

BOOKING INFORMATION

Minimum/Maximum Number of Rental Nights

Minimum 14 nights required. Maximum number of rental nights possible is 30.

Once a pick-up date and drop-off date has been confirmed, it cannot be altered.

If a customer wants to shorten the rental period of an already confirmed booking or change the travel dates, it will be treated as a cancellation of the booking (fees apply). Rebooking is required with rates and conditions that apply on amendment day. Cancellation fees would not apply if customers wanted to add rental nights and there is availability. In no instance can rental nights be added after pick-up.

If customers wish to drop off their unit a few days early, that is not a problem, but they must pick up as originally scheduled.

A Rental Day is determined on a per night basis.

Amendments

Once a booking has been confirmed, amendments will be considered at the discretion of our Reservations Department.

Bookings are not transferrable. Name changes are not permitted on confirmed reservations.

Customer name changes are only possible if the customer who initially placed the booking is one of the additional drivers and present at the station on pick-up day.

All changes need to be made in writing with the Reservations Department and require its written confirmation.

Driver Age Requirements

Renters must be between the ages of 25 and 75. Anyone 21-24 years of age can drive, but only if the principal driver/renter is 25 years of age, or older. Anyone listed on the contract as a 'driver' must be physically present at pick-up, or they will not be permitted to drive.

License Requirements

For all drivers, a national driver's license from their home country is required (original license, no copies). For translation purposes, customers with a driver's license in a non-Roman alphabet will be required to obtain an International Driver's License to present at pick-up along with their national driver's license. A valid driver's license for at least one year prior to renting is required for all drivers. Please note that this does not include time spent driving with an N (New) or L (Learner) license.

Principal Driver/Renter/Credit Card Holder

The 'principal driver' is the renter, and they must be physically present at both pick-up and drop-off to sign all paperwork. The renter must be the one that provides a credit card for the Security Deposit at pick-up (Mastercard or Visa only).

No exceptions to these conditions.

Required First Night in Hotel

For safety reasons, all renters arriving on overseas flights must spend their first night in a hotel.

US Border Crossing

There is no additional charge for travel to the United States.

Northern Travel

No travel permitted any further north than Highway 16 between Prince Rupert and Prince George, and Highway 97 between Prince George and Fort St. John.

Pet Policy

No pets permitted.

Smoking/Vaping Policy

Smoking/Vaping is strictly prohibited in all Meridian RV motorhomes.

Number of Passengers

No traveling with more people than stated on the confirmation invoice.

Seat Belts

Seat belts are mandatory for all passengers when vehicle is in motion. Not all seat belts are facing the direction of travel.

Children Traveling Along

Meridian RV must be advised if children are traveling along in one of our motorhomes and what their ages are. Our motorhomes come equipped with lap belts only (not three-point seat belts). A tether is available for securing child seats in all C-Class motorhomes. Only forward-facing child seats (for toddlers, older than 12 months, and preschool-aged children) can be safely installed in our C-Class units, one per unit. Rear-facing car seats (for infants, under 12 months) and booster seats are not permitted, because they cannot be attached to the tether. Meridian RV staff are not legally permitted to assist with the installation of car seats. No children under the age of 12 years are allowed to sit in the passenger seat while traveling. (See **CHILD SEAT INFORMATION**, page 15)

2023 Holidays

Meridian RV does not offer pick-ups or drop-offs on Sundays or holidays. Here is a list of public holidays:

Jan 2 (New Year's Day)

Feb 20 (Family Day)

April 7 (Good Friday)

April 10 (Easter Monday)

May 22 (Victoria Day)

July 1 (Canada Day)

Aug 7 (BC Day)

Sept 4 (Labour Day)

Oct 9 (Thanksgiving Day)

Nov 11 (Remembrance Day)

Dec 25 (Christmas Day)

Dec 26 (Boxing Day)

Hours of Operation

(During Rental Season)

08:30 - 17:00 | Monday - Saturday | April 1 to Oct 31

(During Off Season)

08:30 - 17:00 | Monday - Friday | Nov 1 - March 31

Closed Sundays and Holidays

Pick-up appointments are scheduled to begin anywhere between 11:00 and 15:00. Our regular drop-off time is 08:30-10:00. Late drop-offs are subject to a \$100 per hour late fee.

Absolutely no pick-ups or drop-offs possible after 15:00.

