



RVRentVancouverIsland.com
Your Adventure Starts Here

TERMS AND CONDITIONS AGREEMENT

RESERVATIONS - Early reservations are very important due to great demand for the summer season. A **\$500/week** reservation deposit must be received to ensure confirmation. This reservation deposit will be credited towards the total rental amount. Cheques made payable to: RV Rent Vancouver Island (RVRVI)

THREE EASY WAYS TO CONFIRM

1. E-MAIL: info.rvrentvancouverisland@gmail.com (preferred)
2. OFFICE PHONE: 778.426.8292
3. MAIL: 1947 Canso Rd, North Saanich BC V8L 5V5

DAMAGE DEPOSIT – Canadian customers must provide RVRVI with a damage deposit of \$1000.

Non – Canadians must provide a damage deposit of \$1500 at time of picking of vehicle.

Deposit will be refunded in full within 14 days after return of the motor-home, providing there are no outstanding traffic violations or insurance claims (see below), RV is clean, undamaged, fuel and propane tanks are full per outgoing, tanks sani-dumped and rented camping equipment are all returned in undamaged condition.

PAYMENT POLICY - Weekly rates are based on one consecutive seven (7) day rental period, with additional days charged at 1/7 of weekly rate.

Balance of rental, insurance and add-on's required **21 days prior** to departure. **Refundable Damage Deposit payable at time of pick up. (Credit card only.** Extra kilometers charge adjusted at time of return. The Customer may pay rental costs and balances by INTERAC e-Transfer, certified cheque, cash or credit card. Credit Card payments can also be made by calling the office directly. (CC receipts will be emailed back for your records) Payments are also accepted through PayPal (password protected). PayPal surcharges are borne by customer.

CANCELLATION POLICY

Booked and cancelled within 7 days - No Charge

45 days or more prior to departure - \$100 per week of rental retained

44 - 15 days prior to departure - \$500 per week of rental retained

14 - Departure day/no shows - 100% of rental charges retained

Sorry, no refunds for early returns and/or unused kilometres.

INSURANCE - Only those with a 'full' and valid license will be permitted to rent and drive the vehicles. (no learners, 'L' or 'N' drivers). **RVRVI Insurance:** The Vehicle is insured with a \$5,000,000 third party liability policy (maximum) and a \$1000.00 deductible per incident (minimum). The Owner's insurance does not cover liability for loss of personal property nor does it cover cost for accommodation, transportation, replacement of vehicle if the vehicle is stolen or should the vehicle break down making the rented vehicle in-operable.

NOTE: All drivers that MAY drive the rental vehicle must ensure they are legally allowed to drive the same type of vehicle in their home country and that their driver's license does not list any restrictions in that regard. In the event of a claim, the driver's license is the document that will be referenced by the responding authorities and the person in question must have the proper documents to prove their legal capabilities or they will immediately assume fault for the claim until they provide supporting documentation.

Terms and Conditions

Deductible of up to \$1000 for Canadian residents ,and up to \$1500 for non Canadian residents, per occurrence will be deducted from damage deposits:

- For any accident with the vehicle where fault is found with the named driver.
- Broken or cracked windshields.

The customer will be responsible for **ALL COSTS** associated with the repair or loss of the vehicle in the case of the following:

- Damage and/or accident while driving in unauthorized areas.
- Damage and accidents caused while the vehicle is driven by unauthorized driver or driver under the influence of drugs/alcohol.
- Wilful damage.
- Damage or loss incurred during illegal acts
- Damages and accidents caused while vehicle driven by an unauthorized driver not listed on the rental contract.

TRAVEL RESTRICTIONS - Please note the following conditions:

There is no insurance coverage and the Customer will be responsible for all damages if the vehicle is driven to an unauthorized area without approval. All units have GPS trackers in them, if travelling to unauthorized areas you will forfeit your full damage deposit. Travelling down unauthorized roads can cause serious damage and no refunds of any kind will be given for any of issues or mechanical breakdowns.

