



Rental Conditions Canadream

All rates and conditions are subject to change as required and without prior notification.

Let op: onze voorwaarden zijn in het Engels geschreven. Dit voorkomt vertalingsfouten en misverstanden

Standard inclusions

- \$5,000,000 Public liability & property damage
- Reduced damage deductible of 1750CAD, reserved as a deposit on main drivers creditcard
- Preparation fee
- 24/07 on Road Support
- First fill of Propane
- Full Tank of Fresh Water
- Minimum of ¼ Tank of fuel
- Canadream Club Membership
- Toilet chemicals for the duration of the trip – 1 tablet for every 3 nights
- JOURNIE rewards membership giving up to 12 cents per liter at participating gas stations

Camper is exclusive of

- Optional extras

Driver requirements

All drivers must possess a driver's license valid for the entire rental period. All drivers are required to have the original hard copy of the license with them - digital licenses are not valid unless accompanied with the hard copy. If the driver's license from their own country is in English or French, Guests do not need an International license. If the license is in a language other than English or French, we strongly recommend Guests have an International License, together with the license from their own country. For translation purposes, an International Driver's License will ensure ease of use in Canada and the United States. Please note that an International License is not valid on its own for driving in Canada and the USA. The International License must also be accompanied by a valid driver's license issued in the Guest's own country. Minimum age is 21. Only drivers listed on the contract are allowed to drive. Additional Driver Fee: \$5.00 per night for each additional driver

Deposit/credit card

A security deposit of \$1750 is required, and an open, signed credit card authorization is taken at departure for all bookings. **Security deposits MUST be made with CREDIT CARDS ONLY (No debit cards) and will be processed.** Accepted credit cards are: MasterCard, visa or American Express. Deposits are refunded when the vehicle is returned complete with all equipment in a clean and undamaged condition.

Minimum rental period

A 7 night minimum applies to all rentals

One-ways

CanaDream is happy to offer a wide range of one-way vehicle booking opportunities to help Guests make the most of their Canadian experience. Please check with Worldwide campers for exact charges.

Changes

Changes after reservation and before pick up are possible, but will involve extra charges and depends on availability. If this is the case, any changes made to a booking will be calculated by using the higher one of the two rates, either the original Flex Rate or the Flex Rate current at the time of the booking alteration.

The following are classified as booking alterations:

- Change of vehicle type
- Change of pick-up location
- Change in drop-off location
- Change in the pick-up date, excluding booking extension
- Change in the drop-off date, excluding booking extension

In the event the hirer wishes to make changes to the following: vehicle booked, pick up or drop off dates, pick up or drop off locations the following charges will apply:

- If amended 15+ nights prior to pick up: \$50 plus any increase in vehicle charges.
- If amended 14 nights or fewer prior to pick up or No show: 100% of cancellation fees and new booking charges will apply.

Cancellations

60 days or more before pick up	\$100.- **
Between 59 and 30 prior to pick up	20 % of the total charges **
Between 29 and 15 days prior to pick up	50 % of the total charges **
Between 14 days prior to pick up or no show	100 % of the total rental **

**** One way fee will also be charged. Extra on the cancellation fees**

**** The tax will also be charged over the cancellation amount, percentage depending on location.**

The charge of Worldwide campers is:

Between booking and 15 days before pick up	50 euro
Between 14 days and day of pick up	100 euro

Transfers

Guests picking up and dropping off at all stations should make their own arrangements to get to the station in time for their chosen pickup slot. The stations will be happy to assist in calling for a taxi at drop off.



Picking up the vehicle

Please be aware for the United States and Canada is mandatory to stay in a hotel for the first night after arrival. It is not allowed to pick up an RV on the same day as your arrival.