RENTAL PROCEDURES

Customer Check-In Form

All customers should fill out a Customer Check-In Form and return it to Meridian RV at least 14 days prior to their first rental day. These forms are sent out with confirmations and can also be downloaded from the *Terms & Conditions* page of the Meridian RV website.

RV Pick-Up Appointment

RV pick-up appointments can begin anywhere between 11:00 and 15:00 (but never later than 15:00). To avoid long waits at the rental station, customer pick-up times are pre-determined by Meridian RV rental staff and cannot be altered. All customers should be prepared to pick up their units at their advised time. Renters are asked to call the Meridian RV rental station to receive their appointment time either the day before their rental (between 15:00 and 16:30), or the morning of their rental (between 08:30 and 09:00). Meridian RV is closed on Sundays and Holidays, so on (long) weekends, customers may need to call a day or two earlier.

Transport To/From Meridian RV

Return transport from Vancouver/YVR to our Port Coquitlam station is available **for the number of people stated on the confirmation invoice**. All customers traveling with wheelchairs or scooters must advise Meridian RV accordingly upon booking. When traveling with children, proper child seats are required and must be provided by the renter (forward-facing child seats can be rented through Meridian RV when booked in advance). Due to limited storage, a maximum of 1 suitcase (or equivalent, max. 23 kg) and 1 carry-on bag (max. 8 kg), per person, in accordance with the airline regulations for economy passengers, is recommended. No transport will be provided for bikes (or bikes in carrying cases), snow boards, large equipment, etc. Child seats are not provided.

TRANSPORT BEFORE PICK-UP:

Transport to the Meridian RV station takes place between 09:00 and 14:00. Customers must be prepared to be picked up at their advised time and only from **one location per booking**. Any customer that misses their transport will have to make their own way to the Meridian RV rental station. The customer must advise Meridian RV well in advance under which name the hotel reservation was made and be ready for pick-up in the lobby of the hotel 10 minutes, give or take, of the advised pick-up time. **The assigned pick-up time cannot be altered**. Service is not guaranteed if the customer did not contact Meridian RV by 9am on pick-up day latest.

TRANSPORT AFTER DROP-OFF:

After drop-off transport is to only one location per booking. Customers should advise Meridian RV on pick-up day latest where they want to be dropped off.

Parking at Meridian RV

Customers who want to park their cars overnight at Meridian RV must indicate this at the time of booking and remember to give their car keys, as well as a copy of the car insurance papers to one of Meridian RV's rental staff on pick-up day so their cars can be moved to the back parking lot. Valet parking at owner's risk.

No overnight parking is permitted on the front lot.

RV Pick-Up

Anyone listed on a contract as a 'driver' must be present at pick-up or they will not be permitted to drive—no exceptions. The 'principal driver' is the renter and must produce a valid **Mastercard, Visa or American Express for the Security Deposit** (no prepaid credit cards, debit cards, wire transfers or cash). Pick-up appointments take 90-120 minutes, and they include time for handling paperwork, a walk-through with one of the Meridian RV rental staff and loading the unit.

At pick-up, Meridian RV reserves the right to refuse a rental to a driver not deemed fit to handle an RV.

Each renter receives a Rental Guidebook and other helpful information for their trip.

Required Security Deposits

All renters are required to pay a Security Deposit at pick-up according to their insurance coverage with Meridian RV. Premiums for Basic Insurance are included in the nightly rental rates. **For wholesaler/agent bookings, the nightly rental rate also includes the premium for the Limited Risk 'CDR' Plan, which lowers the Security Deposit to \$1500. Only Mastercard, Visa or American Express credit cards are accepted for the Security Deposit**—no cash, wire transfers, debit cards or prepaid credit cards. For any other rental charges at the rental station, debit cards are accepted as well- but for security reasons, **no cash payments**. Please note that credit cards must be valid for at least six months after drop-off date. Security Deposits are refunded at drop-off provided the unit has been returned on time, there is no damage, it is clean on the inside and outside, all equipment is present and undamaged, the holding tanks are all empty, the gas tank is full (prior to checking in unit), and no damage claims have been made. In all cases, the exchange rate difference between the Security Deposit collected at pick-up, and the refund given at drop-off, is the renter's responsibility.

