



ALASKA CAR & RV RENTALS MASTER RENTAL AGREEMENT, TERMS & CONDITIONS, AND RENTAL POLICIES

Payless Used Car Sales, LLC / Alaska Car & RV Rentals

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PART I - CONTRACT FOUNDATION

1. Nature, Scope, and Incorporation of the Agreement

1.1 Purpose and Contractual Nature

This Master Rental Agreement, Terms & Conditions, and Rental Policies document (the “Agreement”) governs the rental, possession, operation, use, care, return, and post-trip administration of each Vehicle rented by Payless Used Car Sales, LLC and Alaska Car & RV Rentals (the “Company”), together with the reservation/receipt, any vehicle-specific terms, signed addenda, signed waivers, written approvals, and mandatory Booking Source terms applicable to that reservation.

The Agreement applies to rental Cars / Autos, SUVs and other passenger vehicles, and recreational vehicles / motorhomes (“RVs”). Vehicle-specific provisions apply only where the Vehicle type makes them relevant. A general Vehicle provision applies to both Autos and RVs unless expressly limited.

1.2 Incorporated Reservation Documents

- The reservation or receipt, including Vehicle, dates, times, pickup/return location, rates, included mileage, add-ons, fees, Security Deposit, and other reservation-specific disclosures.
- Signed addenda or waivers, including any Canada/Yukon travel waiver or Vehicle-specific operating acknowledgment.
- For an RV, the Company’s orientation/walkthrough records and written operating instructions to the extent specifically incorporated into the rental documents.
- Mandatory terms and processes of the applicable Booking Source, but only within the scope described in Section 3.

1.3 Reservation-Specific Terms

If a reservation-specific term expressly and validly addresses the same subject as this master Agreement, the reservation-specific term controls for that reservation. Mandatory marketplace or Protection Program terms control only to the extent of an actual conflict within their applicable scope. See Section 3 (Booking Source and Order of Precedence).

2. Definitions

Add-On: Any optional service, mileage package, equipment item, accessory, convenience item, or other product confirmed for the reservation.

Agreement: This Master Rental Agreement, the reservation/receipt, incorporated vehicle-specific terms, signed addenda/waivers, and mandatory Booking Source terms that apply within their proper scope.

Authorized Driver: A person expressly approved and listed by the Company to operate the Vehicle. Company approval alone does not satisfy a separate marketplace, insurer, or Protection Program verification requirement.

Auto: A rental car, SUV, van, crossover, pickup, or other non-RV passenger vehicle identified on the reservation.

Booking Source: The channel through which the reservation originated, such as Direct, Wheelbase Direct, Outdoorsy, RVshare, or another approved channel. Reservation origin controls; the software screen where a reservation is later displayed does not change its source.

Company / Lessor: Payless Used Car Sales, LLC and Alaska Car & RV Rentals, as identified on the reservation and rental documents. “Company,” “Lessor,” “we,” “our,” and “us” have the same meaning unless context requires otherwise.

Direct / Wheelbase Direct Reservation: A reservation made directly with the Company, including through the Company website, telephone, in person, or staff, and processed or administered through Wheelbase without originating on Outdoorsy, RVshare, or another marketplace.

Diminished Value: A documented reduction in the Vehicle’s market value after repair attributable to chargeable damage, recoverable only to the extent permitted by applicable law and controlling Booking Source or Protection Program terms.

Key Exchange: The approved transfer of possession or access, including delivery of physical keys, lockbox codes, virtual keys, or other authorized access credentials.

Loss of Use: Reasonable and documented loss attributable to the Vehicle being unavailable for rental during the actual or reasonably necessary period for inspection, repair, replacement, or restoration, subject to mitigation, applicable law, and controlling Booking Source or Protection Program terms.

Excessive Cleaning: Cleaning, sanitation, deodorizing, remediation, or related work reasonably required beyond an ordinary rental turnaround because of renter/occupant conduct, contamination, misuse, or unusual condition, as further described in Section 21.

Incorporated Documents: Reservation-specific documents, signed addenda or waivers, acknowledgments, and mandatory Booking Source documents that form part of the Agreement within the scope stated in Sections 1, 3, and 32.

Recovery: Lawful steps reasonably taken to locate, secure, tow, transport, retrieve, or return a Vehicle that is overdue, abandoned, inaccessible, materially misused, or otherwise subject to recovery under this Agreement, applicable law, or the controlling Booking Source.

Roadside Assistance: Assistance for an operational or mechanical event occurring during the Rental Period. Roadside Assistance does not mean that renter-caused recovery, towing, lockout, fuel delivery, tire service, or other renter-caused service is free.

Marketplace Reservation: A reservation originating through Outdoorsy, RVshare, or another third-party marketplace. It remains a reservation of that marketplace even if displayed or operationally administered in Wheelbase.

Normal Wear and Tear: Minor deterioration resulting from ordinary, careful, and intended use over time, as further described in Section 13. It does not include collision, impact, misuse, negligence, contamination, prohibited use, improper operation, or missing property.

Physical Damage: Damage to, loss of, or destruction of the Vehicle or its equipment beyond Normal Wear and Tear, including collision, impact, theft, vandalism, fire, weather, interior damage, contamination, misuse, improper operation, or damage caused or worsened by failure to follow instructions.

Protection Program: Any insurance policy, contractual protection package, protection plan, physical-damage reimbursement benefit, roadside product, or similar product applicable to a reservation. Its existence does not guarantee coverage for a particular loss.

Rental Period: The scheduled reservation period, together with any valid written modification, beginning no earlier than the approved transfer of possession/access and ending when the Vehicle and keys/access are returned and accepted. A Protection Program may define covered time more narrowly.

Renter / Lessee: The individual or entity identified as the renter or primary guest and any person who signs or otherwise legally assumes payment responsibility under the reservation. “You” and “your” refer to the Renter unless context requires otherwise.

RV / Motorhome: A recreational vehicle or motorhome identified on the reservation, including its house systems, generator, propane equipment, tanks, installed fixtures, supplied property, and approved add-ons.

Security Deposit: A refundable authorization hold or other security arrangement required for a reservation. An authorization hold is not a completed payment or a refund.

Security Deposit Waiver: A marketplace-offered, non-insurance contractual product that may replace or modify a traditional Security Deposit hold for an eligible reservation. Its terms are controlled by the applicable marketplace.

Vehicle: The Auto or RV identified in the reservation and any approved substitute, together with tires, wheels, glass, mirrors, keys, tools, accessories, installed equipment, supplied property, documents, propane equipment, and approved add-ons.

Verified / Approved Driver: A driver who has completed and passed any additional age, licensing, identity, driving-history, or eligibility process required by the applicable marketplace, insurer, or Protection Program.

3. Booking Source and Order of Precedence

3.1 Reservation Source Controls Processing

- A reservation originating on Outdoorsy remains an Outdoorsy reservation even if it later appears in Wheelbase.
- A reservation originating on RVshare remains an RVshare reservation even if Company staff administer operational details elsewhere.
- A reservation made directly with the Company and processed in Wheelbase remains a Direct / Wheelbase Direct Reservation unless another marketplace’s mandatory terms expressly apply.

3.2 Mandatory Marketplace Rules

For a Marketplace Reservation, mandatory marketplace rules concerning payment, deposits or waivers, cancellation/refund processing, insurance/protection products, claims, post-trip charges, dispute processing, driver verification, required forms/photos, Key Exchange, and reporting deadlines control only to the extent of an actual conflict with this Agreement for that booking.

Except where a mandatory marketplace rule actually conflicts, the Company's supplemental Vehicle-use, safety, prohibited-road, maintenance, orientation, cleaning, fuel, propane, mileage, generator, damage-prevention, return-condition, add-on, and other operational terms remain part of the rental agreement to the maximum extent permitted by law and the marketplace.

3.3 Collection Method vs. Underlying Obligation

If a marketplace requires a fee, claim, deductible, deposit action, or post-trip charge to be processed through its system, that processing requirement controls the collection method. It does not automatically eliminate an otherwise valid underlying Renter obligation.

4. Renter Representations and Authorized Drivers

4.1 Renter Information and License Verification

The Renter represents that all information supplied in connection with the reservation is complete and accurate. Before release, the Company will review the intended driver's license and identification and maintain applicable rental records as required by AS 28.35.310 (Requirements for Renting a Motor Vehicle) and other applicable law.

4.2 Direct / Wheelbase Direct Drivers

- The Renter may operate the Vehicle if legally licensed and approved by the Company.
- Qualified licensed drivers over 25 years old may operate with the Renter's permission if approved by the Company and they are members of the Renter's immediate family permanently residing in the Renter's household, or the Renter's employer, partner, or executive officer.
- Qualified licensed drivers over 21 years old may operate only if their names appear on the rental contract and the Company has approved them, subject to stricter insurer or Protection Program requirements.
- Where a Wheelbase Protection Package applies, every driver must satisfy the applicable Wheelbase eligibility and verification requirements under Section 3. The Vehicle will not be released until the required driver verification and approval requirements have been completed.

4.3 Outdoorsy Drivers

Only a person shown by Outdoorsy as a Verified Driver for the booking may receive possession of or operate the Vehicle where Outdoorsy verification is required. The Company will re-confirm driver status at Key Exchange. Outdoorsy age, licensing, driving-history, identity, and Protection Package requirements control where stricter than Company rules.

4.4 RVshare Drivers

Only the Renter and additional drivers approved/listed by RVshare may operate an RVshare-booked RV. Each driver must satisfy the applicable RVshare eligibility, age, licensing, and verification requirements under Section 3.

4.5 Unauthorized Drivers

Allowing an unauthorized, unlisted, unverified, declined, or otherwise ineligible driver to operate the Vehicle is a material breach and may cause insurance or protection coverage to be limited, suspended, excluded, or denied under the applicable terms.

