



## American Dream Vacations

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

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

# F.A.Q.

## 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.



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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.

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.



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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).

### **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.



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### **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.

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.



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### **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!

### **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).**