Customers Taking Ferries

It is highly recommended that customers traveling to Vancouver Island and the Sunshine Coast book no earlier than a 19:00 sailing, as pick-up appointments can take up to 2 hours, it is usually a 60 to 90-minute drive to the ferry, and BC Ferries requires all passengers with reservations to arrive at the terminal at least 30 minutes prior to departure, or they can lose their reservation. For logistical reasons, Meridian RV rental staff are not able to alter the pick-up schedule to accommodate customers that have reservations on earlier ferries. Please note that it is recommended that customers reserve a spot on the ferry for a unit one size larger than originally booked, just in case an upgrade to a larger unit is necessary when they pick up.

RV Availability & Upgrades

On rare occasions, it may be necessary to offer a unit other than originally booked. In such cases, Meridian RV reserves the right to substitute the unit with one of equal or greater value. Any resulting expenses (gasoline, ferry costs, etc.) would be the responsibility of the renter. Should a downgrade be necessary, Meridian RV's only obligation would be to refund the customer the cost difference between the two vehicles. In the event the renter refuses to accept the replacement vehicle no refund will be offered.

Travel Restrictions

No travel permitted north of Hwy 16 and Hwy 97 (north of Prince Rupert, Prince George, and Fort St. John); to Mexico; to any outdoor festivals, events, or concerts (including Burning Man); to Death Valley, California, from June 1st to August 31st; on roads designated on official provincial or state maps as 'other roads – gravel or dirt'. Insurance coverage and the Limited Risk 'CDR' Plan are void if traveling in restricted areas without authorization, and the renter would be subject to a \$2,000 penalty. All repairs, damages and delays caused by mechanical breakdowns in restricted areas are the responsibility of the renter. Please note that Meridian RV prohibits customers from parking their units within city limits when traveling through Montreal and Ottawa. In the event of vandalism, hit and run, or theft, Basic Insurance and the Limited Risk 'CDR' Plan would be void.

Meridian RV reserves the right to restrict access to specific geographic areas at any time.

Responsibility of Renter

When on the road Meridian RV requires renters to exercise prudence in handling and operating Meridian RV rental vehicles. Misuse and failure to exercise due care and attention in their operation may result in damage charges. Please note that the renter is also responsible for routine on-the-road maintenance, which includes checking tire pressure, engine oil levels, and coolant levels, at each refuelling. Renters will be held responsible for any damage that occurs when regular maintenance is neglected; as well, they will be asked to pay for missing or broken items from their Convenience Kits when applicable.

Damages, also those not covered by insurance, must be reported by the renter to Meridian RV immediately/within 24 hours.

Repairs and Breakdowns While on the Road

The possibility of mechanical failure or breakdown is an inherent risk associated with the rental of a vehicle. Any repairs (or replacement parts) that arose through no fault of the renter and costing less than \$100 do not require prior authorization from Meridian RV before servicing. Reimbursement will be provided at drop-off when both a receipt and the part replaced are presented to one of our rental staff. When the cost of repairs is more than \$100, customers should contact our station first for authorization. In all cases, the renter will not be reimbursed for loss of time, transportation costs, inconvenience, food loss, or any other expenses resulting from repairs to their unit. Please note that Meridian RV will not offer refunds or repairs while on the road for malfunctioning or damaged backup cameras, generators, television sets or awnings. These are additional items that we offer to customers at no extra charge. Although Meridian RV makes every effort to repair them when they malfunction, at times there is not enough time to do so in between rentals. In such cases, Meridian RV is under no obligation to contact the next renter picking up the unit about the issue.

RV Drop-Off/Rental Returns

Returns take place between 08:30 and 10:00, on a first come, first serve basis. All renters must be physically present at drop-off and cannot send someone in their place to close their contract. Customers are not permitted to leave their units in the Meridian RV parking lot and leave the premises without first closing their rental contracts with one of our rental staff. We also ask that motorhomes are not parked on the road in front of Meridian RV overnight, as it puts them at risk of damage and is prohibited by the city.

Late Returns

Since late returns are both disruptive to daily procedures in the Rental Department and an inconvenience for customers waiting to pick up their motorhomes, late fees are in effect for any units that have not been dropped off by 10:00 in the morning. Customers will incur a charge of \$100 per hour (or portion of an hour) until the unit is returned. For logistical reasons, Meridian RV rental staff are not able to check in units after 15:00, no exceptions. Customers that have not dropped off by 15:00, must be at the station at 08:30 the following morning to return their unit.

Early Returns

We allow early drop-offs, but customers will not be given a refund for lost days. If customers plan to drop off early, we ask they contact Meridian RV in advance to advise our rental staff. Units dropped off during our regular drop-off period (between 08:30 and 10:00) will be checked in on a first come, first serve basis. After that pick-up appointments are scheduled, so customers dropping off early would have to wait until a rental clerk is available to check their unit in. No units will be checked in after 15:00.

