

TERMS & CONDITIONS
Payment Policy
Reservation Deposit
Individual Bookings
<ul style="list-style-type: none"> • Minimum CAD\$300, non refundable
Group Bookings
<ul style="list-style-type: none"> • Minimum CAD\$500, non refundable, per vehicle
Payments
Individual Bookings
<ul style="list-style-type: none"> • Remaining balance of reservation is due by credit card 45 days prior to departure date
Group Bookings
<ul style="list-style-type: none"> • Remaining balance of reservation is due by credit card 180 days prior to departure date
Security Deposit
<ul style="list-style-type: none"> • \$750 required at departure • \$1,500 for drivers 21-24 years • May be increased at discretion of depot • An open credit card authorization is required, at departure, for all rentals. Extra charges (if any) are balanced against security deposit upon return, and a credit then issued to customer
Taxes & Currency
<ul style="list-style-type: none"> • All prices are shown in Canadian dollars (CAD) • Prices may be subject to city and provincial taxes - tax rates vary by Province • Taxes are subject to change without notice
Cancellation Policy
<ul style="list-style-type: none"> • Must be made in writing, effective once received - no exceptions • We suggest purchasing trip cancellation insurance. • Please go to the following link for information: Travel Guard Insurance • In the unlikely event that we must cancel a rental due to circumstances beyond our control, all payments received to date will be refunded to the customer, which constitutes full settlement
Individual Bookings
<p style="text-align: center;"><i>NUMBER OF DAYS PRIOR TO DEPARTURE DATE & CANCELLATION CHARGE</i></p> <p style="text-align: center;"><i>There is a minimum of CAD \$300</i></p> <p style="text-align: center;"><i>45+ days = Non-refundable deposit</i></p> <p style="text-align: center;"><i>30-44 days = 60% of total rental</i></p> <p style="text-align: center;"><i>15-29 days = 80% of total rental</i></p> <p style="text-align: center;"><i>0-14 days = 100% of total rental</i></p>
Group Bookings - groups of 5 or more vehicles
<p style="text-align: center;"><i>NUMBER OF DAYS PRIOR TO DEPARTURE DATE & RESULTING CANCELLATION CHARGE</i></p> <p style="text-align: center;"><i>There is a minimum of CAD \$500 or 25% of total rental per unit</i></p> <p style="text-align: center;"><i>180 days and over = Non-refundable deposit</i></p> <p style="text-align: center;"><i>179 - 90 days = 60% of total rental</i></p> <p style="text-align: center;"><i>89 - 60 days = 70% of total rental</i></p> <p style="text-align: center;"><i>59 days or less = 100% of total rental</i></p>
Minimum Rental Period
<ul style="list-style-type: none"> • 7 nights
Depot Hours
<ul style="list-style-type: none"> • Individual depot hours vary, you will be informed of depot hours for your location • Closed Sundays** • Closed the following days: <ul style="list-style-type: none"> • New Years' Day, 3rd Monday in February (Alberta and Ontario only), Good Friday, Thanksgiving, Remembrance Day, Christmas Day and Boxing Day
Departure & Return
Departure - Pick up
<ul style="list-style-type: none"> • Pick up is between 1:00 pm and 4:00 pm

