

# General Conditions Profile Wapiti Super Van

For travel from 01/04/2024

To 31/03/2025

## OPENING HOURS AND RENTAL CONDITIONS

Attention one night rest in North American after a flight is mandatory before taking the vehicle.

**Departures>Returns:** Departures take place from 1:00 pm to 4:00 pm and returns from 8:00 am to 10:00 am according to the opening days of the rental centers below.

With the option "morning departure" (\$75) departure takes place between 10:00 am and 12:30 pm, subject to availability.

With the option "afternoon return" (\$75) return takes place between 10:00 am and 2:59 pm, subject to availability.

A \$435 fee applies for a Sunday departure or return between October 1 and April 30, with the exception of the Edmonton rental center, which is closed on Sundays.

### Rental centers hours:

- May 1st to September 30th: Monday to Sunday from 8:00 am to 6:00 pm (except for Whitehorse\*)

- October 1st to April 30th

Monday to Saturday, from 9:00 am to 4:00 pm (Calgary, Edmonton, Vancouver and Toronto)

Monday to Friday, from 9:00 am to 4:00 pm and Saturday from 9am to 2:30pm (Montreal and Halifax)

\*Whitehorse rental center opening hours:

- May 1 to May 12: Monday to Friday, 8:00 a.m. to 4:00 p.m.

First departure on May 13. Returns are possible between May 1 and May 12 only.

- May 13 to September 27: Monday to Saturday, 8:00 am to 5:00 pm.

Closed for winter from September 28.

Rental centers are closed on the following holidays:

January 1st, 2024 (New Year's Day), February 19, 2024 (Family Day), March 29, 2024 (Good Friday), October 14, 2024 (Canadian Thanksgiving), November 11, 2024 (Remembrance Days - except in Montreal and Toronto), December 25-26, 2024 (Christmas and Boxing Day), January 1, 2025 (New Year's Day), February 17, 2025 (Family Day), April 18, 2025 (Good Friday)

Closed at noon on December 24 and 31, 2024.

**Minimum rental period:** 7 nights in summer, 5 nights in winter

Any vehicle can be returned before, but the minimum rate per night will apply to the reservation.

**Minimum age and driving license:** drivers have to be 21 years old minimum. Anyone wishing to drive must be present on the day of departure with their license to register on the rental contract. Guests from outside North America require an International Driver's license if their license is not in English.

## DEPOSIT

**\$1,750 by credit card** (cashed on the day of departure and returned upon return).

Please note that the security **deposit can only be made by credit card**, such as Visa, Mastercard, American Express or Union Pay. Cash, checks, prepaid cards or debit cards will not be accepted.

## EVEN MORE ABOUT WAPITI MODELS...

- **Modern fleet:** no more than 3 seasons of previous guest experience.

- **7 rental centers** across Canada

- **Year-round travel capability**, with a unique winter model equipped to handle winter

- **Roadside assistance 7 days a week, 24 hours a day**

## D DAY...

Departures take place from 1:00 pm to 4:00 pm. Sunday departures are subject to a \$435 surcharge between October 1 and April 30.

With the option "morning departure" (\$75) departure takes place between 10:00 am and 12:30 pm, subject to

availability.

Please allow 1 hour to complete the documentation, collection of deposit & demonstration of the vehicle. All drivers must be present on collection of the motorhome and must present their full valid driving license and passport.

Photocopies will not be accepted.

A credit card must be presented for the deposit.

### ...AND THE LAST DAY

Returns take place from 8:00 am to 10:00 am. Sunday returns are subject to a \$435 surcharge between October 1 and April 30.

With the option "afternoon return" (\$75) return takes place between 10:00 am and 2:59 pm, subject to availability.

Please allow one hour to complete the inspection and documentation.

Vehicles must be returned undamaged, with the fuel level agreed upon at the time of vehicle receipt, with an empty toilet waste tank, clean interior, dishes washed and put away, and in the same condition as they left the depot. A charge will be applied if the vehicle is returned with additional damage, dirty or with a non-empty toilet tank.

