

## Rental

### Conditions Fraserway RV

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

- Basic Public liability coverage which includes premiums for collision insurance and comprehensive insurance with a deductible of CAD 7,500,-
- Additional driver fees
- Complimentary shoulder bag with maps and brochures, subject to availability
- Travelkit with maps and brochures are provided at vehicle pick up, subject to availability

#### Camper is exclusive of

- Mileage charges
- Taxes
- Preparation fee
- One way fees
- Insurance options (see last page for more information)
- Fully inclusive package / All inclusive package have a minimum of 14 nights. - Optional extra's

#### 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 (IDP, see below) is recommended but is only valid in combination with the national driver's license.

#### **International Driving Permit**

The IDP is a special license which allows motorists to drive internationally, which is valid only when accompanied by a valid driver's license from their country. Fraserway does not require an IDP, but recommends renters having one in case they get stopped by the police. Driver's licenses that are not printed in Latin alphabet require an international driving permit in English language, and Fraserway does not accept responsibility if law enforcement refuses to accept a license on the basis of not being accompanied by an IDP.

#### Deposit/credit card

A pre-authorization of a major credit card (Visa, MasterCard or American Express) is required while the vehicle is rented. This also applies to rentals which include CDW. Cash rentals are not allowed. In cases where the CDR is not purchased, Fraserway will block the full amount of the deductible of \$7500 on the customer's credit card

### Minimum rental period

The minimum rental period is 7 nights.

### One-ways

Only the following One-ways are allowed, with a minimum rental period: Vancouver to Calgary, Vancouver to Edmonton, Calgary to Vancouver, Edmonton to Vancouver, Toronto to Halifax, Halifax to Toronto . Worldwide Campers will inform about the drop off charges.

### Changes

First change	No charge
Any time after the first	\$30 each

Bookings are not transferrable to other customers. Customer name changes will be treated as a cancellation and a new booking, unless the customer who initially placed the booking will be present at the time of departure.

### Cancellations

#### **The charge when cancelling is:**

45 days are more before pick up	10 % of the nightly rate **
Between 45 days and 31 days before pick up	20% of the nightly rate
Between 30 days and 15 days before pick up	80 % of the nightly rate
Between 14 days before pick up or no show	100 % of total charges

**\*\* One way charges if applicable will also be charged \*\* CAD 300,-**

**Cancellation fees are subject to applicable taxes.**

### Transfers

Transfers are allowed and are free of charge from/to international airports, hotels in the vicinity of the airports and from/to designated hotels. Available between 8.30 am and 1 pm. Customers must contact the rental location to arrange a shuttle transfer at least 3-5 days in advance. For more information, please refer to Worldwide Campers.

Fraserway RV Rentals offers complimentary transfers from and to:

	<u>Vancouver</u>	<u>Calgary</u>	<u>Edmonton</u>	<u>Whitehorse</u>	<u>Toronto</u>	<u>Halifax</u>
Downtown hotels	Yes	Yes	No	Yes	No	Yes
Airport hotels	Yes	Yes	Yes	Yes	Yes	Yes
Airport	Yes	Yes	Yes	Yes	Yes	Yes
Ferry terminal	No	-	-	-	-	No
Cruise ship terminal	Yes	-	-	-	-	No
Bus and train stations	No	No	No	No	No	No



### 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.

Vehicles can be collected at our rental stations from Monday to Saturday between 08:30 AM and 3:00 PM local time (on Sundays at selected stations and only pick up on Sunday from 8.30am till 1pm). Transfers are available until 1:00 PM. Please note that we do not allow pick-ups on the same day of arrival on an overseas flight. It is required that the clients stay at a hotel for the first night. Clients making their own way to the station are advised to inform the rental depot of their scheduled arrival time at least one business day in advance.

### **Suitcase storage**

Fraserway RV Rentals offers free storage of luggage at owner's risk.

### Dropping off the vehicle

Vehicles are to be returned by 08:30 AM to 11:30 AM (inspection ready). Sufficient time should be allowed for packing suitcases and cleaning vehicles. Late returns are not allowed without Fraserway's permission. If the vehicle is returned late without Fraserway's permission, overtime hours are charged up to a maximum of 4 times the daily rental rate.