By Signing below you understand our Travel Restriction Policy

X

Unauthorized areas include but limited to are;

- Logging roads and non-public roads.
- All un-numbered highways/roads.
- Nitnat Lake and Bamfield
- Cape Scott
- Denali Highway (Alaska)
- Dalton Highway (Alaska)
- Mexico
- Death Valley (May 1 – Sept 30)

NORTHERN SURCHARGE - There will be a Surcharge of \$500 dollars including a \$1500 damage deposit for those travelling North of Fort St John, British Columbia.

BURNING MAN/MUSIC FESTIVALS - Surcharges may apply for those wishing to rent for Music Festivals such as Burning Man, Sunfest etc. The Customer who travels to these areas without permission will be subject to a **\$1000 penalty payable to RRVVI** and will void all insurance coverage. Repairs required due to driving in these prohibited locations shall be the responsibility of the renter. RRVVI reserves the right to restrict driving access at any time. These restrictions may be applied at the time of pick-up.

CHILD SEATS - RV Rent Does not provide or install child seats. There is a children's store down the street from us that rents car seats that we highly recommend! We are happy to pick up/return child seats to make your departure and arrival back as smooth as possible! For our customers convenience we have a **\$25 Pick-up and drop off fee for child seats.**

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MOTORHOME - The motor home is self-contained with roof & dash A/C, awning (on some units) microwave, stereo, gas/electric refrigerator & freezer, furnace, pressure water system, fresh water tank, kitchen & bath sink, flush toilet, shower, gas stove, exterior hook-up for water, 30 amp electric & drainage. **All vehicles are equipped with automatic transmission, power steering & power brakes.**

CONVENIENCE/OPERATIONS KITS - Please see list included with each vehicle as this list is amended and added to on a constant basis.

TRAFFIC VIOLATIONS, TOLLS & PARKING TICKETS - The Customer is responsible for fully paying out all Traffic Violations & Parking Tickets incurred during the rental period. Known violations or parking tickets will be deducted from damage deposit. Upon return, please report any violation tickets that may have occurred during the rental period, with a copy of the ticket. Failure to do so will result in an administrative fee of \$100 per violation ticket, charged to the customer by RVRVI.

REPAIRS / MAINTENANCE RESPONSIBILITY - At RVRVI we take pride in providing vehicles in the best mechanical condition. In the unlikely event that a mechanical failure occurs, the Customer is authorized to proceed with the necessary repairs up to \$125.00. For expenses over \$125.00, the Customer must telephone the rental office for authorization before proceeding with repairs. Replacement parts must be returned to the rental office for reimbursement. Should a tow be required due to mechanical failure, RVRVI will reimburse this charge upon presentation of invoice by the Customer.

Off-road driving is prohibited - Evidence of off-road travel (ie. damage to tires from gravel roads, paint chips, suspension or undercarriage damage) will result in the Customer being responsible for all repairs performed. The Customer will be responsible for all damage to the vehicle. A visual inspection will be performed before and after each rental to differentiate existing damage from new. Simple maintenance such as checking the oil and coolant levels shall be the responsibility of the customer while the vehicle is under their care. Neglect or overfilling of the engine or transmission oil may result in vehicle failure which will result in delays and costs to the Customer.

Radio, cruise control, microwave, air conditioning, plumbing, fridge, stove and any other appliance breakdowns are **not considered mechanical breakdowns**. There are no refunds for repairs to these items. Should any mechanical breakdown repair take longer than 24 hours, The Owner's liability is limited to a maximum refund of the entire rental period, or daily portion thereof.

EMERGENCY SUPPORT NUMBER - We have a support number for our customer's convenience that goes directly to an RV Tech in the event any issues arise. If there have been any issues and you have chosen not to use our support line so that our RV Techs can try to resolve the problem, no reimbursements will be issued.

