



American Dream Vacations

E-Mail: transition@americandreamvacations.net

Website: 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 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 since January 1, 2024, your rental vehicle will be picked up at 17419 Strack Dr E unit A, Spring, TX 77379.



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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.



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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.

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.

Any unanswered questions or concerns can be directed to transition@americandreamvacations.net.