

Rental Terms & Conditions – Motor Home

When renting a motor home, the following terms and conditions apply:

1) Reservation/Damage Deposits: a \$250.00 deposit is required to reserve a motor home. If the rental price includes CDR/TIP protection only a further \$250 (total = \$500) will be required on departure as a damage deposit and will be refunded within 10 business days of the return of the motor home provided it is returned clean and undamaged with a full gas tank and the holding tanks empty. If CDR/TIP is declined, an extra \$750 deposit (total = \$1,000) is required. All rentals require a credit card authorization even if the rental is paid for in a different manner. Drivers of the motor home must be at least 25 years of age.

Cancellation Charges: \$250.00 reservation deposit will be forfeited if contract is cancelled within 30 days of departure. More than 30 days notice will result in a \$100.00 charge.

2) Vehicle Pick up Time: Pickup time is between 1:00 pm and 4:00 pm except Saturdays which are between 1:00 pm and 3:00 pm.

Rental Charges: Rental charges are due in full at the time of departure. Payment may be made by Visa, M/C, AMEX, traveller's cheque, certified cheque or cash. A credit card is required for the payment of either the damage deposit or rental charge. Can Am reserves the right to determine if it will accept cash payment. Rental charges are computed on the number of nights a vehicle is reserved. The total estimated mileage is also paid in full at the time of departure.

Availability: If for any reason beyond our control, the reserved vehicle is not available at pickup, we will substitute a vehicle of equivalent value or a higher rated vehicle at no additional cost. No guarantees are made by Can Am RV that a specific model year motor home will be available at the time of rental. Should a lower rated vehicle be offered and accepted, our responsibility is limited to the refund of the difference between the two vehicles. In any event, our liability is expressly limited to the refund of money paid for the rental of said vehicle.

Smoking & Pets: Neither Smoking nor Pets are allowed in motor homes.

3) Operation of Motor Home

Insurance: Collision and public liability are included with a rental (\$500.00 deductible per occurrence incl. windshield). Clients may reduce the deductible through the purchase of CDR/TIP (Collision Deductible Reducer/Trip Interruption Protection). CDR covers all on road accidents with only a \$50 deductible per occurrence. Trip Interruption Protection ensures clients receive refunds for rental day(s) if the vehicle is down for more than 12 hours and cannot be utilized. Clients must contact Can Am RV in the event of an interrupted trip.

Note: Can Am RV does not pay for hotels, car rentals or meals from the result of a breakdown. This insurance does not cover off road accidents including those incurred while parking, in campgrounds, accidents involving overhead objects, undercarriage, interior damage of any kind, or accidents incurred on private property such as gas stations and parking lots. Avoid these using the guidance of someone outside the vehicle.

Maintenance Responsibilities: The rental customer is responsible for checking all engine fluids and reporting any failures. Oil and filter changes and authorized repairs will be reimbursed at check in upon presentation of receipts and replaced parts. **No Receipts, No Replaced Parts = No Reimbursement.** Clients must call Can Am RV for authorization on repairs greater than \$100.00. Can Am will not reimburse the client for damage due to negligent operation of the vehicle. Also, radio, air conditioners, generators, monitor panels, awning, slide outs and cruise control malfunctions, etc. are not considered breakdowns and no refunds are available for rental down time for these repairs.

Note: Can Am RV will charge a penalty of \$1.00/km on all mileage in excess of 500 km's of the scheduled maintenance if the client fails to have the oil changed. Records are kept in the motor home and at Can Am RV.

Roof Storage: Clients are prohibited from going on the roof. Evidence that a client has been on the roof will result in automatic forfeiture of their damage deposit plus a minimum charge of \$150 per hole in the rubber membrane.

Towing With a Motor Home: Towing is only permitted with prior authorization from Can Am RV. There is a charge for hitch use. Can Am RV is not responsible for any damage to vehicles that are being towed by, or mounted on, the hitch. Customer is responsible for any damaged to the motor home caused by the towed or hitch mounted item.

Off Season Use: Motor homes are designed to maintain interior temperatures of 20 degrees C with outside temperatures of 0 degrees C. The water system is operational at these temperatures. Temperatures below 0 degrees C will cause freezing in the water lines. Customers returning from warmer climates must have the motor home winterized prior to return. Can Am RV will reimburse for this charge. Damage caused by freezing is renter's responsibility.

4) Return of Motor Home: Return time is between 9:00 am and 11:00 am

Return: Can Am RV is closed on Sundays and holidays, therefore returns are not accepted on these days. Vehicles dropped off will be charged as if they returned the next day. Can Am RV does not accept responsibility for the motor home until it is fully checked in by our staff. A late charge of \$100.00 per hour will be enforced on all late returns.

Cleaning: The motor home is to be returned clean (inside and out) with empty holding tanks. If the vehicle is not cleaned, a minimum charge of \$60.00 will be charged against the damage deposit. For a \$20.00 charge you may return with full holding tanks and our staff will empty them.

Fuel: Cost of fuel is the client's responsibility. We make no claims as to fuel consumption given the number of variables involved

Early Returns: There is no refund for early returns.