



RVRentVancouverIsland.com
Your Adventure Starts Here

FAQ

1. Do you pick up from the Clipper or Coho Ferry from Downtown Victoria?

We currently have our courtesy pick up for the Swartz Bay BC Ferries, Victoria International Airport and Anacortes Washington Ferry. We are not picking up from the Clipper or Coho at this time.

2. How can we get out to your Location if we have taken the Clipper or Coho into downtown Victoria?

Public Transportation is very good in Victoria and Busses can take you out close to our location. There are also a lot of cab companies in Victoria that would be happy to take you out to RV Rent Vancouver Island. Let us know if you are thinking of taking a Cab and we can let you know who we recommend!

3. Do I need to pre book campsites on Vancouver Island during Peak season?

We always suggest booking campsites ahead of time while visiting Vancouver Island. The Island is a tourism Island that people from all over the world come to visit and it can get quite busy, during peak season especially.

4. I have my own Insurance, Do I have to purchase your Insurance?

Yes, our Insurance is mandatory and is included in our rental price. This protects you and us if an accident occurred.

5. When is remaining payment due?

Remaining payment in full is due 21 days prior to the pickup day.

6. Are prices in CDN\$ or US\$?

All prices are in Canadian unless otherwise stated.

7. What happens if i have a breakdown while travelling in the motor home?

We have a emergency support number posted inside each unit that will direct you to one of our RV Technicians.

8. Are pets allowed?

Pets are allowed only with RV Rent Vancouver Island's written approval. Please note there is a pet cleaning fee of \$75.00/hour. Please note not all of our RV's are pet friendly.



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9. Can I smoke in the vehicle?

No, if smoke is detected in the unit at drop off, a \$500 charge will be applied for cleaning, de-fuming and sanitizing.

10. We are planning on Travelling to Alaska, are there any extra fees?

There is a \$500 surcharge as well as \$1500 security deposit for those travelling north of Fort St John, BC.

11. Do you rent Child Seats?

We do not rent child seats or install child seats. However we highly Recommend the store ' Kiddin' Around' Just down the street from us, for your car seat or highchair rental needs. For a small fee of \$25 we will pick up and drop off the car seat for you to help make your arrival and departure go smoothly.

12. Can you pick us up from our hotel in Downtown Victoria?

We do not offer courtesy pickups from Downtown Victoria.

13. Can I travel down logging roads?

No. RV's are very sensitive. If you travel down logging roads, insurance will be invalid. Renter will also lose their full damage deposit.

14. Can we have the RV delivered to our campsite?

We do not deliver the RV's. These are motorized units that renters can drive to their desired destination.

15. Can I leave my car in your lot?

Yes! You can absolutely leave your vehicle in our secured yard. We just ask that we keep your keys in your file in the event we need to rearrange any vehicles as it gets quite busy in peak season. There is no charge for leaving your vehicle at our location.

16. Can I pick up and drop off at another location in Canada?

We are not currently offering this option, as we only have 1 location here in Sidney, on Vancouver Island. We are hoping to be able to have this option for our customers one day!

17. Do you offer daily rates for your rentals?

In our peak season we do not offer shorter rentals at a daily rate. Our price reflects a 7 night minimum, However you are more than welcome to return early. If you are interested in a shorter rental during our low season, please contact us.



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18. Why do you require a deposit and a damage deposit?

We require a deposit upon booking to confirm your reservation. This deposit goes towards your total. Before you depart we require a Damage Deposit held on a Credit Card. This is a pre authorization, not a charge, just like at a hotel.

19. Do I need an International Drivers License?

If the Drivers License from your own country is in English, you do not need an International License if your license is in a language other than English, we strongly recommend you bring an international license, together with the license from your own country. For translation purposes, an international license will ensure ease of use in Canada and the United States. An International License is not valid on its own, it must be accompanied by a valid drivers license in your own country.

20. What type of Gas Mileage can I expect with my RV?

Numerous conditions affect gas mileage. (speed, hills, driving habits, wind), Fuel consumption will vary according to the conditions. As a rough "Rule of thumb", you could budget about 25-30 Litres/100 KM. This is a rough estimate for budgeting purposes only. RV Rent Vancouver Island offers no guarantee to fuel consumption and does not offer reimbursements to guests where fuel consumption is less than estimated on our website.

21. What is the minimum rental age?

You must be 21 years old, and hold a full and valid driver's license issued by your own country.

22. Can I use regular toilet paper in the RV?

Only RV Safe, 1 ply or 2 ply is suitable for use in RV's. This breaks down quicker than just regular toilet paper. We supply 3 rolls in the RV for renters. This will already be stocked inside your RV. RV Safe toilet paper is available at RV supply stores and some supermarkets. Additional RV Safe toilet paper can also be purchased at RV Rent Vancouver Island. Please note guests are responsible for the cost of clearing clogged tanks where the incorrect toilet paper has been used.

23. Are unlimited Kilometres included in my rental cost?

Our rental cost includes 100 KM per night. Guests can purchase Kilometre packages or pay for additional kilometres at our current rate when they drop off their RV.

24. At what time can we pick up our RV?

We schedule our pick up times for our RV's between 1 PM – 4 PM Monday- Sunday. Your pick up time must be scheduled in advance. Our peak season gets very busy and we strongly urge our renters to arrive on time so our RV's and renters are departing on time. Arriving at RV Rent Vancouver Island without a scheduled pickup or late for a scheduled pick up time may result in delays and or end of day departure. Please note we close at 5 PM. After hour departures may result in an afterhours fee of \$250.



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25. How long does it take to pick up the RV?

From the time you arrive until you leave, it may take up to an hour, depending on how familiar you are with an RV. Please set aside approximately 15 minutes – 20 minutes for paper work and 40-45 minutes for your RV orientation. Allocating this amount of time ensures that all of your questions can be clearly answered and that you are fully aware of how to operate your vehicle before you leave on your trip.

26. Can I tow a boat or anything else behind the RV?

Sorry. We do not allow anything to be towed behind our RV's.

27. Cancellation policy.

Please see our [terms and conditions](#) on our website for our cancellation policy.

28. Will I get a refund if I return my RV early?

Sorry. We are unable to offer you a refund if you decide to drop off your RV before the drop off date shown in your rental agreement.

29. What is included in the RV convenience kit?

For complete information about what is included, please click to see our [convenience kit](#).

30. What if I am late returning the RV?

Please keep in mind we are very busy during our peak season. There is a \$75.00 charge for every hour you are late returning the RV. When you are late, it delays our Cleaners and RV prep team from getting into the RV to get it ready, which in turn delays the next renter for their departure.

31. What if I get bit by a mosquito or spider while camping, we will get a refund?

Yes, we are surprised this is a question we have received before too. No, you will not receive a refund or partial refund for being bitten by a mosquito or spider or anything of the nature while you are camping or enjoying the beauty of the outdoors that Vancouver Island has to offer.

For additional questions, please contact us, we are always happy to help!

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