RVshare Owner's Handbook

Powering RV Trips.
Empowering People.

Table of Contents

Welcome to RVshare!
- Learn About Us
- Why List Your RV on RVshare
- See How Much You Can Earn
- How to Connect With Us and Owners Like You

Getting Started
- Signing Up: Setting Rates & Offerings
- ID Verification Process

Creating Your Listing
- Listing Best Practices: Photos & Listing Details
- How to Perform Well on RVshare How to Market Your Listing

Managing Your Rentals
- Calendar Management
- Vetting Your Renters
- Cleaning and Maintenance Pre- and Post-Trip
- Recommended Amenities
- How to Manage Booking Requests and Reservations

Preparing Your Renter
- Set Renters Up for Success
- The Departure Form
- Walk-Through Tips
- Communication With Renter During Trip

When Your Renter Returns
- The Return Form
- How to Handle Damages
- Submitting Overage Charges
- Following Up With the Renter

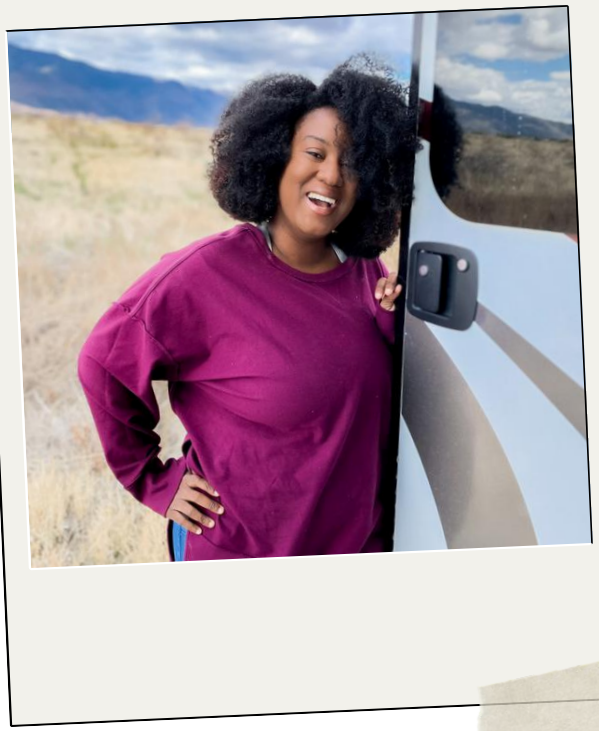
Earnings, Fees, and Taxes
- Our Fee Structure Payouts
- Taxes
- Security Deposits

RVshare Insurance and Protection
- Summary of the RVshare Protection Plan
- How to File a Claim

RVshare Owner Resources
- Links to helpful resources and checklists
- Insurance and Protection coverage documents
- Marketing Tips and Blog articles
- Link to our Facebook Owners Group and Help Center

WELCOME TO RVSHARE

Welcome



About RVshare

How it all started... In 2012, co-founder Mark and his wife Rachel bought an RV to travel the country for their honeymoon. The newlyweds fell in love with the freedom their RV provided to take their journey at their own pace and experience travel in a new way. Upon returning home, they realized their RV would sit unused for the majority of the year, yet they still had all of the expenses of RV ownership.

Mark discovered that renting out his RV was an opportunity to not only offset these costs but also allowed him to share the joy of RVing with those who may not have access to ownership. After realizing there wasn't a platform equipped to rent out an RV, Mark saw the untapped market of peer-to-peer RV rental and began building RVshare.

Fast forward to today... RVshare is the world's first and largest peer-to-peer RV rental marketplace. Serving more than 60,000 RV entrepreneurs across the US, RVshare provides the best, most intuitive platform and tools to start making an income from
an RV.

RVshare Brings Doers and Dreamers Together

Being peer-to-peer means owners can list their RV on the RVshare platform to directly connect with millions of potential renters across the country. Owners can customize their listing to highlight what makes their RV special, why they love it, and any included amenities.

In this guide, we'll walk through the entire RVshare platform: from creating your listing to managing your reservations and more.

Why List Your RV on RVshare?

At RVshare, we are here to help you succeed in your RV rental business, that you get to create! You are in control of how you want to present your RV to the world when using our platform. With a standout listing, you can show millions of potential renters why they should book with you and easily communicate with them through the secure inbox.

Make Money
RVshare is free to join, and you could earn up to $40,000 in additional income per year from your RV when you aren't using it.

List With Confidence
You are in control of customizing your listing - set your rental prices and rules, such as how many nights a renter can take your RV, as well as rates for upgrades and more.

Exposure to the Largest Marketplace
RVshare reaches millions of renters every year, ensuring your RV listing is connected to the people who want to rent it.

Support Where it Matters Most
We have your best interests in mind when creating an environment that will fully support you:

- Fast, secure payments: We've partnered with a world-class payment processing platform, Stripe, to ensure all payments are directly deposited into your account.
- Round-the-clock service: We're here to help 24/7, from roadside assistance to our readily available customer support team.
- Verification check: Through ID scanning and facial biometrics, we verify every renter so you can trust who you're renting to.

Safety is Always Top of Mind
Each year, nine million RVs travel thousands of miles to destinations all over the country, and with over 100,000 RVs listed on our site, we power more road trips than any other RV rental company or dealer. It's a role we take seriously and why your safety is our first priority.

RVshare's protection plans are the best way to get coverage for an RV rental through our platform. We provide protection in the event of an accident and will reimburse repair costs and third-party liability up to the specified limits - for our owners we include a million dollars of liability protection with every booking.

In the unfortunate event of an accident, having an RVShare Protection Plan allows our team to quickly receive and begin work on your claim, to get you back on the road as soon as possible.

See How Much you Can Earn

How much money you can make when listing on RVshare varies based on what type of RV you own. If you have a Travel Trailer, you could make an average of $22,000 a year. Class C motorhomes typically bring in around $38,000 per year.

Curious about how much you could make by renting out your rig? Visit our site here to see your earning potential.

How to Connect with Us and Owners Like You

We believe one of the very best ways to find success in your RV rental is through connection with others. Whether it's an RVshare team member to assist with any questions or learning from another owner listed on our site, you don't have to worry about walking this journey alone.

Our Customer Support team is eager to assist you whenever you need their help. They are available 24/7 by:

- Phone: 888-482-0234
- Webform: Accessed here
- Live Chat: Available on our website rvshare.com

Rental Coaches

As an RVshare owner, you have access to one-on-one training and coaching with our team of rental experts. This team is available to assist with renting out your RV, creating your listing, answering any questions, and offering guidance to help you be as successful as possible. Contact our rental coaches at 888-482-0234 from 8am-6pm EST Monday-Friday.

RV Owner Community

One of the best ways to get immersed in the RV rental industry is by connecting with like-minded people who understand the journey that you are on as an RV owner.

Tip:

For emergency cases or matters requiring immediate assistance, we would suggest contacting us by phone or our Live Chat feature so an agent can speak with you directly. Submitting a message on our webform is best for less urgent cases such as needing assistance with your account or updating a future rental.

That is why we have created our RVshare Facebook Owner's Group. Through this community, RVshare owners can come together to discuss their successes, experiences, and questions with other owners renting their RV on RVshare.

Come and join us!

GETTING
STARTED
Jayco
REDHAWK

Getting Started

Signing Up on RVshare

If you're interested in renting your RV on RVshare, start by visiting the listing section on our website here. On this page, simply enter the information for your RV type, name, and email address to begin creating your account and listing.

We'd recommend having the following information on hand while signing up:

- The stated value of your RV
- The RV class, year, and manufacturer
- The RV's VIN number

Setting Rates and Fees

The price you charge for renting your RV is completely in your control. If you have a new listing, we suggest searching for comparable RV rentals in your area to get an idea of the rates your competition has set. Skim through both peer-to-peer listings as well as national franchises to see what your prospective renters may find when they're on the hunt. Then, you can use that information to set a competitive, but fair, price — keeping in mind important factors that can increase or decrease a rental's value, such as size, quality, age, and amenities. Be sure to look at RV type, location, and the amenities offered by owners with similar RVs to you.

Base Rates

Minimum Nights Rental

This is the minimum number of nights for which you will accept a booking. Your RV will be shown in the search results for dates you are available, but a renter will not be able to book your RV if the reservation is less than your specified number of nights.

Nightly Rate

This is your starting point for all your rates. Think of your nightly rate as your base rate; it is the default rate displayed to renters. Any booking request will take your nightly rate and multiply it by the number of nights the renter requests to get the rental price. Nightly rates are applied for bookings totaling one to six nights.

Weekly Rate

The weekly rate will be applied to booking requests that are seven or more days. It is common to provide discounts for longer trips. For bookings totaling 7-29 days, the rate is calculated using the weekly rate + (weekly rate/7 x number of additional nights).

For example: Your weekly rate is $800, and a renter is booking a 10-day trip. The rate (excluding additional fees and expenses) would be $800 + ($800/7 x 3), totaling around $1142.86.