4.6 Payment Responsibility

For Direct / Wheelbase Direct Reservations, to the extent permitted by applicable law, each Renter, signer, and person or entity that expressly assumes payment responsibility is jointly and severally responsible for amounts properly due under the reservation. Listing a person only as an additional driver does not, by itself, create payment responsibility where applicable law or a controlling marketplace requires otherwise.

4.7 Accuracy, Verification, and Material Misrepresentation

The Renter must provide materially accurate and complete reservation information, including name, driver-license and identity information, address, phone number, email, insurance information when required, Authorized/additional drivers, payment information, intended travel information when reasonably required, and required marketplace verification information. The Company may request reasonable correction or additional verification before release.

An innocent clerical error does not by itself constitute fraud. Material fraud, intentional misrepresentation, falsified identification, or material concealment that affects eligibility, safety, payment, insurance/protection, driver approval, or Vehicle use may permit the Company to refuse release, require additional verification, terminate the rental where legally and contractually permitted, or pursue other lawful remedies. See Section 24 (Termination) and Section 26 (Vehicle Recovery and Failure to Return).

PART II - RESERVATION AND FINANCIAL TERMS

5. Reservation, Rental Period, Pickup, and Return Times

5.1 Rental Period

- The reservation begins and ends on the dates, times, and locations stated in the reservation, subject to an approved written modification.
- Autos are charged by the day, calculated in 24-hour periods beginning at the scheduled pickup time.
- RVs are charged by the night. For example, a Monday pickup with a Friday return is four rental nights.

5.2 Early Pickup

Early pickup is permitted only with prior written approval and, for applicable Direct / Wheelbase Direct Reservations, is charged at \$20 per hour before the scheduled pickup time. If a marketplace or Protection Program applies, the reservation time must also be modified through the required platform process when necessary for coverage or platform compliance.

5.3 Extensions

Any extension must be approved before the scheduled return time. Marketplace extensions must be processed through the applicable marketplace or support process when required. A verbal request, message, or payment alone does not extend the Rental Period.

5.4 Airport Pickup and Return

- Airport pickup or return is available only when included in the reservation or approved and added in writing.
- For airport pickup, the Renter is responsible for the parking exit fee unless otherwise stated in writing.
- The Renter must follow all staging, lockbox, parking, access, and return instructions provided by the Company or Booking Source.

5.5 After-Hours RV Pickup and Travel Delays

RV pickups require orientation, walkthrough, and key handoff before release. After-hours or late-night RV pickup is not guaranteed unless arranged and approved in advance. If the Renter arrives outside the scheduled pickup time or available business hours without prior approval, pickup may be moved to the next business day during available business hours. Flight delays, transportation problems, or changes in travel plans do not automatically guarantee after-hours pickup or a change to the reservation.

5.6 Vehicle Substitution

If the reserved Vehicle becomes unavailable because of a mechanical, safety, maintenance, damage, or other operational issue, the Company may offer an available substitute. A substitute may differ in make, model, size, layout, features, cargo capacity, or fuel economy. No substitute is guaranteed. If an offered substitute is declined, refund, credit, or cancellation treatment is determined by the reservation terms, controlling cancellation policy, applicable marketplace rules, and any written Company approval.

6. Vehicle Release, Key Exchange, and RV Orientation

6.1 Conditions of Release

The Company may withhold release until all applicable requirements are satisfied, including required payment, Security Deposit authorization or approved waiver, signed rental documents, driver-license review, marketplace driver verification, applicable insurance/protection selection, required insurance documentation, pre-trip forms/photos, and RV orientation when applicable.

6.2 Key Exchange

Keys, lockbox codes, virtual keys, or other access credentials may be released only to the approved Renter or an eligible Authorized/Verified Driver as required by the Booking Source. Release of a lockbox code or other access method constitutes transfer of possession for purposes of Key Exchange.

Possession may not be transferred before the approved Rental Period or to an unapproved person. Early or late Key Exchange outside the approved reservation time may limit or defeat available protection and is prohibited unless properly approved and processed.

6.3 RV Orientation and Walkthrough

Before release of an RV, the Renter must complete the Company orientation/walkthrough described in Section 12.12. The Renter must have a reasonable opportunity to review applicable systems, ask questions, and request clarification before departure.

6.4 Pre-Departure Inspection and Acceptance

Before departure, the Renter will be given a reasonable opportunity to inspect the Vehicle and, where available, review the Company condition documentation, including obvious existing damage, odometer/mileage, fuel level, generator hours and propane for an RV, keys, supplied equipment, and confirmed add-ons. The Renter should report an apparent discrepancy before departure when reasonably possible and may ask questions about the documented condition.

Departure acknowledges receipt of the Vehicle and supplied property in the documented condition, subject to recorded pre-existing conditions and any legitimate latent or non-obvious defect. A later condition dispute will be evaluated using all reliable evidence, including pre-trip/post-trip photographs, condition reports, marketplace forms, dashboard information, communications, maintenance records, and other credible documentation. See Section 13 (Vehicle Condition and Normal Wear and Tear) and Section 14 (Pre-Trip and Post-Trip Documentation).

6.5 Key, Lockbox, and Access Security

- Keys, lockbox codes, virtual keys, and other access credentials must be reasonably safeguarded and may not be publicly posted or knowingly shared with an unauthorized person.
- The Renter may not make an unauthorized duplicate key, alter a key/access system, or knowingly leave keys unsecured in an unattended unlocked Vehicle.
- Lost, damaged, stolen, locked-in, or unreturned keys/access devices must be reported promptly. Replacement, programming, locksmith, mobile service, towing, and related documented costs remain governed by Section 18.

7. Rental Charges, Payment Authorization, and Add-Ons

7.1 Charges Due

The Renter agrees to pay all charges properly due under the reservation and this Agreement, subject to the processing method required by the Booking Source. Charges may include rental charges, taxes, approved fees, Security Deposit obligations, late returns, mileage/generator overage, fuel/propane, cleaning, damage, missing items, towing, recovery, storage, citations/tolls, reasonable Loss of Use and Diminished Value where recoverable, and lawful collection or attorney fees where permitted.

Post-trip charges must be reasonably supported by available evidence such as inspection records, photos, dashboard readings, receipts, estimates, invoices, service records, platform forms, communications, or other reliable documentation. The Company will not intentionally obtain duplicate recovery for the same loss.

7.2 Direct / Wheelbase Direct Payment Authorization

By signing the rental documents and providing a payment method, the Renter authorizes the Company and its payment processor to charge or submit for collection amounts properly due under the reservation and this Agreement, including

documented post-trip charges, to the extent permitted by law and card-network rules. Security Deposit authorizations are separately governed by Section 20.

7.3 Marketplace Payments

Payments, refunds, deposits, post-trip charges, deductibles, claims, and other monetary transactions must be processed through Outdoorsy, RVshare, or the applicable marketplace when its rules require platform processing. The Company will not require an off-platform payment where the marketplace prohibits it.

7.4 Optional Add-Ons

- All optional add-ons are subject to availability and must be requested, confirmed, and, when applicable, paid for before the approved Key Exchange and before departure.
- Add-ons may not be added after the Renter has departed, after the Rental Period has begun, or once the Vehicle is already on the road. The Company is not required to deliver an add-on during the trip or meet the Renter at another location to provide one.
- For Direct / Wheelbase Direct Reservations, add-on charges are non-refundable once the Rental Period begins, even if the Renter does not use the add-on, uses it partially, changes travel plans, returns early, or later decides the add-on is unnecessary, except where Company failure, applicable law, or a controlling marketplace rule requires different treatment.
- The Renter must inspect physical add-ons at pickup and report any missing, damaged, or unusable item before departure. Physical add-ons must be returned in the condition provided, excluding Normal Wear and Tear.

7.5 Billing Questions and Payment Disputes

The Renter is encouraged to raise a billing question promptly when reasonably possible. Nothing in this Agreement waives a lawful cardholder dispute or marketplace-dispute right. The Renter agrees not to knowingly submit materially false information in connection with a payment dispute. The Company may provide a payment processor, card network, Booking Source, insurer, or other authorized reviewer with relevant reservation records, signed documents, inspection photographs, estimates, invoices, receipts, communications, and other evidence reasonably related to the disputed charge.

7.6 Collection Costs

Reasonable collection costs, court costs, and attorney fees may be sought only where the Renter is responsible for the underlying amount and such costs are recoverable under the Agreement and applicable law. Any such recovery is limited to the extent permitted by applicable law and does not create an automatic penalty.

8. Mileage, Mileage Packages, Generator, Fuel, and Propane

8.1 Included Mileage

- RV rentals include 100 miles per rental night, cumulative for the reservation, unless the reservation states a different allowance.
- Auto rentals include 200 miles per rental day, cumulative for the reservation, unless the reservation states a different allowance.

8.2 Excess Mileage

Mileage above the applicable included allowance is charged at \$0.60 per mile for both Autos and RVs, unless the reservation expressly discloses a different controlling rate or a mandatory Booking Source rule requires otherwise.

8.3 200-Mile Prepaid Package

For eligible Auto and RV reservations, a prepaid package of 200 additional miles may be purchased for \$99.99.

8.4 Unlimited Mileage Package

For eligible reservations with a scheduled Rental Period of fewer than fourteen (14) days, an Unlimited Mileage Package may be offered for \$499.99. Eligibility is subject to Vehicle eligibility, availability, Booking Source capability, reservation-specific restrictions, geographic restrictions, prohibited-road rules, applicable insurance/Protection Program requirements, and written confirmation on the reservation.

Unlimited mileage applies only to mileage charges. It does not waive prohibited-road rules, off-road restrictions, geographic limitations, Canada/Yukon requirements, maintenance obligations, Vehicle-use restrictions, damage

responsibility, return-time requirements, late-return charges, insurance requirements, Protection Program conditions, or any other provision of this Agreement.

