

Thank you for choosing Four Seasons RV Rentals.

This RV Rental guide provides information on everything you need to know for your RV trip with Four Seasons RV Rentals.

How to prepare for your RV vacation:

MY BOOKING

MY DEPARTURE DAY

MY RV TRIP

RETURNING MY RV





✓ **Express Check-In**

Save time at the check-in counter and complete your [Express Check-In](#) by entering the driver's license information of all drivers (no extra charge) prior to your departure day. Contact your Tour Operator for your Username and Password.

 Visit fourseasonsrvrentals.ca/existing-reservation

✓ **Shuttle Transfer**

Four Seasons RV Rentals offers optional shuttle transfers from selected Hotels for our customers arriving in Canada from abroad.

Your Tour Operator will provide you with a Hotel list.

To arrange a shuttle transfer, please contact your Four Seasons RV Rental station directly a few days before your departure day. Seating is based on a first come, first serve basis. Transfers are provided between 8:30 AM and 1 PM.

Should a transfer in one of our shuttle buses not be available due to unforeseen circumstances, we will provide an alternative through taxi operators for your convenience. Please visit our [website](#) for the contact information of all rental stations.

If your Hotel is in Downtown Vancouver:

Shuttle pick-up point will be at Templeton Skytrain Station near YVR Airport. Take the Canada Line from Waterfront Station towards YVR Airport and exit at Templeton Station (approx. 20 minutes from Waterfront). Pick up point is the 5-minute loading zone near the bus stops. Note that there are no washrooms located at Templeton station. Contact our Abbotsford station in advance to arrange a pick up time.

 Visit fourseasonsrvrentals.ca/contact-us





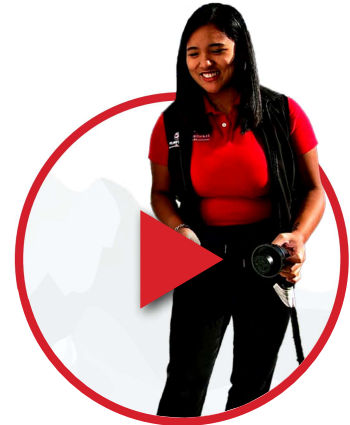
✓ **How to operate your RV**

Familiarize yourself with your RV's features by watching the full demonstration video of [your vehicle type](#) prior to departure.

Find all demo videos on our [YouTube channel](#).

Helpful tips:

- Click on 'Settings' for subtitles in multiple languages.
- Click on 'SHOW MORE' under the YouTube video and jump directly to the function you are looking for.



 Visit fourseasonsrvrentals.ca/vehicles

✓ **PDF Manual**

Download the PDF manual of [your vehicle type](#) prior to departure.

Have the PDF manual in your language available on your devices for offline use during your trip.

 Visit fourseasonsrvrentals.ca/vehicles



MY DEPARTURE DAY

✓ **Departure Time**

Pick up your RV from 8:30 AM – 3 PM

Optional shuttle transfer is available until 1 PM.

✓ **Ensuring Your Safety**

Please bring a mask or face covering on your departure day and practice physical distancing. We have taken special care to disinfect and sanitize your RV and all inventory.

Learn more about our safety measures [here](#).