Monthly Rate

If a renter seeks to book your RV for 30 or more days, a monthly rate will be applied. Similar to the weekly rate calculation, monthly rates are calculated using the monthly rate for the first 30 days + (monthly rate/30 x number of additional nights).

Seasonal Rates

Seasonal rates work similarly to base rates but kick in within a specific date range. Adding seasonal rates can help you optimize your earnings and also keep your RV booked in off-seasons, too.

As you've surely experienced yourself, certain times of year are much more popular for campers, so you can take advantage of the higher demand by increasing your rate. It's also a good idea to consider popular events in your area that may draw in more renters. On the flip side, by adjusting your rates during the slower season, you can incentivize travelers and optimize your bookings all year round.

Seasonal rates will override any base rate during the date range you define.

Additional Fees

For setting mileage, generator, and additional fees, we would also recommend looking at what other owners in your area are doing. Remember the most important factor in pricing is to stay competitive!

Renters will see your mileage and generator fees as part of your listing but will not be charged any overages until after a trip is completed. Using the Departure and Return forms (accessible through the inbox beginning 48 hours prior to a reservation), you can track usage and determine if any additional fees need to be applied after a trip is completed.

- Mileage Fee – The Mileage Fee allows you to define the number of included miles and set the rate for miles incurred beyond that amount.

- Generator Usage Fee – The Generator Usage Fee works in the same manner: you set the number of generator hours included in the rental as well as the fee charged per hour once that amount has been exceeded.

Additional fees can be added as required or optional. Required fees will be displayed in the renter's quote but renters have to select upgrades of any optional fees for them to be charged. Required and optional fees are shown on your listing and will be paid when the renter books as part of the checkout flow.

Tip:

Try including amenities in your Optional Fees that make renting your RV a unique experience for the renter such as bike rentals, a grill, chairs, and more. Keep in mind, most owners include basic amenities such as sheets and kitchen essentials at no extra charge, so it's recommended to avoid charging for these. This will help set you apart from competitors.

- Optional fees – Popular optional fees that many owners include are dumping, generator, pets, and propane usage fees.

- Required fees – The most popular required fee is a cleaning fee. You can add this as a separate fee or include it in your nightly rate.

To learn more about adding fees and rates onto your listing, visit our Owner's Toolkit

Delivery and Set-Up

Offering to deliver your RV adds immense value to your listing. Delivery is an attractive option for renters who are new to RVing or are short on time. It also can lower the risk of potential damage to the unit. You can choose to deliver your RV to a nearby campground or an agreed-upon location close to your renter's final destination.

You can add delivery options through your RVshare dashboard. Under the Listings page, choose Edit Listing, then Location and Delivery. If you have multiple RVs listed on the site, make sure each listing is updated with your preferred delivery options.

Your available delivery options will be displayed to renters on your RV listing details page and will also be made available in the checkout, allowing renters to decide at that time if they would prefer to not drive the RV. You also have the ability to edit your delivery options for reservations that have already been booked in the event of changes after talking with your renter.

Tip:

Having the option for delivery is a standout feature for potential renters. Another accommodation you can offer is to set up the RV. This is appealing for renters who may not be experienced with setting up an RV. This offers peace of mind for both the renters and you, as you can be rest assured the unit is set up properly.

Stationary Options

Another great option you can provide your renters with is providing stationary rentals. Many of our owners and their RVs are already located in amazing destinations. A stationary RV rental would mean your renter will be staying in the RV on your property or wherever it is permanently parked. This allows the renter to have a fun home base while visiting the surrounding area without having to worry about driving the RV.

More information for setting and managing delivery and stationary options can be found in the Owner's Toolkit.

ID Verification Process

Once you have created your RVshare owner's account, you will be prompted to complete our ID verification process. All users (owners and renters) on the RVshare platform must complete the ID verification process in order to use our service. This assists in preventing most instances of fraud.

When you're asked for an ID, you'll need to provide a photo of a driver's license, passport, or national ID card. Then, you'll be prompted to provide a new photo (or "selfie") of yourself for verification purposes.

Your ID and "selfie" will never be shared with any RVshare user. We partner with Onfido, a world-class ID verification service that is trusted by financial institutions worldwide, to process our ID Verifications. Learn more about their security measures by visiting their website.

If you do not complete this process, you will be unable to:

- View message contents from renters
- Respond to messages on RVshare (via the panel or via replying directly to RVshare emails)
- Accept booking requests or send booking requests
- If you are unsure about this process, our Customer Support team is happy to assist.

See our full privacy policy here.

Reminder:

Please keep in mind that it is against our Terms of Service to exchange funds outside of the platform, and any request to do so by an owner within the RVshare platform violates our Terms of Service.

CREATING YOUR LISTING

Listing Best Practices

How to Take Great RV Photos

Having eye-catching photos of your RV is critical in attracting renters to your listing. You want potential renters to be able to see themselves in your RV and understand what they can expect before they click that "book" button.

While some owners hire professional photographers to take their listing pictures, you can get a beautiful end product yourself, too. Key elements to keep in mind for photos are:

- Making sure the camera is in focus
- Bright lighting - natural light is best
- Clean, staged RV (Remember, you want renters to be able to see themselves in your RV!)
- Read more about our tips for taking great photos of your RV.

Photos You Should Include

Now that you have some basics on the how let's talk about the what. It's important to give potential renters a complete view of your rig to see if it will work for their trip. That means photographing not just the RV exterior, but also the interior, cockpit, kitchen, bathroom... you get the picture - pun intended ;)

The more photos the better. Our best-performing listings often have lots of photos, while those with only one or two quickly-snapped shots might not do as well against their better-photographed competitors.

Tip:

Be sure to include anything that makes your RV stand out, whether it's a unique feature (such as a bathtub or a washing machine), or a fun extra you include for renters, like a welcome basket or bikes.

A little staging goes a long way. Including some throw pillows and maybe a candle or a vase full of flowers can turn your living room from drab to fab in an instant. These touches will make renters feel more at home when they're on the road, too.

Completing Your Listing

Taking the best photographs possible is a huge step toward seeing peak performance from your RV rental business, but there's more to it than that! Once you have those beautiful photos, you need to upload them into a strong, descriptive listing.

Eye-Catching Title and Description

Read your listing through the eyes of a renter. Better yet, reflect back to the days when you were browsing for your own rental. What did you need to know to plan your vacation? What extra details would help you narrow down your choices? Your listing description is your chance to answer any questions of prospective renters and get ahead on the ones they didn't even know they had.

Start with the basics. How big is your RV? How many people can sleep in it? What exactly are the sleeping arrangements: A master bedroom? A fold-out couch or dinette set? If you're renting out a
towable vehicle, you'll need to include the weight. This is also a good place to highlight any applicable delivery details. It's best practice to mention the specific kitchen and restroom facilities your RV offers as well.

Completing Your Listing

Don't forget about extras and amenities that can make a listing more appealing to a prospective renter. Maybe your RV features an automatic leveling system; perhaps your rig's cockpit is complete with a high-tech RV GPS and backup camera - be sure to share that information! On top of upgrades to the RV itself, don't forget to mention any extras you've added to the rental, whether that's stocking the rig with complimentary bedding and cookware or adding the option for additional rental products, like bicycles or patio furniture.

Pay careful attention to what details you choose to include in your headline. After all, that's the first thing a renter sees, aside from photos, when they're considering your unit. Space is limited for that line of big, bold text, so make sure to make the ones you do write count! Highlight special characteristics of your rig, whether that's a unique configuration or something simpler, like the ease of use.

Share About You

You've meticulously combed over the description for your RV, but this section is all about you! Getting to know fellow outdoor enthusiasts makes peer-to-peer rental so special, and the "About the Owner" section on your listing is a perfect place to introduce yourself to potential renters.

While you can leave this section blank (and it will publicly read "Coming Soon"), we strongly recommend filling it out. Unsure what to write? Share about how long you've enjoyed the RV lifestyle or your favorite road trip. Gush about your love of dogs or the perfect cup of coffee. Just a little something to let the renter get to know you. This information can be added either during the onboarding when first signing up or under Profile Information once you log in. You can also add a profile picture of yourself in this section.

How to Boost Your Listing

As you may guess, the higher up your RV is on the page of search results, the more likely your RV is to be seen by potential renters. When determining how to rank and display RVs, many variables come into play. While some factors (like your location compared to a renter's location) are out of your control, the factors below impact your bookings by providing a good customer experience.

Accept booking requests quickly.
While you have a maximum of 24 hours to accept or decline a booking request, you don't want to leave a prospective renter waiting long. Not only will this give your RV a boost in rankings, but it is also courteous to the renter. TIP: Even if you can't accept a booking request, it is better to decline it promptly than to not respond at all.

Respond to messages quickly.
When someone has a question, whether it's a prospective renter or someone who has secured a booking with you, responding quickly builds trust and helps to create a positive rental experience. TIP: We would recommend responding within an hour to help in building trust and keeping the conversation moving forward.

Minimize cancellations.
Put yourself in your renter's shoes. Cancellation by an owner means a renter is scrambling to find an alternative and a stressful start to an RV trip. While sometimes a cancellation cannot be avoided, canceling as infrequently as possible will help your RV listing to perform well.

