

TERMS & CONDITIONS

Payment Policy

- Acceptable forms of payment:
 - Credit Cards: Visa, MasterCard or American Express
 - Bank Draft
 - Wire Transfer

Reservation Deposit

Individual Bookings

- Minimum CAD \$300 or 10% plus taxes, non-refundable deposit
- Plus non-refundable one way fees and taxes
 - one way fees are non transferable

Group Bookings

- Group Bookings are six or more vehicles traveling together
- Minimum CAD 50% of total cost of booking, plus all applicable one way fees and taxes
 - One way fees are non-transferable

Payments

Individual Bookings

- Remaining balance of reservation is payable by credit card 45 days prior to departure

Group Bookings

- Remaining balance of reservation is payable by credit card 95 days prior to departure

Security Deposit

- Security deposits required at time of departure
 - With CDR insurance: \$1,500 refundable deposit
 - With VIP insurance: Blank imprint of credit card
- Deposits may be increased at the discretion of the depot
- A blank credit card imprint will be required for each rental in addition to the applicable security deposit

Taxes & Currency

- Currency CAD
- Prices are subject to Federal and Provincial taxes
- Taxes are subject to change at any time

Cancellation Policies

- Must be made in writing, effective once received – no exceptions
- We strongly recommend purchasing trip cancellation insurance. You may provide your own cancellation insurance, or you can visit: [Travel Guard Insurance](#)
- In the unlikely event that we must cancel a rental due to circumstances beyond our control, all payments received to date will be refunded to the customer, which constitutes full settlement.
- There is no refund for any reservation cancelled, missed or otherwise affected, as a result of war or an act of terrorism

Individual Bookings

Minimum \$300 or 10%, plus all applicable one way fees and taxes	
Number of days prior to departure and resulting cancellation charge	
45+ days	= \$300 or 10% (if greater) of total rental
31-44 days	= 70% of total rental
16-30 days	= 75% of total rental
5-15 days	= 85% of total rental
0-4 days	= 100% of total rental
No Show	= 100% of total rental
No refund on any reservation cancelled, missed or otherwise, as a result of war or act of terrorism	

Group Bookings

Minimum \$300 or 10% per vehicle, plus all applicable one way fees and taxes	
Number of days prior to departure and resulting cancellation charge	
96 days and over	= \$300 (or 10% if greater) of total rental per vehicle
45-95 days	= \$500 (or 10% if greater) of total rental per vehicle
31-44 days	= 75% of total rental per vehicle
16-30 days	= 80% of total rental per vehicle

<p>5-15 days = 90% of total rental per vehicle 0-4 days = 100% of total rental per vehicle No Show = 100% of total rental per vehicle</p> <p>No refund on any reservation cancelled, missed or otherwise, as a result of war or act of terrorism</p>
Minimum Rental Period
<ul style="list-style-type: none"> • All Class C Rentals: 7 Nights • All Class A Rentals: 14 Nights • Northern Travel: 21 Nights • All approved one way rentals: 7 Nights
Depot Hours
<p>Vancouver and Calgary:</p> <ul style="list-style-type: none"> • Monday to Friday: 8 am to 5 pm • Saturday: 8 am to 4 pm • Sunday & Holidays: Closed <p>Toronto:</p> <ul style="list-style-type: none"> • Monday to Friday: 8 am to 7 pm • Saturday: 9 am to 4 pm
Departure and Return Policy
Departure - Pick up
<ul style="list-style-type: none"> • 10 am to 3 pm • No pick ups allowed after 3 pm • Allow 90 minutes for orientation and paperwork
Return - Drop off
<ul style="list-style-type: none"> • Monday to Friday: <ul style="list-style-type: none"> ◦ All depots: 8 am to 10 am • Saturday: <ul style="list-style-type: none"> ◦ Vancouver & Calgary: 8 am to 10 am ◦ Toronto: 9 am to 10 am • Drop offs will not be processed after 3 pm • Steep penalties on late returns • Late return voids transfer to hotel • No refund for early drop off or unused prepaid miles
General Conditions
<ul style="list-style-type: none"> • Rental prices, policies, terms and conditions are not a rental contract and are subject to change without notice <ul style="list-style-type: none"> ◦ Price will not change once a reservation has been confirmed, other than sales taxes • We accept no responsibility or liability while acting as an agent for other rental companies, other than the supply of the rental vehicle as agreed upon with the renter/customer • We reserve the right to substitute a vehicle equivalent or larger at no extra cost to the customer. If a smaller or less expensive vehicle is offered, the refund shall be limited to the nightly rate difference between the vehicles <ul style="list-style-type: none"> ◦ Any subsequent expense (gasoline, ferry costs, etc.) are the sole responsibility of the renter • BC Ferries may add 2' to size of rental RV for ferry travel payment • Renter agrees to return motorhome in the same condition in which it was received • No refund for early returns or unused prepaid mileage • Model and layout may vary from unit shown on website
Driver
<ul style="list-style-type: none"> • Must be Between 21 and 75 years of age • Possess and present a valid and identifiable National driver's license • International customers: we recommend you carry an English translation of your driver's license or an international driver's license • A valid credit card must be presented for all rentals
Restricted Areas
<ul style="list-style-type: none"> • Northern travel: North of Fort St. John on the Alaska Hwy, Cassiar Hwy into Yukon Territory, and Alaska <ul style="list-style-type: none"> ◦ Models allowed for northern travel are: C22, C25 or CS26 ONLY ◦ Surcharge applies ◦ Must be specified and confirmed at time of reservation ◦ 21 nights minimum • RVs are not permitted in: <ul style="list-style-type: none"> ◦ Northwest Territories, Inuvik, Nunavut or on the Dempster Hwy ◦ Mexico ◦ Death Valley ◦ On roads designated on the official provincial or state maps as 'other roads-gravel or dirt'

