

FRASERWAY TERMS AND CONDITIONS



Availability

Every effort is made to ensure that the vehicle reserved will be available. However, if due to unavoidable circumstances the reserved vehicle is not available, Fraserway RV Rentals reserves the right to substitute that vehicle with a vehicle of equal or greater value. Subsequent expenses (additional ferry costs, gasoline, etc.) are the sole responsibility of the renter. NOTE: In a case where the reserved vehicle type is not available, Fraserway reserves the right to select a suitable alternative.

Cleaning of Vehicles

All vehicles must be clean inside when returned. This includes kitchen, bathroom and living areas. A charge of \$50 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 \$35 service charge. Outside washing is not required, 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. Smoking is not allowed in any of our vehicles. Fraserway reserves the right to charge an additional cleaning fee of \$250.00 if a vehicle returns smelling of smoke.

Driver's License Requirements

A valid driver's license from the country of residence is mandatory. Drivers must be 25 years or older, no maximum age limit. An international driver's license is recommended but is only valid in combination with the national driver's license.

International Driving Permit (IDP)

The IDP is a special license which allows motorists to drive internationally, which is valid only when accompanied by a valid driver's license from their country. Fraserway does not require an IDP, but recommends renters having one in case they get stopped by the police. Driver's licenses that are not printed in Latin alphabet require an international driving permit in English language, and Fraserway does not accept responsibility if law enforcement refuses to accept a license on the basis of not being accompanied by an IDP.

Drop Off

08:30 AM to 11:30 AM, inspection ready. Sufficient time should be allowed for packing suitcases and cleaning vehicles. Late returns are not allowed without Fraserway's permission. If the vehicle is returned late without Fraserway's permission, overtime hours are charged up to a maximum of 4 times the daily retail rate.

Early Return

Fraserway RV Rentals will not offer any refunds for rentals returned prior to the arranged drop off date.

Express Check In

The online Express Check-In feature reduces the waiting time at the counter. When information such as name, address, driver's license etc. is submitted prior to client's arrival, we will be able to speed up counter procedures resulting in less waiting time. The Express Check-In form can be found on our website at www.fraserway.com

Final Audit

All charges are subject to a final audit. If renter is overcharged or undercharged the renter will pay the corrected amount or receive a refund

Fuel

The vehicle has to be returned with a full tank of fuel. If the renter does not refuel, the renter agrees to pay for having the vehicle refueled at a rate of \$3.00 per litre.

Large Events

Use of rental vehicles for any large outdoor event may be subject to an additional deposit or surcharge. Vehicles for festivals and events must be explicitly requested at time of reservation. Attendance of the Burning Man Festival with our vehicles is not allowed. Failure to comply with this restriction will result in a penalty of a minimum of \$5,000.-,

void of CDR and CDW and renter's responsibility for all costs involved (including, but not limited to, damage and cleaning).

Northern Travel

Traveling to the Yukon, Northwest Territories, Nunavut, Labrador, Newfoundland or Alaska (U.S.) is permitted. FRASERWAY will not deliver Van Conversions, C-Large, C-XLarge or A-30 motorhomes to the Yukon, Northwest Territories, Nunavut, Labrador, Newfoundland or Alaska in case of accidents or breakdowns. We do not recommend travel to these areas with C-XLarge or A30 motorhomes

Payments by Clients

Fraserway RV Rentals will accept the following methods of payment for additional charges paid directly by the renter:

- Visa
- MasterCard
- American Express
- Debit Card
- Cash (Canadian dollars)

Pets

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

Pick Up

Vehicles can be collected at our rental stations from Monday to Saturday between 08:30 AM and 3:00 PM local time (on Sundays at selected stations). Transfers are available until 1:00 PM. Please note that we do not allow pick-ups on the same day of arrival on an overseas flight. It is required that the clients stay at a hotel for the first night. Clients making their own way to the station are advised to inform the rental depot of their scheduled arrival time at least one business day in advance.

Redistribution

If the renter returns the vehicle to any location other than the location indicated on the rental contract, the renter agrees to pay regular rates plus applicable redistribution charge or towing charge. Reimbursements for Inconvenience and lost Vacation Time Customers are advised to report any problems with a rental vehicle at the earliest opportunity. Reimbursements for inconvenience or lost vacation time will not be considered for unreported issues

Refunds for Repairs

All replacement parts or repairs in excess of \$50.00 require prior authorization from Fraserway RV. 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 for inconvenience will be given however if repairs on such appliances are done on the road by a customer, the repair cost will be refunded.

Renter's Responsibility

Renter agrees by renter's signature on the front of this agreement that renter has read, is aware of, and accepts full responsibility for and is bound by the terms and conditions contained in this agreement, which also consists of optional documentation provided to renter in connection with this agreement.

Right to Refuse Service

Fraserway RV LP reserves the right to refuse service.

Seatbelts

The number of passengers may not exceed the number of seatbelts while the vehicle is in motion.

Security Deposit

A pre-authorization of a major credit card (Visa, MasterCard or American Express) is required while the vehicle is rented. This also applies to rentals which include CDW. Cash rentals are not allowed. In cases where the CDR is not purchased, Fraserway will block the full amount of the deductible (\$7500) on the customer's credit card.

Suitcase Storage

Fraserway RV Rentals offers free storage of luggage at owner's risk.

Traffic Violations, Parking Fines and Toll Charges

The renter of the vehicle is fully responsible for all toll charges and fines or other consequences resulting from violation of traffic regulations, parking orders or prohibitions, or any other laws or regulations, during the rental. As a courtesy, Fraserway will ensure that tickets and fines are paid in timely fashion if the renter provides the ticket and payment. For any tickets, fines or tolls that are processed after completion of the rental agreement, Fraserway reserves the right to charge an administration fee of up to \$25.00 in addition to the amount of the charges and/or fine and associated costs. All fees will be charged to the renter's credit card and the renter will be notified by e-mail or mail. Customers are encouraged to inform Fraserway of any potential toll charges or fines upon drop off to avoid the administration fee.

Trucks and Campers

The camper may not be removed from the truck at any time. Coverage agreements are void for all damages incurred as a result of removing the camper from the truck