### WINTER TRAVEL

All motorhomes must be equipped for winter when traveling in freezing conditions, with the exception of the Wapiti Midi Motorhome, which is specially built for winter conditions and allows the use of water, toilet and shower when freezing.

As the weather in Canada can be unpredictable, the rental company winters its units when the temperatures are too low. Once the vehicle is winterized, no water can be put into the clean water tank and it cannot be connected to the water supply. Therefore, there is no water available in the motorhome.

### GENERAL TERMS AND CONDITIONS

The rental contract itself, regardless of the manner in which the reservation and payment of the rental were executed, brings together the company that owns the fleet, the "rental company", and the person signing the contract, the "hirer". The exchange of the vehicle by the hirer implies the unreserved acceptance of the following general rental conditions.

**Use of the vehicle:** The hirer agrees to use the vehicle in a prudent and normal manner, to use it only for his personal needs, and not to sublet it, nor to transport people for a fee. The driver must take the utmost care of the vehicle's water and oil levels. The hirer is not allowed to participate in any match, race, rally or other competition of any kind, as well as test-drives or training. The hirer agrees not to use the vehicle for any illegal purposes or purposes other than those specified by the manufacturer, and not to overload the rented vehicle by carrying more passengers than indicated on the vehicle's registration document. The hirer agrees not to attach a trailer or similar vehicle, not to make any modifications to the vehicle.

**Flex Rates:** A variable rate per rental day. Each week a new daily rental rate is established, based on the vehicle, the location and the dates of travel (rate applicable to the entire length of the rental). Based on this variable rate, your daily rental rate is established. At the time of reservation (and payment of the account), the daily rental rate is locked in for the reservation.

**Vehicle characteristics:** the plans, dimensions and layouts of the vehicles presented cannot be reserved or guaranteed, they are indicative and may vary without notice. Neither the rental company nor CampingCar Online can be held responsible for these changes.

The awnings, even if present on some models, are not available for use in order to avoid possible damages and the high costs of repair.

Most vehicles (except the Wapiti Truck pick-up) are equipped with a TV set. As the TV signal is not guaranteed throughout North America, the hirer will not be compensated in any way if the TV is not received during the rental.

#### Drivers:

- All drivers must be at least 21 years of age and have a valid driver's license for the duration of the rental. Only drivers listed on the contract are allowed to drive.
- All drivers must be in possession of the original paper copy of their driver's license, digital licenses are not valid without the paper copy.
- If the original driver's license is in English, drivers do not need an international license. If the license is in a language other than English or French, it is strongly recommended to have an international license, along with the original license.
- An international license alone is not valid for driving in Canada and the United States. The international driver's license must also be accompanied by a valid driver's license issued in the country of origin.
- Additional driver fee: \$5 per night for each additional driver.

**Online check-in:** In order to facilitate the process and save time during pick-up, the hirer must complete the online check-in prior to arrival at the rental center. The online check-in is open 5 days before the pick-up of the rental vehicle. The hirer will be asked to provide a valid e-mail address at the time of booking, so that he/she can receive an automatic online registration e-mail 5 days before vehicle pick-up. This is the only communication from the renter to the hirer prior to vehicle pick-up.

Upon check-in, the hirer is required to provide driver and emergency contact information, read and accept the rental

agreement, insurance coverage and other important information. The hirer will be able to pay the security deposit, choose the arrival time at the resort and select any travel extras they wish.

## **DEPARTURE, RETURN, RENTAL**

**Departure:** Departures are usually between 1:00 pm and 4:00 pm. Early pick-up is possible between 10:00 am and 12:30 pm for a fee of \$75 and subject to availability.

Hirers are discouraged from arriving earlier to attempt an early departure. Arrival times are based on scheduled pick-up and drop-off times, as well as vehicle preparation and availability. Therefore, hirers are asked to arrive according to the pick-up time chosen during the online check-in process.