Pick up around 15-30 minutes to complete, and Guests are enjoying reduced paperwork and getting on the road faster. Guests must select their pick-up time during online check-in. Standard Pick up times are between 1pm and 4pm. Early Pick up is available between 10am-12:30pm for a fee of \$75 and is subject to availability slots. Guests are advised against turning up early to attempt an early pick-up. We wish to limit the number of Guests at our station and so Guests are asked to arrive on time according to their chosen pick-up time.

Guests who arrive at the station without having checked in online, will be required to perform online check-in at the station on a tablet device.

- On arrival at their station, Guests will verify their identity/booking and be taken to their RV to complete the quick start tour and perform the damage inspection.
- A personal demonstration can be booked during Online Check-in for a fee of \$50 if the Guest requires a one on one demonstration.
- If any additional Travel Extra items are required, these can be purchased prior to the completion of pick-up process.
- A member of our Guest Services team will be on hand to help and answer any questions Guests may have during pick-up.

Dropping off the vehicle

Drop-off Time is between: 08:00am and 10:00am Monday to Sunday (in the summer seasons); Winter from 9am.

RV Drop off takes around 15-30 minutes to complete. Guests must select their Drop-off time during online check-in. Standard Drop-off times are between 8am and 10am. Late Drop off times are available in the summer between 10am and 3pm for a fee of \$75 per hour and is subject to availability slots, available on a first come first served basis. Complimentary late drop off is included until 1:59pm during the winter season

Note Drop off times are also subject to conditions on the vehicle such as servicing and repairs or quick turn arounds. Late return of the vehicle has a charge of \$150/hr.

Vehicle size

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.

Breakdown assistance and repair reimbursement

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 \$100.00. For expenses over \$100.00, 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 refuelling. 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.

Travel restrictions

Not all RV's are suitable for all driving situations, so it's important that the right RV is chosen for the travel planned. CanaDream at its discretion may restrict RV travel in certain areas due to adverse road and weather conditions, and the distance to nominated destinations in relation to the length of the rental period. For the safety of Guests, the following travel restrictions are in place:

- Travel to Death Valley is limited to the low season (September 15 through May 15) due to extreme temperatures & road conditions.
- Travel on the Dempster Highway in the Yukon is not permitted between 15 September and 15 May due to road conditions. We are happy for our Guests to travel on this road between 16 May and 14 September.
- Travel to other remote areas not mentioned here may be possible, only if written permission is obtained from CanaDream prior to travel.

Guests assume all responsibility for any expense or loss of time while traveling in restricted areas.

➤ **Urban Travel Restrictions**

Campervans and Class "C" RV's cannot be driven to Manhattan due to parking and vehicle height restrictions. Vehicles carrying propane gas are not permitted in Manhattan or to travel in underground or underwater tunnels. Parking of your vehicle is prohibited in the greater metropolitan areas of Montreal and Ottawa. This includes all pay parking lots, hotel parking lots, side streets, malls, etc. To travel into these areas, park your vehicle at a campsite and use public transportation, taxi, etc. In the event of a theft that occurs in the Montreal or Ottawa metropolitan area, the Guest is responsible for \$7,500.

➤ **Prohibited Travel Areas**

The below roads/regions are always prohibited:

- Logging and non-public roads
- Any and all unnumbered roads and highways
- Mexico

Due to the poor conditions of some roads and highways, Guests are prohibited from travelling on the following roads:

- *Vehicles are not permitted to enter Mexico at any time*
- *Denali Highway in Alaska (Highway 8 from Paxson to Cantwell)*
- *North Canol Highway in the Yukon*
- *Dalton Highway (north of Livengood)*
- *Eagle, Alaska (Hwy 5 north) from the junction of Hwy 9 (Top of the World Highway) and Hwy 5 west*
- *McCarthy Road between Chitina and McCarthy, Alaska*
- *Northway Road (off AK-2) to Northway*
- *Nabesna Road (off AK-1) to Nabesna*
- *Highway 500 (Trans Labrador Highway) from Goose Bay to Labrador City*
- *Highway 389 from Labrador City to Baie Comeau*
- *Highway 510 from Red Bay to Happy Valley-Goose Bay*



- Highway 167 north of La Doré
- Highway 109 and Baie James Road, Quebec.

