

Supplemental Terms and Conditions Canada

RETURNING YOUR MOTOR HOME

Pick-up: Take a close look at your vehicle for visible damages. At the drop-off you will be responsible for all damages not itemized on the pick-up form. You are responsible and liable for the vehicle during the rental period.

Oil change and repairs: An oil change is necessary every 12,000 kilometres driven for all vehicles. Repairs over CAD 100 require prior approval by the drop-off station. We will reimburse expenses for oil changes and repairs upon presentation of receipts.

Accidents: In case of an accident you must call the police immediately (Tel. 911 for emergencies). Ask for the officer's ID and Badge number as well as the case number. Take down this information and fill out the Best Time RV Inc. accident report you received. Please, take pictures if at all possible. Also, call the drop-off station immediately to report the accident (office hours: **Mon - Fri 9:00 a.m. - 3:00 p.m., Sat. 9:00 a.m. - 12:00 p.m.**). If you cannot reach the station, please call Roadside Assistance at 800-913-3176. Accidents not reported within 24 hours or if the police report and pictures are missing, will result in the voidance of any purchased damage waiver.

Prohibited from driving: To or through Death Valley from June 15 - September 15, logging roads, non-public roads and off-road driving, City of New York, greater metropolitan area of Montreal, Ottawa and Quebec (Canada) all year and to Mexico. Travel to Alaska, Yukon and the Northern Territories requires a supplemental payment please see general terms and conditions. Jeeps cannot drive over 80 km/h when towing a trailer.

Parking citations and other traffic violations must be given to the drop-off station and paid at the time of drop-off. Any ticket or citation not paid at drop-off will be charged in addition to a handling fee of CAD 75 per incident.

Init _____

Tolls: It is the responsibility of the renter to pay all tolls incurred while in possession of our vehicle. Any toll not paid will be charged in addition to a handling fee of CAD 100 per incident. Init _____

Personal items stored at our facility (not available at all locations) or left in vehicles is completely the responsibility of the renter.

Pets are NOT allowed in the Rental vehicles. If this policy is not followed, you will be responsible for a penalty of up to CAD 1000.

Security Deposit: At the time of pickup you will need to secure the rental with a CAD 1500 deposit. Security deposits must be given with a credit card and will be charged at time of departure and refunded upon return. If the awning usage is accepted, there is an additional CAD 1500 refundable security deposit charged. Cash deposits in excess of any charges assessed at drop-off will be refunded within 7-10 business days of return via check or wire transfer from our corporate headquarters.

Init _____

Refunds / Credits: Our goal is for you to have complete satisfaction during your vacation. If you encounter any technical difficulties with the operation of the vehicle which may result in a refund or credit due, you must contact the rental station or roadside assistance department during your trip so that we can assist you properly. Without prior notification, there will not be any refunds or credits issued. **Cleanliness and appearance of the vehicle must be addressed and resolved prior to departure; no refunds or other compensation regarding cleanliness will be issued.** Init _____

Awning: I am aware that the awning is not covered by insurance. I accept full monetary responsibility for any damages to the awning if I choose to use the awning. An additional deposit of CAD 1500 will be charged upon pick-up. Knowing that damages are more likely to occur with the awning in use, I choose to:

ACCEPT to use the awning during my trip: Init _____

DECLINE to use the awning during my trip: Init _____

Name:

Vehicle Code: Booking #:

Regular vehicle drop-off time is in the morning between **9:00am** and **10:30am**. Returns after 11 am are subject to a late charge of CAD 50 per hour up to CAD 500 per day in addition to nightly rate.

Mileage and Generator Charges

Kilometres are billed at CAD 0.39 per kilometre beyond allowed kilometres on Rental Agreement. Generator use is billed at CAD 4 per hour.

Customers scheduled for a transfer

When a transfer to the airport is needed at return, you will need to drop off by 10:00 am at the latest as the shuttle leaves at 11:00 am. Please inform us at pick-up if you wish to take advantage of this transfer and for how many people. Transfers are offered to station specific airports. If there is more than one airport near the station, check with your drop-off station for the exact airport the transfer is offered to.

Cleaning inside of the RV

You agree to return the unit inside in the same condition as received. A fee of CAD 150 and up will be charged if the interior of the vehicle has not been cleaned (including toilet and shower).

Please, observe the non-smoking policy. A fee of CAD 1000 will be charged if we detect cigarette, cigar, pipe or any strong odors in the vehicle.

Waste water tanks

Holding tanks must be emptied prior to return of the vehicle or a dump charge of CAD 100 will be charged (CAD 300 if returning to Delta, BC). We will not permit to take the vehicle out for dumping after it is returned.

Refueling and Propane

Vehicles must be returned with a full tank of fuel and propane. Vehicles returned with less than a full tank of fuel and propane will be charged a premium as per our posted per gallon amount. **A receipt from a local gas station must be provided upon request.** We will not permit renter to take the vehicle back out for refueling after it is returned.

Init _____

Incorrect Fuel

You will be held fully responsible for damages, transportation, and any other fees caused by adding incorrect fuel to vehicle. Init _____

Rented Equipment

You are responsible for inspecting all rented equipment prior to departure and will be responsible for returning all rented equipment (convenience kits, GPS, etc.) in the same condition as presented and will be charged the replacement cost for any damaged or missing items.

Windshields: You have the option of purchasing Windshield Damage Protection for CAD 3 per day at time of pickup, only. If accepted, any damage to the windshield will be covered 100%. If this option is declined, it is the responsibility of the renter to pay any damages to the windshield – CAD 300 if windshield has a repairable chip (passenger side only) or CAD 650 for Ford / CAD 900 for Dodge windshields (including chips on driver's side).

I **ACCEPT** Pre-paid Windshield Damage Protection: Init _____

I **DECLINE** Pre-paid Windshield Damage Protection: Init _____

Acceptance of financial responsibility

Renter agrees to pay in full all amounts due at return, including any and all damages caused to the vehicle whether covered under insurance or not.

Init _____

I have read and understood these supplemental terms and conditions of renting a vehicle

Renter's Signature

Date