

# Chapter 7 Answer Key: Your First Renter



## | Prepping Your Rig for Departure

1. Before your renter arrives, be sure to:

- **Clean** your RV inside and out.
- **Stock** your RV with the amenities you offer in your listing.
- Fill your rig with **gas**.
- Fill the holding tank with **fresh water** (if your renters plan to camp without hookups)
- **Empty** your black and gray tanks.

## | The RV Handoff

1. During the handoff time, you'll each sign the required **paperwork**.

2. Generally speaking, this **paperwork** explains limits of liability and walks you through a process to assess any existing **damage** to your rig.

3. Almost all RV rental platforms require that you take **before** and **after** photos of your rig during this time. These photos are vital because they protect you and your renter in the unlikely event that damage occurs to your rig during the rental period.

4. Most RV rental platforms allow you to complete the forms, upload photos, and collect **e-signatures** in their apps.

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## Reviewing Renter Requests

1. Unless you enable **instant bookings** (which isn't recommended until you've rented your RV a few times), you'll have the chance to review each renter request as it comes in to either approve or deny it.
2. Take some time to get to know your renter before accepting their **rental request** to help prevent any surprises.

## Accepting Renter Requests

1. All RV rental platforms make it easy to accept **rental requests** at the push of a button.
2. All RV rental platforms will:
  - Put the rental on your **calendar** so no one else can book the dates.
  - Verify **payment** info and hold any security deposits.
  - Verify the driver(s) and confirm **insurance** coverage.

## Communication With Your Renter

Here are some best practices when it comes to communicating with your renter before, after, and during their trip:

1. Send a message just ahead of your renter's **arrival** to check in and see if there's anything they need.
2. Check in with them the day after they **depart** to see how they're doing and if there's anything they need.
3. Check in one more time at the **end** of their trip to arrange a meetup time and see how their trip went.
4. Check in a few days **after** your renter leaves to let them know that you appreciate their business and to remind them to leave a review if they enjoyed their trip.