



## **CanaDream Canada Motorhome Rental Conditions 01 April 2013 - 31 March 2014**

This document contains a summary of some of the CanaDream Rental Conditions. For full detailed conditions refer to the conditions outlined in the Rental Agreement at pick-up. All prices quoted in this document are in Canadian dollars.

### **Saver Pack**

- \$5 million liability and collision insurance with specified deductibles applicable.
- Personalised Vehicle Show Through
- Preparation Fee - this includes your first supply of propane, fresh water, toilet chemicals and cleaning supplies for the vehicle.
- Airport Transfers (except Montreal)
- 24 hour toll free emergency assistance.
- Automatic membership of the CanaDream club which provides itinerary planning as well as sightseeing, Attractions and campgrounds at a discounted price.
- Local area maps and travel advice

### **Protection Package**

Travel with full peace of mind. All CanaDream Inc. rental vehicles carry \$5 million public liability and property damage insurance. The vehicles have a minimum **\$750 (\$1,500 for drivers 21-24 yrs old) deductible** for collision and comprehensive. This amount is a required deposit refundable upon the return of the vehicle in the same condition as it was received. Our insurance does not cover liability for loss of personal property, nor does it cover costs for accommodation, transportation or replacement of the vehicle if it is stolen or in an accident that makes the vehicle inoperable. **Accidents must be reported immediately and be accompanied by a written accident report and police file number or the guest assumes full responsibility for ALL damages.**

Guests will be covered in the event of a mechanical breakdown that requires more than 48 hours for repair (radio, air conditioning, slide out, refrigerator, microwave, appliances and cruise control are not considered to be mechanical breakdowns). 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. A limit of \$3,000 per vehicle per group applies. This benefit is not valid in the case of an accident or stolen vehicle.

### **Guest Pays:**

- Two-vehicle accident on a signed and numbered road, fire, theft or vandalism (with police and accident report): **\$750** (\$1,500 for drivers 21-24 yrs old).

- Windshield / glass: **\$500.**
- Off Road, including campsites, parking lots, driveways etc.: **\$1500 for all drivers**
- Damage while backing up: **\$1500 for all drivers**
- Roof damage (not caused by two vehicle accident on a numbered road): **\$1500 for all drivers**
- Undercarriage damage and/or tires: **All costs**
- Interior damage (not caused by two-vehicle accident on a numbered road): **\$750** (\$1,250 for drivers 21-24 yrs old)
- Collision with animals: **\$750** (\$1,250 for drivers 21-24 yrs old).
- Undercarriage damage and /or tires (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 accident) - **All costs**

**Please note the following conditions:**

There is no insurance coverage and guest will be responsible for all damages if the vehicle is driven to an unauthorized area without approval. These areas include logging and non public roads, travel to Mexico, the Alaska Highway north of Fort St. John, the 'No-Go' areas of the Dalton and Denali (north of Fairbanks) Highways in Alaska and the North Canol Highway in the Yukon, Cassiar Highway (#37) north of Kitwanga BC, Highway 35 north of Peace River, Quebec & Labrador north and east of Sept-Iles PQ and all roads in the Yukon, Northwest Territories, Nunavut, Labrador and Newfoundland. CanaDream reserves the right to restrict driving access at anytime. These restrictions may be applied at the time of pick-up. There is a \$900 penalty for unauthorized driving in these areas.

In addition, note that parking of your vehicle is prohibited in the greater metropolitan area of Montreal and Ottawa; this includes all pay parking lots, hotel parking lots, side streets, malls, etc. In 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 area, the guest is responsible for \$7,500.

- Damages and accidents while driving in unauthorized areas: **All costs**
- Damage and accidents caused while the vehicle is driven by unauthorized driver or driver under the influence of drugs/alcohol: **All costs**
- Wilful damage: **All costs**
- Damages and accident caused while vehicle is driven in the CAA without prior authorization: **All costs**
- Damages incurred during an illegal act: **All costs**
- A **\$10/night** fee applies to any travel within the United States (including Alaska)
- Additional Driver Surcharge: **\$5.00** per additional driver per night
- Replacement vehicles are not provided in the event of either a stolen vehicle or a "guest-at-fault" incident that leaves the vehicle inoperable. In these situations and depending on availability, a new, signed, rental agreement must be in place before a replacement vehicle is provided

**Security Deposit**

- Rentals require a security deposit of **\$750** (\$1,500 for drivers 21 to 24 years).
- Security deposits must be made by credit card and are processed.
- An open credit card authorization is also taken at departure for all rentals.
- Deposits are refunded when the vehicle is returned complete with all equipment in a clean and undamaged condition.