Potential Charges at Drop-Off

Failure to bring unit back with a full tank of gas (\$50 refuelling fee plus cost of gas)

Failure to empty holding tanks (\$25 charge per tank)

Failure to refrain from smoking/vaping in unit (\$500 charge)

Failure to abide by no pet policy (\$500 charge)

Failure to bring unit back clean inside/outside (\$100-\$300 charge, depending on condition of unit)

Failure to return unit in the presence of a rental clerk (\$500 charge if customers park their unit on the Meridian RV lot or surrounding area and leave without closing their contract with a rental clerk)

Kilometre Charges

No refund is offered for unused pre-paid kilometre packages.

Lost/Left Items

Please note that we cannot hold lost/left items indefinitely, so unclaimed items will be kept no longer than 2 weeks after drop-off.

Customers wishing to have items shipped to their home (overseas) are to make the arrangements themselves and then advise Meridian RV what day the items will be picked up.

ACCIDENTS & INSURANCE

Accidents

In the event of an accident, damage to vehicle, fire, vandalism, or theft, renters are required to do all the following or their insurance and the Limited Risk 'CDR' Plan would be void:

- contact Meridian RV and the police within 24 hours of occurrence
- provide Meridian RV with a copy of a police report or file number at drop-off (if the police do not file a report, the renter must show proof that the incident was reported to authorities, and for this purpose a written note or business card is sufficient)
- fill out the Meridian RV Accident Report Form (provided to customer with Rental Guidebook)
- take pictures of the damage to the unit and the accident scene

Should a unit be damaged beyond repair due to an accident, Meridian RV is under no obligation to replace the unit, nor will they be required to refund the customer for unused rental days. In all cases, personal items and personal injuries are not covered by insurance.

Basic Insurance/**Limited Risk 'CDR' Plan**

All Meridian RV motorhomes are insured for \$5,000,000 Third Party Liability coverage (public liability and collision). Premiums for this Basic Insurance are included in all rental rates with a deductible of \$7,500 per occurrence (Security Deposit is \$3,750 at pick-up).

For agent/wholesaler bookings the Limited Risk 'CDR' Plan is also included and lowers the deductible to \$1,500, as well as the Security Deposit to \$1,500).

Insurance Claims

If a renter is involved in an incident, Meridian RV will hold their Security Deposit for the maximum deductible amount as per their coverage, and for a period ranging from 1-8 months in duration. Please note that the insurance company controls the speed at which the claim is processed, not Meridian RV. The final cost to the customer will be the maximum deductible charge, where expenses include—but are not limited to—damage to the Meridian RV vehicle, damage to third party property, injury claims, towing charges, storage fees, insurance adjuster fees and legal fees. In the event the unit is stolen or rendered inoperable, Meridian RV's insurance does not cover accommodation, transportation, or vehicle replacement costs. Please note that for all insurance claims (including private insurance), customers will be charged a fee of \$100 to cover the cost of administrative services provided by Meridian RV in handling their claim.

Damage Not Covered by Insurance or Limited Risk 'CDR' Plan

If a renter causes damage to their unit that is not covered by insurance, Meridian RV will not refund their Security Deposit on drop-off day and will hold either the maximum deductible amount or predicted estimate amount —whichever is higher—until the official estimate for the cost of repairs has been determined. **This can take up to 5 business day.**

INSURANCE INFORMATION

- ✓ The insurance does not cover claims if they are directly or indirectly the result of the operation of a motorhome in violation of the Rental Agreement.

	BASIC INSURANCE	LIMITED RISK "CDR" PLAN
For all insurance claims (including private insurance), customers will be charged a non-refundable fee of \$100.00 to cover the cost of administrative services provided by Meridian RV in handling their claim.	NO CHARGE	Included in all agent bookings (Unless agent opts out)
Security Deposit at Pick-Up	\$3,750	\$1,500
	<u>Deductible per Occurrence</u> (taxable)	<u>Deductible per Occurrence</u> (taxable)
Motor Vehicle Accident	\$7,500	\$1,500
Collision	\$7,500	\$1,500
Fire, Hail, Storm, Flood	\$7,500	\$1,500
Vandalism, Hit and Run, Theft	\$7,500	\$1,500
Windshield and Glass Damage	\$7,500	\$1,500
Tire Damage (due to accident)	\$7,500	\$1,500
Roof Damage	\$7,500	\$1,500
Undercarriage Damage	\$7,500	\$1,500
Interior Damage	NOT COVERED	NOT COVERED
Awning Damage	NOT COVERED	NOT COVERED
Slide-Out Damage	NOT COVERED	NOT COVERED