DRIVING LICENSE / DRIVER AGE

- All drivers must possess a **full-privilege Class 5 or automotive driver's license or equivalent** from their home country, valid for the entire rental period. If your licence is not in English, we recommend that you obtain an **International Driving Permit (IDP)** as it is in a standard format and easily distinguishable by local authorities.
- Drivers should have **previous experience operating** a motorhome, or towing a larger travel trailer or boat, or at the very least, driving a larger dual-wheel U-Haul style cargo truck.
- **Minimum age is 21 years** and only driver(s) listed on Terms & Conditions agreement are allowed to drive (Exceptions will be looked at on a case by case basis)

Please Note – A copy of driver's license and a credit card is required at time of pick up.

ADDITIONAL DRIVER – Additional drivers are \$8.00/per day for each additional driver for duration of your trip.

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PICKUP AND RETURN

Pickup time should be scheduled at time of reservation.

The Customer is instructed on complete operations of the vehicle at time of pickup. Please allow for **60-75 minutes for orientation.**

Pickup hours: 1:00 to 3:00 p.m. Monday - Friday. Saturday and Sunday by appointment only. Motorhome must be returned between 9:00 a.m. to 11:00 a.m. on the mutually agreed day, as stated on Rental Reservation Agreement.

A **late return charge of \$75/HR** will be assessed by RVRVI as the next Customer will be left waiting and will need to be reimbursed for lost rental time.

SURCHARGES

Fuel - Fuel & Propane Tanks must be returned at outgoing levels, or a **\$50.00** surcharge will be levied plus cost of fuel. Sorry, no reimbursements if more fuel in tank on return.

- **Holding Tanks** - Both Black & Grey water Holding Tanks must be fully dumped at approved sani-dump upon return, or a \$100 per tank surcharge will be levied plus cost of dumping.
- **Cleaning** - Motorhome must be returned in same state of cleanliness as received with interior cleaned or a \$75/hr cleaning surcharge will be levied. This includes dishes, cutlery, pots & pans, all kitchenware and all addons must be cleaned and returned in the same condition it left. The security deposit return will be reduced proportionately should professional cleaning services be required.

AFTER HOUR FEE

Our business hours are Monday - Friday, 8:00-5:00 pm and Saturdays and Sundays we are open by appointment only between 9 AM – 4 PM.

Our drop off times are between 9:00 AM - 11:00 AM.

Our pick up times are between 1:00 PM - 4:00 PM.

For pick-up and drop off of RV's outside of our business hours there will be an after hour fee of \$250.00.

EXTRA KILOMETRES - 100 kilometres are included per rental night. 38¢ per kilometre will be charged to the Customer for mileage overage.

Kilometer packages can be purchased prior to departure.

250 kms @ .36 cents per km = \$90.00 (save \$5.00)

500 kms @ .34 cents per km = \$170.00 (save \$20.00)

1000 kms @ .32 cents per km = \$320.00 (save \$60.00)

Pets - We are animal lovers, however pets are not allowed, without prior RVRVI approval.

Smoking – NO smoking of any kind allowed inside the unit. This will result in a \$500 Cleaning fee.

Prices - Shown in Canadian dollars (CDN).

Taxes – Stated prices do not include taxes. Please include 5% GST and 7% PST (12% total)

RESERVATION CHANGES - There will be a fee of \$50.00 for any confirmed reservation changes.

CLIENT CONDUCT - RV Rent strives to create an atmosphere that is conducive to our client's vacation. As such we will not tolerate any abusive or threatening language towards our staff. In this event RV Rent reserves the right to terminate any contracts and collect the RV.

WHAT TO DO BEFORE YOU DROP OFF YOUR MOTORHOME:

- 1. Make sure that your waste water tanks are dumped.**
- 2. Gas & Propane tanks are filled up.**
- 3. Clean interior, fridge, stove etc and remove all personal belongings and unwanted food and liquids.**