8.5 Mileage Add-On Timing and Refundability

- Mileage packages must be purchased before departure / approved Key Exchange.
- They may not be purchased retroactively after the trip begins, after the Vehicle is already on the road, or after excess mileage has been incurred merely to reduce an overage.
- Unused or partially used prepaid mileage is non-refundable once the Rental Period begins. Early return, route change, or reduced mileage does not create a refund or credit, subject to applicable law or a controlling Booking Source rule.

8.6 Generator

- RV rentals include 2 generator hours per rental night, cumulative for the reservation, unless the reservation states otherwise.
- Additional generator use is charged at \$5 per hour, subject to reservation-specific marketplace terms or mandatory Booking Source processing.

8.7 Fuel

- Return the Vehicle with the same fuel level documented at pickup unless the reservation states otherwise.
- If the fuel level is lower upon return, fuel is charged at \$10 per gallon plus a \$50 refueling convenience fee, subject to any controlling marketplace process or fee restriction.

8.8 Propane

- For RVs, propane must be returned at the same level documented at pickup unless the reservation states otherwise.
- If propane is below the documented starting level, the charge is \$39.99 for each one-third (1/3) of the tank used, subject to any controlling marketplace process.

8.9 Correct Fuel and DEF

- Use only the correct fuel type specified for the Vehicle. Gasoline may not be placed in a diesel Vehicle and diesel may not be placed in a gasoline Vehicle.
- DEF may only be placed in the designated DEF tank of a Vehicle equipped with a DEF system. DEF must never be placed in the fuel tank, and gasoline/diesel must never be placed in the DEF tank.
- If incorrect fuel or DEF is added, do not start or operate the Vehicle. Contact the Company immediately. The Renter may be responsible for resulting towing, recovery, draining, flushing, diagnostics, parts, labor, repairs, related mechanical damage, and reasonable Loss of Use where recoverable.

8.10 Propane Safety

- If propane odor or a suspected leak is detected, stop using propane appliances, avoid flames and smoking, shut off the propane supply if it can be done safely, ventilate the RV, exit when appropriate for safety, and contact the Company immediately.
- The Renter may not modify, bypass, alter, repair, or otherwise tamper with the propane system.

8.11 Odometer, Generator-Hour Meter, and Measurement Integrity

The Renter may not intentionally disconnect, alter, reset, block, damage, bypass, or manipulate an odometer, mileage-recording equipment, generator-hour meter, dashboard data system, warning sensor, safety sensor, or other Vehicle measurement equipment. If a meter or sensor appears defective through no fault of the Renter, the Renter must report it promptly. Any mileage or generator calculation after verified tampering will be based on reliable available evidence and applicable law, not an arbitrary estimate.

8.12 Portable Fuel Containers

Portable gasoline or diesel containers may not be transported inside an Auto passenger compartment or an RV living/sleeping area. If portable fuel storage is permitted for a particular trip, it must use a lawful and Company-approved safe method/location appropriate for the Vehicle. This rule does not authorize external carriers, racks, or hitch-mounted equipment otherwise prohibited by this Agreement.

PART III - VEHICLE USE

9. General Vehicle Use and Prohibited Use

The following restrictions and responsibilities apply to all reservations unless a stricter reservation-specific, marketplace, insurer, or Protection Program rule applies:

- Illegal activities, racing, speed contests, reckless driving, or any unauthorized activity are prohibited.
- Commercial rideshare, commercial delivery, passenger transportation for hire, property/cargo transportation for hire, moving services, or other commercial use inconsistent with the reservation is prohibited unless expressly authorized in writing. Ordinary transport of the Renter's personal luggage, vacation gear, and personal property is permitted subject to capacity and safety limits.
- Transporting illegal materials, explosives, unsafe corrosive materials, unsecured hazardous substances, or other dangerous materials contrary to law or safe Vehicle operation is prohibited. Portable fuel containers are separately governed by Section 8.12.
- The Vehicle may not carry passengers or cargo beyond its rated or legally permitted capacity. All occupants must use legally required restraints while the Vehicle is moving.
- Driving under the influence of alcohol, drugs, illegal substances, or any medication/substance that impairs safe operation is prohibited.
- The Vehicle may not be operated when the Renter knows or reasonably should know that further operation could cause damage or create a safety risk, including after a material warning light, leak, low-fluid condition, or known mechanical problem.
- The Vehicle may not be used for driver training, basic driving practice, racing, stunts, or film/stunt activity creating unusual Vehicle risk unless the Company expressly approves the specific use in writing.
- The Renter may not remove, alter, disable, obscure, or tamper with safety equipment, warning devices, odometers, installed equipment, or identification labels.
- Without prior written Company approval, the Renter may not materially alter the Vehicle by painting, drilling, mounting equipment, installing decals or permanent adhesive materials, removing furniture or installed components, modifying cabinetry, electrical systems, appliances, plumbing, wiring, fuses/circuit protection, hitch equipment, or other Vehicle systems. Ordinary temporary use of personal items that does not damage or alter the Vehicle is not prohibited.
- The Vehicle may not be used to push or tow another vehicle or object and may not be used with unauthorized attachments or accessories.
- Texting or other unlawful distracted driving is prohibited; the Renter must comply with all applicable traffic and safety laws.

10. Roads, Destinations, Canada/Yukon, and Ferry Travel

10.1 General Road Restrictions

Driving on beaches, riverbeds, trails, ATV/4x4 routes, mining roads, logging roads, unauthorized private access roads, unimproved roads, seasonal roads, closed roads, or routes not intended for ordinary Vehicle travel is prohibited unless the Company specifically approves the route in writing and the applicable insurer/Protection Program permits it.

10.2 Strict RV No-Go Routes

The following routes are strict no-go routes for Company RVs and may not be traveled under any circumstances: Dalton Highway north of the Arctic Circle toward Deadhorse / Prudhoe Bay; McCarthy Road from Chitina toward McCarthy / Kennecott; Nabesna Road from Slana toward Nabesna; Dempster Highway toward Inuvik; Canol Road; and Campbell Highway between Carmacks and Watson Lake.

10.3 Burning Man / Playa / Off-Road Event Restriction

RV travel to Burning Man / Black Rock City, Nevada, the Black Rock Desert playa, or any similar event or campsite located on a playa, salt flat, dry lakebed, beach, sand, or other off-road surface is strictly prohibited even if the event or venue itself permits RVs.

10.4 Consequences of Prohibited-Road Use

Use of an RV on a prohibited destination or road is a material breach. The Renter is responsible for resulting towing, recovery, specialized cleaning, tires, wheels, undercarriage, suspension, body, windshield/glass, mechanical damage, environmental remediation, and other documented loss or damage, including reasonable Loss of Use where recoverable. Coverage may be limited, excluded, or denied under the applicable Protection Program. See [Section 15 \(Damage Responsibility\)](#) and [Section 16 \(Insurance and Protection Programs\)](#).

10.5 Canada / Yukon Travel

Travel into Canada, including the Yukon Territory, requires prior written Company approval and completion of the applicable Canada/Yukon travel waiver. The Renter is responsible for passports, visas, border requirements, insurance documentation, and other governmental requirements. The separate signed waiver supplements this Agreement and controls additional requirements for authorized international travel.

10.6 Ferry Transportation

- Ferry transportation is arranged and paid for by the Renter, including ferry reservations, tickets, changes, cancellations, parking, and related travel expenses.
- The Renter must provide the ferry operator with the correct Vehicle type and accurate overall length, width, and height, including ladders, racks, accessories, mounted equipment, mirrors, or other extensions affecting dimensions. An RV/motorhome must be booked in the appropriate ferry category.
- The Renter must independently confirm that the selected vessel, route, terminal, and sailing can accommodate the Vehicle and must comply with check-in times, loading instructions, safety requirements, propane restrictions, and crew directions.
- Occupants may not remain in or use the RV during ferry transit whenever the ferry operator prohibits access or occupancy. Propane systems/containers must be handled, shut off, or sealed as the ferry operator requires.
- The Company does not control ferry schedules, vessel availability, boarding decisions, weather delays, mechanical delays, route changes, missed sailings, or cancellations. Such events do not automatically create a right to a refund, credit, or extension.
- Additional charges or consequences caused by inaccurate Vehicle information/dimensions, late arrival, missed check-in, or failure to follow ferry requirements are the Renter's responsibility.

10.7 Towing and Hitch Use

Towing and use of any trailer hitch or receiver are strictly prohibited. No trailer, boat, vehicle, camper, bike rack, cargo carrier, hitch-mounted accessory, or other equipment may be attached to or used with the hitch/receiver. The Renter may not install, remove, modify, or use Company hitch/receiver equipment for any purpose.

11. Auto-Specific Operating Terms

11.1 Safe Operation and Vehicle Condition

- The Renter must operate an Auto according to manufacturer controls, dashboard warnings, applicable law, and Company instructions.
- The Renter must promptly report warning lights, fluid warnings, overheating, unusual noise, tire-pressure warnings, leaks, brake concerns, or any unsafe condition and must stop operation when continued driving could cause further damage or create a safety risk.

11.2 Tires, Wheels, Glass, Mirrors, and Body Clearance

The Renter is responsible for ordinary safe clearance around curbs, parking structures, posts, branches, signs, barriers, and other obstacles. Tire, wheel/rim, windshield, other glass, mirror, bumper, body-panel, and undercarriage damage is addressed under Section 13 and Section 15.

11.3 Child Passenger Restraints

Child restraints must be used as required by applicable law. To the extent applicable, the Company will make child safety devices available in sufficient quantity to permit compliance with [AS 28.35.310\(e\)](#) and the driver remains responsible for properly securing each child as required by [AS 28.05.095](#). Any Company-provided seat or fee must be confirmed on the reservation. The Company does not represent that a removable infant carrier-style seat is supplied

unless expressly confirmed. The Renter is responsible for confirming suitability and proper installation/use according to law and manufacturer instructions.

11.4 Airport / Lockbox Autos

For an Auto staged at an airport, office, hotel, or other approved location, the Renter must follow the specific lockbox/access, parking, photo, and return instructions. Unauthorized transfer of the code/keys to another person is prohibited.

