

# Rental Terms & Conditions – Travel Trailer

When renting a travel trailer, the following terms and conditions apply:

**Please note: Legislation requires tow vehicles to be equipped with a Class 3 hitch, a 7 prong Bargman plug and electric brakes (properly maintained and in good working order).**

**1) Reservation/Damage Deposits:** a \$250.00 deposit is required to reserve a trailer. 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 trailer provided it is returned clean and undamaged with a full gas tank and the holding tanks empty. If CDR/TIP is declined, an extra \$550 deposit (total = \$800) is required. All rentals require a credit card authorization even if the rental is paid for in a different manner.

**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.

**Tow Vehicles:** Can Am RV is representing approximate dry trailer weights only. Because the age of vehicles, towing conditions and vehicle options all affect the ability of a vehicle to tow a trailer, it is expressly up to the client to determine if their vehicle is capable of towing any trailer rented from Can Am RV. Can Am assumes no responsibility for the damage to the tow vehicle for whatever reason. Can Am RV will not refund any rental charges as a result of any problem with tow vehicles. Trailers will only be released should tow vehicles meet provincial standards noted above. **If the tow vehicle requires maintenance to meet standards, Can Am RV will conduct the work at the posted shop rate (excl. parts).**

**Availability:** If, for any reason beyond our control, the reserved trailer is not available at pickup, we will substitute a trailer of equivalent value or a higher rated trailer at no additional cost. Should a lower rated trailer be offered and accepted, our responsibility is limited to the refund of the difference between the two trailers. In any event, our liability is expressly limited to the refund of money paid for the rental of said trailer.

**Smoking & Pets:** Neither Smoking nor Pets are allowed in the trailers.

**Vehicle Inspection:** Please inspect the trailer thoroughly, noting any damage before signing the Check Out Sheet as it will be deemed final.

**3) Operation of Trailer:**

**Insurance:** Collision insurance is included with a rental (\$500.00 deductible per occurrence). 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, accidents incurred on private property such as gas stations and parking lots, or mechanical failure of the client's tow vehicle. 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, monitor panels, awning, slide out malfunctions, etc. are not considered breakdowns and no refunds are available for rental down time for these repairs.

**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.

**Off Season Use:** Trailers 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 climes must have the trailer winterized prior to return. Can Am RV will reimburse for this charge. Damage caused by freezing is renter's responsibility.

**4) Return of Trailer:** 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 trailer 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 trailer 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.

**Early Returns:** There is no refund for early returns.