Hirers who do not check-in online will be required to do so onsite on a tablet.

A personal demonstration of the vehicle (\$50) can be booked during the online check-in.

**Return:** Returns are usually between 8:00 am and 9:59 am during the summer season, from 9:00 am during the winter season. Late returns are possible in the summer between 10:00 am and 2:59 pm for a fee of \$75 per hour and subject to availability. No refunds will be made for early returns and/or unused mileage. Free late drop off is included until 1:59 pm during the winter season.

Hirers must release their vehicle by the end of the hour to avoid late fees.

Between October 15 and April 30, late drop-off fees do not apply - The last drop-off time slot will be from 1:00 pm to 1:59 pm.

The hirer commits himself to return the motorhome, with the tanks emptied (clean, grey, black) and the interior cleaned, without which penalties may be applied. The vehicle must be returned in the state in which it was collected, with the interior cleaned, the dishes washed and put away and the waste water tanks emptied. The exterior of the vehicle does not need to be cleaned unless it is covered with an excessive amount of dirt and/or mud, which would make it difficult to assess its condition upon return. A Drop & Go service is also available at check-in to reduce the burden of final cleaning.

Penalties apply if the vehicle is not returned in the required condition.

Sunday departures and returns are possible (except in Edmonton) between October 1 and April 30, according to the schedules of the rental centers concerned and for a fee of \$435 per departure or return.

Early departures and returns cannot be booked in advance. These options are only available at the time of online check-in, subject to availability.

**One-ways:** One-way rentals are available between all rental locations, upon request and subject to the availability of the respective rental location. Additional fees apply.

**Extension of the rental:** If the hirer wishes to extend the reservation during the rental period, he/she must first obtain the authorization of the rental company, which will inform him/her of the additional costs. The extension of the rental is subject to fleet availability. The additional cost of a reservation extension must be paid by credit card over the phone or at the rental company's location immediately after the reservation extension is confirmed.

**Change of reserved vehicle:** If the reserved vehicle is not available due to unforeseen circumstances or operational problems, the renter will replace it with another vehicle available at the time of pick-up. Any change to the reserved vehicle, accepted or requested by the hirer, does not entitle the hirer to a refund.

**Campsite and Ferry Reservations:** It can be difficult to reserve a campsite or ferry crossing during the high season. It is recommended that the hirer make a reservation for at least a 33 foot camper, regardless of the size of the vehicle reserved, to avoid any problems with possible upgrades. Sites with electricity require a 30 amp connection.

**Portable Hotspot:** The rental company provides a portable Wi-Fi hotspot device that can connect up to 10 devices at a time. The device can be used inside or outside the vehicle and offers the most convenient way to get Wi-Fi on the road.

500MB of data is included in the device rental. It is purchased in packages: per GB or unlimited data per day. The speed of the Internet connection will depend on the cellular signal because the hotspot relies on 4G connectivity. Connection may not be possible in the most remote areas of Canada.

**Generator:** For models that have a generator, its use is charged at \$3.5/hour between May 1 and September 30 and is paid upon return of the vehicle. The use of the generator is free between October 1st and April 30th.

**Leveling Blocks:** Rental vehicles are equipped with leveling blocks, which are positioned under the wheels to help level a vehicle when parked on uneven ground. Hirers should take care when positioning the leveling blocks.

**Seat belts and child seat:** The rental company offers an all-in-one child seat that can be used as an infant seat, child seat and rear-facing booster seat, for a fee and subject to availability. All units are equipped with lap belts, except for the driver and passenger seats (3-point harness). Hirers may bring their own child safety seat and must ensure that it meets Canadian standards and regulations (which may vary from province to province). Hirers are responsible for the installation of all child seats in the vehicle and must sign a waiver.