11.5 Winter, Snow, and Ice Operation

Winter-driving responsibilities apply primarily to Autos and any Vehicle specifically authorized for winter operation. The Renter must adjust speed, following distance, braking, and route planning for snow, ice, black ice, freezing rain, reduced visibility, wind, road closures, and other conditions. Posted closures, official travel restrictions, and Company route instructions must be obeyed. The presence of winter tires or safety equipment does not make unsafe conditions safe. Tire chains may not be installed or used unless lawful, appropriate for the Vehicle, and approved when Company approval is required.

12. RV-Specific Operating and Safety Terms

12.1 RV Roof Access and Clearance

- RV roof access is strictly prohibited. Renters and guests may not climb, stand, sit, walk, store items, or place equipment on the roof.
- The Renter is responsible for maintaining adequate overhead and side clearance for the full Vehicle, including roof-mounted air conditioners, vents, antennas, skylights, solar equipment, ladders, mirrors, and other installed components.
- Before passing beneath or near bridges, overhangs, gas-station canopies, parking structures, garages, trees/branches, signs, tunnels, building awnings, utility obstructions, or other hazards, the Renter must confirm adequate clearance. If uncertain, stop and verify before proceeding.
- Damage caused by an overhead/side strike or unauthorized roof access is not Normal Wear and Tear and may result in responsibility for roof repair, roof-mounted equipment, body damage, water intrusion, towing, recovery, inspection, labor, and reasonable Loss of Use where recoverable.

12.2 RV Plumbing, Tanks, and Toilet Use

- Only RV-safe toilet paper may be flushed. Wipes, paper towels, feminine products, food, trash, excessive toilet paper, and other non-RV-safe items are prohibited.
- Before each rental, the Company prepares the RV by servicing/dumping the black and grey waste tanks and filling the fresh-water tank. Fuel and propane are documented separately.
- Grey and black tank monitor readings are convenience indicators and may not always be exact because residue/debris can remain on sensors. A monitor-panel reading by itself does not establish that a waste tank was not serviced before departure.
- During the trip, the Renter must manage water use and holding-tank capacity and arrange timely dumping/refilling based on actual use, trip length, campground access, and tank capacity.
- The water pump must be turned off when water is not being used, when the RV is unattended, or when a leak is found.
- Sewer hoses, valves, caps, fittings, and dump connections must be used according to orientation instructions. Improper dumping, broken valves/fittings, lost caps, foreign objects, prohibited materials, or improper discharge may result in cleanup, sanitation, environmental, repair, service, or replacement charges.

12.3 Awning

- Awning use is prohibited in wind, rain, or other unsafe weather. The awning may never be left extended while unattended.
- The Renter must retract the awning immediately if weather conditions change and must verify that it is completely retracted and secured before driving.
- Before extending or retracting, ensure the RV door, branches, vehicles, structures, and other objects are clear and will not contact the awning or frame.

- Damage caused by improper deployment/retraction, failure to retract, contact with the RV door or another object, weather exposure contrary to instructions, or other improper use is chargeable damage, subject to applicable Protection Program terms.

12.4 Slide-Outs

Slide-outs may only be operated while the RV is parked, properly positioned/level as required, and clear of obstructions. Verify adequate interior/exterior clearance and fully retract before driving. Damage caused by improper operation is the Renter's responsibility, subject to applicable coverage.

12.5 Leveling Jacks and Stabilizers

Leveling jacks and stabilizer systems on Company RVs are disabled or restricted for renter use. The Renter may not deploy, operate, override, re-enable, modify, bypass, repair, or tamper with any leveling jack or stabilizer system even if controls/equipment remain physically present.

12.6 Generator and Carbon Monoxide Safety

- Generator exhaust contains carbon monoxide, an odorless and dangerous gas. The generator must never be operated in a garage, building, enclosed area, partially enclosed area, under a structure that traps exhaust, or anywhere exhaust may enter the RV or another occupied space.
- Ensure generator exhaust cannot enter through windows, doors, roof vents, or other openings and never block or obstruct the generator exhaust outlet.
- Carbon-monoxide detectors, smoke alarms, propane detectors, or related safety devices may not be disabled, removed, covered, bypassed, altered, or tampered with.

12.7 Weather and Interior Water Intrusion

- Windows, doors, roof vents, skylights, and other openings must be secured when necessary during rain, severe weather, driving, or when the RV is unattended.
- If water intrusion or a leak is discovered, stop using the affected system when appropriate, turn off the water pump where plumbing may be involved, take reasonable steps to prevent further damage, and notify the Company immediately.

12.8 Dry Camping / Off-Grid Use

- Dry camping, boondocking, or off-grid camping is at the Renter's responsibility. Plan for campground access, fresh-water refills, dump stations, battery power, generator use, propane, fuel, and tank capacity.
- Established campgrounds with hookups, including KOA and other full-service RV parks where available, are strongly recommended for the best experience, particularly for first-time RV renters.
- Running out of fresh water, full grey/black tanks, low battery power, generator use, propane/fuel needs, and lack of hookups are normal limitations of dry camping and are not, by themselves, mechanical failures or grounds for a refund.

12.9 Fish, Seafood, Bait, and Game Handling

- Cleaning, gutting, filleting, cutting, processing, or preparing fish, seafood, bait, harvested game, or similar materials inside an RV is strictly prohibited.
- Fish, seafood, bait, or harvested game transported in an RV must be sealed in leakproof containers or coolers to prevent leakage, stains, contamination, and odors.
- Fish waste, blood, bait, seafood waste, or processing materials may not be placed in sinks, toilets, grey tanks, black tanks, or plumbing systems.

12.10 Emergency and Safety Equipment

Emergency exits, fire extinguishers, smoke alarms, carbon-monoxide detectors, propane detectors, seat belts, and other safety equipment may not be blocked, disabled, removed, or misused.

12.11 System Malfunctions

Any leak, unusual odor, equipment malfunction, electrical concern, appliance issue, plumbing backup, tank overflow, or safety concern must be reported promptly. Continuing to use a system after a known problem or contrary to instructions may make the Renter responsible for resulting additional damage. Orientation does not make the Renter responsible for a pre-existing defect or mechanical failure not caused by the Renter.

12.12 RV Orientation Coverage

Orientation may include Vehicle controls and dashboard indicators; fuel requirements; generator operation; shore power; house batteries; propane; furnace; air conditioning; refrigerator/freezer; stove; microwave; water heater; fresh-water system; water pump; fresh, grey, and black tank monitoring; toilet use; sewer hose and dump procedures; city-water connection; awning restrictions; slide-out operation; roof and overhead clearance; exterior storage; emergency exits; safety equipment; and return procedures.

12.13 Backing and Confined-Area Maneuvering

RVs have significant blind spots and extended rear/side clearances. When reasonably available, use of an outside spotter is strongly recommended when backing or maneuvering in confined areas. The driver remains responsible for safe clearance. A backup camera, parking sensor, mirror, or spotter does not eliminate the driver's responsibility to verify adequate clearance. If clearance cannot be confirmed, stop and inspect the area before proceeding. Backing damage caused by collision, impact, clearance error, negligence, or improper maneuvering is not Normal Wear and Tear.

12.14 Battery and Electrical Use

- The Renter must avoid preventable battery drain caused by leaving lights or accessories operating when not reasonably necessary.
- Unauthorized electrical modifications, unapproved high-load equipment, overloaded outlets/circuits, unsafe extension cords/adapters, and fuse/circuit-breaker tampering are prohibited.
- If jump-starting or another material electrical intervention appears necessary, contact the Company when reasonably possible and follow Company/Vehicle instructions. The Renter is not responsible for a legitimate battery or electrical failure not caused or worsened by renter conduct.

12.15 Refrigerator, Appliances, and Personal Contents

RV refrigerators, freezers, and appliances operate differently from residential equipment and may be affected by leveling, ambient temperature, power source, propane, battery condition, airflow, and operating conditions. They are not guarantees against food spoilage or loss of personal contents. Food, medication requiring refrigeration, and other personal-property loss is not automatically reimbursable merely because a refrigerator, freezer, or convenience appliance malfunctions, subject to applicable law and any specific written Company-approved remedy.

12.16 Campground, Parking, and Shore-Power Responsibility

- The Renter is responsible for confirming campsite suitability, Vehicle length/height limits, site access, parking legality, hookup availability, campground rules, generator/quiet hours, and campground fees. The Company does not guarantee that a particular campsite or facility can accommodate the RV.
- Use only electrical service and connections appropriate for the RV. Unsafe wiring, unapproved alteration, bypassing breakers/safety systems, or incompatible high-load connections are prohibited.
- If a shore-power plug, cord, adapter, or campground pedestal overheats, smells burned, repeatedly trips breakers, or otherwise appears unsafe, stop using the connection and notify campground management and the Company as appropriate.

12.17 Fresh Water and Environmental Waste Disposal

The Company prepares the fresh-water system according to its operating procedures, but water quality can vary with refill source, storage, campground supply, hose condition, and trip conditions. The Company does not represent that tank water is suitable for every Renter's drinking preference or medical need unless expressly stated. Renters may choose bottled or separately sourced drinking water for consumption.

Grey and black waste may be discharged only at authorized facilities and in accordance with campground/site rules and applicable law. Improper discharge is prohibited. Renter-caused improper discharge may result in documented cleanup, sanitation, environmental remediation, fines, penalties, repair, or recovery costs where legally recoverable.

12.18 Wildlife, Food, and Trash Storage

The Renter must reasonably comply with campground food-storage rules, wildlife warnings, trash-disposal rules, and applicable park/site requirements. Food, garbage, fish/game, pet food, or other attractants should not knowingly be left in a manner that creates an avoidable wildlife attraction or Vehicle-damage risk. The Vehicle is not represented as a

certified bear-resistant food container. Damage or specialized cleaning caused by failure to follow applicable storage instructions may be charged when supported by evidence.