Guests assume all responsibility for any expense or loss of time while travelling in restricted areas. Guests who travel to Prohibited and Restricted areas without permission will be subject to a \$1500CAD penalty and will void all insurance coverage. CanaDream reserves the right to restrict driving access at any time. These restrictions may be applied at the time of pickup.

Burning Man Surcharge

There is a surcharge of \$2,500 for all RV vacations starting from any of our locations with permission to travel to the Burning Man Festival in Nevada, USA. Vehicles for Burning Man must be expressly requested and confirmed at time of reservation. Guests who travel to Burning Man without permission will be subject to a \$1,750 penalty and will void all insurance coverage.

Northern Surcharge

There is a surcharge of \$545 for all RV vacations starting from Vancouver, Calgary, Edmonton, Toronto, Montreal or Halifax with permission to travel on/in:

- Alaska Highway north of Fort St. John, British Columbia
- Nisga'a Hwy- Highway 113- North of Terrace
- 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 (#11 north of Livengood) 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 \$900.00 penalty and will void all insurance coverage. CanaDream reserves the right to restrict driving access at any time. These restrictions may be applied at the time of pick-up.

Parking/Traffic Violations

It is the clients responsibility to report and pay for all parking/traffic violations at check-in. Failing to report these violations at drop-off will cause a charge of an administrative fee plus the fine (including all late charges) to the clients credit card.

Child policy

CanaDream is happy to provide child seats for our guests at a small fee. During peak season these may be in short supply so we suggest you book these prior to your arrival or bring your own with you. We don't rent portable cribs, strollers or playpens, however our reservations department may be able to give you the name and phone number of companies who can assist with this.

Pets and animals

We are happy for Guests to bring a pet dog or cat on their vacation in our RV for a fee of \$350. Service animals can travel in our RV's free of charge with prior permission and proof of service



certification We ask for Guests to tell us in advance that they wish to bring their pet and require Guests to ensure their pet does not cause any damage to the vehicle. Should additional pet cleaning be required at drop off, additional cleaning charges will apply.

Smoking

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

*** Insurance ****

Liability Reduction Options

• Standard Liability (SL)

CanaDream require a security deposit \$1,750 (2024) and \$3,000 (2025) to be paid prior to pick up during online check in. The amount of the security deposit will be charged to the Guest credit card (card holder must be present at pick up). Guests are required to have enough funds available in your credit card for the transaction to be successful. On return of the RV, in the condition it was picked up in, the security deposit will be returned.

• Liability Reduction* (LR) \$16 per night (Net)

- selecting this product reduces the Guest liability from \$1,750/ \$3,000 to \$1,000.
- Minimum 5 night, maximum 30-night charge
- Applies in respect of the first incident and/or claim, not the entire duration of the rental. Once an incident has occurred Liability Reduction cannot be restarted, and standard insurance terms will apply. The incident must be reported to within 24 hours otherwise the cover will not be applicable.

• Liability Reduction Zero (LRZ) \$30 per night (Net)

- selecting this product reduces the Guest liability from up to \$3,000 to \$0. Windshield protection is also included in this option, covers windshield/tire replacement but not call out charges. Exclusions apply- see incidents not covered.
- Minimum 5 night, maximum 30-night charge
- Applies in respect of the first incident and/or claim, not the entire duration of the rental. Once an incident has occurred Liability Reduction Zero cannot be restarted and standard insurance terms will apply. The incident must be reported to within 24 hours otherwise the cover will not be applicable.

The Guest is responsible for the maximum charge stipulated, where expenses include, but are not limited to towing, storage fees, damage to the CanaDream Inc. vehicle, damage to third party property, injury claims, insurance adjuster fees, legal fees.