Turn on Instant Book.
We know that renters love the ability to quickly book an RV, so we show them RVs that allow them to do that. Learn more about Instant Book here.

Have at least 12 photos, or better yet, 20!
If you read the last section, you know how important great photos are to attracting renters. The more photos you add, the bigger rankings boost your RV gets - but make sure they are all high-quality photos that show off your RV, otherwise, renters will keep scrolling.

Keep your calendar up to date.
It reduces the likelihood of needing to cancel a booking or decline a booking request, making life much easier for both you and your prospective renters.

Marketing Your Listing

Marketing your listing is a huge step to gain interest in your RV. Luckily, here at RVshare, we value your listings and market them on high performing platforms such as:

- Google
- Bing
- Facebook

You can also market your listing outside of our platform. While in your RVshare owner dashboard, you can navigate to the Listing tab, click on Edit Listing, then View Listing. Use the URL link and post it on your social media pages for all your friends and family members to see and share with those they know. That way they know to search for you on RVshare!

Marketing Your Listing

Here are our other top-notch ideas for marketing your RV:

Start with a stellar listing
Make your listing shine with comprehensive, custom-shot photographs, which allow viewers to see all angles of your rig, both inside and out. In your listing details, include attributes such as TVs and entertainment systems, generators, cooking facilities, and how many passengers your rig sleeps comfortably. Head back up a couple sections to read more recommendations for details to include your listing.

Offer delivery and set up
One of the most intimidating things for newbie RVers is the idea of towing a trailer or driving an RV. You can put all those fears to rest very simply by offering to deliver to their destination and even set it up for them. That way, all they have to do is show up, unpack, and relax! Although delivery service does add some extra responsibility on your end, it's perceived as a much higher level of luxury and may make the difference when a potential renter is considering your listing alongside someone else's.

How to Get on Our Social Media Pages
We would love to give you the chance to have your listing featured on our social media pages. This includes Instagram, Facebook, and Twitter. What better way to market your listing than for all of our followers to see?

To be featured on our social channels, make sure you have high-quality photos that are well lit and showcase the features of your RV. Then email our Social Media team at SocialMedia@RVShare.com. If our team decides to use your listing as an upcoming feature, they will reach out to you for further details.

MANAGING YOUR RENTALS

Managing Your Listing Calendar

Renters expect your calendar to be accurate and up to date. Honoring bookings for available dates is essential, so it's important to stay proactive when blocking dates out on your calendar. Follow these best practices to optimize your earnings and ensure a positive experience for both you and your renter:

- Plan ahead for personal use. You likely have an RV because you enjoy using it yourself, but having a rental business means you need to plan. Look ahead and block off any dates you are going to use your RV for personal reasons. Avoid making any last-minute plans that would create a cancellation.

- Add changeover dates. If you have back-to-back bookings, build in the time you need to clean and turn over your RV. Blocking off a changeover date helps you honor all your bookings and ensures each renter will have the best experience in your RV.

- Update your calendar for maintenance. Be sure to block off your calendar for the time needed for regular maintenance or for any repairs.

- Reduce the risk of double bookings. Some owners manage their bookings and RV availability in a calendar outside of RVshare. To ensure you reduce the risk of being double-booked, follow these steps to sync your calendar.

- Hide your listing if you are away. If you are unable to manage your listing for an extended period of time, you can temporarily hide your RV from search results. This feature allows you to preserve the details of your listing but prevents renters from booking your RV. You will not receive any inquiries or booking requests for the time period you set. To hide your listing, sign into your account and go to the Listings page, Edit Listing, then Listing Status.

Vetting Your Renters

We want you to be comfortable and confident when going into a reservation with a new renter. In this section, we'll go through our best practices for communicating with and vetting potential renters.

Get to Know Your Renters and Ask Questions

When a renter reaches out with an inquiry to book your unit, many will include their travel details within their first message. If that's not the case, it never hurts to create a list of questions to get a better understanding and to help make sure your RV is a good fit for them. Some questions to help with vetting a potential renter could be:

How many travelers will there be? What is the general age range of those traveling?

It is helpful for renters to know what sleeping accommodations your unit has, whether it can fit four adults or two adults and four children. Being clear on how many people can sleep in your unit ultimately helps the renter in the long run.

Have they ever traveled in an RV or towed a travel trailer before?

Learning the renter's experience levels will be beneficial when it comes time for them to pick up the unit and what key points will need to be reviewed before you release the unit to them. We suggest letting the renter know ahead of time that it is ideal to set an hour aside before and after the trip to review the details of the unit. The Departure and Return Forms are in place to assist with this process. (These forms become accessible through the inbox 48 hours prior to a reservation.)

What inspired them to rent a unit through RVshare? Where will they be traveling on their RV trip, and what made them choose that destination?

While this seems like a fun, light-hearted question, it does give you the chance to know where the renter plans to go and what their intentions are with your unit.

Will there be any pets traveling with you?

People love being able to take their furry four-legged friends on vacation with them, but if you have an allergy or aren't a big fan of pets, it's okay to express your concern surrounding that.

Are They ID Verified?

While all communication is kept on the RVshare platform before booking, once your unit has been booked, then the personal contact information of both parties will be available. However, if the renter has not yet gone through RVshare's ID verification process, then their information will not become available until they do so. You can check to see if the renter has been ID verified through your RVshare Dashboard Inbox messages with the renter. There will be a green checkmark next to the renter's name showing they have been verified.

Providing Great Customer Service

It is beneficial to build a good rapport with the renter because if they enjoy their rental experience they are likely to keep coming back for any future vacations and leave a positive review. You should also be patient with first-time renters, as they may be a bit overwhelmed with trying to find a unit that is best suited for their needs.

Setting Expectations

Do not hesitate to set guidelines on your listing and discuss these with the renter. You will be releasing your personal property and want to ensure that the renter maintains it while out on the road. It is important to discuss with the renter any common knowledge an RV owner might have that a renter may not. For example, if they're taking your Class A on a cross-country road trip, let them know that it might need the oil serviced after a certain mileage. Or if your travel trailer requires a certain type of hitch to be able to tow it, make the renter aware of this. Open communication is key to achieving a successful reservation.

The Importance of Communicating Breakable Items in Your RV to Renters

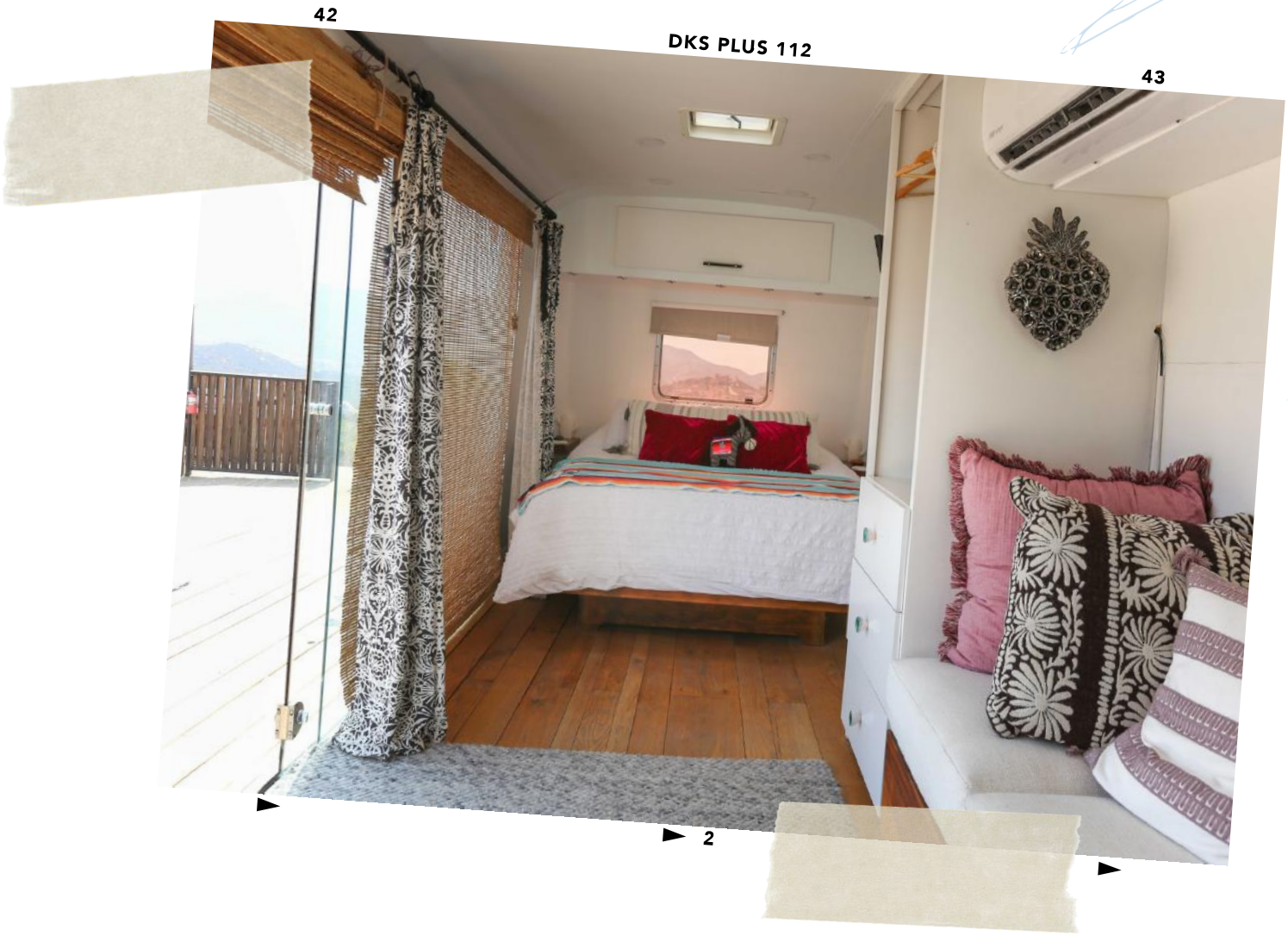
Many people who rent RVs know nothing about them, so it's important to communicate any fragile components and how to operate features, such as slide outs and awning, properly. For this reason, you must give a good, thorough walk-through and communicate all of these things to your renter.

