



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

RENTAL CONDITIONS CANADREAM

Camper rate includes:

- \$5 million liability insurance and CDW/LDW/VIP with a deductible of \$750 (\$1500 for drivers aged between 21-24)
- Preparation Fee - this includes your first supply of propane, fresh water, toilet chemicals, cleaning supplies for the unit
- Free pick-up and drop-off from the airport or airport hotels (except Montreal where a charge of \$90 either one way or return is payable).
- Travel bag including camp grounds and local/regional information and maps
- CanaDream guarantees that our fleet is of the highest standard in Canada with features that are exclusive to CanaDream.

Camper rate is exclusive of:

All optional extra's

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

Minimum rental period

7 nights year round

Security Deposit

- A security deposit of \$750.00 is required – (\$1,500 for drivers 21-24 years.)
- 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.

Cancellation Policy

Booked and cancelled within 5 days is "No Charge" when departure date is greater than 45 days from booking date. Bookings cancelled more than 5 days after booking date are subject to the following cancellation charges:

- Over 45 days prior to departure – \$100.00
- 45 – 15 days prior to departure – \$500.00
- 14 – 08 days prior to departure – \$750.00
- 7 days – departure day and no shows -100% of the total charges

Hours of Operation

-May 1 – September 30, 08:00 – 18:00, Monday through Sunday. Please note that our Edmonton location is closed on Sundays year round. Sunday pick-up/drop-off is available at this location for an

additional fee.

-October 1 – April 30, 08:00 – 17:00, Monday through Saturday*

-Check-in or pick-up is from 13:00 – 16:00 (please call on the morning of your pickup, to schedule a pick up time)

-Check-out or drop-off is from 08:00 – 10:00

-Late charges for drop-offs after 10:00 will be \$75.00 per hour.

* Sunday pick-up/drop-offs are available at a cost of \$375.00, per pick-up or drop-off.

Transfers

We are happy to provide transfers to and from airport or airport hotels for no additional charge except in Montreal. A \$90.00 one-way/return charge for transfers is applicable between our Montreal location and Montreal airport/airport hotels.

Driving License/Driver's Age

- 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: \$5.00 per night for each additional driver
- Driving in U.S.: \$10.00 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.

Travel Restricted Areas

Unauthorized Areas include northern surcharge areas, the USA, and any restricted geographic areas which CanaDream may determine at any time. Without prior permission to drive the vehicle in these areas, there is no insurance coverage; the guest is responsible for all damages, related expenses and costs; the guest is subject to a \$900 penalty. CanaDream reserves the right to restrict access to specific geographic areas at any time. These restrictions may be applied at the time of pick up. The guest assumes all responsibility for any expense or loss of time while travelling in restricted geographic areas.

- Vehicles are not permitted to enter Mexico at any time.
- Travel to Death Valley is limited to the low season (1 October through 30 April) due to extremely high temperatures which can cause system failures.
- Travel on the Dempster Highway in the Yukon is not permitted between 1 September and 31 May due to road conditions. We are happy for our Guests to travel on this road between 1 June and 31 August.
- A \$10.00/night fee applies to any travel within the United States (including Alaska).
- Urban restrictions: 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.

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

One-way Drop Fees

Based on availability, we are happy to offer a one-way travel option to and from all of our vacation centre locations (except to or from Edmonton). Please note that one-way travel in our TCA vehicle type is only possible between Vancouver, Calgary and Whitehorse. One-ways must be reserved and confirmed in advance and the following drop off fees apply:

- One-ways between all CanaDream locations – \$750.00 NET (\$940.00 retail)
- Special or unique one-ways across North America are available on request

Fuel

CanaDream makes no representation as to fuel consumption. Vehicles are supplied with a minimum 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.

Liability (charges per incident)

All CanaDream Inc. vehicles are insured with \$5-million public liability and property damage. A deposit of \$750 to \$1,500 is required on a major credit card for the collision and comprehensive insurance deductibles as outlined below. The deposit is refundable upon the return of the vehicle in the same condition as it was received and not involved in any incident claims. Any Guest that is involved in an incident will have their deposit held (to the maximum charge listed below), for a minimum of 60 days 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 Guest is responsible for the maximum charge detailed below where expenses include, but are not limited to: towing, storage fees, damage to CanaDream Inc. vehicle, damage to third party property, injury claims, insurance adjuster fees, legal fees. In addition, a \$100 administration fee will apply to every incident. Our 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. In these situations and, depending on availability, a new, signed, rental agreement must be in place before a replacement vehicle is provided. Incidents must be reported within 24 hours and be accompanied by a written accident report and police report or file number. The guest is responsible for the following maximum charges per incident:

Incident Description	Guest over 24 years of age	Guest 21–24 years of age
Two vehicle accident on a signed and numbered road, fire, theft, or vandalism (with police and accident report)	\$750	\$1,500
Windshield/Glass	\$500	\$500
Off-road (e.g., campsites, parking lots, driveways, gas stations, etc.)	\$1,500	\$1,500
Single vehicle incident: Any damage caused by contact with any stationary object (e.g.: parked vehicle, walls, trees, bridges, etc.) anywhere (on or off-road, private or public property)	\$1,500	\$1,500
Vehicle damage, cause unknown (including hit and run by unknown third party)	\$1500	\$1500
Acts of nature (natural disasters including, but not limited to hail, floods, lightning)	\$1,500	\$1,500
Interior damage (not caused by two vehicle accident on a numbered road)	\$750	\$1,250
Collision with animals	\$750	\$1,250
Tire damage (does not include tow charges)	\$1,000 per tire	\$1,000 per tire
Undercarriage damage (not caused by two vehicle accident on a numbered road)	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	
Incidents while driving in unauthorized areas or in 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 wilful damage	All Costs	

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 from Monday to Saturday/Sunday (see opening times above). 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. 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.

Early Returns/Unused Kilometres

Sorry, there are no refunds for early returns or unused kilometers.

Repairs/Maintenance Responsibility

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.

Responsibility

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.

Smoking Policy

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

Pets

Sorry, pets are not allowed.

Additional items to rent

You can rent:

- Camping Chairs
- Bike Racks for 4 bikes (only for the MH-A, MH-B and SVC vehicles)
- Child Seats
- Toaster

- Portable GPS Navigation System
- Mile packages (cost of any additional mileage used above prepaid allowance is \$0,39 per km)
- Between 1 October and 30 April, generator use is free of charge. From 1 May to 31 October, Guests are welcome to use the generator by paying a surcharge of \$15.00 for each night of their booking. There is a maximum charge of \$150 for generator use.

For rentals during winter months the following items may be available (ask on pickup for rental cost and availability)

- Chains
- Electric Heater
- Vent pillows
- Shovel

Bike rentals available

We are able to refer you to mountain bike rental stores in Vancouver and Calgary only. Sorry, this option is not available for one-way rentals. The approximate cost per bike is \$100.00 per week.

Child seats

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.

Burning Man Surcharge

There is a surcharge of \$1,000 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 \$1,500 penalty and will void all insurance coverage.

Northern Surcharge

There is a surcharge of \$500 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
- 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 \$900.00 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.

Convenience Kit Fees

We are happy to provide convenience kits at a cost of \$70.00 NET (\$85.00 retail) per guest 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, see here:

RV Kits		Preparation Kits		Personal Kits	
Qty	Item Description	Qty	Item Description	Qty	Item Description
1	Set of 3 Pots (small, medium, large)	2	Scotch-Brite Non Scratch Pot Scrubbers	4	Comforters or Blankets
1	Frying pan	1	Pair Rubber Gloves	4	Pillows
1	Kettle	1	Bucket	4	Pillow Liner Covers
1	Drip Coffee Maker	1	Broom	4	Pillow Cases
2	Mixing Bowls	1	Dust Pan	6	Sheets 3-4 fitted, 3-4 flat(depending on unit type)
1	Tea Pot	1	Flashlight	5	Face Cloths
1	Colander	18	Clothes Hangers	4	Tea Towels
1	Juice Container	4	Cleaning Rags	5	Bath Towels
1	Bottle Opener/Corkscrew	1	Roll 1-ply toilet paper	5	Hand Towels
1	Can Opener	1	Lighter	5	Dinner Plates
1	Cutting Board	1	Door Mat	5	Bread Plates
1	Casserole Dish	1	Pair Pliers	5	Soup Bowls
1	Vegetable Peeler	1	Multi-Screw Driver	5	Mugs
1	Paring Knife	1	Small dish detergent	5	Forks
1	Boning Knife			1	Cutlery Tray
1	Bread Knife			5	Knives
1	Slotted Spoon			5	Steak Knives
1	Serving Spoon			5	Soup Spoons
1	Spatula /Turner			5	Tea Spoons
1	Soup Ladle			5	Drinking Glasses
1	Set Serving Tongs			2	Dish Cloths
1	Heat Mat				

Online check-in link:

<https://www.canadream.com/onlinecheckin/> This link is available for all Canadream guests, up to 90 days prior to pick up. You can fill in personal details to speed up your check-in process and also find useful information like vehicle instructional videos.