

Chapter 7: Your First Renter



| Prepping Your Rig for Departure

1. Before your renter arrives, be sure to:

- _____ your RV inside and out.
- _____ your RV with the amenities you offer in your listing.
- Fill your rig with _____.
- Fill the holding tank with _____ (if your renters plan to camp without hookups)
- _____ your black and gray tanks.

| The RV Handoff

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

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

3. Almost all RV rental platforms require that you take _____ and _____ 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 _____ in their apps.

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| Reviewing Renter Requests

1. Unless you enable _____ (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 _____ to help prevent any surprises.

| Accepting Renter Requests

1. All RV rental platforms make it easy to accept _____ at the push of a button.
2. All RV rental platforms will:
 - Put the rental on your _____ so no one else can book the dates.
 - Verify _____ info and hold any security deposits.
 - Verify the driver(s) and confirm _____ 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 _____ to check in and see if there's anything they need.
2. Check in with them the day after they _____ to see how they're doing and if there's anything they need.
3. Check in one more time at the _____ of their trip to arrange a meetup time and see how their trip went.
4. Check in a few days _____ 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.