- Tell them about furniture being easily broken, and warn against having too many people on one seat or allowing kids to jump on the bed.
- Communicate the possibility of the sides or roof being scratched and damaged, and tell them how they can use their travel companion as a second set of eyes to avoid damage from gas station pumps and low-hanging branches.
- Make sure they know that the drawers can't hold as much as household drawers, and they should not overload the drawers and cabinets to avoid damage.
- You may also want to mention the potential for a clogged toilet, and make sure your renters know to use RV-specific toilet paper and fill it with plenty of water when flushing.

Renter Information

Providing your renter with as much detail ahead of time will help them feel more confident staying in your RV. But also remember, it's easy to overwhelm someone brand new to RVing with information overload, so make sure you are available to assist with any questions they have throughout their stay.

It's also helpful to create your own manual to leave in your RV for reference.



Cleaning and Maintenance

Cleaning Tips Before Your Renter Arrives

You likely did this when your RV got home from its last trip, but it's a good idea to give your RV a quick clean before it hits the road again with a new renter.

Interior

1. Open the windows to air out while you're cleaning
2. Wipe down the fridge, stovetop, microwave, and kitchen counters
3. Clean bathroom mirror, sink, shower, and toilet
4. Dust steering wheel, dashboard, and control panels
5. Vacuum floors, couches, seats, and beds

Cleaning and Maintenance

Exterior

Again, you may have gotten the outside of your rig spotless upon your return home, but depending on how long it's been, there may be some exterior items to clean before your next rental.

1. Clean interior and exterior of the windshield and all mirrors
2. Sweep off debris from the roof
3. Brush off the awning
4. Review storage compartments

Check the status of optional exterior amenities such as:

- Rugs or mats
- Grill
- Jacks
- Outdoor chairs and other furniture

Cleaning Post-Trip

After your RV is returned to your care, the first thing you'll do is a deep cleaning. Doing this as soon as possible can also serve as a way to closely check for any damages.

Interior

1. Empty the fridge - Avoid rotten or spoiled food and throw away remains left by renters.
2. Clean the bathroom - Be sure to give the whole thing a thorough wiping down with bleach-based products and to clean the RV toilet with appropriate chemicals.
3. Air it out - RVs are notorious for developing funky odors, both from the holding tanks and just the smallness of the space in general. It's a good idea to open the windows and let everything breathe for a few hours before your next rental.

Exterior

1. Dump and clean out the holding tanks - Here's a quick guide on how to get them fresh and clean. Remember to clean your RV drains both inside and out.
2. Show the awning some love - Don't forget to give it a nice spray down. Simple dish soap can get rid of most stubborn stains from tree sap or bird droppings.
3. Give the RV a good wash - There are plenty of RV exterior cleaning products and chemicals on the market, but just like with a regular car, any gentle soap will do. Just make sure not to use harsh chemicals that might harm your RV's finish.

RV Cleaning Supplies

You probably already have all the cleaning supplies you need stored in your RV. There's nothing fancy you need to dust and freshen up - you can usually get by with a basic all-purpose cleaner and window spray. But if you're looking for more options, here is our list of recommended cleaning products.

Cleaning Service We Recommend

Sometimes an extra set of hands is just what you need to get your RV spotless and ready to rock. For contactless cleaning, check out TaskRabbit.

TaskRabbit matches you with local cleaning pros to effectively clean your RV pre- and post-rental. Tasks include sanitizing surfaces and floors, taking out the trash, changing linens, and more. To see all the cleaning services offered, visit their site.

Tip: Here is our guide to deep cleaning your RV in regards to the current coronavirus pandemic; following CDC guidelines.

Importance of RV Maintenance

This bit of advice is also one of the most important tips for managing your rental business: Stay on top of your RV maintenance. There are a large number of tasks RV owners have to do each season to keep their rigs in tip-top shape, and staying on top of it all can feel overwhelming. That said, failing to keep up with them can mean much more work and costly repairs down the line, especially while renting. You won't want to skip things like resealing seams, recoating the roof, changing out the anode rod in the water heater, and doing maintenance on your A/C and furnace.

Here is our RV Maintenance Checklist to help you stay on top of maintaining your RV. This checklist includes:

- Maintenance Before Each Trip
- Monthly Maintenance Checks
- Seasonal Maintenance Checks
- Yearly Maintenance Checks
- Recommended Amenities

Personalization and Care Packages

Have you ever had a great experience when staying at a hotel? The smell of fresh baked cookies in the lobby, colorful bowl of fruit on the front desk, or complimentary happy hour are details that don't require a lot of effort for the hotel but make a big impact for making its guests feel taken care of and at home.

You can provide the same experience with your RV. There are several inexpensive touches you can include with your rentals to ensure that your guests remember how well they were treated by you. Good memories = positive reviews and repeat business or referrals to friends and family, which means more earning potential for you.

Personalization and Care Packages

Have you ever had a great experience when staying at a hotel? The smell of fresh baked cookies in the lobby, colorful bowl of fruit on the front desk, or complimentary happy hour are details that don't require a lot of effort for the hotel but make a big impact for making its guests feel taken care of and at home.

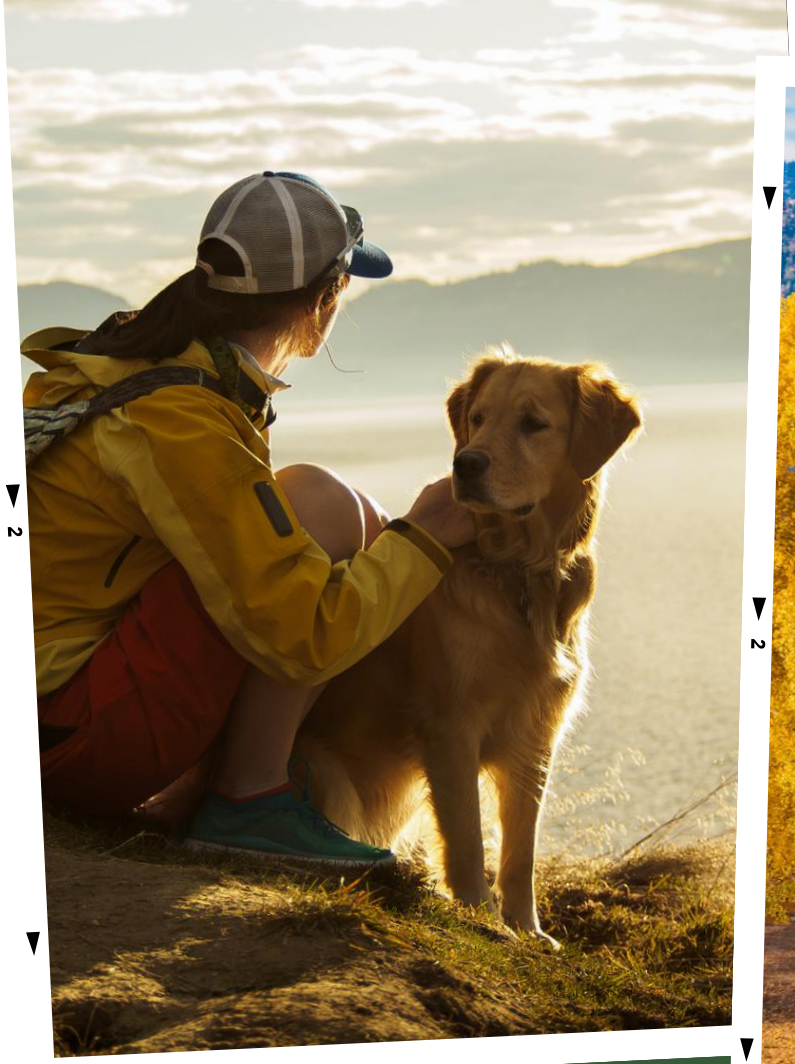
You can provide the same experience with your RV. There are several inexpensive touches you can include with your rentals to ensure that your guests remember how well they were treated by you. Good memories = positive reviews and repeat business or referrals to friends and family, which means more earning potential for you.

