



RENTAL CONDITIONS FRASERWAY

Camper rate includes:

The vehicles are provided to the renter with a full tank of gasoline (or diesel) and must be returned with a full tank.

Camper rate is exclusive of:

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

Deposit/credit card

Fraserway RV Rentals will accept the following methods of payment for additional charges paid directly by the renter:

Visa • MasterCard • American Express • Traveler's Cheques • Canadian dollars

An imprint of a major credit card (Visa, MasterCard or American Express) is required while the vehicle is rented. No cash rentals allowed.

In case the CDR Insurance is not purchased, Fraserway reserves the right to block the full amount of the deductible on the customer's credit card.

Cancellations

- Individual Reservation 10% of rental charges, minimum charge \$100, any time after confirmation
- One-way rentals \$200 in addition to applicable fee
- 31 to 45 days prior to departure 20% of rental charges, minimum charge \$500
- 15 to 30 days prior to departure 80% of rental charges, minimum charge \$1,000
- 0 to 14 days prior to departure 100% of rental charges

Note: Changes to bookings must be reported to our reservations department prior to Departure

Driver requirements

A valid driver's license from the country of residence is mandatory. Drivers must be 21 years or older, no maximum age limit. An international driver's license is recommended but is only valid **in combination with** the national driver's license.

Taxes

All charges are subject to Federal and Provincial taxes. The departure city determines the amount of tax due on one-way rentals. Taxes are subject to change.

At the time of printing, these taxes are as follows:

British Columbia 12% HST (PST + GST combined)

Alberta 5% GST

Yukon 5% GST

Nova Scotia 15% HST (PST + GST combined)

Ontario 13% HST (PST + GST combined)

Minimum rental period

The minimum rental period for all motor homes is 7 day, for one ways, the minimum period is 14 days.

One-ways

Vancouver to Calgary \$500

Calgary to Vancouver \$700

Toronto to Halifax \$900

Halifax to Toronto \$900

Minimum rental period is 14 days

Changes

Changes to bookings must be reported to our reservations department prior to departure. First change no charge, any time after the first \$30 each.

Note: All changes and cancellation charges are subject to taxes.

Transfers

Fraserway RV Rentals offers free transfers to/from international airports, hotels in the vicinity of the airports, as well as hotels downtown. Please contact Holiday Campers for more information.

Note: No transfers provided after 1:00 pm.

Picking up the vehicle

Vehicles can be collected at our rental stations from Monday to Saturday between 9:00 am and 3:00 pm local time. The online Express Check-In feature reduces the waiting time at the counter. When information like name, address, driver's license etc is submitted before the clients arrive at Fraserway, we will be able to speed up counter procedures resulting in less waiting time for our guests. The Express Check-In form can be found on our website www.fraserway.com.

Dropping off the vehicle

Monday to Saturday (and Sunday for the Vancouver location), 9:00 am to noon (**inspection ready**), with 1-hour grace period. Sufficient time should be allowed for packing suitcases and cleaning vehicles. Rental extensions (late returns) must have prior approval from Fraserway RV Rentals. Overtime hours, if the vehicle is returned late without Fraserway's permission, are charged on an hourly basis until the daily rate is reached. The hourly rate is the daily retail rate divided by 4.

Fraserway RV Rentals will not pay any refunds for rentals returned prior to the arranged drop-off date.

Cleaning of Vehicles

All vehicles must be clean inside when returned. This includes kitchen, bathroom and living areas. A charge of \$40 per hour for cleaning will be applied for those vehicles returned in an unsatisfactory state. Vehicle holding tanks requiring dumping by Fraserway staff will result in a \$25 service charge. Outside washing is not required (except when returning to the Whitehorse Station, where it is mandatory), unless the check-in procedure cannot be performed due to dirt on the vehicle. We recommend that Northern Travelers wash the vehicle prior to returning it to the rental station to avoid potential delays upon check-in.

Refund/Repairs

All replacement parts or repairs in excess of \$50 require prior authorization from Fraserway RV. Please note that refunds can only be made upon presentation of a proper receipt. Malfunctions of the air-conditioning systems, microwave ovens, radios and cruise controls are not considered breakdowns and no compensation will be given.

Traffic Violations, Parking Fines and Toll Charges

The renter of the vehicle is fully responsible for all toll charges and any fines or other consequences resulting from violation of traffic regulations, parking orders or prohibitions, or any other laws or regulations, during the rental. As a courtesy, Fraserway will ensure that tickets and fines are paid in timely fashion if the renter provides the ticket and payment. Should any tickets or fines go unpaid, Fraserway reserves the right to charge a \$25 administration fee in addition to the amount of the charges and/or fine and associated costs. All fees will be charged to the renter's credit card.

Pets

On request only. A charge of \$100 will 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 — \$75

These vehicle and personal kits are available per person/rental and include:

- Pots, pans and kettle
- Dinner set
- Cutlery set
- Steak knives
- Coffee cups/glasses
- One extra dinner set (guest)
- Mixing bowls
- Assorted kitchen utensils
- Cutting board
- Strainer
- Food savers
- Coffee filter and thermos
- Teapot
- Can opener
- Corkscrew
- Pail/broom and dustpan
- Clothes hangers/clothes pins
- Matches/ashtray (on request)
- Comforter in duvet cover
- Pillow and pillowcase
- Bed sheet
- Towels/body soap
- Basic tool set and flashlight
- Toaster (on request)
- Axe
- Lawn chair
- Instruction manual
- Campground directories/road maps

NOTE: Convenience kits for children age 12 and under are free; valid if convenience kits for all accompanying adults are paid in full.

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

All rentals are excluding kilometers. Mileage may be purchased. Kilometers exceeding the restriction incur a charge of \$0.38 per kilometer.

Travel Restrictions

- Travel into Mexico is prohibited
- Travel in Death Valley, California, is prohibited between June 1 and August 31
- Non-public roads and off-road driving is prohibited at all times
- Fraserway does not allow the vehicle to be left unattended by renter in the city of Montreal, Quebec, Ottawa and New York.