**Bike rack:** Super Van, Compact Motorhome, Midi Motorhome, Maxi Motorhome and Maxi Plus models can accommodate up to 4 bikes (non-electric) up to a total weight of 100lbs (with the bike rack). The hirer is entirely responsible for the installation of the bikes on the bike rack. The rental company cannot be held responsible for any

damage caused to the bikes on the rack. Hirers are also advised to bring appropriate locks to secure their bicycles when not in use. For reasons of liability, the rental company does not allow the use of personal bike racks.

## Payments

Payment for the rental is due no later than 35 days prior to the pick-up of the vehicle.

The rental company only accepts credit or debit cards for rental fees paid at the time of pick-up or return of the vehicle. Cash payments are not accepted at the rental centers. The security deposit must be paid by credit card only: Visa, Mastercard, American Express and Union Pay.

## INSURANCE

Third party liability is included in the amount of \$5,000,000.

Collision and comprehensive insurance limits the hirer's liability to \$1,750. A deposit of \$1,750 will be charged to the principal driver's or hirer's credit card at the time of online check-in, and is refunded to the same credit card upon return of the vehicle, if it is returned in the same condition in which it was received, i.e. undamaged. This credit card must be presented by the designated hirer when picking up the vehicle.

Any hirer involved in an incident will have his or her deposit withheld for a minimum of 60 days until the claim for compensation for the incident is settled. If the cost of repairs is less than the amount of the deposit, the renter will reimburse the hirer for the difference.

The hirer is responsible for the maximum amount detailed below but does not include towing charges, storage charges, damage to third party property, injury claims, insurance charges, legal fees. In addition, an administrative fee will be retained per incident.

The insurance does not cover personal belongings, accommodation, transportation, replacement of the vehicle if it is damaged, stolen or in case of an incident rendering the rented vehicle unusable.

The security deposit covers the first incident. If damage has been reported, a second security deposit will be taken to cover any additional incidents, and so on.

When a replacement unit is needed due to accidental damage, and depending on availability, a new signed rental agreement and security deposit must be in place before a replacement vehicle is provided.

The hirer is also responsible for the cost of commercial loss when damage is caused by negligence. This fee will be charged for the time the RV is unavailable due to repairs.

**All incidents must be reported within 24 hours and be accompanied by the completed CanaDream online accident report or written accident report form (included in each vehicle) and the police report or file number.**

The tenant is liable for the maximum amounts detailed below per accident:

- Accident with another vehicle on an official road, fire, theft or vandalism (with accident and police report): **\$1,750**
- Windshield or broken glass: **\$1,000**
- Off-road accident (ex: camping, parking, driveway, gas station, etc.): **\$1,750**
- Accident without third party involved (impact with a stationary object: e.g. parked car, wall, tree, bridge, etc. in any place, on or off road, public or private road): **\$1,750**
- Damage to the vehicle without known cause (including third party hit-and-run): **\$1,750**
- Damage to the vehicle by a natural disaster including but not limited to hail, flood or lightning: **\$1,750**
- Damage to interior parts (not due to an accident with another vehicle on an official road): **\$1,750**
- Damage caused by a collision with an animal: **\$1,750**
- Damage to a tire (towing fees are not included): **\$1,000 per tire**
- Damage resulting in the replacement of a hubcap: **\$200 per hubcap**
- Damage to the chassis (not due to an accident with another vehicle on an official road): **total liability of the tenant**
- Incorrect fuel: **\$8,500** will be charged upon return. The difference with the actual costs will be charged or reimbursed as the case may be: **total responsibility of the hirer**
- No written accident report and police file number (or notification from the rental center within 24 hours of the incident): **total responsibility of the hirer**
- Hit-and-run: **total responsibility of the hirer**
- Damage caused in a parking lot or drive-in: **full responsibility of the hirer**
- Unauthorized use of accessories (awning, hitch etc.): **total responsibility of the hirer**
- Damage caused by driving the vehicle in reverse: **total responsibility of the hirer**
- Damage caused by driving in unauthorized areas, including the United States, without prior authorization: **total responsibility of the hirer**
- Any incident caused by an impaired driver (alcohol, drugs including cannabis or lack of sleep) or an unauthorized driver: **total responsibility of the hirer**
- Damage caused by one or more illegal acts or deliberate fault or hit-and-run: **total responsibility of the hirer**