To create a memorable experience for your renters, consider the following:

1. Include Enough for Everyone - When including extra amenities, you will want to make sure to include enough for all your renters. A good rule of thumb is to include at least one of every item per sleeping capacity. (For example, if your rig sleeps six people, include at least six towels, plates, mugs, etc.) Make sure everything is clean, and if it's not stored in an obvious spot, make sure your renters know where to find everything. It can also be a fun touch to have a decor theme. Metal camp dishes set the mood and are easy to transport without worrying about them breaking!

2. Don't Forget the Pets - If you allow pets in your rental, renters always appreciate any accommodations for them as well. You could provide a water and food bowl for the animals or a few treats in a cute package. If you want to keep dirt in your RV to a minimum, provide a pile of towels to wipe off muddy paws or a package of pet wipes. Your renters will appreciate the gesture, and you can be a little more sure that your floors will stay clean!

3. Supply Toiletries - Including some small toiletries for your guests can go a long way. It can save them a trip to the store if they forgot to pack - or better yet, means they don't have to pack those items at all. Consider providing items such as an air freshener for the bathroom, hand wipes, and small, travel-sized bottles of lotion, shower gel, shampoo, conditioner, toothpaste, etc.



When deciding on what to include, remember who you're marketing to. If your RV is a great family motorhome, have a ball or some simple games kids could play once they set up camp. Families love items like a s'mores kit complete with roasting sticks, or a snack pack with animal crackers and granola bars for while they're on the road. You can also decide what to include based on seasonality or play off holidays. A bottle of wine and chocolates can be the cherry on top of a Valentine's Day weekend away. Sparklers and popsicles can add a lot of fun to a Fourth of July trip. For some of our favorite tips, read more about what snacks you can leave for your renters.

Regardless of what small extras you decide to provide, one of the best items is also completely free – a handwritten note from you, thanking your guests and wishing them a wonderful vacation. That little touch is personal and makes people feel like you care about them. It also helps them form a connection with you and can have a positive effect on your business going forward.

The Renter's Journey: How They Contact You & Preparing Their Quotes

While on a search results page, the renter can refine their search with filters and can click on the RVs that interest them most. RVshare's role is to match each unique renter with the RV that best fits their needs.

Once a renter finds an RV they would like to book, they can contact you three ways:

Instant Book
With Instant Book, a renter can book, pay, and get instant confirmation that their trip has been reserved with you and your RV. You do not need to send a quote for Instant Book requests since the renter is booking promptly on their own.

Contact Owner
Renters can reach out to you to ask questions to make sure your RV is a great fit for their trip before requesting to book. After speaking with the renter, you can create a custom quote to match the needs of their trip. Once the renter accepts your quote, a booking will be made and scheduled.

Request to Book
You will receive booking requests from renters when they are interested in your RV. A renter will input their payment information with a booking request, and from there you can accept or decline the request.

Editing Quote Requests

If you need to make adjustments to a request after talking with the renter, you can do so by clicking the blue Edit Request link found in the reservation details of your message. After the booking request has been edited, the renter will be notified that changes have been made and will be prompted to confirm the booking by accepting the updated quote. Keep the following in mind when editing the request:

- Quotes to renters expire automatically after 24 hours. Editing a quote resets the expiration back to 24 hours.
- Once you edit a quote, your previous quote will no longer be available. Only the latest version of a quote can be accepted by a renter.
- If you have multiple RVs listed and determine another RV would better suit the renter's needs, you can move the renter to another RV within the same quote. The quote will then update to reflect pricing and fees for the new RV.

What to Know About Your Renters

We're pulling back the curtain, so you can get a better understanding of the renter's journey and what they are looking for in their ideal rental.

Most of the time, renters know where they are going before they rent an RV.
But that's not always the case. Sometimes renters have a general idea of the area they are looking to visit but aren't sure exactly where they want to end up.

Tip: Add popular destinations in your area as options for delivery. Delivery not only shows you are open to helping them get set up and save time, but it helps educate new RVers to where other renters are going in the area.

What to Know About Your Renters

Depending on the season, approximately one-third of RVshare renters are new to RVs and consider themselves beginners.
RV rentals are fantastic because it makes RVing accessible to people who could never do it before.

TIP: Fill out your listing with as much information as possible. Remember, put yourself in their shoes and think like a newbie. What information would you add for someone who had never rented an RV before?

Most renters tell RVshare they would consider taking an RV trip one to three times a year.
This is why creating a good experience for your renters is so critical to repeat business, positive reviews, and referrals.

TIP: Make your guests feel comfortable and at home in your RV. Be patient with renters and kindly answer their questions. Consider including amenities to make their stay more enjoyable, such as a basket of snacks, water, and a guide for fun things to do in the area.

The Two Most Important Deciding Factors for Renters
RVshare renters tell us the most important factors when renting are:
1. Price – How much a trip will cost is at the forefront in the renter's minds when they book an RV. When calculating the price of your rates, remember to look at comparable RVs to understand what others are charging. Communication is important: avoid any late fees for renters and offer your optional fees upfront.

2. Sleeping arrangements – All RVs are configured differently, so be sure to explain all the different sleeping options you have. You can show this by photographing the areas and describing each of the sleeping options in detail. For example, if the kitchen table converts into a bed option at night, be sure to show the sleeping version and the kitchen table version in your photos and communicate this in your listing description.

How to Manage Reservations

Responding to Renter Questions

When a renter sends a question (not booking - we'll get to that shortly), you will receive an email letting you know there is a message in your RVshare inbox. The subject line will start with New Message, and the renter's message will be included in the email. You will need to log into your dashboard to open the message in your inbox. When responding from the dashboard, you can also include a quote at this time.

Tips for Success

- Be sure to answer quickly, or better yet - within an hour, and you will be more likely to secure a booking.
- Your response rate and response time are used to boost your listing's position in sort order. So it is important to respond to all messages and booking requests promptly.
- Turn on SMS (text notifications) to get notified of a new message. You can turn these notifications on by logging into your account, clicking on your name in the upper right hand corner, and selecting "Notifications" under the drop down menu.

If a renter continues to show interest, be sure to send them a quote if you didn't include it in your initial response. Adding a personal message to the quote is a nice touch and helps to build trust. If the renter is no longer interested, there is no additional action needed on your part if they do not respond.

Booking Requests and Confirmations

At this point in the process, the renter is booking your RV, congrats! To provide them with the best renter experience possible, timeliness is key. The majority of renters expect to be able to immediately book travel accommodations online, so the faster the booking process goes for the renter, the happier they will be.

How You Get Notified for Booking Requests

Booking Request Email
If you don't have Instant Book turned on for your RV listing, you will receive an email with the subject line as New Request from a renter who is interested in booking with you. This email is to let you know that a renter has completed all of the information needed to book, and you can accept and/or edit the request to finalize it. Booking requests expire in 24 hours, so make sure to respond quickly and follow up with any questions, or you can accept the request as is.

Renters submit booking requests with their payment information, so they expect the booking to be confirmed. If any edits are needed to get the booking just right, click on Edit Quote to send an updated quote to the renter.

Instant Book Confirmation
If you have Instant Book turned on for your RV listing, you will get an email with a subject line that starts with New Confirmation when a renter books your RV.

Be sure to honor the booking and continue communication with the renter so the reservation goes smoothly. Do not cancel if changes are needed to the reservation. Click on Change Reservation to make any needed adjustments.

RVshare Mobile App

RVshare's new iOS mobile app makes it easy to manage bookings and connect with renters from anywhere, anytime. Stay up to date on new activity for your RV business and respond quickly to renter booking requests and messages.

Stay up to date
Easily see when you have new messages, booking requests, and upcoming rentals to take action on from the app home screen

Respond quickly
Review and accept booking requests and communicate with renters from anywhere at any time

View booking details
View booking details, payout information, and the status of your reservations while on the go from your mobile device

Learn more and download your version of the app here.

PREPARING YOUR RENTER

Preparing Your Renter

Making Sure They Have Everything They Need

While it may come naturally to a seasoned pro such as yourself, nobody is born knowing the ins and outs of how to use an RV. For most, hitching up a travel trailer, dumping a black tank, and even plugging into a power pedestal are all completely foreign tasks that must be explained. For this reason, as an RV owner who chooses to rent your RV out to others, one of the most important things you can offer your renters is information.

Create a User Manual for Your RV

Consider creating an RV user manual for your renters to have as reference while they're out on their RV adventures. This does not replace the walk-through you will need to do at the start of the rental, but it can help answer basic questions they have and make them feel more confident. Consider including the following when making your own manual:

Tips on Driving

If the renter will be taking your RV on the road, it's important to keep in mind that they might be pulling a trailer or driving a big rig for the first time. Including tips on how to make turns and how to back up can be incredibly helpful. Additionally, you will want to make notes on things such as what type of fuel to use and how tall the vehicle is. Be sure to go over these things in the walk-through as well, and if you're nervous, add little notes in places that make sense. For instance, you might add a sticker to the fuel cap reminding guests to use only a certain type of fuel.

