



## **American Dream Vacations**

E-Mail: [transition@americandreamvacations.net](mailto:transition@americandreamvacations.net)

Website: [www.americandreamvacations.net](http://www.americandreamvacations.net)

January 24, 2024

Dear Valued Customers and RV Enthusiasts,

We are thrilled to announce significant developments at American Dream Vacations (ADV)! After over 15 successful years, our original Houston location at 16712 North Fwy is transitioning, and is no longer licensed to conduct RV rentals under our name. However, our commitment to you remains steadfast as we embark on a new and exciting journey.

We are delighted to introduce our brand new NW Houston location in a more affluent area at 17419 Strack Dr E unit A, Spring, TX 77379. With over 28 years of experience, ADV continues to be the premier RV rental company in Texas and across 7 states, boasting 10 locations and counting!

To our existing ADV rental customers and RV owners—regardless of previous involvement in our rental management program—we invite you to explore the opportunities available at our new location. With a limited number of rental management spots, this is the perfect time to consider the benefits of the ADV program, including the potential for income generation, easing ownership burdens, and enjoying significant tax savings.

For those looking to experience the joys of RV rentals for the first time, we're here to guide you. Our extensive fleet features high-quality, late-model RVs available for rent, all owned by individuals like you.

Stay tuned for a special discount promo code for our new NW Houston customers, coming soon! We're excited to help you make unforgettable memories on the road.

If you are an existing RV owner or interested in RV ownership, please contact us to learn more about rental management eligibility. Our program has a proven track record of helping RV owners maximize their investment while minimizing hassle.

We've included an FAQ on the following pages to answer any questions you may have about our new offerings and rental management program.

We invite you to visit us soon and discuss how we can assist you in making the most of your RV experience. Enjoy a cup of coffee with us—your next adventure awaits!

Best regards,

American Dream Vacations



## **American Dream Vacations**

E-Mail: [transition@americandreamvacations.net](mailto:transition@americandreamvacations.net)

Website: [www.americandreamvacations.net](http://www.americandreamvacations.net)

# F.A.Q.

## **RENTERS**

### **When did the HOU location at 16712 North Fwy, Houston, TX 77090 disaffiliate with American Dream Vacations?**

The disaffiliation was effective November 24, 2024.

### **What happens to my deposit for past rentals?**

The servicing location that received your deposit funds remains responsible for returning said deposit. The deposit is not under the control of any other locations nor ADV corporate. These are handled at a local level start to finish.

### **Can my deposit for future rentals be transferred to the new NW HOU location?**

No, however, we are offering a discount promo code for first time customers of the new NW HOU location. This discount should offset any potential penalties associated with cancellation in effort to continue your patronage with American Dream Vacations.

### **Where should I pick up my rental vehicle for my future reservation?**

If your reservation was initially made for the 16712 North Fwy, Houston, TX 77090 location, or at an associated 3rd party peer to peer website or online at [www.americandreamvacations.net](http://www.americandreamvacations.net) prior to **Nov 27, 2024**, you will need to contact them at 281-872-9200 to determine whether your reservation can/will be satisfied.

If your reservation was made at the NW HOU location or online at [www.americandreamvacations.net](http://www.americandreamvacations.net) since January 1, 2024, your rental vehicle will be picked up at 17419 Strack Dr E unit A, Spring, TX 77379.



## **American Dream Vacations**

E-Mail: [transition@americandreamvacations.net](mailto:transition@americandreamvacations.net)

Website: [www.americandreamvacations.net](http://www.americandreamvacations.net)

### **What if I prefer to continue doing business with American Dream Vacations?**

Your option to cancel your rental at the 16712 North Fwy, Houston, TX 77090 and reserve one with the new location exists. We are offering a discount promo code for new customers of the NW HOU location. If you have previously done business with any ADV, your customer details are already in our master database which will make continuing business with us easy.

### **Are the same vehicles available at the new NW HOU location?**

While the vehicles themselves may vary, in many cases we will offer similar vehicles for specific towing weight requirements or sleeping capacities. The fleet offering at the NW HOU location will continue to evolve as new vehicles are enrolled and enter the fleet.

### **Will insurance still be included at NO charge at the new NW HOU location?**

Yes! While the insurance inclusions vary between independent rental companies, currently, all peer-to-peer RV rental companies charge significant fees for complicated and confusing coverage. Our insurance coverage will remain included with all rentals.

### **What are differences between renting a vehicle through American Dream Vacations versus an independent RV Rental company?**

#### Insurance:

ADV includes insurance at no additional cost while many independent RV rental companies and peer-to-peer require that their customers purchase extra insurance at expensive costs with difficult to understand coverages.