All vehicles must be clean inside when returned. This includes kitchen, bathroom and living areas. A charge of \$50 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 \$35 service charge. Outside washing is not required, 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. Smoking is not allowed in any of our vehicles. Fraserway reserves the right to charge an additional cleaning fee of \$250.00 if a vehicle returns smelling of smoke.

If the renter returns the vehicle to any location other than the location indicated on the rental contract, the renter agrees to pay regular rates plus applicable redistribution charge or towing charge.

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

### Vehicle size

Fraserway RV Rentals will not give any refunds if requested vehicle is not available (due to unforeseen circumstances) and clients refuse the alternative.

### Breakdown assistance and repair reimbursement

All replacement parts or repairs in excess of \$50.00 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 for inconvenience will be given however if repairs on such appliances are done on the road by a customer, the repair cost will be refunded.

Customers are advised to report any problems with a rental vehicle at the earliest opportunity. Reimbursements for inconvenience or lost vacation time will not be considered for unreported issues.

### 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;
- Travel to Newfoundland and Labrador is not recommended with C-XLarge due to poor road conditions. Vehicle exchanges to these areas may be limited to smaller vehicle types.

### **Northern Travel**

Traveling to the Yukon, NWT, Nunavut, Labrador, Newfoundland or Alaska (U.S.) is permitted. FRASERWAY will not deliver Van Conversions, C-Large, C-XLarge or A-30 motorhomes to the Yukon, Northwest Territories, Nunavut, Labrador, Newfoundland or Alaska in case of accidents or breakdowns. We do not recommend travel to these areas with C-XLarge, A30 or MH27SW motorhomes.

<b>British Columbia</b>		
Highway 20	Between Anahim Lake and Bella Coola	Not allowed with C-XLarge motorhome
Telegraph Creek Road	Road between Dease Lake and Telegraph Creek	Allowed with Truck Campers only
<b>Yukon</b>		
Canol Road (Highway 6)	North of Ross River	Not covered by CDR or CDW
Aishihik Lake Road	Canyon Creek to the north end of Aishihik Lake	Not covered by CDR or CDW
Nahanni Range Road (Highway 10)	Between Robert Campbell Highway and Tungsten, NT	Not covered by CDR or CDW
<b>Alaska</b>		
Dalton Highway (Highway 11)	Restriction in place between Coldfoot and Prudhoe Bay	Allowed with Truck Campers only between June 15 and September 15
McCarthy Road	Between Chitina and McCarthy	Not covered by CDR or CDW

Nabesna Road	Between Slana and Nabesna Mine	Not covered by CDR or CDW
--------------	--------------------------------	---------------------------

**Parking Restrictions:** Fraserway does not allow the vehicle to be left unattended by renter in the city of Montreal, Quebec, Ottawa and New York. Failure to do so will void all coverage agreements and make the renter liable in case of theft and/or damages.

**Additional Restrictions:** Fraserway reserves the right to limit travel on any roads or road sections based on changing conditions. Terms regarding vehicle replacement in case of breakdowns or accidents which are outlined in our insurance conditions do not apply to the above mentioned roads.

### Parking/Traffic Violations

The renter of the vehicle is fully responsible for all toll charges and 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. For any tickets, fines or tolls that are processed after completion of the rental agreement, Fraserway reserves the right to charge an administration fee of up to \$25.00 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 and the renter will be notified by e-mail or mail. Customers are encouraged to inform Fraserway of any potential toll charges or fines upon drop off to avoid the administration fee.

### Pets and animals

Only dogs are allowed and on request only. A charge of \$100.00 will apply per dog.

### Smoking

Smoking is not allowed inside the vehicles

### Winterized vehicles

Please note that all vehicles departing between October 01 – April 30 may be subject to winterization. The decision will be based on the projected temperatures at the time of departure and the weather forecast. If the vehicle is winterized, it will have no water on board. You will have to supply external water jugs and the shower will not be usable. If you wish to use the toilet you will need to carry anti-freeze with you to ensure the liquids will not freeze in the tank. The same goes for the sinks (grey water). If you are planning on draining any liquids down the grey water tank please note: a cup of antifreeze will be required after each use to ensure no water is freezing in the p-trap and the tanks cannot be more than 50% full (leaving enough air for expansion in the event the contents freeze after all). As all public dump stations will be closed, a dumping fee of \$25 will be levied upon return if the grey- or black water tank have been used.