**Exclusions:** the responsibility of the tenant will also be total in case of :

- damage caused while the terms of the rental agreement are not respected
- damage caused by negligence/misconduct or driving under the influence of alcohol, drugs or medication
- damage to the vehicle caused in any way by partial or total immersion in water or salt water
- damage caused by the overturning of a vehicle
- damage caused by use of the vehicle in violation of any law or regulation
- damage or loss to any personal property
- damage caused by the improper use of snow chains
- damage to the awning, slide-out, ceiling or underbody
- tire damage



- windshield damage, unless windshield protection has been purchased and is applicable
- damage caused by neglecting proper operating procedures, e.g. incorrect fuel type and quality, disregarding oil or coolant, air pressure, etc.
- damage caused by freezing or overheating, for example if the vehicle has not been winterized, or by overheating of the vehicle including the brakes if the vehicle is not used on steep slopes, or of systems such as plumbing or water systems

### Travel Insurance

The renter strongly recommends that hirers purchase the highest level of personal travel insurance to cover and protect them in case of unforeseen circumstances during their vacation.

### GEOGRAPHIC RESTRICTIONS

Renter, at its discretion, may restrict travel to certain areas due to adverse road and weather conditions and/or distance to designated destinations relative to the length of the rental period.

Restricted areas are those areas detailed in the items below, in Canada, the United States and any other geographic area as determined by Rental Company in its sole discretion. Driving in these areas without prior authorization from Rental Company will void all insurance coverage and the hirer will be fully liable.

**Restricted Areas:** For the safety of hirers, the following travel restrictions are in effect:

- Travel in Death Valley is restricted to the off-season (September 15 to May 15) due to extreme temperatures and road conditions.
- Travel on the Dempster Highway in the Yukon is prohibited between September 15 and May 15 due to road conditions. Travellers can enjoy this route between May 16 and September 14.
- Travel to other remote areas not listed here is possible only if written permission is obtained from the rental company prior to travel.

Hirers assume full responsibility for any expenses or loss of time while traveling in restricted areas.

**Urban Traffic Restrictions:** Vehicles cannot be driven in Manhattan due to parking and height restrictions. Vehicles carrying propane gas are not permitted in Manhattan or in underground or underwater tunnels. Vehicle parking is prohibited in the greater Montreal and Ottawa areas. This includes all paid parking lots, hotel parking lots, side streets, shopping centers, etc. To travel in these areas the hirer must park the vehicle in a campground and use public transportation or cabs.

**Prohibited Areas:** The following roads/areas are still prohibited:

- Logging operations and non-public roads
- All unnumbered roads and highways
- Mexico

Due to the poor condition of some roads and highways, guests are prohibited from traveling on the following roads:

- of Mexico
- off the coast of Newfoundland, Saint-Pierre-et-Miquelon
- Alaska: Denali Highway (Hwy 8 from Paxson to Cantwell), Dalton Highway (north of Livingood), Eagle (Hwy 5 north) from the junction of Hwy 9 (Top of the World Highway) and Hwy 5 west, McCarthy Road between Chitina and McCarthy, Northway Road (off AK-2) in Northway, Nabesna Road (off AK-1) in Nabesna;
- Manhattan Island, New York
- Yukon: North Canol Road
- Quebec, Newfoundland and Labrador: Highway 500 (Trans Labrador Highway) from Goose Bay to Labrador City, Route 389 from Labrador City to Baie Comeau, Route 510 from Red Bay to Happy Valley-Goose Bay, Route 167 north of La Doré, Route 109 and James Bay Road.

Hirers assume full responsibility for any expenses or loss of time incurred while traveling in restricted areas. Hirers who enter prohibited or restricted areas without authorization are subject to a penalty of 1,500 Canadian dollars and forfeit all insurance coverage. The renter reserves the right to restrict access to driving at any time. These restrictions may be applied at the time of vehicle pick-up.