Visit fourseasonsrvrentals.ca/important-updates

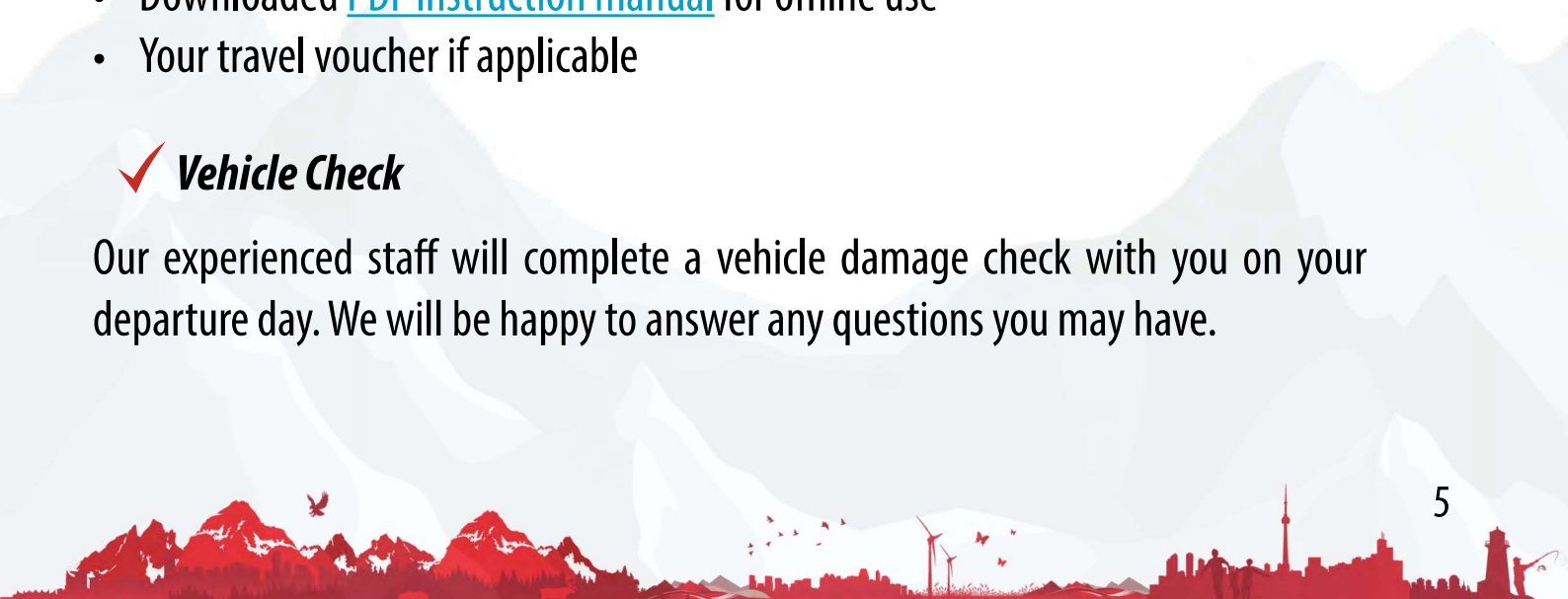
✓ **Check-In Documents**

Please bring with you:

- Driver's licenses of all drivers
- Renter's Credit Card
- Downloaded [PDF instruction manual](#) for offline use
- Your travel voucher if applicable

✓ **Vehicle Check**

Our experienced staff will complete a vehicle damage check with you on your departure day. We will be happy to answer any questions you may have.





FOUR SEASONS
RV RENTALS BY FRASERWAY

MY RV TRIP

✓ ***Instruction Video and Manual***

Watch the full instruction video and download the PDF manual of your RV under [your vehicle page](#) or our [YouTube channel](#) anytime during your RV trip.

✓ ***On-Road Support***

If you experience any issues with your RV during your trip, please contact us via [LiveChat](#) or call Four Seasons RV OnRoad Support at [1-866-535-6601](tel:1-866-535-6601)
Or contact OnRoad Support via email at onroadsupport@fraserway.com

OnRoad Support hours: **June 1st until October 31st, 2021**

Monday – Friday: 8:30 AM – 5 PM PDT

Saturdays: 8:30 AM – 4 PM PDT

Sundays and Public Holidays: 8:30 AM – 3 PM PDT



Visit fourseasonsrvrentals.ca/contact-us

SHARE YOUR RV ADVENTURES WITH US!





RETURNING MY RV

✓ Return Time

Return your RV from 8:30 AM – 11:00 AM.

Under regular circumstances, allow for a return process of up to 1 hour.

Optional shuttle transfer is available until 1 PM.

Unused nights are not refundable.

✓ Cleaning & Fuel

Please return your RV inspection ready and in a clean condition with the same amount of fuel as recorded upon departure.

Black and grey water tanks must be empty.

✓ Vehicle Check

In the return area, our staff will complete a return damage check with you. Extra charges such as additional kilometers that exceed your prepaid kilometre total will apply at \$0.42/km. Unused kilometres are not refundable.

Please see our [terms & conditions](#) for details.

✓ Rate your RV Experience

At Four Seasons RV Rentals, we take pride in our customer service.

Share your RV experience with us on Google or [Facebook](#).



FOUR SEASONS
RV RENTALS BY FRASERWAY

Visit us at FOURSEASONSRVRENTALS.ca



VEHICLE VIDEOS

Explore the features of your RV



EXPRESS CHECK-IN

Password at bottom of your invoice



DEPARTURE 8:30 AM - 3 PM
RETURN 8:30 AM - 11:00 AM



TERMS & CONDITIONS

We look forward to welcoming you!

Warm regards,

Your Four Seasons RV Rentals Team