12.19 Cleaning and Repair Chemicals

The Renter may not use chemicals or treatments that could reasonably damage the RV roof, exterior finish, upholstery, flooring, tanks, plumbing, toilet, appliances, seals, windows, or other Vehicle systems. If uncertain about a strong cleaning, drain, tank, roof, adhesive-removal, or repair chemical, contact the Company before use. Ordinary safe personal cleaning products used appropriately are not prohibited.

12.20 Seasonal Winter Restriction for RVs

Company RVs are generally seasonally restricted or unavailable during winter/freezing conditions unless the Company expressly authorizes a specific Vehicle and reservation. A Renter may not assume that an RV is approved for freezing conditions merely because it is physically available. For any specifically authorized cold-weather RV use, Company winterization, frozen-plumbing, water-system, heating, battery, propane, and operating instructions must be followed exactly. See Section 11.5 and Section 18.11.

PART IV - CONDITION, DAMAGE, AND PROTECTION

13. Vehicle Condition and Normal Wear and Tear

13.1 Return Condition

Return the Vehicle in substantially the same condition as received, excluding Normal Wear and Tear.

13.2 Examples of Normal Wear and Tear

Normal Wear and Tear may include light interior surface wear; minor removable scuffs or marks; ordinary carpet, flooring, or upholstery wear; normal fading or aging; ordinary wear to handles, hinges, or latches; normal exterior road dust and bugs; normal mechanical wear occurring despite proper operation; and minor cosmetic road-use marks genuinely consistent with ordinary highway use.

13.3 Excluded from Normal Wear and Tear

Normal Wear and Tear does not include dents, cracks, punctures, tears, burns, broken/missing parts, significant scratches or gouges, impact damage, broken fixtures, damaged appliances, excessive stains or odors, avoidable water damage, plumbing/tank clogs caused by prohibited materials, awning damage, slide-out damage, leveling-system damage, roof damage, wheel/rim damage, tire damage caused by impact/misuse, windshield or other glass damage, mirror damage, bumper/body-panel damage, undercarriage/suspension damage caused by impact, negligence, misuse, or prohibited use.

It also does not include damage caused by incorrect fuel/DEF, unauthorized towing/hitch use, unauthorized repairs, improper RV-system operation, prohibited-road use, contamination, or continuing to operate after a known leak, warning, malfunction, or safety concern.

Missing, broken, heavily stained, contaminated, burned, torn, or otherwise unusable linens, towels, kitchenware, accessories, equipment, or rental add-ons are not Normal Wear and Tear.

13.4 Tires, Wheels, Windshield, Glass, Mirrors, and Impact Damage

Tire punctures, cuts, sidewall damage, curb/impact damage, bent or damaged wheels/rims, windshield chips/cracks, other glass impact damage, mirror damage, and similar damage arising during the Rental Period may be chargeable when supported by condition evidence and not attributable to pre-existing damage or ordinary wear. Normal tire tread wear from proper operation is not chargeable damage. Coverage, if any, is determined by the applicable policy/Protection Program.

13.5 Inspection, Acceptance, and Later Condition Disputes

The pre-departure inspection opportunity described in Section 6.4 supplements the Company's condition records and any mandatory Booking Source process. Departure is not an absolute waiver of a legitimate latent or non-obvious pre-existing defect. When a later condition dispute arises, all reliable pre-trip and post-trip evidence may be considered. Mandatory Booking Source forms and documentation remain separately applicable where required.

14. Pre-Trip and Post-Trip Documentation

14.1 Company Documentation

Company documentation may include exterior/interior photographs; dashboard/odometer; fuel level; mileage; generator hours; propane level; fresh-water status; grey/black tank servicing; roof and undercarriage where appropriate; windshield/glass; tires/wheels; mirrors; existing damage; keys; accessories; linens; add-ons; and other reservation-specific items.

14.2 Marketplace Documentation

Company records may supplement, but do not replace, mandatory marketplace forms, in-app photographs, signatures, Key Exchange steps, or deadlines required for a Marketplace Reservation or Protection Program.

14.3 Wheelbase Protection Documentation

For Wheelbase Direct reservations using a Wheelbase Protection Package, the Company will follow the applicable mandatory Wheelbase and protection-provider requirements for driver approval, departure/return documentation, photographs, inspection records, metadata, and claim submission.

14.4 Outdoorsy Documentation

For Outdoorsy reservations, required digital Key Exchange, signatures, condition documentation, photos, mileage/generator entries, and damage reporting must be completed through the Outdoorsy process in the time and manner then required.

14.5 RVshare Documentation

For RVshare reservations, required Departure and Return Forms, dated photographs, signatures, mileage/generator readings, post-trip fees, and claims must be completed in accordance with the applicable mandatory RVshare requirements and deadlines under Section 3.

15. Damage Responsibility, Loss of Use, and Diminished Value

15.1 General Responsibility

The Renter is responsible for reasonable repair, cleaning, replacement, towing, recovery, and other documented costs caused by negligence, misuse, improper operation, prohibited use, or failure to follow orientation or written instructions, to the extent permitted by law and not paid by applicable insurance/protection.

15.2 Evidence and Causation

Responsibility may be determined by comparing pre-trip and post-trip photographs, inspection reports, condition reports, dashboard information, marketplace forms, maintenance records, communications, estimates, invoices, and other reliable evidence.

15.3 Loss of Use

Where recoverable, Loss of Use means reasonable and documented loss attributable to the Vehicle being unavailable during the actual or reasonably necessary period for inspection, repair, parts procurement where reasonably necessary, replacement, restoration, safety verification, or other documented work required to return the Vehicle to rentable condition. The Company will reasonably mitigate such loss, will consider the actual circumstances of the repair/restoration period, and will not intentionally obtain duplicate recovery. Loss of Use is not an automatic arbitrary penalty and remains subject to applicable law and controlling Booking Source or Protection Program restrictions.

15.4 Diminished Value

Diminished Value may be sought only where there is a documented post-repair reduction in market value attributable to chargeable damage and only to the extent recoverable under applicable law and controlling Booking Source or Protection Program terms.

15.5 Specific Loss Categories

Damage arising from prohibited roads, roof/clearance strikes, misfueling/DEF contamination, fish/game contamination, improper awning/slide use, plumbing misuse, abandonment, or continued operation after a known problem may include the specific documented costs described elsewhere in this Agreement and reasonable Loss of Use where recoverable.

16. Insurance and Protection Programs

Coverage, if any, is determined solely by the applicable insurance policy, Protection Program terms, marketplace terms, eligibility requirements, limits, deductibles, exclusions, and claims determination. Nothing in this Agreement guarantees coverage, reimbursement, or payment for any particular loss.

- A Security Deposit, Security Deposit Waiver, deductible, insurance policy, and Protection Program are different products/mechanisms and are not interchangeable.
- The Renter remains responsible for deductibles, exclusions, uncovered losses, unauthorized-driver losses, and other amounts for which the Renter is contractually or legally responsible and which are not paid by applicable insurance/protection.

16.1 Direct Reservations Without a Marketplace / Protection Program

The Renter must provide any insurance documentation required by the reservation and remains responsible for loss/liability to the extent not covered by applicable insurance or law. Priority of insurance is determined by applicable policies and law, not by a blanket statement in this Agreement.

16.2 Wheelbase Direct With Protection Package

When a Wheelbase Protection Package applies, the applicable Wheelbase and protection-provider terms control eligibility, driver verification, coverage priority, documentation, deductibles, exclusions, and claims. This Agreement does not alter the coverage priority or conditions stated in the applicable protection documents.

16.3 Outdoorsy Reservations

Outdoorsy's applicable Terms of Service, Protection Package terms, driver-verification rules, digital Key Exchange requirements, and claims procedures apply under Section 3. Only an Outdoorsy Verified Driver may receive or operate the Vehicle where required. Coverage priority and physical-damage treatment may differ by product; the controlling policy/protection terms govern.

16.4 RVshare Reservations

RVshare's applicable Terms of Service, Insurance and Protection terms, driver-approval requirements, Security Deposit procedures, and required Departure/Return documentation apply under Section 3. A Security Deposit Waiver, if offered/purchased, is a non-insurance contractual benefit and does not expand insurance coverage.

16.5 Insurance Recovery, Deductibles, and No Duplicate Recovery

Payment by an insurer, Protection Program, marketplace, Renter, or third party will be credited against the same covered loss. The Company may still seek amounts the Renter remains contractually responsible for that are unpaid, excluded, subject to a deductible, or otherwise legally recoverable. No provision authorizes duplicate recovery for the same loss. Any insurer or protection-provider subrogation rights are determined by the applicable policy, protection terms, and law.

17. Accidents, Incidents, and Claims

17.1 Immediate Duties

- Stop safely and protect persons/property.
- Call 911 or law enforcement when required or reasonably appropriate.
- Notify the Company immediately of any accident, collision, theft, vandalism, windshield/glass damage, tire/wheel incident, property damage, bodily injury, warning condition, or other material incident.
- Preserve evidence including location, photos/video, names/contact information of parties/witnesses, other driver/vehicle information, insurance information, police report/incident number when applicable, and other information reasonably requested.

17.2 Police Reports

A police report must be obtained when required by law, when bodily injury is involved, when theft/hit-and-run or similar circumstances require it under the applicable Protection Program, or when reasonably requested by the Company, marketplace, insurer, or protection provider.

17.3 No Unauthorized Settlements

The Renter may not admit liability, settle a claim, authorize payment, or make a binding statement/commitment on behalf of the Company, marketplace, insurer, or protection provider.

17.4 Marketplace Reporting

Marketplace incidents must also be reported through the marketplace in the time and manner required by the applicable rules under Section 3. Failure to meet a required driver, Key Exchange, documentation, notice, or claim deadline may limit or defeat available protection.