How to Set Up

If you aren't delivering and setting up the RV, include information on how to get the camper level and ready to use. Add directions for:

- Leveling and unhitching
- Lowering jacks
- Plugging into electricity
- Hooking up to city water or filling the fresh tank
- Hooking up to sewer

How to Use Appliances
The renter is likely very familiar with how to use their appliances at home, but the RV counterparts have some nuances. Guide them on:

- Lighting the stove and oven
- How much can be run simultaneously
- Using the generator (include limitations)
- What to do if a breaker flips

Where to Find Items
We recommend adding a list of items included in the rental and where they are located. You might also choose to label the outsides of drawers or cabinets to let people know what is inside.

How to Pack Up
Unless you are delivering (and picking up) the RV, your manual should have some tear-down instructions, too.

Provide details on

- Safely unplugging
- Unhooking city water
- Dumping waste tanks
- Hitching up

Reminders to pull up jacks, pull in stairs, close vent covers, lower TV antenna, etc.
Any special packing instructions that are specific to your RV.

Where to Find Dump Stations
Some owners choose to include a list of dump stations in their state. In some cases, you might even be able to find free dump stations to include. [Consult our list of dump stations by state.]

Things to do in the Area
Finally, though they will likely come with some ideas of their own, it's a nice touch to give guests some ideas of things to do during their trip. A list of your favorite local restaurants and stores, unique attractions, or hidden gems is especially fun and likely to be appreciated by your guests.

The Departure Form

The Departure and Return Forms play an important role in the rental process as they are used to document the pre-and post-trip conditions of your RV. These forms must be completed and submitted online, or printed and filled out with your renter. Failure to provide these signed forms upon filing a claim could result in a deductible increase.

The Departure Form can be accessed through the Reservation Manager 48 hours prior to the start of the trip, and you will also be emailed a reminder 24 hours prior. You can access the form directly through the email or within the booking's Reservation Details in your dashboard. The form has four sections:

The Departure Form

1. Tank Levels and Gauge Readings

Document the starting levels of the propane and waste tanks, as well as the starting generator, reading in this section. If you have a drivable RV, you will also be able to record the starting fuel tank level and odometer reading. These values are used to determine overage costs for generator and mileage usage as well as evidence in the case that a dump fee or refueling fee needs to be charged post-trip.

2. Document RV Condition

Use this section to upload photos that document the pre-trip condition of your RV. Be sure to capture clear photos from each corner of your RV, the VIN, and any pre-existing damage to the interior or exterior of the RV. This information will be reviewed in the event that damages are reported post-trip or a claim needs to be filed. The pre-trip condition can also be documented on the print version of the form, but photos are preferred by the RVshare damage team and our insurance partners.

3. Additional Drivers

Additional drivers who are not the primary renter can be added by contacting customer support. Additional drivers must be 25 years of age or older and approved for RVshare Insurance and Protection in order to drive the RV. Claims may be denied for additional drivers that are not listed on the policy.

4. Signature and Submit

Once the Departure Form is complete, you will need to check the box, initial, and click Submit to make the submission of the form legally binding. Your renter will be notified once you have submitted the Departure Form and will be prompted to review, sign, and submit the form, with reminders every three hours until that has been completed. It is important that both parties have signed off on the starting condition of the RV.

IMPORTANT: THE DEPARTURE FORM LOCKS AT THE END OF THE RESERVATION START DATE AND WILL NOT BE AVAILABLE FOR OWNERS OR RENTERS TO SUBMIT. THE DEPARTURE FORM IS REVIEWED IF YOU NEED TO REPORT DAMAGES TO THE RV. FAILURE TO COMPLETE THIS FORM CAN AFFECT WHETHER OR NOT YOU ARE PAID OUT DUE TO LACK OF DOCUMENTATION OF THE PRE-TRIP CONDITION OF THE RV. YOU AND YOUR RENTER CAN ALWAYS VIEW AND PRINT THE COMPLETED DEPARTURE FORM FROM YOUR RESERVATION DETAILS.

Walk-Through Tips

It is essential to have a walk-through of the RV with your renters, especially if they have never managed an RV before. Show them around the space, how things work, where they can find certain items, go on a test drive (if applicable), and more.

As mentioned above, it is highly recommended to also create a manual or checklist that you can leave with the renters, especially instructions for setting up and tearing down the campsite. This can serve as a needed reminder of the little tasks that can easily be forgotten before moving.

For example:

- Locking the fridge
- Bringing the antenna in
- Bringing the slide(s) in
- Unhooking the water and power

We also recommend posting notes wherever possible to remind users of important tidbits that will help them avoid accidents while using your rig. For instance, you might post the vehicle clearance somewhere on the dashboard, a reminder to pull in the slides and antenna somewhere on the steering wheel, and a note to use only RV toilet paper on top of the toilet lid.

To ensure you don't forget to go over anything with your renters, it is helpful to have a checklist for yourself, too! We've created one for you, here, as well as a step-by-step guide for handing your RV to renters.

Tip: Remember the details of your renter's trip and accommodate your walk-though to fit the type of RV trip they are about to take. For example, if they are dry camping (i.e. camping without hookups), tailor the walk-through to show your renters how to manage power and tank limitations during their trip.

What to Do When the Renter is On the Road

As the renter leaves with your RV, you may be wondering how often you should reach out to them to make sure everything is okay. You want to balance keeping in contact with giving them space to enjoy their trip. How often you reach out can vary on a number of factors, such as the length of their trip or their familiarity with RVs.

When we asked our current RVshare owners, they shared the following pieces of advice:

- Text right after they leave with your contact information in case they lose it. Also, send another text on the day before drop off, sharing the drop-off time and any additional tips you want to provide them while on their trip home (best gas stations to use, places to dump the tanks, etc).
- If they are new to using an RV, you can text them halfway through their trip to ask if they need help with anything. Or if they are veterans in using an RV, you may not have to reach out at all.
- Send your renters a text wishing them well while on their trip and ask if there is anything you can assist with.
- You can leave it up to them and let your renters know to contact you only if they are having issues with the RV or have any questions.

What if the Renter is Having Problems With the RV?
Every booked reservation through RVshare includes Roadside Assistance, provided by our partner Questx Tow Network ("Quest"). This program is available nationwide to assist with issues 24 hours a day, seven days a week.

A couple of days before the start of your renter's reservation, they will receive an email with the information necessary to utilize our Roadside Assistance Program. Quest provides the following services:

- Towing Service: Quest will dispatch a provider to tow the RV to the nearest service location or the RV Owner's home within 100 miles
- Tire Service: Quest will dispatch a provider to change the inflated spare from mount to wheel
- Battery Service: Quest will dispatch a provider equipped to boost batteries and perform minor repairs
- Lockout Service: Quest will dispatch a provider to help a Renter that is locked out of their rented RV
- Extraction and Winching: Quest will dispatch a provider to assist with an RV that is stranded (subject to service and geographical limitations)
- Delivery of Supplies: Quest will dispatch a provider to deliver supplies (gasoline, oil, water, or other necessary supplies)
- Tele-Tech Services: Quest will provide telephone services with qualified RV technicians to help troubleshoot minor issues or to assist with operational questions
- Mobile Mechanic: Quest will dispatch a local technician/mechanic to conduct minor repairs

In the event your renter needs to utilize the Roadside Assistance program, they can contact Quest at (855) 229-9696. They will be prompted for their Membership ID, which is the same number as the RVshare Reservation ID.

WHEN YOUR
RENTER
RETURNS

When Your Renter Returns

Return Form

On the final day of the reservation, you will receive an email alert letting you know that the Return Form is available to complete online. You will have 72 hours from the reservation end date to inspect your RV, document the post-trip condition, and submit charges for overages and damages.

The Return Form will save as a draft, so you can edit or add for the entire 72 hours. You must click the Submit Now button for the form to submit and to be paid out for any overages. There are two pages to the Return Form: Overages, Fees, and Expenses and Damages.

Overages Fees & Expenses

On the first page of the Return Form, you can enter standard overages on mileage and generator hours, add additional fees such as a fee for dumping the waste tank or refueling the RV, and document expenses for review. Overages, fees, and approved expenses will be charged to the renter's payment method on file.

Standard overages

Values that were entered into the Departure Form will be pre-populated in this section, and the overages will automatically calculate once you enter the post-trip odometer and generator readings. You can edit the total if you'd like to give the renter a discount or decide not to charge for overages.

Additional fees

Additional fees can be added if the RV is not returned in the agreed-upon condition and include a cleaning fee, dumping fee, refueling fee, late fee, pet fee, and abandonment fee. Each fee type can be entered only once and should include all associated costs such as the cost of materials, labor, time spent by the owner, etc. Individual fees of $200 or more will be reviewed by Customer Support before payout.

