

## Preparing for Your Crown Club Service

### Repair List

It is important that we have your complete repair list as soon as possible. In the event you have items you would like to add to the list you provided our appointment scheduler, please phone the additional items to us toll-free at 877.532.7696 x4562.

### Parking/Arrival

The Crown Club entrance is the security kiosk located just past our Inventory Check-In building, which sits facing the on-site Flying J. Upon your arrival the afternoon before your scheduled appointment, the security guard will make arrangements for you and your RV to be escorted to your Crown Club service site.

### Preparation

If you are dropping off your RV, please be sure that all items are removed from your refrigerator and freezer. *Motorhomes*: please make sure that your tow/hitch equipment is secured in one of your coach compartments. Security of all equipment and personal property is the owners' responsibility.

If you have a service contract policy, your service advisor will need a copy of the policy in order to process the repairs through the contract.

### Process

Your Crown Club service advisor will meet with you at your RV, as close to your appointment time as possible, to review your scheduled service needs. Your RV will be checked in by your service advisor and moved into a Crown Club service bay, as soon as possible, for the designated repair diagnostics to begin. If you have specialty shop needs (body shop, woodworking shop, glass shop, or chassis shop) your advisor will work with the appropriate shop to coordinate the diagnostics and repairs to be as timely as possible.

Please keep in mind that we will do everything in our power to service your RV as quickly as possible. However, some things require additional time, such as, manufacturer warranty and service contract pre-authorizations, insurance approvals, repair parts that require special ordering, and diagnostic time and repairs that require several days to complete.

## Process (continued)

We assure you that we will do our best to minimize delays as we work through the repair process. If for any reason your RV will not be ready in one day, we will accommodate you in your RV overnight in the service bays that provide premier amenities, including water, sewer and electric hookup. The fire marshal prohibits the occupation of RVs while in the chassis shop and body shop bays. However, we have nearby hotels, if your RV is in one of these bays for several days and you're awaiting repair completion. If you prefer to drop your RV off for pick up at a later date, it will be checked in by your service advisor on the appointment date and a technician will begin the diagnostics as soon as possible. Whether you are waiting on-site or at home, your service advisor will keep you updated as we work through the repair process. Our goal is to facilitate your repairs as efficiently as possible. To learn more about our service capabilities, visit [Lazydays.com/RVService](https://www.lazydays.com/RVService).

## Crown Club

As a Crown Club member, you will enjoy access to our members-only Clubhouse, which offers comfortable lounges, as well as complimentary breakfast, lunch and happy hour with full bar.

## Enjoy Your Stay

Our main facilities offer comfortable seating areas, breakfast and lunch options in our restaurant, The Front Porch, informational RV seminars and a vast display of RVs open for browsing. We also have a nearby campground with a heated swimming pool, laundry facilities and a diner-style restaurant – Exit 10 Restaurant & Pub.