## Rental Charges

Rentals are charged per night. Your rental rate is determined by your pickup date and multiplied by the number of nights you are going to be on vacation.

**Flex Rates** - CanaDream bases its pricing on a flex system where rates are recalculated every Monday according to availability of each vehicle type. Our pricing for a particular vehicle type will be higher if there is limited availability. Generally speaking this means the EARLIER you book the LOWER YOUR PRICE will be when you rent an RV with CanaDream. All bookings are subject to the availability of the vehicle in the centre requested.

The flex rate that is available at the time of booking for the first rental day determines the daily rental rate for the entire rental period up to the 35th day. All rental days from the day on are counted as a new booking and the flex rate that applies for the 36th day will be used from then on, the flex rate that applies for the 71st rental day will be used from then, etc.

Your nightly rate includes:

- Nil kilometres (packages available for purchase)
- \$5 million liability insurance and collision insurance (reduces Liabilities to \$750 or \$1500 for 21-24 year olds)
- Preparation Fee - this includes your first supply of propane, fresh water, toilet chemicals, cleaning supplies for the unit and pick up and drop off from the airport or airport hotels
- Campground and travel guides
- 24-hr traveller's assistance line

## Kilometer Plans

Rates do not include any free kilometers. You can choose from the following options:

- 500 kilometer package: \$165 (plus taxes) per package
- 800 kilometer package: \$250 (plus taxes) per package
- Unlimited kilometre package: \$1625.00 (plus taxes) for up to 21 nights. \$75 for additional nights
- Individual or additional kilometers - \$0.37

## Minimum Rental

01 April to 31 October: 7 nights

01 November to 31 March: 5 nights

## One-way Rental Fees

One-way rentals are available from all locations (excluding Kelowna and Edmonton), subject to availability. For Kelowna and Edmonton, CanaDream only permit Kelowna (return) and Edmonton (return) rentals.

One-way rentals must be reserved and confirmed in advance and a **\$750** one-way fee applies.

## Transfers

Transfers to and from airport or airport hotels is included (on the day of pick-up and drop-off only, within operating times). To organise your pick-up, please call CanaDream (1-800-461-7368) in the morning to arrange your afternoon pick-up. The branch hours for vehicle pick-up are between 1pm and 4pm.

The only exception is Montreal, where a charge of CA\$90.00 per booking (not per person) applies for transfers (\$90.00 one-way or \$180.00 return). For a list of the Airport hotels that CanaDream offer transfers from, please see:

<http://www.canadream.com/ourLocation.aspx?id=707>

## **Branches/Hours of Operation**

CanaDream operates branches in Calgary, Halifax, Montreal, Toronto, Vancouver and Whitehorse.

May to September: 8am – 6pm, Monday to Saturday\*  
October to April: 8am – 5pm, Monday to Saturday\*

\* Sunday pick-up/drop-offs are available at a cost of \$375 (plus taxes), per pick-up or drop-off.

**Pick-up:** between 1pm and 4pm  
**Drop-off:** between 8am and 10am

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

All branches are closed on New Year's Day, Family Day (21 February), Good Friday (22 April), Thanksgiving Day (10 October), Remembrance Day (11 November), Christmas Day (25 December) and Boxing Day (26 December).

## **Early Returns/Unused Kilometers**

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

## **Goods & Service Tax (GST)**

A Goods and Services Tax apply to all charges as follows:

- All branches - 5%

Tax is calculated on the gross amount of the rental.