Pets & Smoking
<ul style="list-style-type: none"> • No pets allowed • No smoking inside the vehicle
Generator
<ul style="list-style-type: none"> • Generators are available only on Class A units <ul style="list-style-type: none"> ◦ \$5/hour for generator use
Fees Summary
Prep Fee
<p>Mandatory Prep fee</p> <ul style="list-style-type: none"> • \$75/rental <p>Includes:</p> <ul style="list-style-type: none"> • First tank of propane • First supply of toilet chemicals • Vehicle outside cleaning • Detailed orientation (allow 60-90 minutes) • 1 pack of Toilet Paper <p>If transfers are requested, add \$75 to above total</p>
Other fees
<ul style="list-style-type: none"> • Modifications/Changes to a booking: <ul style="list-style-type: none"> ◦ 3 Days, or less, prior to departure: \$150 ◦ All other modifications: \$50 • Cleaning Deposit <ul style="list-style-type: none"> ◦ \$300 Class A models ◦ \$200 all other models ◦ Refunded upon return of clean unit • Cleaning Charges <ul style="list-style-type: none"> ◦ \$500 for smoking/pets ◦ \$50/hr inside/outside cleaning ◦ \$25 dumping • Gas tank: cost of fuel plus \$75 re-filling charge
Additional Items
<ul style="list-style-type: none"> • Convenience Kits – Per person <ul style="list-style-type: none"> ◦ \$80/person/rental ◦ Ask for list of items • Vehicle Kit – Per vehicle <ul style="list-style-type: none"> ◦ Included with rental ◦ Ask for list of items • Mileage options: <ul style="list-style-type: none"> ◦ Prepaid km: <ul style="list-style-type: none"> ▪ Unlimited km available for \$90/night (only with All Inclusive option) ▪ Upgrade to 100 km/night at a cost of \$34/night ▪ 500 Kilometres: \$160 ▪ No refund for unused prepaid km • Northern Surcharge: \$300 • Additional mileage at time of return: <ul style="list-style-type: none"> ◦ \$0.37/km
Winterization of Vehicle
<ul style="list-style-type: none"> • Not applicable - units are not available to rent in the winter unless for extended periods and only for southern travel. Call for details.
Traffic Violations & Parking Tickets
<ul style="list-style-type: none"> • The renter is responsible for all traffic violations and parking tickets • Failure to report violations may result in fines or administrative charges against the customer's credit card or will be collected at customer domicile
Maintenance & Breakdowns
<ul style="list-style-type: none"> • Customer is responsible to check fluid levels at refueling • Customer is responsible to report mechanical failures immediately • Instructions for maintenance expense reimbursement will be provided • Customer may be responsible for damage due to negligence of vehicle operation or maintenance • In the event of loss or damage to vehicle while on rental, whether or not due to the fault of rental customer, the customer's responsibility for direct and accidental loss or damage to the vehicle is limited to a maximum of \$5,000 per occurrence. There is no limit however, if vehicle incurs loss or damage not covered by the

- insurance as outlined below
- Repairs exceeding \$75 need pre-authorization from the depot in order to be reimbursed
- We are not responsible for any incidental or consequential costs in the event of a breakdown
- Fuel is not included in rental and tanks will be full at departure, therefore the RV must be returned with fuel tank full, or charges will apply
- The depot provides an emergency phone service from 8 am to 7 pm

Insurance

Insurance coverage is void if accident is not reported within 24 hours of incident

- to supplier
- to insurance company - information supplied at depot

Public Liability Insurance (Standard Insurance included in rental rate)

- Insurance for bodily injury and property damage for liability claims arising from the operation or use of rented vehicles, in the amount of \$5 million is included in all rental rates. Collision and comprehensive coverage is also included with a \$7,500 deductible per occurrence. All coverage and waivers are subject to the express terms of the rental contract and of the applicable motor vehicle insurance contract. The insurance deductible may be reduced with the purchase of CDR or VIP Insurance as shown in the insurance table.

