

**FRASERWAY – TERMS & CONDITIONS – 2011**(Valid for travel up to 31<sup>st</sup> December 2011)**RENTAL PRICES****Rates Include**

Rates are per night. Seven night minimum rental period. One way rental minimum nights may vary. Standard transfers included from Airport area and downtown hotels except downtown Toronto.

(No complimentary transfers after 1 pm.)

No transfers from ferry terminal in British Columbia to Vancouver rental location.

Travel Kit with maps, brochures and postcards provided at vehicle pick up subject to available.

Public liability Insurance / Collision insurance and comprehensive insurance (CA\$7500 deductible).

**Optional Extras**

**All Inclusive Package** (prepaid) -See price guide for rates (7 night minimum)

- Unlimited Kilometres
- Convenience kits
- Preparation fee
- CDR Insurance

**Individual Options** (if 'all inclusive' package not taken)

**Mileage Packs**

- 500 Kilometre pack see price guide for rates

**Insurance**

CDR (Collision Damage Reducer see Insurance for details) see price guide for rates

**Housekeeping Packages**

(Includes vehicle and personal kits)

**Preparation fee**

Mandatory one time fee - see price guide for rates. (included in 'all inclusive' package)

**Other Options** (local payment only)

- Baby seat CA\$50.00 / rental
- Toaster Oven CA\$20.00 / rental
- Camping Table CA\$20.00 / rental
- Mountain Bikes CA\$6.00/day (maximum charge of 30 days)
- Bike Rack CA\$60.00/rental

Bikes and Bike racks must be booked in advance and are subject to availability

Prices subject to change

**One-way Rentals (charges apply)**

- Vancouver to Calgary
- Calgary to Vancouver
- Toronto to Halifax
- Halifax to Toronto

No other one-ways are available

**Taxes** (determined by departing city)

Subject to change without notice

**Preparation Fee includes**

Initial propane fill, Toilet chemicals, 2 rolls of toilet paper, Fresh water & sewage hoses, Rubber Gloves

**Housekeeping kits per person**

These vehicle and personal kits are available per person, per rental and include:

- Pots, pans, kettle, coffee filter, thermos and teapot.
- Dinner set, cutlery set and steak knives and one extra dinner set (guest),
- Coffee cups/glasses and assorted kitchen utensils.
- Clothes hangers/clothes pegs and matches/ashtray (on request).
- Can opener/cork screw and mixing bowls.
- Cutting board, toaster (on request) and strainer.
- Bucket/broom and dust pan.
- Towels and body soap.
- Bed sheet, pillow and pillow case.
- Duvet and cover.
- Basic tool set and flashlight.
- Axe, Food savers and Lawn chair.
- Instruction manual.
- Campground directories.
- Maps.

### **Pre-planning Your Route**

If at all possible you should calculate your approximate mileage before you book your Motorhome. This will prevent you having either excess mileage charges at the end of your rental or pre-purchasing more miles than you actually need.

## **PAYMENTS (Bookings, cancellations & amendments)**

### **Bookings.**

Payments for deposit and balance due are detailed on the confirmation/invoice issued at the time of booking.

### **Amendments:**

Any amendment to the booking arrangements, either travel dates, duration or vehicle size will require a service fee of £30/€50. We reserve the right to make a revised costing and your booking may be subject to a cancellation and new booking process and therefore incur the appropriate cancellation charges.

### **Cancellations:** For all cancellations the following charges will apply:-

For cancellations made 46 days or more prior to departure – 10% of total cost, minimum £100

For cancellations made 45 days to 16 days prior to departure – 20% of total cost, minimum £500

For cancellations made 15 days to 1 day prior to departure – 80% of total cost, minimum £1000

For cancellations made on departure day and for no shows the full cost of the rental will be charged.

One way rentals will incur a further charge of £200 (in addition to applicable above fee).

Payments in Euros: percentage charges as above, minimum amount as per invoice.

