



2228-A REES STREET EXT. BREAUX BRIDGE, LA 70517
Toll Free 866-579-2345 Local 337-332-4444 FAX 337-332-5552

Road Service Policy

To all rental customers:

All rental units are prepped and tested to insure all systems are working and serviced before you depart on your trip. When you pick up your rental, a rental coordinator will walk you through the unit and demonstrate how to use the systems and that they are in working order. RV's have many systems that most renters are unfamiliar with using and its operations. Please ask the questions you need to understand as best you can. However, no matter how much prep is done on any unit, things can go wrong when you are on the road. We have help available should you have a problem. **We make no warranties for inconvenience nor can we guarantee a problem free trip.** But, we will do all we can to minimize any inconvenience should a problem occur and get you back on the road as soon as possible. **ON SITE REPAIR is not available in every location (see systems not working section below).**

The following explains how the service policy works.

Break downs: If your coach should break down where it can not be driven, every coach is covered under an auto club membership. There is a card in the coach with an 800 number and membership number printed on it. It is to be used should a tire blow out, or the unit is mechanically broken down where it can not be driven. The service is a 24 hour service, and the ability to respond quickly is dependant on the resources available in the area you are traveling. You should contact one of the numbers below before calling the 800 number for the auto club. If you can't reach us, then call the auto club.

Systems not working: Should you have problems with anything in the coach that does not affect the ability to drive the coach, you should first call the help numbers provided to you by your rental coordinator and someone will attempt to help you over the phone (such as a TV not working, A/C inoperable, refrigerator not cooling, etc). If the problem requires a service technician to repair, we will find the nearest service center that can work on the problem and make an appointment for you to stop in for the repair. We will also arrange payment with them directly. You are not responsible for the repair costs unless it is determined it was an operational mistake or misuse of the equipment.

Note: Evenings and weekends can be a challenge to get service, and is dependant on the resources available in the area you are traveling; so your understanding of that challenge is appreciated. No on site service will be provided unless the coach is not drivable. In that case, if on site response is available in the area it will be utilized, or the unit will be towed to the nearest service center.

TIRES AND WINDSHEILDS are not covered by MBA Choice insurance. Please consider this when deciding on using MBA over an insurance binder from your auto carrier, if available.

Tires: Tires require inspection and proper maintenance. Inspect your tires every day before getting on the road. Check pressures to insure they are at the proper levels. Low tire pressures on heavy vehicles, and road hazard is the leading cause of tire failure on the road. Flat tires are the responsibility of the renter. **Should you have a tire failure, any roadside repairs are not covered by the MBA Choice policy. You will be responsible for the cost.** The auto club can arrange for assistance and payment, but it will be deducted from your deposit.

Windows: Windshields and all windows are not covered by the MBA Choice policy and is the responsibility of the renter. Should you get a windshield chip while driving, it is in your best interest to stop as soon as possible at a glass shop to have it filled (if repairable). If you keep driving and the chip becomes a crack, it can't be filled and can become very costly to replace the windshield. Again, glass is the responsibility of the renter.

Renter Signature: _____ Date: _____

Help number during business hours: Call 866-579-2345

After hours: Huey cell: 337-344-5007, home: 337-839-9809; Joyce 337-288-1124.