**Northern Territories Surcharge:** A surcharge of \$545 (\$625 with taxes) applies to all authorized travel from Vancouver, Calgary, Edmonton, Toronto, Montreal or Halifax that allows travel on:

- the Alaska Highway north of Fort St. John, British Columbia
- Nisga'a Hwy - Route 113 - north of Terrace
- Cassiar Highway (#37) north of Kitwanga, British Columbia
- Highway 35 north of Peace River, Alberta
- in Québec & Labrador north and east of Sept-Îles
- in the Northwest Territories, Yukon, Nunavut, Newfoundland

The Northern Territories surcharge can also be added when registering online. Hirers who travel to a northern region covered by the surcharge without paying it will be fully responsible for all costs in the event of an accident or damage to the vehicle.

It is recommended that vehicles for northern travel be requested and confirmed at the time of booking.

**Whitehorse Surcharge:** All Whitehorse pick-up rentals will incur a \$250 surcharge to cover additional costs associated with Yukon rentals, such as vehicle maintenance costs, extra wear and tear, extra exterior and interior cleaning due to excessive dirt and dust on the roads.

Authorization to travel in the Yukon is automatically granted for pick-ups in Whitehorse, except in the prohibited travel zones of the Dalton Highway (#11 north of Livingood), the Denali Highway in Alaska and the North Canol Highway in

the Yukon.

**Driving in the U.S.:** Hirers are encouraged to travel to the U.S. with their appropriate passports/visas/documents and when there are no government restrictions.

A U.S. driving fee of \$100 per reservation applies to all travel to the United States (including Alaska). This entitles you to an unlimited number of nights in the United States. If the U.S. driving fee is not included in the rental package or if the travel itinerary is unknown, it can also be added during online check-in. Hirers must call the pick-up location and pay the U.S. driving fee before entering the U.S. or their insurance coverage will be canceled.

**Festival surcharge:** the hirer may attend festivals from any of the rental stations, subject to prior authorization, with the exception of :

- Burning Man Festival - the renter does not authorize hirers to travel with a rental vehicle to the Burning Man Festival in Nevada. A fine of \$5,000 will automatically be charged to any reservation detected by the renter's geolocation system in this region.

The renter reserves the right to modify the list of festivals affected by the surcharge. Hirers traveling to festivals with their vehicles must request authorization at the time of booking.

**Winter Travel:** All motorhomes must be winterized (drained of water) when traveling in freezing conditions, with the exception of the Maxi Motorhome, which is specially designed for winter conditions and allows the use of water, toilet and shower when freezing.

Winterizing all other units requires that antifreeze be drained from the plumbing system and that no water facilities be used, i.e. no toilets, showers or kitchen sinks.

As Canadian weather can be unpredictable, the renter will winterize its units as soon as temperatures begin to drop in the freezing zone.

As a guide, recreational vehicles will be winterized:

- Eastern rental centers (Toronto, Halifax and Montreal): as of October 15
- Western rental centers (Vancouver, Calgary, Edmonton): from October 1.

Once the vehicle has been winterized, no water can be poured into the fresh water tank, and it cannot be connected to any water supply. There is therefore no water available in the motorhome.

It is the hirer's responsibility to winterize the motorhome during the trip, at his/her expense, if weather conditions require it. The hirer is also financially responsible for re-winterizing the vehicle upon return if the vehicle was winterized at the time of pick-up and is returned in freezing temperatures.

A re-winterization fee of \$150 will be charged if the vehicle is returned without being winterized when the temperature is -10 degrees Celsius or lower.

The hirer will be fully responsible for any damage to the plumbing and water systems caused by freezing during the trip.