**Fraserway shall assume no liability whatsoever in the event a booking is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of the rental impracticable, illegal or impossible.**

## **MOTORHOME VEHICLE OPTIONS**

TC/TCS approximate length 20-21ft

MH19/20 approximate length 20ft

MH22/24 approximate length 22-24ft

MH24S approximate length 25ft (Slide Out) - not available in Whitehorse

MH29/31\* approximate length 29- 31 ft - not available in Whitehorse

### **Motor Home Specifications:**

Motor home photos, drawings and floor plans provided are examples only. Sleeping capacities do not mean like number of adults or full-size teenagers can be accommodated comfortably. The features, bed sizes and amenities listed are representative and may be changed, added to or deleted without notice. Specific floor plans or models will vary within a category and cannot be reserved or guaranteed.

### **Motor Home Lengths:**

Motor home lengths will vary within each size category. Specific floor plans, models or lengths cannot be reserved or guaranteed.

Note: All rentals are subject to the terms and conditions of the rental contract signed at the Fraserway RV depot at the time of vehicle pick up.

## **INSURANCE & CDR CHARGES**

Fraserway maintains liability coverage on all its rental vehicles to a maximum of CA\$5,000,000 for any bodily injury and property damage liability claims arising from the operation or use of its rental vehicles provided all safety instructions as recommended by Fraserway have been adhered to. Premiums for this basic public liability coverage are included in all rental rates, which also include premiums for collision insurance and comprehensive insurance with a deductible of CA\$7,500 per occurrence.

All coverage and waivers are subject to the express items of this rental contract and of the applicable motor vehicle insurance contract.

All insurance coverage is null and void if the terms of the rental agreement are breached.

### **Collision Deductible Reducer (CDR)**

A collision damage reducer is available and provides the following benefits:

#### **Coverage**

Reduces the renter's responsibility for collision damages from CA\$7,500 to CA\$500 per occurrence.

Reduces the renter's responsibility for comprehensive damage (e.g. windshield, break-in, and theft) from CA\$7,500 to CA\$500 per occurrence. Renters please note: A new windshield will cost between CA\$400 and CA\$800 depending on the type and model year of the vehicle.

CDR coverage will guarantee the renter a replacement vehicle when the renter's vehicle becomes un-driveable due to damage, even if the renter is at fault. The replacement vehicle will be delivered to a location agreed upon by FRASERWAY and the renter and will be dispatched within 24-48 hours from the time the renter notifies FRASERWAY that the renter's vehicle has become un-driveable. Delivery will be limited to a province/state that borders on the province in which the renter took delivery of the renter's vehicle. Fraserway will not deliver MH24S' and MH29/31' motorhomes to the Yukon, Northwest Territories and Alaska. Any expenses for accommodation, food, etc. are the renter's responsibility, if damage is the renter's fault.

Damages and deductibles are subject to applicable taxes.

In case the CDR Insurance is not purchased, Fraserway reserves the right to block the full amount of the deductible on the renter's credit card.

## Responsibility

### RENTER'S RESPONSIBILITY

DAMAGE DESCRIPTION	WITHOUT CDR	WITH CDR
Accidents / Tire damages/ Hit & Run / Animal impact	Up to CAD \$7,500.00	Up to CAD \$500.00
Break-ins / Vehicle Theft/ Fire	Up to CAD \$7,500.00	Up to CAD \$500.00
Glass / Windshield damage (incl. stone chips)	Up to CAD \$7,500.00	Up to CAD \$500.00

The following damages are not covered by insurance and the costs of all resulting repairs are therefore the responsibility of the renter:

- Deliberate and/or wilful damages by the renter or damages caused while driving under the influence of alcohol and/or drugs and /or an other substances
- Damages due to failing to maintain proper fluid levels (engine & transmission), or proper tire pressure and damages due to the misuse of the braking system (overheating) and/or the transmission (overdrive)
- Damages due to violation of travel restrictions
- Damages to the interior of the unit (not caused by an accident)
- Damages occurring in an accident the renter has failed to report to the police
- Damage or theft of renter's personal belongings
- Damages caused by back-up manoeuvres
- Any damages incurred when violating travel restrictions.
- Caused by using the wrong fuel
- Roof damages caused by ignoring height restrictions
- Caused as a result of people using the vehicle without permission
- Personal injuries.