17.5 Theft or Attempted Theft

- Secure the Vehicle and keys/access devices when unattended and avoid knowingly leaving the Vehicle unlocked.
- Promptly report a theft or attempted theft to law enforcement where appropriate and immediately notify the Company and the applicable Booking Source/Protection Program when required.
- Provide the police report or incident number when applicable, cooperate with the investigation, and preserve/surrender remaining keys, access devices, and relevant Vehicle documents as reasonably requested.

17.6 Windshield and Glass Reporting

Any newly discovered windshield chip, crack, impact, or other significant glass damage must be reported promptly. The Renter may not authorize permanent repair or replacement without Company approval except emergency action reasonably required for immediate safety. Temporary stabilization or repair products should be used only when the Company instructs or approves them, unless immediate action is reasonably necessary for safety.

17.7 Claim Cooperation

The Renter must reasonably cooperate with the Company, insurer, Protection Program, applicable marketplace, and law enforcement where applicable in investigating and resolving an accident, damage, theft, or claim. Cooperation may include preserving and providing relevant photographs, reports, witness information, messages, estimates, and other claim documentation. The Renter is not required to admit liability.

17.8 Preservation of Material Evidence

After a material accident, damage, theft, or claim event, the Renter may not knowingly delete, alter, falsify, or destroy material reservation or incident evidence, including relevant photos/videos, marketplace forms, messages, police/incident records, or repair documents. This requirement does not require disclosure of unrelated personal information.

PART V - DURING AND AFTER RENTAL**18. Maintenance, Mechanical Breakdown, and Roadside Assistance****18.1 Reporting and Safe Operation**

Report any breakdown, warning light, leak, unusual noise, unsafe condition, or material malfunction immediately or as soon as communication is reasonably available. Do not continue driving/operating an affected system when doing so could cause additional damage or create a safety risk.

18.2 Legitimate Mechanical Failure

The Renter is not responsible for the repair cost of a legitimate pre-existing mechanical or electrical failure not caused or worsened by the Renter, subject to the reservation, applicable law, and controlling Booking Source/Protection Program terms.

18.3 Unauthorized Repairs

The Renter may not independently authorize a mechanic, mobile RV technician, towing service, parts replacement, or other repair/service without prior Company approval, except when immediate action is reasonably necessary to protect life or safety. Reimbursement for unauthorized work is not guaranteed.

18.4 Renter-Caused Roadside Events

Roadside assistance, towing, service calls, and recovery may be charged to the Renter when caused by misuse, lockout, lost/damaged/locked-in keys, damaged tires or wheels, running out of fuel, battery drain, prohibited-road use,

abandonment, incorrect fuel/DEF, or another renter-caused condition. Key-related costs may include replacement keys, programming, locksmith/mobile service, towing, transportation, labor, and documented administrative/service costs.

18.5 Remote Alaska Conditions

Alaska includes remote areas where cellular service, roadside providers, repair facilities, technicians, towing, parts, and replacement Vehicles may be limited or unavailable. Response times may be substantial, particularly outside normal business hours, during severe weather, or when service providers are unavailable. Replacement Vehicles are subject to availability and are not guaranteed.

Weather, wildfire, smoke, flooding, construction, road closures, ferry disruptions, and similar events outside the Company's reasonable control may affect routes, repair, towing, or replacement availability and do not automatically create a right to a refund or credit. If conditions prevent a scheduled return, the Renter must contact the Company as soon as reasonably possible; any extension remains subject to written approval and availability.

18.6 Routine Monitoring During the Rental

The Renter must reasonably monitor and promptly report material warning lights, tire-pressure warnings, visible tire problems, overheating, fluid leaks, unusual odors, unusual mechanical noises, battery/charging warnings, and other conditions suggesting that continued operation may be unsafe or damaging. On longer trips, the Company may reasonably instruct the Renter to visually monitor ordinary Vehicle levels/conditions that do not require mechanical expertise. The Renter is not required to perform mechanical repairs; the duty is to observe, stop when safety or damage risk requires, report, and follow authorized instructions.

18.7 Approved Repairs, Receipts, and Replaced Parts

For an approved repair, the Renter must preserve receipts/invoices for any reimbursement request and, where reasonably requested and practicable, retain replaced Company parts for return or inspection. Unauthorized repair reimbursement is not guaranteed. No repair authorization permits unrelated modification of the Vehicle.

18.8 Convenience Equipment vs. Material Mechanical Failure

Failure of a secondary convenience feature such as a radio, Bluetooth connection, USB port, television, entertainment system, Wi-Fi equipment, or minor cabinet hardware does not automatically mean the Vehicle is mechanically inoperable or create an automatic full-rental refund. Genuine safety, drivetrain, required-heat, critical-electrical, essential-plumbing, or other material failures are evaluated according to their actual effect on safe and reasonable Vehicle use. Any remedy is fact-specific and subject to the reservation, applicable law, and controlling Booking Source rules.

18.9 Roadside Assistance vs. Renter-Caused Recovery

Roadside Assistance for a legitimate mechanical condition is distinct from Recovery made necessary by renter-caused conditions. A Vehicle that is stuck, stranded, inaccessible, or disabled because of prohibited-road use, beach/sand, mud, off-road travel, a snowbank caused by unsafe operation, fuel exhaustion, lockout, unauthorized location, or another renter-created condition may require Recovery at the Renter's expense where permitted. Availability of roadside assistance does not mean renter-created Recovery is free.

18.10 Tire-Change Safety

The Renter should not attempt a roadside tire change when traffic, terrain, weather, Vehicle size, equipment condition, or personal safety makes the attempt unsafe. Contact the Company or available roadside support whenever reasonably possible. The Company does not guarantee roadside response timing in remote Alaska.

18.11 Remote Travel Planning

The Renter is responsible for reasonable trip planning involving fuel range and availability, cell-service gaps, road conditions, weather and closures, ferry schedules where applicable, safe turnaround times, campground/service availability, and appropriate emergency supplies for the planned route. The Company does not guarantee continuous cellular service, roadside response, repair facilities, parts, towing, or replacement Vehicles in remote locations.

19. Return, Late Return, Extension, and Abandonment

19.1 Return Requirements

Return the Vehicle on the date, time, and location stated in the reservation, with keys/access returned as instructed and all Company property/add-ons accounted for.

19.2 Direct / Wheelbase Direct Late Return

For applicable Direct / Wheelbase Direct Reservations, a late return is charged at \$50 for each hour, or portion of an hour, after the scheduled return time unless a written reservation term provides otherwise. No grace period is implied unless expressly stated in writing.

Where the reservation's applicable additional-day/night policy uses a 3:00 PM cutoff, a return at or after 3:00 PM may be treated as one additional rental day for an Auto or one additional rental night for an RV, plus applicable taxes/fees, instead of stacking an overlapping hourly charge for the same period.

19.3 Interference With Next Booking

If a late return materially interferes with the next scheduled booking, the Company may apply the full applicable daily/nightly rate for each eight-hour period the Vehicle is late plus a \$100 administrative fee, where legally permitted and properly disclosed. The ordinary hourly/additional-day/night formula and the booking-interference formula will not be stacked merely to duplicate compensation for the same late period; distinct documented costs may be charged separately where permitted.

19.4 Marketplace Late Returns

Outdoorsy and RVshare late-return charges, grace periods, and processing are governed by the applicable rules under Section 3. The Company's direct late-return formula does not replace a mandatory marketplace formula or process.

19.5 Extensions and Unauthorized Continued Possession

An approved extension must be completed through the required Company or marketplace process before the scheduled return time. Unapproved continued possession is unauthorized use and may result in recovery action, additional rental charges, or other lawful remedies.

19.6 Abandonment / Unauthorized Return Location

If the Vehicle is abandoned, left at an unauthorized location, or not returned to the designated location, the Renter is responsible for reasonable and documented recovery, towing, travel, storage, repair, and Loss-of-Use costs to the extent permitted by law and the Booking Source.

20. Security Deposit and Post-Trip Charges

Security Deposit procedures vary materially by Booking Source. An authorization hold is not a completed charge, a Security Deposit Waiver is not a refundable deposit or insurance policy, and a Protection Program deductible is separate from both.

20.1 Direct Reservations

- A Security Deposit is required unless the reservation expressly states a different approved arrangement or a controlling Booking Source process applies.
- After return, the Company generally allows up to 48 hours to perform its post-trip inspection and identify authorized charges or claims, including damage, missing items, cleaning, fuel, propane, mileage, generator use, or other documented issues.
- If no issue is identified, the Company will release the authorization. The issuing bank/card network controls when available funds/credit reappear; the Company does not guarantee an exact processing date.
- If an issue is identified, the Company may manage, extend, partially release, capture, or apply the authorization as permitted by the processor and law while estimates, documentation, insurance, or claims are finalized. Amounts exceeding the Security Deposit remain the Renter's responsibility.

20.2 Wheelbase Direct

Wheelbase processes Security Deposits according to the account and payment-processor settings applicable to the reservation. The Company may use available hold, claim, partial-release, or release functions and will document post-trip line items/claims as required. The Company's 48-hour inspection target does not alter processor authorization lifecycles or bank release timing.

20.3 Outdoorsy

Outdoorsy's applicable mandatory Security Deposit Authorization or Security Deposit Waiver process controls for an Outdoorsy reservation under Section 3. A traditional deposit authorization is distinct from a completed payment, and

any waiver product is governed by Outdoorsy's applicable terms. The Company will use the required Outdoorsy deposit, post-trip charge, or claim process where the platform requires it.

20.4 RVshare

RVshare's applicable mandatory Security Deposit or Security Deposit Waiver procedures control for an RVshare reservation under Section 3. Required Departure/Return documentation, post-trip fees, reimbursement requests, and claims must be submitted through the process and deadlines applicable to that reservation.