The Guest is also responsible for the cost of business loss where damage is caused by negligence. This will be charged for the period the RV is unavailable due to repairs. The security deposit is processed to the Lead Driver/Main Guest's credit card during Online Check-in and is refunded to the same credit card upon return of the vehicle, if the vehicle is returned in the same condition as it was received i.e., without damage. This credit card must be presented by the named Guest at the time of pick-up.

Any Guest that is involved in an incident will have their deposit held (to the maximum charge) for a **minimum** of 60 days **or** until the incident claim is closed.

Claims that are less than the deposit amount will have the difference refunded to the Guest upon closing of the incident claim.



The 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 incident occur that makes the rented vehicle inoperable.

The security deposit covers the first incident. Where damage has been reported, a second security deposit will be taken to cover any additional incident, and so on and so-forth. Where a replacement unit is required due to accidental damage, and, depending on availability, a new, signed rental agreement & security deposit must be in place before a replacement vehicle is provided.

Incidents must be reported within 24 hours and be accompanied by the completion of either CanaDream online accident report or the written accident report form (in each vehicle) along with the police report or file number.

The Guest is responsible for the following maximum charges **per incident**:

Incident Description	All Drivers
Two vehicle accident on a signed and numbered road, fire, theft, or vandalism (with police and accident report)	\$1,750
Windshield - replacement glass, fitting and recalibration	\$1,000
Off-road (e.g., campsites, parking lots, driveways, gas stations, etc.)	\$1,750
Single vehicle incident: any damage caused by contact with any stationary object (e.g., parked vehicle, walls, trees, etc.) anywhere (on or off-road, private, or public property)	\$1,750
Vehicle damage - cause unknown (including hit and run by unknown third party)	\$1,750
Acts of nature (natural disasters including, but not limited to, hail, floods, lightning)	\$1,750
Interior damage (not caused by a two-vehicle accident on a numbered road)	\$1,750
Collision with animals	\$1,750
Tire damage (does not include tow charges)	\$1,000 per tire
Hubcap replacement	\$200 each
Undercarriage damage (not caused by a two-vehicle accident on a numbered road)	All Costs
Wrong Fuel: \$8500 will be charged at drop off. The difference in actual costs will be charged or refunded as applicable.	All Costs
No written accident report & police file number (or station notification within 24 hours of incident)	All Costs
Committing hit and run	All Costs
Parkade and drive-through damage	All Costs
Use of unauthorized accessories (i.e., awning, hitch, etc.)	All Costs
Damage caused while operating the vehicle in reverse	All Costs
Incidents while driving in unauthorized areas, including the USA, without prior authorization	All Costs
Incidents caused while the vehicle is driven by an impaired ** or unauthorized driver	All Costs
Damages incurred during illegal act(s) and/or willful damage	All Costs

**** Impaired Driving: Driving under the influence of alcohol, drugs (including Cannabis) and/or lack of sleep.**

While on their road trip Guests are responsible for:

- Damage caused to the RV where the terms of Rental Contract have been breached.



- Damage caused by negligence/wilful conduct or impaired driving.
- Damage caused to the RV in any way by part or total water submersion of saltwater.
- Damage caused due to a single vehicle roll over.
- Damage caused to the RV when using the RV in contravention of any legislation or regulation controlling vehicular traffic.
- Damage or loss caused to any personal belongings.
- Damage caused by the incorrect use of snow chains.
- Damage to the awning, slide out, overhead or underbody of the RV.
- Damage caused to tires.
- Damage caused to windshield except where Windshield Protection has been purchased and applies.
- Damages caused by neglecting proper operating procedures, e.g. incorrect fuel type and quality, ignoring oil or coolant levels, air pressure, etc.
- Damages caused by freezing/overheating, e.g. unit not winterized, or overheating of RV, including brakes if Tow/Haul is not used on steep declines, or systems, e.g. plumbing or water systems.