Please note: Travel Restrictions:

- Travel into Mexico is prohibited
- Travel in Death Valley, California, is prohibited between June 1 and August 31
- Non-public roads and off-road driving is prohibited at all times
- Fraserway does not allow the vehicle to be left unattended by renter in the city of Montreal, Quebec, Ottawa and New York.

**Failure to do so will void the insurance coverage and make the renter liable in case of theft and/or damages**

**In the event of an accident, FRASERWAY will process the credit card security deposit until the motor vehicle insurance company determines responsibility for the accident. If the motor vehicle insurance company notifies FRASERWAY that the renter is not at fault, FRASERWAY agrees to reimburse the security deposit immediately after receiving notification from the motor vehicle insurance company.**

## RENTAL LOCATIONS

- Vancouver
- Calgary
- Whitehorse
- Toronto
- Halifax

See Pickup information on website for full addresses and other details.

## RENTAL PROCEDURES

### Client/Driver Requirements

Renter (contract signer) must be at least 21 years of age and in possession of valid identification (Driver's license, passport, etc.).

Additional drivers must be present at pick up of the rental vehicle and sign the rental agreement.

There is no charge for additional drivers.

Authorized drivers must be at least 21 years of age with a valid driver's license and identification, and be listed on the rental agreement. An International Driver's License is not required.

A major credit card (no ATM/debit cards) with available credit is required for the Security Deposit and all charges paid at the counter.

The credit card must be issued to the signer or co-signer of the contract.

### **First Night Accommodation**

We strongly recommend that clients spend their first night in Canada in a hotel.

No refunds are given for self-transfer.

No transfers are provided for same day flight arrivals.

### **Motor Home Takeover and Return Policies**

Takeover time: Vehicles may be collected at our rental locations between 0900 am and 1500 (3pm) local time from Monday to Saturday (see below for special holiday closures)

Day of departure: No refund if client picks up later than the booked day of departure.

Return time: Between 0900 am and 12:00 noon Monday to Saturday, inspection ready, sufficient time should be allowed for packing suitcases and cleaning vehicles. A CA\$30+ per hour penalty will be charged for overdue vehicles without prior authorization from rental station.

Early returns: No refunds for any reason if rental is terminated by clients before the scheduled return date

### **Transfers**

Complimentary from/to airport area & downtown hotels only (Airport area only in Toronto). No complimentary transfers after 1:00 pm.

No transfers from Ferry Terminal in British Columbia to Vancouver depot.

### **Times of Operation:**

Monday - Friday 8:30 am - 5:00 pm (local time). Saturday 8:30 am - 4:00 pm (local time).

All offices are closed on Sundays and Statutory holidays

### **Security Deposit**

Clients are required to leave a CA\$500 security deposit at the time of departure. We require that the deposit be guaranteed by a credit card with sufficient credit balance to cover this amount (major credit cards only - no ATM/debit cards accepted). The security deposit guarantee is valid only for the duration of the rental contract and will not appear on the client's credit card statement; therefore, it will not necessitate a 'refund'. The security deposit capture is automatically released upon completion of the return contract provided that the rental vehicle is returned clean inside, undamaged and on time.

### **Customer Orientation**

Clients will receive a full orientation of their motor home, including client's maintenance and use responsibility. Orientation consists of the general concepts of motor home use and safety tips, as well as a personal walk-around of motor home with the client by a qualified instructor. Operator manuals are provided for clients to take with them. Additionally, clients receive from the rental station location maps with directions to nearest supermarket and gas stations.

### **Suitcase Storage**

The Rental Depot offers free storage of luggage at owner's risk.

### **Lost Items**

Fraserway RV is not responsible for items left in the motor home after client's return and reserves the right to donate or dispose of them as it sees fit. Left items cannot be mailed to client.