*In all instances above, personal items/belongings & personal injuries are not covered by Basic Insurance and/or the Limited Risk "CDR" Plan

When damage to a unit is the result of negligent or careless behaviour, Basic Insurance and the Limited Risk "CDR" Plan are considered void (including third party liability coverage). The renter is responsible for 100% of repair or replacement costs to their motorhome, for rental loss, and for all costs claimed in regard to a third-party property that may have been damaged because of the renter's/driver's negligent behaviour.

EXAMPLES OF NEGLIGENT OR CARELESS BEHAVIOR:

- **Hit and Run by Renter or Additional Drivers**
- **Roof Damage caused by careless handling of unit** (includes ignoring height restrictions)
- **Undercarriage Damage caused by careless handling of unit** (includes damage caused by travel on gravel or unpaved roads, damage caused by bottoming out when going too fast over speed bumps, and damage caused by travel on ramps/driveways/roads that are too steep of an incline to accommodate a motorhome)
- **Negligent Behaviour resulting in damage to unit and/or third party property** (includes driving under the influence of alcohol or drugs; traffic violations such as running red lights, illegal u- turns, backing up on roads/highways because an exit was missed, excessive speed, distracted driving, etc.; travel in restricted areas; towing of any kind behind the motorhome; deliberate damage to unit; driving without a valid driver's license; and **backing up without a 2nd person outside of vehicle to guide driver**)
- **Careless Behaviour resulting in damage to unit** (includes failure to maintain fluid levels, failure to use specified fuel, use of contaminated fuel, water in the fuel tank, failure to use tow-haul feature when driving on steep hills, and freezing of the vehicle's water system in temperatures below zero)
- **Operation of vehicle by anyone under 21 years of age and/or not listed on the Rental Agreement**
- **Damage resulting from an accident that renter failed to report to Meridian R.V. Mfg. Ltd. and Police within 24 hours of the incident**

NOTE: No travel permitted north of Highway 16 and 97; to Mexico; outdoor festivals, events, or concerts (including Burning Man); Death Valley, California (from June 1st to August 31st); logging roads; unnumbered roads; and on roads designated on official provincial or state maps as "other roads-gravel or dirt" (maximum of two kilometres unpaved access road to campgrounds permitted- DRIVE SLOWLY!)

CHILD SEAT INFORMATION

Only forward-facing child seats can be safely installed in Meridian RV motorhomes

- All our motorhomes come equipped with lap belts and **one tether** with which to secure children in **forward-facing child seats (child must be at least 12 months old)**
- Rear-facing car seats and booster seats cannot be safely installed (because they cannot be attached to a tether/anchor), and therefore they are not permitted
- No children under 12 years old are permitted to ride in the front of the vehicle

Meridian RV staff are not legally permitted to assist with the installation of car seats

Meridian RV cannot tell parents what child restraints are best suited for their children. All that Meridian RV can do is advise on what is considered the minimum requirement for child restraint seats, and what its motorhomes can accommodate:

ICBC MINIMUM REQUIREMENTS

Infants/Toddlers

Until at least 1 year old
AND 9 kg (20 lbs)

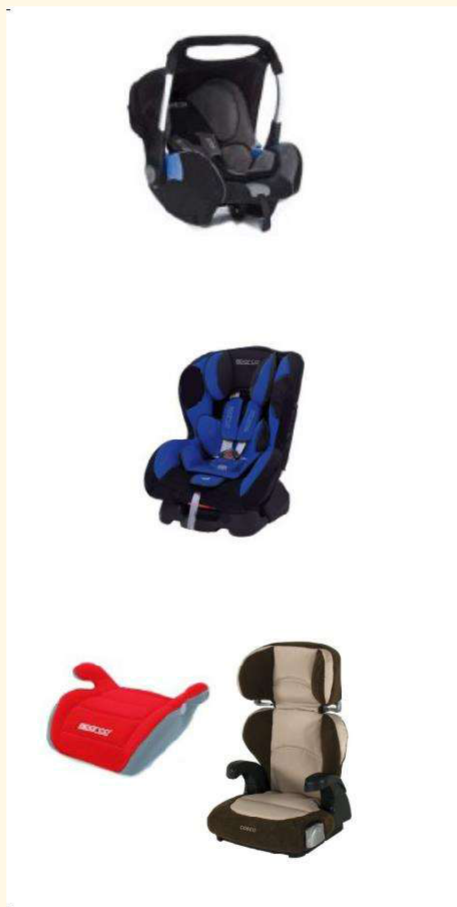
Toddlers/Preschool

Older than one year
AND between 9-18 kg (20-40 lbs)