<ul style="list-style-type: none"> • Call the day before, or the morning of, to schedule pick up time • Pick up appointments are mandatory • Pre-approved Sunday pick up and drop offs available at \$375 each • Pre-approved Early pick up available at \$375
Return - Drop Off
<ul style="list-style-type: none"> • Drop offs are between 8:00 am and 10:00 am • Late fee of \$75/hour will be levied for returns after 10:00 am • Late returns void transfers
Transfers – To/From Hotel, Airport
<ul style="list-style-type: none"> • Transfers to/from airport and airport hotels are offered Monday through Saturday, 8 am to 5 pm • Transfers must be arranged directly with depot • Effective 28Mar11, there will be a \$90 one way/return charge for transfers between the Montreal depot and Montreal airport/airport hotels • Transfers between airport/airport hotels and all other locations remain complimentary
General Conditions
<ul style="list-style-type: none"> • Rental prices, policies, and conditions are not a rental contract and are subject to change without notice • We accept no responsibility or liability while acting as an agent for other rental companies, other than the supply of the rental vehicle as agreed upon with the renter/customer. • Canada RV Rentals/Adventure Touring and the supplier reserve the right to substitute a vehicle equivalent or larger at no extra cost to the customer • If a smaller, or less expensive vehicle is offered, the refund shall be limited to the nightly rate difference between the vehicles and this shall constitute full settlement • Any subsequent expense (gasoline, ferry costs, etc.) are the sole responsibility of the renter • No refund for early return • No refund for unused, prepaid Kilometers • Renter agrees to return the motorhome in the same condition in which it was received • Model or layout may vary from unit shown on website
Driver
<ul style="list-style-type: none"> • All drivers must possess a national driver's license valid for the entire rental period • An international driver's license with an English translation is recommended for foreign tourists • All international guests must possess a passport • US guests must possess a valid ID card • Minimum age is 21. Only drivers listed on contract are allowed to drive • Additional Driver Fee: \$5/night for each additional driver • Driving in USA: \$10/night for vehicles entering the USA, including Alaska <ul style="list-style-type: none"> ◦ Must be purchased prior to entering the USA
Restricted Areas
<ul style="list-style-type: none"> • Vehicles are not permitted to enter Mexico at any time. • Travel to Death Valley is limited to the low season (01 October through 30 April) due to extremely high temperatures which can cause system failures • Guests assume all responsibility for any expense or loss of time while traveling in restricted areas • There is a surcharge of \$500 for rentals starting from Vancouver, Kelowna, Calgary, Edmonton, Toronto, Montreal or Halifax with permission to travel on/in: <ul style="list-style-type: none"> • Alaska Highway north of Fort St. John, British Columbia • Cassiar Highway (#37) north of Kitwanga, British Columbia • Highway 35 north of Peace River, Alberta • Northwest Territories, Yukon, Nunavut, Newfoundland • Quebec & Labrador north and east of Sept-Isles, PQ • Permission is automatically granted to travel in above areas with pick ups in Whitehorse with the exception of the "No-Go" areas of the Dalton and Denali (north of Fairbanks) Highways in Alaska and the North Canol Highway in the Yukon. • Vehicles for northern travel must be expressly requested and confirmed at the time of reservation. Customers who travel to restricted areas without permission will be subject to a \$900 penalty and will void all insurance coverage. The supplier reserves the right to restrict driving access at anytime. These restrictions may be applied at the time of pick up • Parking of your vehicle is prohibited in the greater metropolitan area of Montreal and Ottawa; this includes all pay parking lots, hotel parking lots, side streets, malls, etc. In these areas, park your vehicle at a campsite and use public transportation
Pets & smoking
<ul style="list-style-type: none"> • No pets • No smoking inside • \$300 sanitization fee will apply if evidence of pets or smoking detected
Fees Summary