## **Provincial Sales Tax (PST)**

Sales taxes apply to all charges as follows:

- Vancouver and Kelowna Provincial Sales Tax (PST) - 7%
- Toronto Provincial Sales Tax (PST) - 8%
- Montreal Provincial Sales Tax (PST) - 8.5%
- Halifax Provincial Sales Tax (PST) - 10%

There is no provincial tax in Calgary or Whitehorse.

Tax is calculated on the gross amount of the rental.

## **Repairs/Maintenance Responsibility**

CanaDream's 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. For expenses over \$100, 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.

## **Smoking Policy**

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

## **Pets**

Sorry, pets are not allowed.

## **Driver's Age**

- Minimum age is 21 years. Only drivers listed on contract are allowed to drive
- No maximum age, but drivers must be fit and able to drive as per their licence requirements

## **Driving License**

- All drivers must possess their country driver's license, valid for the entire rental period
- If the license is not readable in English, an international driver's license is also recommended in conjunction with the country driver's license
- An accredited English translation will be accepted in lieu of an international driver's license, but country license must still be shown

## **Additional Driver Fee**

- Additional Driver Fee: \$5.00 (plus taxes) per night for each additional driver

## **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

## **Travel Restricted Areas**

Vehicles are not permitted to enter Mexico at any time. Travel to Death Valley is limited to the low season (01 October through 30 April) due to extremely high temperatures which can cause system failures. Also, a \$10/night fee applies to any travel within the United States (including Alaska). Guests assume all responsibility for any expense or loss of time while travelling in restricted areas.

### ***Driving in USA:***

\$10 (plus taxes) per night for each vehicle entering the USA. In the event Canadream RV Rentals is not made aware of travel in the CA and an incident occurs, the insurance coverage will be void and the client will be fully responsible for all costs.

### **Northern Surcharge:**

There is a surcharge of **\$500** (plus taxes) for rentals starting from Vancouver, Kelowna, 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-Iles

Permission is automatically granted to travel in above areas with pick-up's 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. The Northern Surcharge is already included in rentals commencing in Whitehorse.

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 penalty and will void all insurance coverage. CanaDream reserves the right to restrict driving access at anytime. These restrictions may be applied at the time of pick-up.

### **Convenience Kit Fees**

Convenience kits are charged at \$80 (plus taxes) per person per booking. Our convenience kit includes crockery (plates, bowls, knives, forks, spoons, glasses and mugs), cookware, pillows and pillow covers, linen, bath towels, hand towels and tea towels, sleeping bags and cleaning equipment.

### **Holding Tanks**

Both the grey and black water tanks must be emptied into appropriate dump stations before the vehicle is returned. Otherwise a \$75.00 (plus taxes) charge applies.

### **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.

### **LPG Tanks**

Liquid Propane Gas tanks may be returned empty.

### **Generators**

Generators are on request only for the 6 Berth motorhomes (MH-B and MH-A). Generator hire is charged at \$15 (plus taxes) per night (all year excluding winter). The generators run off the vehicle's petrol supply (the petrol tank needs to be at least ¼ full for the generator to work).

### **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.

## **Cleaning Fee**

Please sweep out the unit, ensure the fridge is empty with any spills wiped out, and that the stove is wiped down so it is free of grease. If you choose not to clean your unit, cleaning charges of \$75.00 (plus taxes) per hour will apply.

## **Smoking**

Smoking is not permitted in vehicles. If you smoke in the vehicle, a \$500 (plus taxes) defuming and sanitizing charge will be applied if cigarette smoke is detected upon drop-off.

## **Booking Amendments**

### **1) Prior to pick-up:**

If you wish to make any changes to your booking before pick-up, the booking will be calculated by using either the original flex rate or the flex rate that is valid at the time of the booking change, depending on whichever rate is higher. There are no exceptions to this rule. The following situations are classified as booking alterations:

- Change of date for vehicle pick-up or drop-off
- Change of location (depot) for vehicle pick-up or drop-off
- Change of vehicle category
- Name change

- **Rental Extension:** If you decide to extend your rental duration (changing the pick-up or drop-off date), the additional nights will be calculated using the current flex rate (not necessarily the rate you originally booked in). If the current flex rate is lower than the original rate, then the original rate will be used.