Expenses for review

Expenses for tolls and traffic violations, as well as anything not included in the additional fees or damages, can be added here. Items in this section require a receipt and are subject to a review by the Customer Support team. RVshare reserves the right to approve, decline or recategorize these expenses as needed in accordance with tax regulations.

At the bottom of this page of the Return Form, you can find a summary of the fees, overages, and expenses for review that you entered, as well as any damages reported. Owners incur a 10% commission for post-trip overages and fees according to the Post-Trip Fee Policy. Tolls, traffic violations, and damages are not subject to commission. The commission amount is displayed in the summary as well as the owner payout and any items that are subject to review by Customer Support.

Damages

Clicking the Report Damages button at the top of the first page of the Return Form will navigate you to the page where you can document post-trip damages and upload comments and photos. Damages reported here will be sent to the renter and reviewed by a Customer Support representative. Approved damages will be taken from the security deposit for the reservation.

Damages for review

Create a line item for each instance of damage that occurred during the trip, upload up to four photos of the damage and add a description. You have the option to add the cost of the damage or select Waiting on Estimate to let Customer Support know that you are still waiting on how much it will cost to repair the damaged item. Photos uploaded here will be reviewed if your renter tries to dispute the damage or in the instance that a claim needs to be filed so make sure they clearly show the damage.

Additional comments and photos

This section can be used at your discretion to upload
photos and add notes from your trip.

Clicking Save and Close at the bottom of this page will save the information you entered and navigate you back to the first page of the Return Form. You will be able to see the total of the damages you reported in the summary at the bottom of this page and can always access this page again by clicking on the Report Damages button at the top of the Return Form.

Damages

Once the Return Form is submitted, your renter will be notified by email of any overage charges or damages reported. If no damages or overages are submitted through the return form, RVshare returns the security deposit in full to the renter.

Completed Departure and Return Forms are required when filing a claim through RVshare Insurance and Protection, or when requesting reimbursement against the renter's security deposit and will make the process smoother. Any claim that is filed without the required Departure and Return Forms could see an increase in the deductible or have the reimbursement request rejected.

IMPORTANT: WHILE THE RETURN FORM IS EDITABLE FOR 72 HOURS, YOU MUST CLICK SUBMIT NOW TO SIGN AND SUBMIT THE FORM BEFORE THE 72 HOURS EXPIRES. IF YOU DO NOT SIGN AND SUBMIT THE FORM, ANY OVERAGES, FEES, AND DAMAGES YOU HAVE REPORTED ARE SUBJECT TO DISPUTE, AND PAYOUT FOR THESE ITEMS WILL BE AT THE DISCRETION OF THE RVSHARE CUSTOMER SUPPORT TEAM. YOU CAN VIEW A COUNTDOWN OF HOW LONG YOU HAVE BEFORE THE RETURN FORM WILL EXPIRE UNDERNEATH THE SUBMIT NOW BUTTON, AS WELL AS THE LAST TIME YOUR FORM WAS SAVED.

What Happens if My RV Returns with Damages?

If your RV has returned with damages, you will want to make sure to submit your findings on the Return Form as we shared above. You will need to select the Report Damages button at the top of the form. If the cost of repairs is unknown, you can simply select Waiting on Estimate. If you do have a total for the damages caused, you can input that amount in the box provided. Damages reported here will be sent to the renter and reviewed by a Customer Support representative. Approved damages will be taken from the security deposit for the reservation.

If you do not complete the checkout process within 72 hours of the end of the reservation, the security deposit will automatically be refunded back to the renter. If the deposit has been refunded and you find damage to your vehicle, then we will need to reach out to the renter to request the funds, although, there are no guarantees of cooperation.

Submitting Overages

Completed Departure and Return forms are required to be submitted for any reimbursement requests made against the security deposit or to reserve payment for damages sustained during the rental to be considered.

In your Dashboard, go to Reservations > Submit Damages and Overages.

Tip: Remember photo proof is the most important asset you can have before and after a trip to prove damage.

Following Up After The Renter Leaves

After the reservation has ended, the renter will receive an email that will provide a link to leave a review on your listing. They can also choose to write a review from their Dashboard under the inbox conversation with you.

It is important to remember to always respond to reviews respectfully and factually, as the reviews and replies are publicly seen on your listing. If you do receive a poor review, here are our tips on responding.

Renters can only leave a review on a completed reservation. So if you have a reservation that needs to be canceled, the renter will not be able to leave you a review since this reservation was incomplete.

How to Ask Renters to Leave a Review

When we buy something online or are deciding where to go for dinner or what to do on our vacation, we look at other people's experiences they've shared online through reviews. As a customer, reviews are a shortcut that can help us avoid hours of research.

As a business owner, reviews are essential to survival. Whether you're a restaurant owner, an author, or an RV owner who wants to rent out your rig, positive customer reviews are key to getting more business. Lots of great reviews = booming business for you. No reviews, or low reviews, can cause your business to flounder.

How to Ask Renters to Leave a Review

Ask in Person

Asking them in person has a few advantages. If you're meeting them at the end of their trip after they've had a great vacation and a wonderful time in your RV, your customers are likely to be in a good mood. Ask how the trip was and whether there is anything you can improve for the next guests. Then, just go ahead and ask. Let them know that they'll be receiving an email with a link to leave you a review and that you'd love it if they gave you five stars. Here is the procedure for leaving reviews with RVshare if you or your renters have more questions.

Briefly Explain Why Reviews Matter

Let them know that great reviews mean more business for you. Assure them that if they had a wonderful time, the best way they can reward you for that is with a great review so you can continue providing wonderful experiences for your renters.

Tip:

Consider yourself the manager of a small hotel on wheels. Your guests will remember the things you did to ensure they had a nice stay, and hopefully, they will reward you with a great review!

If there are any problems, explain how they will be fixed

If customers have any complaints or constructive criticism, let them know you are taking those seriously. Often people feel better when they know you have acknowledged their problem and are working to fix it. If you can give them a concrete answer to how you will address the problem, that lets them know you are taking their concerns seriously.

Provide a great product

If you're going to ask for good reviews, make sure your RV is worth those reviews! Is it clean and well-stocked with the items customers expect to be included? If you have promised to provide silverware, dishes, linens, or other items do you have enough for the number of people who will be using your motorhome? Is it running well, and have you fixed any small problems? Often, we'll put up with inconveniences in our vehicles and homes that we would have less patience for when paying to use someone else's. Go over your RV as though you are a guest, or better yet, have a friend or neighbor inspect it and point out any issues you may have grown used to.

EARNINGS, FEES AND TAXES

Earnings, Fees, and Taxes

Our Fee Structure

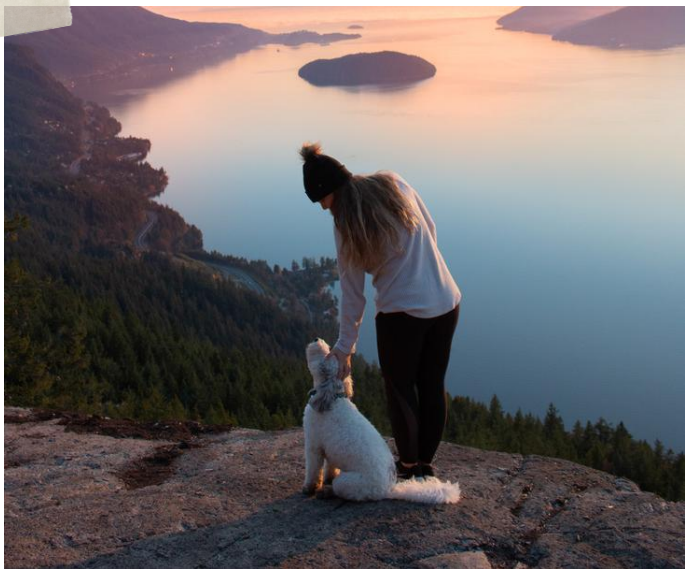
Below are fees we would like to have you keep in mind when approaching your future bookings:

- Commission: Commission is 25% of the total booking cost.
- Post Trip Fee: Our Post-Trip Fee applies to fees that are known and can be charged after the trip (mileage, generator usage, etc). RVshare owners will incur a 10% commission on these charges, except for tolls, traffic violations, damages, and missing/replacement items.

TIP: If you will have an out-of-pocket expense such as gas, propane, or DEF refill, we recommend incorporating a 10% charge into that final cost to recover the amount you lose out of pocket.

What does the commission cover?
RVshare uses the 25% commission rate to help cover the cost of running the site and provide you access to the RVshare platform where you can manage listings and connect with renters. It also covers secure payment processing and direct deposit, marketing your RV listing on Google, Bing, Facebook, and more, as well as 24/7 phone, email and chat support for owners and renters.

Renters are charged a service fee on each booking for using our platform and services. The service fee is a percentage of the total amount of the reservation, excluding taxes and the security deposit, that is charged for each booking.



Payouts

How to Add Payment Information

Once you are logged into your RVshare owner's account, you will need to provide a valid checking account to be paid out correctly after your first booking.