Children Under 9

More than 18 kg (40 lbs) AND
under nine years old OR 145 cm
(4'9") tall

It is more dangerous to use a booster seat with a lap belt, then it is to use a lap belt alone (see Motor Vehicle Act 36.06 for booster seats and seat belt assemblies)



MERIDIAN RV POLICY

NOT PERMITTED

The back of a rear-facing car seat cannot be secured to a tether.

PERMITTED

Secured with a lap belt and tether.

NOT PERMITTED

Booster seats should only be used with 3-point seat belts, but like most motorhomes in North America, our units only come equipped with lap belts

Car seat recommendations are always changing, and not always consistent. We encourage our customers traveling with children to educate themselves on the latest information regarding child seats if they are planning to travel in Canada. Here are some links that they can go to:

<http://www.icbc.com/brochures/Pages/child-car-seats.aspx>

<https://tc.canada.ca/en/road-transportation/child-car-seat-safety/choosing-child-car-seat-booster-seat>

THE ABOVE INFORMATION IS NOT INTENDED TO PROVIDE LEGAL OR PROFESSIONAL ADVICE, NOR SHOULD IT BE RELIED UPON IN ANY DISPUTE, CLAIM, ACTION, DEMAND OR PROCEEDING. MERIDIAN R.V. MFG. LTD. DOES NOT ACCEPT LIABILITY FOR ANY DAMAGE OR INJURY RESULTING FROM RELIANCE ON THE INFORMATION PROVIDED ON THIS PAGE. THIS INFORMATION IS SUBJECT TO CHANGE WITHOUT NOTICE AND WAS LAST UPDATED ON FEBRUARY 1, 2021.

OFF-SEASON RENTALS

Temperatures between October 1 and April 30 can be unpredictable. MERIDIAN RV MOTORHOMES ARE NOT DESIGNED FOR COLD WEATHER DRIVING. We generally do not offer rentals between November 1 and March 31, but we do in April and October, and customers that choose to travel during this time need to be aware of the following:

TIRES & CHAINS:

Off-season driving conditions can often include snow and ice. Mountain/snowflake tires are recommended for cold weather driving and for extreme conditions drivers should carry chains.

- Meridian RV motorhomes come with All Season Tires (M & S), and even though they satisfy the minimum legal requirement for cold weather travel in BC, we do not recommend that customers travel through areas where they might encounter snow, ice, or winter conditions in general.
- Meridian RV will not provide chains for winter or off-season rentals.
- Renters must educate themselves regarding driving conditions and legal requirements for the states and provinces they plan to drive through. Meridian RV cannot be held accountable for decisions made by renters while they are on the road.

ISSUES WITH PIPES:

Between November 1 and March 31, we keep our units winterized, regardless of outside temperatures, because when temperatures drop below zero, the pipes can freeze. This can cause a lot of damage to the unit, and if it happens while a customer is on the road, the customer is responsible for the cost of repairs. The insurance does not cover it. Customers picking up between October 1 and April 30 must decide if they would like to receive the unit winterized or de-winterized for their trip:

- ✓ **WINTERIZED:** If a motorhome is winterized, it means that there is antifreeze in the pipes, so no water can be put into the freshwater tank, the toilet cannot be used or flushed, and the motorhome cannot be hooked up to the city water supply. **No water is available in the motorhome!**
- ✓ **DE-WINTERIZED:** If a motorhome is de-winterized, the antifreeze has been removed from the pipes and the water tank will be full. The customer can use fresh water and flush the toilet. However, should temperatures again drop below zero, the customer would be responsible for the re-winterization of the unit (including the cost) to prevent damage to the pipes. If a renter chooses not to re-winterize in cold temperatures, he is liable for any damage to the plumbing and water system.

**For motorhome rentals between October 1 and March 31,
Meridian R.V. Mfg. Ltd. will keep the Security Deposit on day of drop-off for up to three business days,
until the motorhome has been inspected by a technician.**