

Rental Terms & Conditions



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If guest arrived in the USA or Canada from another continent, with a total flight time of 8h or more, they may pick up the rental unit the same day during official hours but may not leave the city until the following day.

Additional Drivers

The first 2 drivers are free. Additional drivers can be added for USD 10.00 each per rental period.

Minimum Age, Additional Drivers, Driver's License

Drivers must be at least 25 years of age to rent a Motorhome, Truck Camper or a Passenger Van, and at least 21 years to rent a SUV or Truck only. All drivers must present a valid driver's license and a credit card when they pick up their vehicle. An international driver's license is not required but recommended. There is no surcharge for the first two drivers. Any additional drivers will be charged a fee of USD 10 each.

Collision Damage Waiver (CDW)

Purchase of CDW is required for all confirmed reservations, unless all drivers have proof of valid US insurance covering the rented unit(s). Damage to glass and tires is not included nor is road-hazard damage (from rocks, guard rails, animals, objects in roadway, etc.). Damage inflicted to the rental unit, other vehicles and/or objects or injuring a person or pet or any other assets due to backing up, as well as damage to the roof, is NOT included! CDW reduces responsibility for damage to the rental unit up to USD 2000.00 per incident. The daily rate for the CDW is USD 29.00. A security deposit of USD 2000.00 will be charged upon pick up.

VIP

Available in conjunction with CDW only. VIP also includes road-hazard damage to glass and tires (after security deposit is met) and further reduces responsibility for both road-hazard and collision damage to USD 1000.00 per incident. The VIP CDW daily rate is USD 9.00, with a maximum of USD 250.00 per rental period. A Security deposit of USD 1000.00 due at pick up.

VIP+

Available in conjunction with the CDW and VIP CDW only. VIP+ offers Lock out service, Lost key replacement, Emergency towing, Jump start, Flat tire change using spare tire (tire cost excluded), Fuel delivery service (up to 5 gallons of gas). GoNorth covers up to a maximum of \$500 for road side assistance. The VIP+ daily rate is USD 6.00, with a maximum of USD 125.00 per rental period. VIP+ further reduces responsibility for both road-hazard and collision damage to USD 500.00 per incident. A Security deposit of USD 500.00 due at pick up.

Extra Miles

Extra miles are subject to a fee and will be charged upon return of rental vehicle (deducted from the deposit). If the amount exceeds the deposit, the difference will be charged to customer's credit card. Please consider that unlimited mileage is only suitable if clients drive more than 250 miles per day on average.

Liability

The renter's liability insurance is primary. GoNorth's renter's liability is secondary and coverage ranges from \$10,000 to \$50,000, depending on which US state the damage occurs in. For Canada, renter's liability covers up to 1 Mio CAD. The GoNorth liability insurance covers damage up to \$1 Mio in the US, and up to 1 Mio CAD in Canada, in the case that GoNorth is found to be responsible for the cause of the damage.

Taxes & Fees

(subject to change without notice)

These taxes and fees include all taxes like federal, city, local, national, sales tax. Final tax amount is assessed at time of vehicle return.

Child Car Seats

GoNorth does not provide child car seats nor does GoNorth take any responsibility for the installation of a child car seat. You can check the requirements for travelling with children and an overview of the seat belt configurations in each vehicle category .

Gravel Roads & Road Restrictions

GoNorth SUVs, Trucks, Vans and Truck Campers are allowed on gravel roads with no surcharge. GoNorth reserves the right to issue temporary road restrictions in case of unusually poor conditions, natural or man-made hazards. GoNorth issues these restrictions based on information provided by the Department of Transportation (DOT), the Alaska State Troopers or Transport Canada.

For Motorhomes only: GoNorth charges a fee on specific roads. Please see fees listed .

Upgrade & Downgrade

GoNorth holds one back-up vehicle per 25 rental vehicles to make sure that all customers get the vehicle they originally booked, even in the event of breakdowns. Only in exceptional cases the vehicle confirmed may not be available. GoNorth will offer an upgrade before a downgrade to the customer affected by vehicle shortage.

Upgrade

In case the originally booked category is not available, GoNorth will offer an upgrade to a higher category with no extra charge. Additional charges like extra mileage will be based on the originally booked category rather than the upgrade.

GoNorth does not take responsibility for any consequential cost like higher fuel consumption, surcharges for ferry bookings (longer vehicle), cancelled ferry booking due to the longer vehicle, higher camping or accommodation cost due to the size of the vehicle. No further compensation is applicable.

Downgrade

In the event that neither the originally booked category nor an upgrade is available, GoNorth will offer a downgrade to the customer. The difference between the originally booked category and the downgrade will be refunded directly to the customer (based on GoNorth public fares).

Consequential costs like extra mileage will be based on the downgrade rather than the originally booked category.

GoNorth does not take responsibility for direct or indirect consequences of a downgrade. Any further compensation as a result of a downgrade is not applicable.

Generator

Our motorhomes are equipped with generators. Truck Campers are not equipped with generators. There is a fee of USD 3 per hour for generator usage.

Awning

Use of awning on motorhomes is not permitted. Electrical awnings are disconnected and manual awnings are secured closed. Use of the awning and the circumvention of the disabling measurements by GoNorth constitute a breach in contract. Any damage to awning or vehicle from awning usage is the full responsibility of guest.

Smoking

Smoking is prohibited in all GoNorth vehicles and camper units.

Extra Gas Cans

Due to liability reasons GoNorth does not permit extra gas cans inside the vehicles.

GoNorth is renting outside mounted cargo carriers which can hold extra gas canisters for 7-Passenger SUV's only. If interested, please request with your booking. Availability is limited.

Fish and Game

Fish and game may be carried in coolers only. Cleaning of fish inside vehicles is NOT permitted.

Pets

Pets are not permitted in the vehicles. Exception: Small or midsize dogs are allowed in the Bronze Campers as long as they are locked in a kennel. A non-refundable pet-fee of USD 250 per rental period applies.

Winter Rentals

For all rentals **originating or ending in Anchorage, Fairbanks or Whitehorse between October 1st and April 30th, the following terms apply:**

GoNorth rents exclusively SUV7s during the winter months. All winter rental vehicles are equipped with an engine block heater, studded tires, and a winter kit. The winter rental kit includes a roadside emergency kit, traction mats, a snow scraper, de-ice spray, a shovel, and a sleeping bag for each guest.

Minimum age for winter rentals is 25 years of age. Our minimum rentals days is 4 days. We require for all winter rentals a **minimum of 3 years driving experience** in cold winter conditions with icy roads and snow.

Guests will have to sign a document during pick up procedure, stating that all drivers listed in the contract are meeting these requirements. VIP and VIP+ are not available for winter rentals (except SEA), and a minimum security deposit of USD 2000.00 is due at the time of the pickup. Leisure travel north of Wiseman is NOT allowed during winter time and constitutes a breach of contract.

These rules are not applicable for Seattle-Seattle bookings.

If you are requesting a quote for a winter rental originating or ending in Anchorage, Fairbanks or Whitehorse, please indicate the number of people who will be traveling in the rental vehicle, so we may provide the correct number of sleeping bags with your winter kit.

Fairbanks 3.0000% on Camper and Motorhome / 10.0000% on SUV, Truck and Van

Anchorage 11.0000% on Camper and Motorhome / 18.0000% on SUV, Truck and Van

Seattle 18.3160% on rentals less than 30 days; valid for all categories
10.9610% on rentals over 29 days; valid for all categories

Whitehorse 5.0000% for all categories