## REPAIRS, PENALTIES, CANCELLATION

**Repair / Maintenance and Liability:** The hirer is responsible for checking the oil and coolant levels at each refueling and for notifying the rental center immediately in the event of mechanical failure. Minor repairs or replacements of items included in the kitchen kit, if the damage was not caused by the hirer, may be made without authorization up to an amount of \$150 and will be reimbursed upon presentation of receipts and invoices at the time of vehicle return. For expenses over \$150, the hirer must call the rental center for authorization prior to any repairs. All recreational vehicles are covered by 24/7 mechanical emergency roadside assistance.

**Fines/Contractions:** The hirer is responsible for any fines or contraventions received during the rental period. The rental company may apply administrative penalties in addition to the amount of the fine.

**Pets:** Pets, dog or cat, are allowed (maximum 2) with prior approval for a fee of \$350. Service animals may travel free of charge upon presentation of the animal's original certification documents.

The hirer is responsible for any damage caused by the animal. If additional cleaning of the animal is required at the time of pick-up, an additional cleaning fee will be applied.

**Prohibition:** No smoking or use of electronic cigarettes is permitted. A penalty of \$750 will be imposed to cover the costs of disinfection and cleaning.

**Fuel:** The renter makes no statements regarding fuel consumption. Vehicles are supplied with at least 1/4 tank of fuel. If the hirer returns with less fuel than at departure, he/she will be charged for this amount of fuel at the renter's refueling rate. There is no refund if the hirer returns with more fuel than at departure.

During the winter season, fuel tanks may be supplied full and must be returned full.

**Changes:** Any changes made to a reservation will be calculated using the higher of the original Flex rate or the Flex rate in effect at the time the reservation is changed. The following are considered reservation changes:

- change in vehicle type
- change of pick-up location
- change in pick-up date
- change in vehicle drop-off date
- change of one-way drop-off location

If, for any reason whatsoever beyond the control of the renter, the reserved vehicle is not available, the renter reserves the right to replace it with a vehicle of equivalent value or to offer a better performing vehicle at no extra charge. If a vehicle of lesser value is substituted, the renter's sole responsibility is to reimburse the difference between the two vehicles. Although it is not common, accidents or mechanical repairs may require substitutions.

Vehicles can be requested by category, but not by make or model. If the reserved vehicle is not available due to unforeseen circumstances, the rental company will replace it with another one available at the time of pick-up, at no additional cost. Any change to the reserved vehicle, accepted or requested by the hirer, is not eligible for a refund.

#### **Cancellation policy:**

- Cancellation notified more than 65 days before departure: \$120 excl. tax
  - Cancellation notified between 65 days and 35 days before departure: 20% of the total amount of the invoice + return fee in another agency. (min \$300 excl. tax)
  - Cancellation notified between 34 days and 20 days before departure: 50% of the total amount of the invoice + return fee in another agency. (min \$600 excl. tax)
  - Cancellation notified less than 20 days before departure: no refund - Early return: no refund
- All cancellations must be notified by e-mail with acknowledgement of receipt.  
Conditions not applicable for groups (from 5 vehicles) consult us.

**Refund and exchange rate:** All transactions are conducted in Canadian dollars. Due to exchange rate fluctuations, there may be some variation in the amount refunded from the amount originally charged. Credit card refunds may take up to 14 business days, depending on the hirer's financial institution.

**Group Reservations:** Reservations for 5 or more vehicles have separate payment and cancellation terms. The Flex rate as defined above does not always apply.

**Complaints:** During the rental period the hirer has access to emergency roadside assistance 24 hours a day, 7 days a week. Once the rental is over, the hirer has 20 days to file a claim.

#### **Dispute**

The provider reserves the right to change the vehicle for another appropriate to the number of occupants. This does not constitute a breach of contract and does not authorize the hirer to claim any compensation. The photos are not contractual and the choice of vehicles is made by category and not by model.

The present general conditions are subject to French law. Any dispute arising from the execution, interpretation or application of the travel contract shall be brought before the competent court in the place of the registered office of the company CampingCar online.

Updated 01/01/2024