

## **RV Service and Repair Membership Program Terms and Conditions**

### **1) Membership Commitment**

- a) Membership in the RV Service and Repair Program requires a minimum commitment of six (6) months.
- b) The membership will automatically renew on a month-to-month basis after the initial six-month period unless canceled by the member with thirty (30) days' notice.
- c) Customers that cancel their goHomePort storage space before 6 months will be charged in full for the balance of minimum 6 month term with their last storage bill, and will still be eligible for de-winterizations, winterizations, service discounts and propane discounts only during the remaining term.

### **2) Scheduling and Service Requests**

- a) Members must schedule all services and maintenance appointments in advance. Priority scheduling will be given where possible compared to walk in customers. Emergency services will be accommodated based on availability and may incur additional fees.
- b) It is the member's responsibility to ensure their RV is available and accessible for scheduled service appointments.
- c) Valet on-site pickup and delivery means we will pick up your unit from storage, bring it over for repair, and return it to storage if you drop off the keys for us.
- d) For members storing at the "Dove Valley" location, listed services will be done on site, but members will otherwise be responsible to bring their RV into one of the goHomePort shop locations for service.

### **3) Quarterly and Annual Rig Check**

- a) The quarterly rig check includes a general exterior inspection of the RV's house side and axles.
- b) Members will receive a report of inspection findings and any recommended maintenance or repairs.
- c) Members can request one ad hoc rig check per year outside of the quarterly schedule as desired.
- d) Additional ad hoc requests may be subject to additional fees.

### **4) Winterization and Freeze Damage**

- a) Members are responsible for scheduling their RV winterization services in a timely manner to prevent freeze damage.
- b) The service provider shall not be liable for any freeze damage occurring due to the member's failure to schedule and complete winterization services before freezing temperatures occur.

### **5) Liability and Limitations**

- a) The service provider will perform all services with reasonable care and skill. However, the service provider shall not be held liable for any damages, losses, or injuries arising from:
  - i) Member's failure to maintain their RV according to manufacturer guidelines.
  - ii) Member's failure to follow the service provider's recommendations or instructions.
  - iii) Pre-existing conditions or issues not caused by the service provider's work.
  - iv) Defects not identified during cursory ad hoc rig checks.
- b) The service provider is not responsible for any loss of use, loss of income, or any indirect, special, or consequential damages arising from any service or repair performed.

### **6) Payment Terms**

- a) Membership fees are due monthly and must be paid in advance.
- b) Additional charges for surcharges and emergency services will be invoiced separately and are due upon receipt.

### **7) Termination and Cancellation**

- a) The member may cancel their membership after the initial six-month commitment period with thirty (30) days' notice.
- b) The service provider reserves the right to terminate the membership at any time.

### **8) Amendments**

- a) The service provider reserves the right to amend these terms and conditions at any time.
- b) Members will be notified via email or in writing of any changes.

\_\_\_\_\_  
Member Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date