



## RENTAL CONDITIONS CANADREAM

### Camper rate includes:

- 100 kms/night
- \$5 million liability insurance and collision insurance with deductibles as specified.
- Preparation Fee - this includes your first supply of propane, fresh water, toilet chemicals, cleaning supplies for the unit and pick-up and drop-off from the airport or airport hotels.

### Camper rate is exclusive of:

CanaDream makes no representation as to fuel consumption. Vehicles are supplied with a minimum of ¼ tank. If the guest returns with less fuel than on departure, he/she will be charged for that amount of fuel. There is no refund if client returns with more fuel than on departure.

### Deposit/credit card

- Rentals require a security deposit of \$750 (\$1,500 for drivers 21 to 24 years).
- An open, signed credit card authorization is taken at departure for all rentals.
- **Security deposits MUST be made with CREDIT CARDS ONLY (No debit cards) and will be processed.**
- Deposits are refunded when the vehicle is returned complete with all equipment in a clean and undamaged condition.

### Cancellations

Booked and cancelled within 5 days is "No Charge" when departure date is more than 30 days from booking date. Bookings cancelled more than 5 days after booking date are subject to the following cancellation charges:

- Over 30 days prior to departure - \$ 75
- 30 - 15 days prior to departure - \$250
- 14 - 08 days prior to departure - \$500
- 7 days - departure day and no shows -100% of the total charges

### Driver requirements

- All drivers must possess a driver's license valid for the entire rental period
- An international driver's license is recommended for foreign tourists
- Minimum age is 21. Only drivers listed on contract are allowed to drive
- Additional Driver Fee: \$5 per night for each additional driver
- Driving in U.S.: \$10 per night for each vehicle entering the US. In the event CanaDream RV Rentals is not made aware of travel in the US and an incident occurs the insurance coverage will be void and the client will be fully responsible for all costs.

### Taxes

Sales Taxes apply to all charges as follows:

- All Stations GST (Goods & Services Tax) except Halifax, Vancouver, Kelowna, Toronto - 5%
- Vancouver, Kelowna HST (Harmonized Sales Tax) - 12%

- Toronto HST (Harmonized Sales Tax) - 13%
- Montreal QST (Quebec Service Tax) - 8.5%
- Halifax HST (Harmonized Sales Tax) - 15%

There is no provincial tax in Calgary, Edmonton or Whitehorse.  
Tax is calculated on the gross amount of the rental.

### Minimum rental period

7 nights between April 1 to October 31, 5 nights for the remainder of the year. Shorter rental periods may be available on request.

### One-ways

Based on availability, we offer one-way rentals to and from all of our vacation centre locations. One-way rentals must be reserved and confirmed in advance and the following drop off fees apply:

- One-ways between all CanaDream locations - \$750
- Special or unique one-ways across North America are available on request

### Transfers

Transfers to and from airport or airport hotels are included for all stations. Effective March 28, 2011 a \$90 one-way/return charge for transfers has been introduced between our Montreal location and Montreal airport/airport hotels. Transfers between airport/airport hotels and all other locations remain complimentary.

### Picking up the vehicle

The pick-up time of our vehicles is between 1.00 pm and 4.00 pm from Monday to Saturday. **Please call the station on the morning of your pick-up to schedule your pick-up appointment.** Before you pick up your vehicle, we need to ensure it has been cleaned thoroughly and checked mechanically. Arriving at a station without a prior appointment may result in delays, so please try to phone ahead so we can ensure things go as smoothly as possible.

You can also call to arrange transportation to the station from airport or airport area hotels. We would like to make your experience as pleasant and efficient as possible but do require your co-operation!

### Dropping off the vehicle

Normal drop-off times are between 8:00 am and 10:00 am. You do not need to book a time to drop-off your vehicle. Please ensure you are back at your drop-off location and all your possessions are removed from the vehicle no later than 10:00 am. If you have a late drop-off, this will be noted on your Rental Agreement and, in this instance, you may return your vehicle anytime before 3:00 pm. Sorry, there are no refunds for early returns or unused kilometers.

A late drop-off charge of \$75 per hour will be charged if the vehicle is not returned on or before the drop-off time stated in your rental agreement. The maximum charge for late drop-off will not exceed \$600 for each 24-hour period.

### Vehicle changes

If, for any reason beyond the company's control, the reserved vehicle is not available, CanaDream reserves the right to substitute a vehicle of equivalent value or offer a higher rated vehicle at no additional cost. Should a lower rated vehicle be substituted, the company's only responsibility is to refund the difference between the two vehicles. Although this is infrequent, accidents or mechanical repairs may force substitutions.

### Refund/Repairs

Our fleet of vehicles is in top mechanical condition. In the unlikely event that a mechanical failure occurs, guests are authorized to proceed with the necessary repairs up to \$100. For expenses over \$100, guests must telephone the rental station for authorization before proceeding with repairs. Replacement parts must be returned to the rental station for reimbursement. Guests assume full responsibility for damage to tires and undercarriage. Oil, tire pressure and coolant must be checked at each refueling. Costs for oil will be refunded upon presentation of receipts. The company's responsibility is limited to the refund of the daily gross rate, or portion thereof, if the breakdown repair is longer than 48 hours.

### Pets

Sorry, pets are not allowed.

### Smoking policy

Our vehicles are smoke-free. If you choose to smoke, additional cleaning charges may apply.

### Preparation fee

This mandatory one-time fee of \$90 is charged per unit/rental and includes the following:

- Initial propane fill
- Toilet chemicals
- 2 rolls of biodegradable toilet paper
- Fresh water & sewer hoses
- Rubber gloves
- Transfer

### Convenience Kits — \$80

Convenience kits are charged at \$80 per person per booking. Our convenience kit includes dishes, cookware, pillows, linen, towels, sleeping bags and cleaning equipment. For a detailed list of our convenience kits items

### Miscellaneous Rentals

Toaster Oven	\$20/rental
Camping Table	\$20/rental
GPS Navigation	\$7/day (Subject to availability)
Generators	On request only
Bikes	\$6/day (maximum charge of 30 days)
Bike Rack	\$60/rental
Foldable Bike	\$9/day (Bike Rack not needed)

Note: bikes and bike racks must be booked in advance and are subject to availability.

Note: No child bike-seats or children bikes available.

### Kilometers

- To increase from 100 km/night to 160 km/night - \$20.00/night.
- To increase from 100 km/night to 250 km/night - \$48.00/night.
- Individual or additional kilometers - \$0.35.

### Travel Restrictions

Vehicles are not permitted to enter Mexico at any time. Travel to Death Valley is limited to the low season (October 1 through April 30) due to extremely high temperatures that can cause system failures. Also, a \$10/night fee applies to any travel within the United States (including Alaska). 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:

- 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-Îles

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 Highway (north of Fairbanks) and the Denali Highway 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. Guests who travel to these areas without permission will be subject to a \$900 penalty and will void all insurance coverage. CanaDream reserves the right to restrict driving access at anytime. These restrictions may be applied at the time of pick-up.