21. Cleaning, Smoking, Pets, Fish/Game, and Contamination

21.1 Excessive Cleaning

Excessive cleaning may include heavy trash, spills, food mess, smoke/vape or other strong odors, pet contamination, dirty bathroom areas, excessive dirt or mud, stained linens/towels, fish/game contamination, or any condition requiring specialized cleaning, sanitation, deodorizing, stain removal, upholstery treatment, pressure washing, or substantially more labor/material than a normal turnaround.

Normal exterior road dust and ordinary bugs are expected. Additional exterior cleaning may apply when excessive mud, heavy gravel-road buildup, packed underbody/wheel-well mud, sap, tar, or other contamination requires specialized cleaning or substantially more labor/material than a normal turnaround.

21.2 Smoking and Vaping

Smoking and vaping are prohibited inside all rental Cars and RVs. Cigarette smoke, cigar smoke, vaping, cannabis, or other strong smoke-like odor requiring additional cleaning, deodorizing, sanitation, or treatment may result in reasonable documented charges.

21.3 Pets

The Renter is responsible for excessive pet hair, stains, odors, scratches, contamination, interior damage, or additional cleaning caused by an animal in any rental Car or RV. Any Vehicle-specific pet restriction shown on the reservation also applies.

21.4 Fish / Game Remediation

In addition to the handling restrictions in Section 12.9, the Renter is responsible for reasonably required special cleaning, deodorizing, sanitation, stain removal, upholstery treatment/replacement, contaminated-item replacement, professional cleaning, and documented related Loss of Use where recoverable if contamination delays preparation for a following reservation.

21.5 Cleaning Charge Methodology

When a condition requires work beyond a normal turnaround, cleaning-related charges should reflect reasonable documented additional labor, cleaning materials, specialized treatment, professional cleaning, sanitation, deodorizing, upholstery treatment, pressure washing, disposal, replacement where necessary, or other actual services reasonably required. Normal road dust, ordinary bugs, and ordinary intended use remain distinguished from Excessive Cleaning.

21.6 Biohazard and Human-Waste Contamination

Vomit, urine, feces outside intended RV waste systems, blood, bodily fluids, or other biohazardous contamination requiring additional or professional sanitation may result in documented cleanup, sanitation, disposal, professional service, replacement, and reasonable Loss of Use where legally recoverable when caused by renter/occupant conduct. Proper ordinary use of an RV toilet and holding tanks is not, by itself, treated as biohazard damage.

21.7 Pest or Infestation Treatment

If food, garbage, pet material, open containers, or another renter-caused condition results in an insect, rodent, or other pest problem, the Renter may be responsible for reasonable documented cleaning, pest treatment, repair, disposal/replacement, and related recoverable loss. Responsibility requires evidence reasonably linking the condition to the Rental Period and is not automatic for every later pest discovery.

21.8 Odors and Odor Masking

Avoidable odors that may require additional treatment include smoke, vape, cannabis, fish/seafood, spoiled food, pet contamination, sewage/waste, and other strong avoidable contamination. Excessive fragrance or odor-masking products

used to conceal another condition may also require treatment. Charges apply only where additional reasonable cleaning, deodorizing, sanitation, or treatment is actually required and documented.

22. Company Property, Missing Items, and Rented Equipment

22.1 Missing Item Replacement Fees

- Towel — \$5 each
- Bed Sheet Set — \$35 per set
- Kitchen Utensil — \$10 per utensil
- Pot — \$50 per pot
- Pan — \$50 per pan
- Cup — \$5 each
- Bowl — \$5 each
- Plate — \$5 each
- Pillow — \$20 each
- Blanket — \$50 each

22.2 Unlisted Company Property

Any Company property, accessory, add-on, linen, kitchen item, equipment, key, document, or supplied item not specifically listed above may be charged at its reasonable actual repair or replacement cost, including documented labor, programming, service, shipping, or related costs where applicable and permitted.

22.3 Rented Equipment and Add-Ons

Optional add-ons and rented equipment, including chairs, tables, coolers, grills, inverters, child safety seats, and other accessories, must be returned in the condition provided, excluding Normal Wear and Tear. Missing, broken, contaminated, or damaged add-ons may be charged at reasonable actual repair or replacement cost, subject to Section 7 and the applicable Booking Source process.

23. Traffic Violations, Tolls, Citations, and Government Charges

- The Renter is responsible for traffic violations, parking citations, tolls, camera violations, moving/non-moving violations, and related charges incurred during the Rental Period or attributable to the Renter's use.
- For Direct / Wheelbase Direct Reservations, a \$65 Company administrative fee applies to each citation or violation the Company must process, in addition to the actual ticket, toll, citation, or other charge, to the extent permitted by law.
- The Renter is responsible for late fees, penalties, processor charges, collection costs, towing, booting, impound fees, or other documented costs caused by an unpaid or unresolved violation.
- For Marketplace Reservations, citations, tolls, and any administrative charge must be processed in the manner permitted by the applicable marketplace. The Company will not duplicate a marketplace administrative charge for the same processing service.
- A citation, toll, or violation received after the Rental Period may still be charged when attributable to the Renter's use and supported by documentation.

24. Cancellation, No-Show, Termination, and Early Return

24.1 Direct / Wheelbase Direct Cancellations

Cancellations are subject to the cancellation policy disclosed for the reservation at booking.

24.2 Direct / Wheelbase Direct No-Show

- If the Renter has not arrived within three (3) hours after scheduled pickup and has not contacted the Company or received written approval for delayed pickup, the Company will attempt to contact the Renter using the reservation contact information.
- If the Renter does not respond or make approved pickup arrangements within twenty-four (24) hours after scheduled pickup, the reservation may be treated as a no-show and cancelled. A Direct no-show is not automatically eligible for a refund, credit, or transfer to later dates.

- Personal emergencies, illness, flight delays, transportation problems, or other travel changes do not automatically create a right to shift a missed reservation to later dates. Different dates generally require a new reservation at the availability and rates in effect at that time unless expressly approved in writing.

24.3 Marketplace Cancellations / No-Shows

Outdoorsy or RVshare no-shows, cancellations, refunds, credits, or modifications are handled under the cancellation policy and applicable processing rules under Section 3. The Company's Direct no-show rule does not override a mandatory marketplace refund determination.

24.4 Termination

The Company may terminate the rental for material breach, unsafe use, unauthorized driver, prohibited use, fraud, or other grounds permitted by law or the controlling marketplace. The Renter must return the Vehicle promptly as directed.

24.5 Customer Conduct and Staff Safety

To the extent permitted by law and the controlling Booking Source, the Company may refuse Vehicle release or terminate service/rental for material conduct including threats, violence, harassment, fraud, intentional property damage, dangerous conduct, or refusal to comply with a material safety requirement. This provision does not authorize discriminatory, retaliatory, or arbitrary refusal of service. Marketplace procedures apply where required.

24.6 Early Return

Early return does not automatically create a refund or credit for unused rental time, mileage packages, or add-ons. Any refund is determined by the applicable reservation, cancellation policy, marketplace rules, applicable law, and written Company approval where applicable.

25. Personal Property

25.1 Removal and Temporary Storage

The Renter must remove all personal belongings at return. The Company may, as a courtesy, provide temporary storage for personal property found in or on a returned Vehicle but does not guarantee storage for any particular period. Recovery is not guaranteed. Property may be handled in accordance with applicable law and Company procedures. To the extent permitted by law, the Company does not become a bailee merely because personal property is inadvertently left in or on the Vehicle.

25.2 Shipping and Carrier Risk

The Renter is responsible for authorized packaging, shipping, carrier, handling, customs, storage, or delivery costs. The Company may require a prepaid shipping label and may decline to ship prohibited, restricted, unsafe, perishable, or carrier-ineligible items. International/customs requirements are the Renter's responsibility. To the extent permitted by law, the Company is not responsible for a carrier's delay, loss, customs issue, or damage after proper transfer of the item to the carrier.

PART VI - CORPORATE AND LEGAL TERMS

26. Vehicle Recovery and Failure to Return

26.1 Recovery Rights

Subject to applicable law, Booking Source requirements, and reasonable safety considerations, the Company may take lawful steps to recover a Vehicle that is not returned as required, abandoned, fraudulently obtained, retained through material misrepresentation, operated by an unauthorized driver, materially misused, held beyond an unapproved Rental Period, or otherwise placed at material risk in violation of this Agreement. The Renter is responsible for reasonable and documented recovery, towing, travel, storage, and related costs caused by renter breach where legally recoverable. This provision does not authorize unlawful self-help.

26.2 Failure to Return

Nothing in this Agreement limits rights or remedies available under applicable law. Where its statutory elements are satisfied, intentional failure to return a rented motor vehicle may be addressed under AS 28.35.320 (Failure to Return Rental Vehicle). This Agreement does not characterize every late return or contract dispute as criminal conduct.

27. Indemnification and Allocation of Liability

To the extent permitted by applicable law and not inconsistent with controlling marketplace or insurance/protection terms, the Renter agrees to indemnify and hold the Company harmless from third-party claims, losses, damages, costs, and liabilities arising from the Renter's or an Authorized Driver's possession, operation, misuse, or prohibited use of the Vehicle, except to the extent caused by the Company's own legally non-waivable fault.

No provision of this Agreement waives any right or duty that applicable law makes non-waivable.

28. Written Modifications, Repairs, and Reservation Changes

- No Company modification, refund, credit, extension, repair authorization, Vehicle substitution, fee waiver, return-location change, or policy exception is effective unless approved in writing by the Company or processed through the Booking Source when required.
- For Outdoorsy reservations, a modification required by Outdoorsy must be completed through the Outdoorsy Services or Outdoorsy Support; an off-platform modification does not replace the required process.
- For RVshare reservations, extensions, cancellations, and other changes that RVshare requires to be processed through its platform must be completed through RVshare.
- Verbal statements, informal discussions, or statements by third parties do not modify this Agreement unless confirmed through the applicable written/approved process.
- Repairs, towing, or third-party service generally require prior Company authorization except where immediate action is reasonably necessary to protect life or safety.

