Breed/size _____

** Pets requested must be approved. Any damage to the unit from pets will be the responsibility of the renter. Additional cleaning and care of the unit is expected with the exception of pets.*

Please note: Renters MUST be at least 25 years of age to rent any unit from Northwoods.

Name _____ DOB _____
Address _____ City _____ State/Zip _____
Ph# _____ Cell _____ Email _____
Driver's Lic # _____ State _____ Exp Date _____
Add. Drivers _____ Age _____ Driver's Lic # _____
Renters Ins. Carrier _____ Agent _____ Ph# _____
Accidents? No/ Yes: _____ Violations? No/Yes: _____
Employer _____ Length of Emp. _____
Address _____ City _____ State/Zip _____
Position _____ Contact Person _____ Ph# _____
Emergency Contact _____ Relation _____ Phone _____

Payment

Credit Card # _____ Type: _____ Expiration Date _____
Name on Card _____ Security Code (on back) _____ Zip _____

- Must be at least 25 years of age to rent. • NO SMOKING in any of the campers.
- Charges in addition to rental may be incurred due to damages to the unit, if cleaning is required, tanks need dumping or propane filled. Renter will be notified if charges incur. • **General cleaning inside and out and dumping of all tanks is required upon the return of each rental period.**
- You have notified your insurance agent of your intention to haul the trailer Vehicle. You have been advised by your agent that your liability and property damage insurance covers risk of loss to trailer and your risk of liability for injury or damage to others or their property, and your insurance policy has been endorsed accordingly.

Nights	Rate	Total
Other Fees	Tax 7.88%	
	Damage Dep.	\$200
	Total	

____ I have reviewed all of the information listed above and find it to be current, correct and agreeable to me.
____ I have reviewed and understand the Rental Policy/Terms and Conditions and agree to the terms.

Signature _____ Date _____
Agent Signature _____ Date _____



Trailer Rental Liability Request Form

THIS FORM IS REQUIRED BY OUR INSURANCE COMPANY

Renter's Insurance Information:

Renter's Full Name: _____

Renter's Insurance Company: _____

Renter's Policy Number: _____

Agent's Name: _____

Agent's Phone Number: _____

Policy Limits of Liability: _____

Trailer Information:

Rental Operator: _____

Rental Dates: _____

Phone Number: _____

Fax Number: _____

Email Address: _____

Year: _____

Please indicate the trailer you are renting.

_____ 2019 Ice Castle RV Limited Edition 2019 VIN# 5TJBE2116KP000503

*****The above mentioned policy (held by the intended renter) extends primary liability coverage to a non-owned, rented trailer while connected to the renter's insured vehicle. *****

Your Agents Name: _____ Date _____

Your Agent Signature _____



All renters must be age 25 or older. NO EXCEPTIONS.

Please include a copy of the driver's license for those who will be towing the camper, as well as a copy of your insurance card- in addition to this form. Thank you.

****In the event your insurance company will not extend liability and does not offer an additional rider, you can purchase one through MBA Insurance within 10 days of your rental. Contact us for more information. ~Northwoods**

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