### **2) After pick-up:**

Changes or rental extensions must be made through CanaDream directly. The additional nights will be charged at the applicable rate (as advised by CanaDream) available at the time of the extension.

- **Rental Extension:** If the customer wishes to extend the rental whilst on hire, they must first obtain authorisation from Reservations. This is subject to availability. The extra cost of an extended rental must be paid by credit card over the telephone or at a CanaDream branch immediately on confirmation of the rental extension. The additional days will be at the Gross Rate available at the time of the extension.

Failure to obtain authorisation will result in the renter being charged double the daily gross rental rate.

- **Rental Reduction:** There are no refunds for returning the vehicle early.

- **Change of Drop-off Destination:** If the renter wishes to change the drop off destination after the rental has commenced, they first must obtain authorisation from CanaDream Subject to the change being approved, an additional charge may be charged (as advised by CanaDream at the time).

## Note

Terms and Conditions May Change Without Notice. Salamanda Travel acts as the booking agent for Apollo Motorhomes & Canadream,

## Additional Equipment

To be requested at time of reservation and paid by customer on pick up at branch:

- Camping Chair: CA\$10.00 (plus taxes), per rental
- Camping Table: Not available
- Infant/Baby/Booster Seat: CA\$40.00 (plus taxes), per rental
- Bike Racks: CA\$50.00 (plus taxes), per rental (On request with 6 Berth motorhomes only)
- Generator: CA\$15.00 (plus taxes), per rental (On request with 6 Berth motorhomes only)
- GPS Navigation System: CA\$10.00 (plus taxes), per night (maximum charge 10 nights)
- iPad: CA\$15.00 (plus taxes), per night (maximum charge of 10 nights)
- Sunday or Early Pick up/Drop Off CA\$375.00 (plus taxes)

### Notes:

**Infant Seats** are required for newborns:

- Up to 9kg / 20 lbs weight; or
- Up to 6 months of age (on average)

**Baby Seats** are required for young children:

- 9 to 18 kg / 20 to 40 lbs weight; or
- 6 months to 4 years of age (on average); or
- Above 70cm in length.

**Booster Seats** are recommended for young children:

- 14 to 26 kg / 40 lbs and above in weight; or
- 4 to 7 years of age (on average).



## **Branch Locations**

CanaDream Calgary  
2510 27 Street NE  
Calgary, Alberta T1Y 7G1  
- Distance from Airport: 8 Kilometres / 5 Miles  
- Distance from City: 10 Kilometres / 6.2 Miles

CanaDream Edmonton  
4510-51 Avenue (Whitemud Drive)  
Edmonton, Alberta T6B 2W2  
- Distance from Airport: 24 Kilometres / 15 Miles  
- Distance from City: 8 Kilometres / 5 Miles

CanaDream Halifax  
221A Waverly Road  
Dartmouth, Nova Scotia B2X 2C3  
- Distance from Airport: 20 Kilometres / 12.5 Miles  
- Distance from City: 10 Kilometres / 6.2 Miles

CanaDream Kelowna  
1780 Byland Road  
Kelowna, BC V1Z 1A9  
- Distance from Airport: 20 Kilometres / 12.5 Miles  
- Distance from City: 11 Kilometres / 6.9 Miles

CanaDream Montreal  
14569 Boulevard Cure Labelle, Suite 10  
St Janvier, Quebec, J7J 1M2  
- Distance from Airport: 40 Kilometres / 25 Miles  
- Distance from City: 40 Kilometres / 25 Miles

CanaDream Toronto  
576 Evans Avenue  
Toronto, Ontario M8W 2W1  
- Distance from Airport: 12.5 Kilometres / 7.8 Miles  
- Distance from City: 16.5 Kilometres / 10.9 Miles

CanaDream Vancouver  
7119 River Road  
Delta, BC V4G 1A9  
- Distance from Airport: 15 Kilometres / 9.4 Miles  
- Distance from City: 30 Kilometres / 18.75 Miles

CanaDream Whitehorse  
17 Burns Road  
Whitehorse, Yukon Y1A 4Z3  
- Distance from Airport: 1 Kilometre / 0.6 Miles  
- Distance from City: 5 Kilometres / 3 Miles