28.1 Unauthorized Alterations

Without prior written Company approval, the Renter may not install, remove, modify, drill, paint, permanently adhere, rewire, re-plumb, alter cabinetry/furniture, alter appliances, change fuses or circuit protection contrary to instructions, or otherwise materially alter the Vehicle or its installed equipment. This restriction supplements Section 9 and the RV-specific restrictions in Section 12.

28.2 Repair Documentation and Parts

For an approved repair, towing event, locksmith service, or parts purchase for which reimbursement is requested, the Renter must preserve itemized receipts/invoices and provide them to the Company. Replaced Company parts must be retained for return or inspection where reasonably requested and practicable. Approval for one repair does not authorize unrelated work or modification.

28.3 No Oral Modification

A casual verbal statement, telephone conversation, informal staff comment, or third-party statement does not modify the Agreement unless the Company confirms the exception through the required written approval or the Booking Source process where that platform requires it. The Company may honor a properly documented authorized exception.

29. Electronic Signatures and Communications

Electronic signatures, electronic acceptance, platform acceptance, and electronic communications may be used to execute or administer the reservation to the extent permitted by law and the Booking Source. Copies and electronic records may be used as evidence of the Agreement and reservation.

Alaska law recognizes electronic records, signatures, and contracts in qualifying transactions. See [AS 09.80.040 \(Legal Recognition of Electronic Records, Electronic Signatures, and Electronic Contracts\)](#).

Notices, instructions, approvals, and reservation communications may be delivered by email, text message, platform messaging, or other electronic method reasonably associated with the reservation, subject to applicable law and mandatory Booking Source requirements.

29.1 Administrative Reservation Records

The Company may maintain and use reservation-related records only as reasonably necessary to administer the rental, payment, inspection, claim, communication, and related contractual processes, subject to applicable law.

30. Governing Law and Dispute Processing

30.1 Direct / Wheelbase Direct

For Direct / Wheelbase Direct Reservations, this Agreement is governed by the laws of the State of Alaska, without enlarging or waiving non-waivable rights or remedies. Subject to applicable law, disputes between the Renter and Company that are not governed by a mandatory third-party process may be brought in an appropriate Alaska court.

30.2 Marketplace Reservations

For Outdoorsy or RVshare reservations, any mandatory marketplace arbitration, dispute-resolution, payment-dispute, Security Deposit, claim, or forum provision applies within its scope. This Section does not override a binding marketplace dispute process governing use of that marketplace.

Nothing in this Agreement expands a marketplace's role beyond its own terms or makes the marketplace a party to this Agreement where its terms state otherwise.

31. General Contract Provisions

31.1 No Waiver

No waiver of one breach constitutes a waiver of another breach or of future enforcement.

31.2 Severability

If any provision is held invalid or unenforceable, the remaining provisions remain effective to the maximum extent permitted by law, unless the invalid provision is essential to the bargain and applicable law requires otherwise.

31.3 Survival

Damage, cleaning, missing-item, recovery, citation, fuel/propane, mileage/generator, payment, claim, indemnity, and other authorized post-trip obligations survive return of the Vehicle and expiration of the Rental Period until properly resolved.

31.4 Headings

Section headings are for organization and convenience and do not limit the meaning of the text.

31.5 Records and Evidence

Reservation records, signed documents, platform records, photographs, videos, dashboard readings, communications, receipts, estimates, invoices, maintenance records, and other reliable records may be used to establish Vehicle condition, reservation performance, and amounts properly due, subject to applicable law and evidentiary rules.

31.6 Events Outside the Company's Reasonable Control

Severe weather, wildfire, smoke, flood, earthquake, road closure, government restriction/order, ferry interruption, airport disruption, utility outage, third-party service outage, parts or service-provider shortage, and similar events outside the Company's reasonable control do not automatically create a refund, credit, extension, substitute Vehicle, or reimbursement. Any remedy remains subject to the reservation, applicable law, mandatory Booking Source requirements, and any written Company approval. This provision does not waive liability for Company-caused negligence or another legally non-waivable obligation.

31.7 Counterparts and Electronic Copies

The Agreement and incorporated documents may be executed, accepted, delivered, or retained in counterparts and electronic copies to the extent permitted by applicable law and the Booking Source. A complete electronic copy may be treated as an original for administration and evidentiary purposes, subject to applicable law.

31.8 Document Control

Effective Date: August 23, 2026. Version 1.0. This Agreement remains in effect until amended, superseded, or replaced by the Company, subject to applicable law and mandatory Booking Source requirements.

32. Entire Agreement

32.1 Incorporated Documents

For a Direct / Wheelbase Direct Reservation, the Agreement includes this Master Agreement, the reservation/receipt, signed vehicle-specific terms, signed addenda or waivers, the Canada/Yukon waiver when applicable, specifically incorporated RV orientation or operating instructions, Company condition/inspection records incorporated into the rental documents, and other specifically incorporated written documents. For a Marketplace Reservation, mandatory Booking Source documents and required Departure/Return forms also apply within their proper scope. Website content is incorporated into this Agreement only when expressly identified as an incorporated term or document.

32.2 Priority of Documents

To the extent legally effective, conflicts are resolved within the subject actually governed in the following order: (1) mandatory applicable law; (2) mandatory Booking Source or Protection Program terms within their applicable scope; (3) reservation-specific written terms expressly addressing the same subject; (4) signed Vehicle-specific addenda or waivers; (5) this Master Agreement; and (6) specifically incorporated operational instructions. A marketplace rule does not replace unrelated Company Vehicle-use or safety rules merely because the reservation originated on that marketplace.

32.3 Entire Written Agreement

No prior or contemporaneous oral statement supersedes these written terms. A later written Company-approved or required Booking Source modification may amend the reservation within its proper scope. See Section 28 (Written Modifications).

APPENDIX A - FEE SCHEDULE

Appendix A. Fee Schedule

This Fee Schedule summarizes fixed Company charges referenced in this Agreement. The substantive Sections of the Agreement govern application, eligibility, documentation, Booking Source processing, and any conflict. Reservation-specific disclosed terms or mandatory Booking Source requirements may control where stated in the Agreement.

Early Pickup (applicable Direct / Wheelbase Direct): \$20 per hour before scheduled pickup, with prior written approval

Excess Mileage - Autos and RVs: \$0.60 per mile above the applicable included allowance

Prepaid Mileage Package: 200 additional miles - \$99.99

Unlimited Mileage Package: \$499.99 for eligible reservations shorter than fourteen (14) days

Additional Generator Use: \$5 per hour

Fuel Shortage: \$10 per gallon plus \$50 refueling convenience fee

Propane Shortage: \$39.99 for each one-third (1/3) of tank used

Direct / Wheelbase Direct Late Return: \$50 per hour or portion of an hour, subject to Section 19

Booking-Interference Administrative Fee: \$100 where applicable, legally permitted, and properly disclosed

Citation / Violation Processing - Direct / Wheelbase Direct: \$65 per processed citation/violation, to the extent permitted by law

A.1 Missing Item Replacement Fees

- Towel - \$5 each
- Bed Sheet Set - \$35 per set
- Kitchen Utensil - \$10 per utensil
- Pot - \$50 per pot
- Pan - \$50 per pan
- Cup - \$5 each
- Bowl - \$5 each
- Plate - \$5 each
- Pillow - \$20 each
- Blanket - \$50 each

Unlisted Company property is subject to the repair or replacement provisions of Section 22.

APPENDIX B - PROHIBITED ROADS & DESTINATIONS

Appendix B. Prohibited Roads & Destinations

This Appendix provides a quick reference to the road and destination restrictions stated in Section 10. The operative restrictions remain in Section 10 and any reservation-specific written restriction. If this Appendix and Section 10 differ, the stricter applicable written restriction controls subject to applicable law and mandatory Booking Source terms.

B.1 Strict RV No-Go Routes

- Dalton Highway north of the Arctic Circle toward Deadhorse / Prudhoe Bay.
- McCarthy Road from Chitina toward McCarthy / Kennecott.
- Nabesna Road from Slana toward Nabesna.
- Dempster Highway toward Inuvik.
- Canol Road.
- Campbell Highway between Carmacks and Watson Lake.

B.2 Other Prohibited Surfaces / Destinations

- Burning Man / Black Rock City, the Black Rock Desert playa, and similar playa, salt-flat, dry-lakebed, beach, sand, or off-road events/campsites for Company RVs.
- Beaches, riverbeds, trails, ATV/4x4 routes, mining roads, logging roads, unauthorized private access roads, unimproved roads, seasonal roads, closed roads, or other routes not intended for ordinary Vehicle travel unless specifically approved in writing and permitted by applicable protection/insurance terms.

Canada/Yukon travel requires the separate written approval and waiver described in Section 10.5. Ferry transportation remains governed by Section 10.6.

APPENDIX C - APPLICABLE LEGAL AND BOOKING PLATFORM REFERENCES

Appendix C. Applicable Legal and Booking Platform References

The following legal and booking-platform authorities are referenced by this Agreement. Mandatory platform requirements applicable to a reservation remain subject to change and control within their applicable scope.

Alaska Statutes Title 28: Motor-vehicle provisions including AS 28.05.095, AS 28.35.310, and AS 28.35.320.

Alaska Statutes Title 9: Electronic Transactions Act including AS 09.80.040.

Outdoorsy Terms of Service: Marketplace bookings, Key Exchange, payments, security deposits, and general terms.

Outdoorsy Security Deposit - Host Guidance: Security-deposit authorization and post-trip collection guidance.

Wheelbase Protection Packages for United States: Direct-guest protection package structure, driver/photo requirements, and claims guidance.

Wheelbase Driver Verification: Verified-driver requirements for Wheelbase Protection Packages.

RVshare Terms of Service: Marketplace, Security Deposit, Security Deposit Waiver, Return Form, and insurance/protection terms.

RVshare Rental Agreement & Optional Insurance Terms: RV rental and protection terms.

