

## **2009 RENTAL TERMS AND CONDITIONS**

### **Instructions, before Departure**

At Canadian Leisure RV we familiarize all our customers with the operation and use of a Recreational Vehicle. Please allow 60-90 minutes for orientation and paperwork.

### **Reservations**

To reserve a vehicle we require a \$500.00 deposit. Final payment is due 30 days prior to date of pick up. Payments can be made in cash, bank draft, money order, Visa or MasterCard.

### **Security Deposit**

A security deposit of \$1,000.00 is required at departure and is refundable when the vehicle is returned in a clean undamaged condition inside and out. This includes empty holding tanks.

### **Minimum Rental & Early Returns**

- 1 week minimum rental
- No refunds for early returns

### **Pick up and Return**

Rental pick-up is between 10 am - 3 pm

Rental return is between 9 am – 10:30 am

Customers returning units after 10:30 am will be charged late charges unless prior arrangements have been made.

No pick-ups or returns after 3 pm.

Rental units are picked up and returned to CLRV Calgary – no drop-offs

Closed on Sundays and Statutory Holidays.

### **Availability**

In the unlikely event that the booked vehicle size is unavailable at time of departure, we reserve the right to substitute with a larger model. Any subsequent expense (gasoline etc.) is the sole responsibility of the renter. Should a lower rated vehicle be offered, CLRV's only obligation is to refund the cost difference between the two vehicles. In the event that the renter refuses to accept the vehicle offered, the renter acknowledges that all payments will be forfeited and he/she will have no further loss or damage.

### **Renter's Responsibility**

The Renter is responsible for the vehicle and will be charged for any misuse or undue care, mechanical damage due to negligence in vehicle operation or failure to provide normal maintenance, including checking engine oil, fluids and coolant levels at each refueling, and reporting mechanical failures or accidents immediately. Repairs over

\$150.00 require prior authorization from CLRV. All major repairs, if not caused by customer, will be reimbursed on return.

The number of passengers cannot exceed the number of seat belts supplied in the unit.

### **Fuel Information**

Fuel costs are the renter's responsibility. No claim is made as to fuel consumption. Vehicles are supplied with minimum ¼ tank of fuel. They are to be returned with the same level of fuel as at departure. Customers will be charged if they return with less fuel than at time of departure (\$25.00 + cost to bring it to level required). There is no refund if the vehicle is returned with more fuel than at time of departure. Please be aware of fuel type before fueling (gas or diesel).

### **Cleaning**

We are very proud of the condition we keep our vehicles in (all are non-smoking units). To avoid extra charges, please return vehicle clean inside and outside. \$100.00 will be charged if holding tanks are not returned empty, \$150.00 if unit is not cleaned inside and \$150.00 if unit is not cleaned outside.

No Smoking or Animals allowed in Vehicles – minimum \$100.00 extra charge over and above cleaning charge.

### **Driver Requirements**

All drivers must be a minimum 21 years of age and must have a valid driver's license. VIP insurance is mandatory for all drivers under 25 years of age. Only drivers listed on the rental agreement are allowed to drive the vehicle.

### **Travel Restrictions**

- No vehicles are permitted on Dempster Hwy.
- No vehicles allowed into North West Territories, Nunavut, Death Valley (USA) or Mexico
- No vehicles allowed on Alaska or Cassiar Hwy
- No travel on roads designated on the provincial or state map as 'other roads/ gravel or dirt' or 'forestry trunk roads'

### **Modification and Cancellation Fees**

- For reservation cancelled more than 30 days prior to departure \$250.00
- For reservation cancelled less than 30 days prior to departure \$500.00
- Full payment is due when the booking is cancelled within 7 days of departure
- There are no refunds on changes made on arrival.

## Insurance

Any accident, damage to vehicle, vandalism, fire or theft, must be reported to CLRV

Collision and public liability insurance (\$2 million) is provided free of charge with \$7,500 deductible per occurrence (column 1). The deductible may be reduced with the purchase of VIP at \$25 per day (column 2). Radio, air conditioning, fridge, microwave and cruise control are not considered to be mechanical breakdowns. Damage to the roof, undercarriage, exterior structure and interior, not caused by a motor vehicle accident is not covered by loss damage waiver and is the responsibility of the renter.

Renter is responsible for noting and inspecting for any damage on unit before departure and disclosing this information to a CLRV representative.

CLRV is not responsible for hotel, rental car or any other incidental or consequential cost incurred by breakdowns and the resulting interruption of the rental. An Insurance deposit of \$5,000 is processed or a signed credit card imprint if VIP is not purchased.

Standard Insurance	(Included in rental)	VIP Loss Damage Waiver (\$25 per day)
Fire & Theft (Personal Contents Not Covered)	\$7,500	\$500
Windshield & Glass Damage	\$7,500	\$500
Motor Vehicle Accident / Vandalism / Hit & Run / Hail	\$7,500	\$500
Flat Tires or Damaged Wheels / Interior Damage		\$500
Vehicle Accident in Parking Lot, Campground, Service Station	\$7,500	\$500
Collision with any Stationary Object, Damage to Undercarriage or Air Conditioning or Slide-Out	\$7,500	\$2,000

Standard Insurance	(Included in rental)	VIP Loss Damage Waiver (\$25 per day)
Insurance & Security Deposit Required	\$5,000 Processed Credit Card Charge Signed	Credit Card Imprint

### **Damage to Vehicle – Customer’s Responsibility**

In the event of loss or damage to vehicle while on rental, whether or not due to the fault of the rental customer, the customer’s responsibility for direct and accidental loss or damage to the vehicle is limited to a maximum of \$5,000 per occurrence. The following are not covered if damages are caused by:

- Failure to maintain all fluid levels
- Failure to use specified fuel or lubricant
- Operation by anyone under 21 years of age
- Operation by anyone not licensed
- Driving if under the influence of alcohol or drugs
- Deliberate or willful damage by renter or guests
- Travel in restricted areas, on gravel roads or forestry trunk roads
- Towing of any kind
- Freezing of the vehicle’s water systems
- More passengers than the available seat belts
- Motorhome theft in Montreal

### **All Models are equipped with:**

- Adjustable driver seat, power windows, power locks
- AM/FM CD Stereo
- Automatic Transmission, Power Brakes
- Cruise Control, Tilt & Power Steering
- In Dash Air
- Roof Air Conditioner
- Forced Air Furnace
- Dual Batteries
- Flush Toilet
- Shower (inside) & some with utility shower (outside)
- Holding Tank, Fresh Water Tank
- Sink, Stove, Refrigerator/Freezer Compartment
- Microwave Oven
- Oven (not in Van Conversion)
- Subject to change without notice