CDR (Collision Deductible Reducer)

- CDR Insurance is mandatory for drivers aged 21-24 yrs. The insurance deductible may be reduced to \$500-\$4,000 deductibles shown in the CDR column, per occurrence, with the purchase of CDR Insurance

VIP (Vacation Interruption Plan)

- VIP Insurance is mandatory for drivers aged 21-24 yrs. The insurance deductible may be reduced as shown in the VIP column, per occurrence, with the purchase of the VIP insurance option.

Damage to Vehicle:

Renter's Responsibility

- In the event of loss or damage to vehicle while on rental, whether or not due to the fault of the renter, the responsibility for direct and accidental loss or damage to the vehicle is limited to a maximum of \$7,500 per occurrence. There is no limit however if vehicle incurs loss or damage not covered by the insurance as outlined below.

Neither Adventure Touring RV Rentals nor the supplier will be responsible for any hotel charges, car rental or any other incidental or consequential costs in the event of a breakdown.

Table of Deductibles

	CDR Insurance Included in Rental	VIP Insurance, \$15/night with CDR
Fire & Theft (Personal contents not covered)	\$1,500	\$500
Windshield and Glass Damage Class C units	\$1,500	\$500
Windshield and Glass Damage Class A units	\$1,500	\$800
Motor vehicles accident / vandalism / hit & run	\$1,500	\$500
Flat Tires or Damaged Wheels/Interior Damage	\$1,500	\$500
Vehicle Accident in Parking Lot, Campground, Service Station	\$3,000	\$500
Collision with any Stationary Object, Damage to Undercarriage or Air Conditioning or Slide-Out	\$4,000	\$2,000
Insurance and Security Deposit Required	\$1,500 Processed Credit Card Charge	Signed Credit Card Imprint

The following are not covered if damages are caused by:

- Failure to maintain all fluid levels
- Failure to use specified fuel; or use of contaminated fuel; or fuel in water system
- Operation by anyone under 21 years of age or not licensed
- Driving if under the influence of alcohol or drugs
- Deliberate or willful damage by renter or guests
- Travel in restricted areas
- Towing of any kind
- Freezing of the vehicles systems
- More passengers than the available seatbelts
- Damage occurring in an accident that the renter has failed to report to the police, Go West or Insurance Company
- Nature Damage (hail, storm, tornadoes, etc)
- Motorhome theft in Montreal - when parked