<ul style="list-style-type: none"> • Prep Fee Includes: <ul style="list-style-type: none"> • First tank of propane, first supply of toilet chemicals, vehicle outside cleaning, detailed orientation (allow 60-90 minutes) and transfers to and from airport area hotels and airports
<ul style="list-style-type: none"> • Modifications/Changes to a booking: <ul style="list-style-type: none"> ○ 3 Days, or less, prior to departure: \$150 ○ All other modifications: \$50 ○ Changes to bookings may incur increased rates • One way fees will apply
Additional Items
<ul style="list-style-type: none"> • Items may vary from depot to depot
Winterization of Vehicle
<ul style="list-style-type: none"> • Vehicles available for rent in the winter months (Nov to March) are winter units insulated for weather up to -30 degrees Celsius
Traffic Violations & Parking Tickets
<ul style="list-style-type: none"> • The renter is responsible for all traffic violations and parking tickets • Failure to report violations may result in fines or administrative charges against the customer's credit card or will be collected at customer domicile
Maintenance & Breakdowns
<ul style="list-style-type: none"> • Customer is responsible to check fluid levels at refueling; costs for oil will be refunded upon presentation of receipts • Customer is responsible to report mechanical failures immediately • Instructions for maintenance expense reimbursement will be provided • Customer may be responsible for damage due to negligence of vehicle operation or maintenance • Radio, air conditioning, refrigerator, microwave, plumbing, generator, cruise control, slide out and any other appliance malfunctions are not mechanical breakdowns • Necessary repairs are refunded up to \$100 without authorization • Repairs exceeding \$100 need pre-authorization from the depot, to be reimbursed • Replacement parts must be returned to the depot for reimbursement • Guests assume full responsibility for damage to tires and undercarriage • We are not responsible for any incidental or consequential costs in the event of a breakdown. Our responsibility is limited to the refund of the daily rate, or portion thereof, if the break down repair is longer than 48 hours • Fuel is not included in rental and tanks will be full at departure • RV must be returned <ul style="list-style-type: none"> ○ with fuel tank full ○ with holding tanks empty • The depot provides a 24 hour emergency phone service • Replacement vehicles are not provided in the event of either a stolen vehicle or a "guest-at-fault" incident that leaves the vehicle inoperable. In these situations, and depending on availability, a new, signed, rental agreement must be in place before a replacement vehicle is provided
Insurance
<ul style="list-style-type: none"> • All vehicles are insured with up to \$5,000,000 public liability and property damage. The units carry \$750 deductible for collision and comprehensive. Our insurance does not cover liability for loss of personal property, nor does it cover costs for accommodation, transportation or replacement of vehicle, if the vehicle is stolen or should an accident occur that makes the rented vehicle inoperable • Accidents must be reported immediately and be accompanied by a written accident report and police file number or the guest assumes full responsibility for all damages • Guests also have coverage in the event of a mechanical breakdown that requires more than 48 hours for repairs of the vehicle to be completed. <ul style="list-style-type: none"> ○ The radio, air conditioning, slide out, refrigerator, microwave, appliances and cruise control are not considered to be mechanical breakdowns. ○ Guest assume full responsibility for damage to tires and undercarriage ○ The company's responsibility is limited to <ul style="list-style-type: none"> ▪ The refund of the daily gross rate, or portion thereof ▪ \$3,000/vehicle/party
<p>Renter Pays:</p> <ul style="list-style-type: none"> ○ \$750 deductible for drivers 25 yrs and older ○ \$1,500 deductible for drivers 21-24 yrs ○ In case of two-vehicle accident on a signed and numbered road, fire, theft or vandalism (with police and accident report), deductible increases to \$1,500 for all drivers <ul style="list-style-type: none"> ▪ For damage while off Road, including campsites, parking lots, driveways etc. ▪ For damage while backing up ▪ For roof damage (not caused by two vehicle accident on a numbered road) ▪ For Interior damage (not caused by two-vehicle accident on a numbered road) ▪ For collision with animals

- \$500 deductible
 - For windshield/glass

Other Conditions for which renter is responsible:

- Theft in Montreal/Ottawa : \$7,500
- Undercarriage damage, tires: all costs
- Damages and accidents while driving in unauthorized areas: all costs
- Damages and accidents while the vehicle is driven by unauthorized driver or driver under the influence of drugs/alcohol: all costs
- Damages incurred during illegal acts: all costs
- Wilful damage: all costs
- Damages and accidents caused while the vehicle is driven in the US without prior authorization: all costs
- If no written accident report & police file number (or station notification within 24 hours of accident): all costs
- For Hit and Run (where damage to third party property in your vehicle and do not report it, or where a third party hits and damages your vehicle and you are unable to obtain third party contact and insurance information: all costs

Towing

- No towing allowed