To set up a payment account after you have created your listing, navigate to the Payments menu from your Dashboard. Next, go to Payout Preferences > Update Your Payout Details. Once your information is on file, you will automatically receive your future payouts through direct deposit.

Understanding Payouts & When You Get Paid

A payout is the total earnings you receive from each booking. The following factors can help you better understand the expected payment schedule:

- Payouts for booked rentals are released on the first business day after the start of the reservation. This means that if the reservation begins on a Friday, Saturday, or Sunday, the payout will not be released until Monday.
- Please keep in mind that if Monday is a holiday, your payout will not be released until Tuesday.
- It typically only takes 1-2 business days for the funds to reach your account after they have been released, but we suggest waiting 5 business days to reach out, as bank processing times can vary.
- If a reservation was canceled and you are still owed a payout due to the cancellation policy, your payout will still be released, as scheduled, one business day after the rental would have begun.

Payouts, continued

RVshare partners with Stripe, a global payments platform to process payments. When you add your payout details, Stripe will ask you a few questions to verify your identity and add your bank information. While payout preferences can be entered at any time, if they have not been added to your account before accepting your initial booking, a delay of up to 10 business days is possible for your first payout. All payments after the first payout will adhere to the normal payout schedule.

Earnings, Fees, and Taxes Summary

Please note the following information used when calculating your payout:

- The nightly rate, owner fees, and service fees are taxed, varying by state (more information in the next section).
- The renter will be charged for the cost of insuring the RV during the rental.
- Your earnings are calculated using your nightly rate plus any fees that you charged (whether they are required or optional fees that the renter has opted to add to their trip).
- Insurance and Protection, tax, and the RVshare service fee are not included in your earnings calculation.

Taxes

What States Does RVshare Collect and Remit Applicable Taxes?

Many states have introduced laws that require marketplace facilitators to collect and remit certain taxes from renters, on behalf of owners through an online platform. RVshare is considered a marketplace under these laws. These laws change how certain taxes on your rental transactions are handled on the RVshare platform. Instead of you collecting these taxes and doing the heavy work, RVshare may now be required to calculate, collect, and remit them on your behalf. To see what states RVshare is currently collecting and remitting taxes, click here to learn more.

When Do I Receive a 1099 Tax Form from RVshare?

When it comes time to file your taxes for the year, we recommend consulting a tax professional for proper treatment of your RVshare related earnings. You will receive a 1099 from us if you earn over $20,000.00 and have over 200 completed reservations through us in a single year.

Security Deposits

Prior to the start of the reservation, a hold will be placed on the renter's account for the amount of the security deposit. If there are no damages for you to report at the close of the trip, the security deposit will be released off of its "hold" status and remain in the renter's bank account.

If there are damages to report, we will capture the security deposit amount and use these funds towards the damages claimed.

RVSHARE INSURANCE AND PROTECTION

RVshare Insurance and Protection

Enjoy peace of mind during your rentals. RVshare Insurance and Protection is activated on your RV at no cost to you. It is a service provided to you for free by listing and booking through RVshare. Coverage during the rental period includes:

- Up to $1M in liability coverage
- Up to $300,000 in comprehensive and collision coverage based on the value of the RV
- Free 24/7 roadside assistance, including free towing and tire service
- Campsite liability coverage up to $10,000

The RVshare Protection Plan covers RVs that are 15 years old or newer, with a stated value of $300,000 or less, with liability coverage, as well as comprehensive and collision. If your RV is older than 15 years, it is only eligible for liability coverage. Visit our help center for more information.

IMPORTANT: The RVshare Protection Plan is an excess policy, so if there is another policy in place that provides coverage (for example, if the renter's personal policy provides coverage for RV rentals) then coverage would be sought under that policy first. RVshare Insurance and Protection would come into play if there are no other policies in place that provide coverage.

It is the responsibility of the owner to determine if their personal policy allows rentals. You must contact our Customer Service team in order to verify your policy and have RVshare Insurance and Protection removed from your listing.

Protection for Renters

RVshare Insurance and Protection Standard coverage will be automatically included in the quote when booking an RV that is covered by the RVshare Protection Plan.

The Protection Plan Standard Package for motorhome and travel trailer rentals includes:

- Up to $300,000 in comprehensive and collision coverage based on the value of the RV
- Free 24/7 roadside assistance and free towing and tire service
- State statutory limits of liability

Renters are covered in all 50 states and Canada and both renters and owners will be issued proof of coverage on a per rental basis. Travel to Mexico is prohibited and coverage will not be provided.

The Most Complete Coverage on the Market

With the RVshare Protection Plan, you're covered not only for basic comprehensive and collision but for Acts of God as well.

Coverage for The Protection Plan Standard Package includes the following:

- Fire, lightning, or explosion
- Theft or larceny
- Windstorm, hail, or earthquake
- Flood
- Mischief or vandalism
- Snow or ice
- Contact with bird or animal
- Falling objects
- Glass Breakage
- Collision with another object or overturn

Our Claims Process

The Departure and Return Forms must be completed, signed, and dated within 72 hours of the rental end date and CE contacted to file a claim within 30 days of the rental end date.

Failure to do so could result in an increase in the deductible or rejection of a reimbursement request.

Learn more on our Owner's Toolkit and Insurance and Protection page.

Important Resources

Provided below are important resources where you can learn more about our policies and the RVshare Protection Plan:

- Terms of Service
- RV Rental Agreement & Optional Insurance and Protection Terms
- Do I Need a Separate Rental Agreement With My Renters?
- Insurance and How it Works

RVSHARE OWNER RESOURCE INDEX

RVshare Owner Resource Index

Connect With RVshare

- Phone: 888-482-0234
- Webform: Accessed here
- Live Chat: Available on our website rvshare.com

General Resources

- RVshare Owner's Toolkit
- RVshare Owner Help Center
- Insurance and Protection Information
- FAQs from RVshare Owners About Listing with RVshare

Maintenance & Cleaning Guides

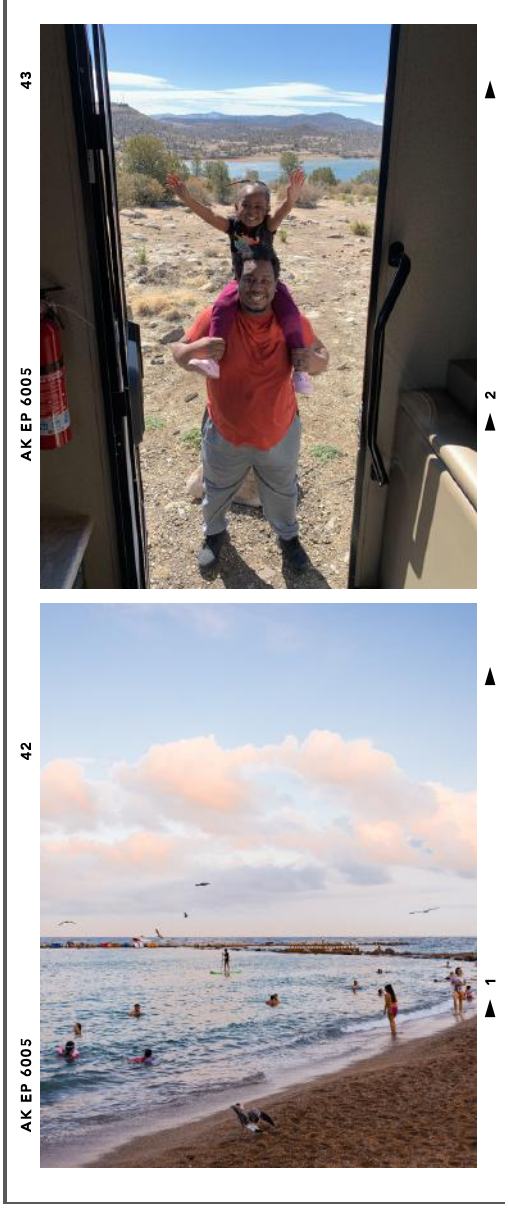
- Maintenance checklist
- Your Pre-Trip Cleaning Checklist
- Your Post-Trip Cleaning Checklist

Managing Rentals

- Step-by-Step Guide for Handing Your RV to Renters
- Create a User Guide for Your RV
- Dump Stations by State

Marketing

- Providing a Great Renter Experience-Owner Advice
- 7 Tips for Getting Repeat Renters
- Creating a Welcome Package for Renters



RVshare Owner Resource Index

RVshare Facebook Owners Group

Our RVshare Owners Group is a place where RVshare Owners can come together to discuss their successes, experiences, and questions with other Owners renting their RV on RVshare. This group promotes “Owners Helping Owners." You can join us here!

RVshare Blog

The blog is full of helpful articles about RVing and renting your unit on RVshare. It provides tips, resources, checklists, marketing advice and so much more!

RVshare Owner’s Help Center

Our Help Center is a space where you can go to look up your pondering questions. Available on the bottom right-hand corner is our Live Chat feature, which is available 24/7 if you are unable to find the answer to your question.

**Content contained in this handbook is subject to change as we continue to grow as a company and enhance the owner experience on our platform.