Towing

<ul style="list-style-type: none"> No towing allowed 																				
Storage																				
<ul style="list-style-type: none"> Free storage of luggage, personal car and airline tickets are available. All storage is at renter's own risk. No storage available for one-way rentals No storage of items on vehicle roof or exterior 																				
Transfers – To/From Hotel, Airport																				
<ul style="list-style-type: none"> Transfer hours for Vancouver/Calgary <ul style="list-style-type: none"> Are between 10 am and 3 pm Transfer hours for Toronto <ul style="list-style-type: none"> Are between 9 am and 12 pm Renter must call early the day prior to transfer if they wish to be picked up Additional fees apply for transfers Late returns void return transfers and they are non-refundable 																				
Vancouver Transfers/Hotels																				
<ul style="list-style-type: none"> Pick up: <ul style="list-style-type: none"> At downtown area hotels At airport area hotels At Main St. Terminal (Airporter Bus Stop) At Accent Inn in Burnaby No pick up at Vancouver Airport Drop off: <ul style="list-style-type: none"> At downtown area hotels At Accent Inn in Burnaby At Main Street Terminal (Airporter Bus Stop) At Vancouver Airport 																				
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<table border="1"> <tr> <td>Sandman Hotel</td> <td>180 West Georgia St., Vancouver, B.C. V6B 4P4</td> <td>Ph: 604.681.2221 Fax: 604.681.8009</td> <td>www.sandmanhotels.com</td> </tr> <tr> <td>Sandman Hotel Vancouver Airport</td> <td>3233 St. Edwards Drive, Richmond, B.C. V6X 3K4</td> <td>Ph: 604.303.8888 Fax: 604.303.8877</td> <td>www.sandmanhotels.com</td> </tr> <tr> <td>Accent Inn</td> <td>10551 St. Edwards Drive, Richmond, B.C. V5C 6N5</td> <td>Ph: 604.273.3311 Fax: 604.273.9522</td> <td>www.accentinns.com</td> </tr> <tr> <td>Accent Inn, Burnaby</td> <td>3777 Henning Drive, Burnaby, B.C. V5C 6N5</td> <td>Ph: 604.473.5000 Fax: 604.273.9522</td> <td>www.accentinns.com</td> </tr> <tr> <td>Empire Landmark Hotel</td> <td>1400 Robson St., Vancouver, B.C. V6G 1B9</td> <td>Ph: 604.687.0511 Fax: 604.687.7267</td> <td>www.executivehotels.net</td> </tr> </table>	Sandman Hotel	180 West Georgia St., Vancouver, B.C. V6B 4P4	Ph: 604.681.2221 Fax: 604.681.8009	www.sandmanhotels.com	Sandman Hotel Vancouver Airport	3233 St. Edwards Drive, Richmond, B.C. V6X 3K4	Ph: 604.303.8888 Fax: 604.303.8877	www.sandmanhotels.com	Accent Inn	10551 St. Edwards Drive, Richmond, B.C. V5C 6N5	Ph: 604.273.3311 Fax: 604.273.9522	www.accentinns.com	Accent Inn, Burnaby	3777 Henning Drive, Burnaby, B.C. V5C 6N5	Ph: 604.473.5000 Fax: 604.273.9522	www.accentinns.com	Empire Landmark Hotel	1400 Robson St., Vancouver, B.C. V6G 1B9	Ph: 604.687.0511 Fax: 604.687.7267	www.executivehotels.net
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Preferred transfer hotels in the Calgary area:																				
<table border="1"> <tr> <td>Sandman Airport</td> <td>25 Hopewell Way NE, Calgary, AB T3J 4V7</td> <td>Ph: 403.219.2475 Fax: 403.219.2476</td> <td>www.sanmandhotels.com</td> </tr> <tr> <td>Executive Royal Inn Hotel</td> <td>2828 23rd Street NE, Calgary, AB T2E 8T4</td> <td>Ph: 403.291.2003 Fax: 403.291.2091</td> <td>www.executivehotels.net</td> </tr> </table>	Sandman Airport	25 Hopewell Way NE, Calgary, AB T3J 4V7	Ph: 403.219.2475 Fax: 403.219.2476	www.sanmandhotels.com	Executive Royal Inn Hotel	2828 23 rd Street NE, Calgary, AB T2E 8T4	Ph: 403.291.2003 Fax: 403.291.2091	www.executivehotels.net												
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<table border="1"> <tr> <td>Motel 6</td> <td>165 Consumers Drive Whitby, ON L1N 1C4</td> <td>Ph: 905.665.8883 Fax: 905.665.8373</td> <td>www.motel6.com</td> </tr> <tr> <td>Holiday Inn Express</td> <td>180 Consumers Drive Whitby, ON L1N 9S3</td> <td>Ph: 905.665.8400 Toll Free: 9877.654.0228</td> <td>www.ichotelsgroup.com</td> </tr> <tr> <td>Residence Inn by</td> <td>160 Consumers Drive</td> <td>Ph: 905.444.9756</td> <td>www.marriott.com</td> </tr> </table>	Motel 6	165 Consumers Drive Whitby, ON L1N 1C4	Ph: 905.665.8883 Fax: 905.665.8373	www.motel6.com	Holiday Inn Express	180 Consumers Drive Whitby, ON L1N 9S3	Ph: 905.665.8400 Toll Free: 9877.654.0228	www.ichotelsgroup.com	Residence Inn by	160 Consumers Drive	Ph: 905.444.9756	www.marriott.com								
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Marriott	Whitby, ON L1N 9S3	Fax: 905.444.9758	
Quality Suites By Journey's	1700 Champlain Ave Whitby, ON L1N 6A7	Ph: 905.432.8800 Toll Free: 800.228.5151	www.durhamcentral.com
Travelodge Oshawa	940 Champlain Ave Oshawa, ON L1J 7A6	Ph: 905.436.9500 Fax: 905.436.9544	www.travelodge.com
Carlingview Airport Hotel	221 Carlingview Drive Toronto, ON M9W 5E8	Ph: 416.675.3303 Toll Free: 877.675.3303	www.carlingview.ca