#### Cancellation:

ADV's cancellation policy is simple with minimal exposure to you! We know life happens. Cancel within 90 days of your departure, you only forfeit \$100. Cancel within 30 days of your departure, you forfeit \$200. As a courtesy, we will offer a reschedule for ANY future date at no penalty.



## **American Dream Vacations**

E-Mail: [transition@americandreamvacations.net](mailto:transition@americandreamvacations.net)

Website: [www.americandreamvacations.net](http://www.americandreamvacations.net)

Cancellation policies for independent RV rental companies and peer-to-peer are often strict, or highly unfavorable towards the consumer such as escalating percentages with constricting time frames.

Some peer-to-peer platforms offer cancellation insurance, charged as a percentage of the total, that protects the cost of the trip. If chosen, this becomes a guaranteed expense often exceeding our simple only-if cancellation fee which can even be avoided via our courtesy reschedule.

### Booking Cost:

ADV only requires \$200 to reserve Travel Trailers and \$300 to reserve Motor Homes regardless of when you book in relation to your scheduled dates!

Many independent operators and peer-to-peer platforms charge a large percentage of the trip depending on when you book in relation to your scheduled trip.

There are many other differences to consider from on-the-road service, technical assistance, networking sister locations to overall experience and direct customer support.

### **Will unused gift certificates still be honored?**

Great news! After a simple confirmation process, all 1 and 2 day gift certificates issued before November 24th, 2024 will be honored at the new NW HOU location although they must be used within the year of 2025.

Any gift certificates for longer periods of time will be reviewed case by case, with inquiries being sent to [transition@americandreamvacations.net](mailto:transition@americandreamvacations.net).

### **I am currently in a vehicle that I picked up. Can I drop it off at the new location?**

No, all rental units must return to the originating location.



## American Dream Vacations

E-Mail: [transition@americandreamvacations.net](mailto:transition@americandreamvacations.net)

Website: [www.americandreamvacations.net](http://www.americandreamvacations.net)

# EXISTING / POTENTIAL OWNERS

## What does this mean for my vehicle currently enrolled in Rental Management?

While you are contracted directly with the entity that was previously licensed to operate as American Dream Vacations, you have options and decisions to make regarding your vehicle.

If you have questions regarding the types of services that may or may not continue to be available to you at the 16712 North Fwy, Houston, TX 77090 location, please contact them directly at 281-872-9200.

If you would like to determine eligibility for enrolling your vehicle into the American Dream Vacations NW HOU rental management program, please send inquiries to [transition@americandreamvacations.net](mailto:transition@americandreamvacations.net).

If you would like to consider either selling your vehicle as a free consignment service, through the ADV network OR receiving a wholesale bid for cash here and now OR potentially trading it in towards the purchase of another RV send inquiries to [sales@americandreamvacations.net](mailto:sales@americandreamvacations.net).

Note, before taking permanent possession of your vehicle, you will need to give proper notice of removal per the terms of any contract you are under before pulling the vehicle. The notice time frame is typically to allow for the vehicle to satisfy any rentals that cannot otherwise be satisfied and/or complete any repairs that are owed to the vehicle.

## I am currently enrolled in Rental Management at the disaffiliated location. What happens to my commercial insurance coverage?

This location has been removed from our ADV master policy. We are unaware of the extent of coverage that is currently being offered on your vehicle.

We suggest that you contact the 16712 North Fwy, Houston, TX 77090 location at 281-872-9200 for further details regarding any potential lapses in coverage, insurance deposits due to you, etc.



## **American Dream Vacations**

E-Mail: [transition@americandreamvacations.net](mailto:transition@americandreamvacations.net)

Website: [www.americandreamvacations.net](http://www.americandreamvacations.net)

If you are unsure or must satisfy the needs of your bank loan, a failsafe is to add your RV to a personal policy through your preferred insurance carrier.

### **Who is responsible for existing damage on my vehicle?**

The entity that you are contracted with for Rental Management is responsible for damages to the vehicle regardless of whether the damages were collected from a renter or not.

### **Can I file an insurance claim for any or all damages on my vehicle?**

Yes and no. Claims can only be filed for damages that occurred within the last 24 months. A single claim will not cover ALL damages outside and inside a vehicle but would rather be separated out per incident with a deductible being charged for each claim. Claims cannot be filed for wear and tear items and will still require adequate documentation surrounding the damage occurrence, circumstances and costs.

