



## RENTAL CONDITIONS CRUISE CANADA

### Camper rate includes:

Rates include: Liability insurance up to \$1,000,000 VIP Coverage with a deductible of \$1,000.

### Camper rate is exclusive of:

Mileage charges, taxes, optional extras, one-way fees.

### Deposit/credit card

A basic refundable security deposit of \$500 and the use of a credit card to pay for all local charges and deposits are required at departure. For payment of any local charges and deposit by other than credit card, the security deposit is \$1,500. Upon vehicle return, all extra charges are balanced against the security deposit and a credit will be issued to cover the refund. For security reasons, refunds when a credit card is not used are issued by a check mailed to your home address. There are NO cash refunds.

### Cancellations

46 or more days prior to departure No Charge, 16 to 45 days prior to departure \$400, 1 day to 15 days prior to departure \$750, Departure day: Full Rental Charges.

### Insurance excess

The insurance excess is \$1,000 on theft, loss or damages on/to the vehicle.

### Driver requirements

Vehicles can only be operated by qualified drivers 21 years of age or older. All drivers must have a valid and identifiable driver's license. Your driver's license and foreign passport are required as identification and will be verified. All drivers must be identified, authorized, and must sign the Rental Contract. There is no cost for additional drivers and no 'under 25' surcharge.

The minimum age is 21 years, there's no maximum age.

Additional drivers may be added to the rental contract free of charge.

### Minimum rental period

The minimum rental period for all motor homes is 7 days.

### One-ways

One-way fees between rental locations within the USA or between rental locations within Canada are allowed and will vary in cost from \$100 to \$500 depending on pick-up location and routing. Please check with Holiday Campers for the rate applicable to your one-way choice at the time of booking.

### Changes

The first change only is at no charge. This first change may involve several aspects of the reservation (party size, items prepaid). The second and subsequent changes are at \$50 CAD per aspect, per change. As usual, reservation changes are subject to availability and Flex Plan Reservation Change Rules where the higher flex rate shall apply.

### **Transfers**

Transfers are not included in your prepaid rental charges. Return transfers are your responsibility. Only with pre-purchase of Early Bird Departure Special are return transfers to designated hotel areas or airport included with the fee. A late return will void our responsibility to you for return transfers. Return transfers are normally accomplished up to 4:00 pm.

### **Picking up the vehicle**

All overseas customers must spend the night in a hotel after arriving at their destination, before picking up the vehicle. Vehicle departure time begins at 1:00 pm. This policy is similar to the “check-in” policy at a hotel. Your actual departure time will vary. There are no refunds for late pick-ups.

### **Dropping off the vehicle**

Vehicles are to be returned by 9:00 am and in no case later than 11:00 am. A fee of \$25 per hour will be charged for each hour that the vehicle is overdue without permission. You agree to return vehicle in the same condition as it was received, excluding normal wear and tear. Depending on local conditions, a cleaning and/or waste tank evacuation fee may be assessed at vehicle return up to \$150. You will also pay for damages or loss of equipment. There are no refunds for early returns.

### **Vehicle size**

You may find the model reserved to be inadequate for your party. Where possible, upgrades to a larger sized model will be allowed at a charge determined from local posted rates. Our policy is to provide you with the model reserved. In some instances, circumstances may require an upgrade to a larger sized motor home to accommodate an immediate departure. The upgrade will be provided at no charge to you and with no further liability to Cruise Canada.

You may find the model reserved to be too large for your comfort. Where possible, downgrades to a smaller sized model will be allowed at no charge to you. In some instances, circumstances may require a downgrade to a smaller model to accommodate an immediate departure. The downgrade, if accepted, will earn a credit based on the difference in price at the time of reservation and with no further liability to Cruise Canada.

### **Winter Warning**

Vehicle operating systems are not fully operable during subfreezing temperatures. Check the Renter Assistance Guide for winter operations but be aware that in Canada and northern US cities, vehicles are likely to have anti-freeze in holding tanks meaning that vehicle water facilities will not be available to you.

### **Refueling and Servicing**

You must turn off engine and all ignition sources including gas appliances, refrigerator, hot water heater, stove, furnace, etc. each time you refuel. You are responsible for checking and maintaining engine oil, fluids, tire pressure, and coolant levels at each refueling, as well as reporting mechanical failures immediately. You may be held responsible for mechanical damage if you fail to do so.

### **Breakdown Assistance and Repair Reimbursement**

During a motor home vacation some aspects of the vehicle or coach systems may fail or be impaired. Our objective is to get you back on the road as quickly as possible.

If a mechanical breakdown should occur, Cruise Canada will assist you to secure over-the-road maintenance from reputable service providers. All repairs require authorization by phone from Travelers Assistance at (800) 334-4110 who will document your problem on a customer service log. Tools for vehicle repair are not provided. Your expenses for authorized repairs will be paid directly by Cruise Canada or you will be reimbursed upon presentation of receipts.

Any vehicle service expense over \$75 requires a call to Travelers Assistance 1-800-334-4110.

If the cost is under \$75 you may have the service completed, but you must keep the receipt for

reimbursement. Rental centers are authorized to reimburse receipts up to \$75 without a customer service log. Engine battery jump-starts require Travelers Assistance approval in advance.

### **Pets and animals**

Pets and animals are not allowed in the vehicle.

### **Motor home equipment**

Motor home equipment is available for an additional fee and is charged per vehicle. The kitchen kit contains: Flashlight, Cooking spoon, Colander, Broom w/ dust pan, Cooking Fork, Tea Kettle, Plastic Pail, Mixing Bowl, Cookware set, Can opener, Spatula, Soup bowls, Plates, Tumblers and Coffee cups.

### **Personal Kits**

Personal kits are available for an additional fee and are charged per person. The Personal kits contain: Plastic laundry bag, Sleeping bag or blanket, Pillow, Pillow case, Queen size flat sheet, Bath towel, Washcloth and Dish towel.

### **Generator**

If you choose to operate the gasoline-powered 110-volt generator, extra charges will accrue at \$3 per hour. Unlimited usage may be purchased at departure at a rate of \$6 per rental day. The generator is not required for normal vehicle operation.

### **Mileage**

All rentals are excluding mileage. Mileage may be purchased by 800 kilometer increments. Kilometers exceeding the restriction incur a charge of \$0.32 per kilometer.

### **Travel restrictions**

#### **Alaska, Yukon and Northwest Territories & Newfoundland:**

Travel on all public and/or numbered roads is permitted. Travel on non-public roads, unpaved back roads, trails and the like – commonly called ‘logging roads’ or on any surface subjecting the vehicle to unreasonable damage or road hazard is prohibited. Clients may receive further information from Cruise Canada regarding seasonal travel restrictions as well. We reserve the right to restrict travel, dependent on current road conditions.

#### **Death Valley and other desert areas:**

Vehicles are allowed to operate in Death Valley and other desert areas, however, extreme caution must be observed. Clients visit these areas at their own risk and are thus responsible for all recovery and other charges. During certain periods these areas are not habitable and could pose a danger to the driver and passengers.

#### **Manhattan:**

Due to restrictions on vehicle heights, propane gas and parking, vehicles with propane are not permitted in Manhattan and are not permitted to travel through any underground or underwater tunnels.

#### **Mexico:**

Motor homes are NOT permitted to enter Northern Baja, nor any other Mexican states contiguous to the US border or otherwise. No automobile liability or other coverage applies to vehicle operation in Mexico. The client is strictly forbidden to take Cruise Canada vehicles across the US border to Mexico.