## **VEHICLE SUPPORT & USE**

### **Maintenance and Use Responsibility**

Client is responsible for routine maintenance while traveling (coolant, oil, tire pressure), as well as immediately reporting mechanical failures. Clients may be held responsible for mechanical damage due to negligence in operation and /or in performing normal maintenance. Tools for vehicle repair are not provided since clients are not authorized to make repairs.

### **Replacement vehicle**

Fraserway RV guarantee the renter a replacement vehicle when the renter's vehicle becomes un-driveable due to damage, even if the renter is at fault, provided the client has purchased CDR coverage (see Insurances and other charges.)

The replacement vehicle will be delivered to a location agreed upon by FRASERWAY and the renter and will be dispatched within 48 hours from the time the renter notifies FRASERWAY that the renter's vehicle has become un-driveable. Delivery will be limited to a province/state that borders on the province in which the renter took delivery of the renter's vehicle. Any expenses for accommodation, food, etc. are the renter's responsibility, if damage is the renter's fault.

FRASERWAY will not supply 27' and 29' Motorhomes to the Yukon, Northwest Territories and Alaska.

### **Cleaning of Vehicles**

All vehicles must be clean inside when returned. This includes kitchen, bathroom and living areas. A charge of **\$40 per hour** for cleaning will be applied for those vehicles returned in an unsatisfactory state. Vehicle holding tanks requiring dumping by Fraserway staff will result in a **\$25 service charge**. Outside washing is not required (except when returning to the Whitehorse Station, where it is mandatory), unless the check-in procedure cannot be performed due to dirt on the vehicle. We recommend that "Northern Travelers" wash the vehicle prior to returning it to the rental station to avoid potential delays upon check-in.

### **Travel Restrictions**

Travel to the North

Travel to the Yukon, North West Territories, Nunavut or Alaska is permitted only when disclosed in advance

Off-road: Travel on non-public, unpaved and / or 'logging' roads is not permitted at any time.

### **Traffic Tickets and Citations**

Client is responsible for all traffic tickets and citations incurred during the rental period including parking tickets.

As a courtesy, Fraserway will ensure that tickets and fines are paid in timely fashion if the renter provides the ticket and payment. Should any tickets or fines go unpaid Fraserway reserves the right to a charge \$25 administration fee per violation in addition to the amount of the fine. All fees will be charges to the renter's credit card.

### **Fuel**

The vehicles are provided to the renter with a full tank of gasoline (or diesel) and must be returned with a full tank.

Fuel costs are client's responsibility.

No claims are accepted as to fuel consumption.

No claims are accepted as to fuel consumption if client is upgraded to a larger unit.

Fuel consumption will vary according to where and how a vehicle is driven.

### **Substitutions**

We make every effort to provide the clients with the model reserved. However, Fraserway RV reserves the right to substitute models which are similar, higher rated or longer as necessary.

No refunds for any reason (additional fuel consumption, ferry charges or campground fees, etc.) will be given due to increased length or size of motor home substituted.

Should a smaller or lower rated vehicle be offered and accepted, liability will be limited to a refund of the price difference between the model booked and paid for and the model received at the time the booking was made. No refund will be given should a smaller or lower rated vehicle be requested by the client.

### **Refunds / Repairs**

All replacement parts or repairs in excess of CA\$50 require prior authorisation. Please note that refunds can only be made upon presentation of a proper receipt. Malfunctions of the air-conditioning systems, microwave ovens, radios and cruise controls are not considered breakdowns and no compensation will be given.

### **Pets**

On request only. A charge of \$100.00 will apply.

### **CUSTOMER RELATIONS**

Guest relations issues should be addressed where possible with the Fraserway RV rental depot at the beginning or end of your stay. Should any matter remain unresolved, issues should be addressed with the El Monte UK office no later than 30 days after your return to the UK

### **SALES AND RESERVATION CENTRE**

Tel : 01483 500003 Fax : 01483 894594 Email: [fraserway@elmonterv.co.uk](mailto:fraserway@elmonterv.co.uk)

El Monte RV UK / European Office in association with Fraserway RV in Canada, Unit 5, Bramley Business Centre, Station Road, Bramley, Surrey, GU5 0AZ - UK

All details subject to change without notice