**\*\* Specific information for Fraserway \*\***

**Insurance**

Fraserway maintains liability coverage on all its rental vehicles to a maximum of CAD \$5,000,000.00 for any bodily injury and property damage liability claims arising from the operation or use of its rental vehicles, provided all safety instructions as recommended by Fraserway have been followed. Premiums for this Basic public liability coverage is included in all rental rates, which also include premiums for collision insurance and comprehensive insurance with a deductible of CAD \$7,500.00 per occurrence. All coverage and waivers are subject to the express terms of this rental contract and of the applicable motor vehicle insurance contract. All insurance coverage is null and void if any of the terms of the rental agreement are breached.

**CDR – COLLISION DEDUCTIBLE REDUCER**

(Not available for rentals originating in Whitehorse between 1 NOV – 31 MAR)

A collision deductible reducer is available for CAD \$26.00 per day to a maximum of CAD \$780.00 per rental. **CDR reduces the renter's responsibility for damages from CAD \$7,500.00 to CAD \$750.00 per occurrence.** And the deposit on the creditcard will be CAD 750,- excl.taxes

The following damages are covered under the CDR Reduction agreement (see exceptions below):

- Motor vehicle accidents / Collision (including roof and underbody);
- Hit and Run/Vandalism/Vehicle theft/Fire;
- Damage due to break ins;
- Tire damages;
- Windshield damage;
- General glass damage;
- Damage caused by animals or impact with an animal;
- Damages caused by back-up maneuvers;
- Damages caused as a result of a natural disaster (hail, floods, storms);
- Damages to the interior of the vehicle;
- Replacement cost for lost keys or keys locked inside the vehicle.

**CDW – COLLISION DEDUCTIBLE WAIVER AGREEMENT**

(Not available for rentals originating in Whitehorse between 1 NOV – 31 MAR)

The CDW (extra insurance) is available for CAD \$13.00 per day. Minimum charge of \$91.00 will apply regardless of rental duration. This option can only be purchased if CDR is purchased.

**CDW reduces the renter's responsibility for damages covered by the CDR agreement from CAD \$750.00 to ZERO.** And the deposit on the creditcard will be CAD 100,- excl.taxes

The following damages are covered under CDW with \$0.- (ZERO) deductible (exceptions are listed below):

- Motor vehicle accidents / Collision (including roof and underbody);
- Hit and Run/Vandalism/Vehicle theft/Fire;
- Damage due to break ins;
- Tire damages;

- Windshield damage;
- General glass damage;
- Impact with an animal;
- Damages caused by back-up maneuvers;
- Damages caused as a result of a natural disaster (hail, floods, storms);
- Damages to the interior of the vehicle;
- Replacement cost for lost keys or keys locked inside the vehicle.

**All coverage agreements including CDR and CDW are null and void in the event of the following occurrences (full liability for the renter):**

- Damage was caused as a result of negligence/willful damage; ▪  
Damage was caused as a result of people using the vehicle without permission (not registered on the rental agreement);
- Failure to maintain proper fluid levels;
- Damages caused by using the wrong fuel or wrong fluids;
- Failure to maintain proper tire pressure;
- Damage due to misuse of the brakes (overheating), transmission or any other parts of the power train;
- Damage due to violation of restricted travel;
- Damages caused by ignoring height restrictions and other road signs;
- Damages caused by driving with the awning and/or slide-out extended;
- Driving under the influence of alcohol, drugs and/or other substances;
- Damages caused as a result of travelling on ice roads;
- Damages caused as a result of the use of snow chains;

Charges for towing or recovery of a vehicle not arranged through Roadside Assistance (Ford / Dodge / Chevrolet) are not covered under the CDR or CDW agreement unless the renter can prove that contact with Ford / Dodge / Chevrolet was established and service was declined.

Theft, loss or damage of personal property and personal injuries are the renter's responsibility.