
Do it Highway

Guide to vehicle returns



We want to ensure you finish your holiday on a high note. Before you hand your RV back to its owner, please ensure you have read this Highway guide well and have taken all necessary steps.

- 1 MAKE A NOTE OF YOUR AGREED RETURN TIME.** In fairness to the owner, it's important that you return the vehicle within an hour of the agreed time. Failure to do this may result in additional charges. If you wish to change the agreed time, either liaise with the owner directly to agree or give us a call no later than the day before drop off and we'll do our best to accommodate.
- 2 IDENTIFY ANY NEW BUMPS OR BRUISES.** If you have had an accident or if there is any new damage on your vehicle you must notify us by calling (844) 462-9510. Remember you need to notify us of any damage within 24-hours of it occurring, so if you haven't already done so, give the Highway team a call now.
- 3 OUT OF RESPECT TO THE OWNER, PLEASE ensure you fill up the fuel and LPG tank.** Leave the fuel and LPG receipts in your ashtray so the owner knows it's been filled within the last 24-hours. Additional charges will apply if this hasn't been done.
- 4 EMPTY YOUR BLACK AND GREY WATER tanks before you return.** You don't have to put any toilet chemical in but if the owner finds a surprise in the waste tanks, you will be charged additional cleaning fees.
- 5 PACK AWAY ANY ITEMS YOU HAVE USED THROUGHOUT YOUR TRIP.** Make sure these are nice and clean and as you found them.
- 6 LEAVE ANY ADDITIONAL RENTAL ITEMS, SUCH as GPS, on the front passenger seat so the owner knows you've returned them.** Larger items should be stored as you found them.
- 7 ENSURE YOU'VE TAKEN YOUR TRASH OUT, swept the floor, cleaned the bathroom and kitchen and generally left your RV looking really spic and span - please treat the vehicle as if it were your own.**

The owner will inspect your vehicle together with you when you return it. You will jointly agree if there are any additional charges and highway will then process those charges after being notified by the owner.