It is suggested to first allow the responsible entity with whom you are contracted to repair the vehicle to the obligatory condition.

Any unresolved damage complaints or issues can be forwarded to [claims@americandreamvacations.net](mailto:claims@americandreamvacations.net).

### **What if I want to continue doing business with American Dream Vacations?**

You will need to give proper notice of removal per the terms of any contract you are under before pulling the vehicle. The notice time frame is typically to allow for the vehicle to satisfy any rentals that cannot otherwise be satisfied and/or complete any repairs that are owed to the vehicle.

Before this, you can set up a time to determine eligibility for rental management whether rented at the NW HOU location or another eligible location. Inquiries can be sent to [transition@americandreamvacations.net](mailto:transition@americandreamvacations.net).



## **American Dream Vacations**

E-Mail: [transition@americandreamvacations.net](mailto:transition@americandreamvacations.net)

Website: [www.americandreamvacations.net](http://www.americandreamvacations.net)

### **I own an RV. Will my vehicle be eligible for Rental Management at the new NW HOU location?**

In most cases, yes! We are currently accepting, late model, lower mileage motorized, and trailers of varying sizes on a case by case basis. We can help you determine eligibility and even set up an in-person appointment during specific windows of time set aside for onsite development at the new NW HOU location.

### **What if I want access to any historical owner's statements or maintenance history?**

This information remains in our database and can be provided upon request. Please forward any requests to [transition@americandreamvacations.net](mailto:transition@americandreamvacations.net).

### **What are my obligations as a vehicle owner?**

You are still obligated to satisfy any balances due to the contracted entity prior to taking permanent ownership of the vehicle. You are still obligated to the terms of your RV loan, if applicable, and any surrounding insurance requirements. You are obligated to continue registering the vehicle and adhering to any terms of the rental management agreement that are in effect.

### **Is my rental management contract now voided as a result of the disaffiliation from the ADV?**

No, you are still under contract with the same entity to which you originally contracted. The entity is simply no longer licensed to operate as an American Dream Vacations with like-processes, contracts and perks.

### **What are differences between renting my vehicle through American Dream Vacations versus an independent RV Rental company?**

#### Private Portal:

ADV provides you a personal login to access your vehicle's schedule allowing you not only to plan for personal usage but verify customer rental bookings. Both Monthly and End of Year statements are also accessible in our personalized owner portal.



## **American Dream Vacations**

E-Mail: [transition@americandreamvacations.net](mailto:transition@americandreamvacations.net)

Website: [www.americandreamvacations.net](http://www.americandreamvacations.net)

This is not the case for independent operators simply re-renting your vehicle through peer-to-peer platforms. It is critical that you have access to pre/post mileage and generator hours in the vein of transparency and general checks and balances.

### Unequal Split Percentage:

ADV boasts a 50/50, down the middle rental income split including mileage for motorized vehicles.

Often, independent operators that solely utilize 3rd party peer-to-peer platforms force vehicle owners to absorb the additional costs charged from these platforms resulting in an unequal rental income split.

### Potential Gap in Insurance Coverage:

ADV adds your personal RV to the commercial policy thereby ensuring full coverage exists despite any limitations in coverage extended to renters.

With independent RV rental companies that simply broker your vehicle on 3rd party peer-to-peer platforms, any denials of coverage extended from the renter-purchased insurance potentially leaves you exposed for uncovered damages.

In other words, just because renters are forced to purchase insurance through peer-to-peer platforms, does not guarantee coverage is extended when damage occurs. If your vehicle is ONLY covered via a personal private policy in this scenario, the policy will most likely NOT extend coverage due the commercial use.

### Sales Tax Reimbursement:

When your RV was purchased and registered in Texas, Texas operated ADV locations have the ability to reimburse you 100% of the sales tax as it is incrementally collected in the form of state rental tax.

With peer-to-peer brokers, the rental tax is charged and collected by the platform leaving no opportunity for you to be reimbursed. This is a significant amount of money that you should be entitled to. ADV can ensure that you get what you deserve!





## **American Dream Vacations**

E-Mail: [transition@americandreamvacations.net](mailto:transition@americandreamvacations.net)

Website: [www.americandreamvacations.net](http://www.americandreamvacations.net)

### **What happens to future rentals that were booked on my unit?**

Should your eligible vehicle be transitioned to our NW HOU location, we will contact any customers with future bookings to encourage their continued patronage of American Dream Vacations.

**Any unanswered questions or concerns can be directed to [transition@americandreamvacations.net](mailto:transition@americandreamvacations.net).**