General Conditions Motorhome Wapiti Midi Motorhome

For travel from 03/12/2019

To 04/04/2021

OPENING HOURS AND RENTAL CONDITIONS
Attention one nights rest in North American after a flight is mandatory before taking the vehicle

Departures/Returns: Departures take place from Monday to Sunday from 1:00 pm to 4:00 pm; Returns Monday to Sunday from 8:00 am to 10:00 am (except Edmonton closed on Sunday)

With the option morning departure/return afternoon departure takes place between 10am and 12pm and return until 3pm

Rental Centre Schedules: Monday to Sunday from 8:00 am to 6:00 pm (May 1 to September 30), 8:00 am to 5:00 pm (October 1 to April 30) except Edmonton closed on Sundays. Rental centres are closed on the following holidays: January 1, 2020 (New Year’s Day), February 17, 2020 (Family Day), April 10, 2020 (Good Friday), October 12, 2020 (Canadian Thanksgiving), November 11, 2020 (Remembrance Day), December 25 and 26, 2020 (Christmas and Boxing Day), January 1, 2021 (New Year’s Day), February 15, 2021 (family day).

Departures on Sundays are subject to an surcharge between October 1st and April 30th. Sunday departures from Edmonton are also subject to a surcharge.

Minimum rental period: 7 days

Minimum age and driving licence: 21 years old with one year's driving. Anyone wishing to drive must be present on the day of departure with their licence to register on the rental contract. Guests from outside North America or Europe may require an International Drivers Licence.

CAUTION

Deposit: By credit card (no debit card accepted) on the day of departure (debited on the day of departure and returned on return) $1,000

WINTERING
It is the lessee’s responsibility to winterize the vehicle if he/she intends to go to areas where temperatures are below 0° which can cause the vehicle’s equipment to freeze: water pipes, toilets, water tanks, sink, shower, outdoor shower, water heater. When the vehicle is winterized all the tanks are unusable, it is also impossible to connect to the water service in the campsites. The wintering or de-wintering of a vehicle is the responsibility of the lessee. Only the Wapiti Maxi Motorhome model is not winterized and has full facilities with warm water through winter.

DETAILS OF YOUR OFFER

The price per day includes:

- Canadian Taxes
- Public Liability insurance up to $5,000,000
- Collision damage waiver (CDW) insurance for vehicle damage with a deductible of $1,000 per incident (except exclusion see general conditions)
- 24 hr Assistance 7 days a week and 24 hours a day
- One driver
And can include the following options:

**The costs of preparing the vehicle** with training for getting started, fuel (water and propane full, fuel with a minimum of 1/4), connection accessories, adapters, and a guide to using the vehicle.

**500 km or 800 km package** (package price): beyond the package, $0.41ht per additional km

**Unlimited mileage package**: flat rate up to 21 days (beyond 21 days add one package per day)

**Convenience kit per person**: price per person for dishes, kitchen utensils, pillows, household linen, towels, duvets or blankets and cleaning equipment

**Return costs**: return to a city other than the city of departure (minimum 7 days)

**Surcharge for departure or return on Sundays** between April 1 and April 30 and between October 1 and October 31

**Platinum package**: Includes **cleaning service** with exterior and interior cleaning of the vehicle, draining of grey and black water, **Peace of Mind insurance** with key recovery service when keys are left inside or lost, emergency towing service (first 50 km), breakdown service in case of a flat battery, wheel change service using the spare wheel, fuel delivery service (up to 20L), **windscreen protection insurance** with windshield change and repair up to 3 impacts, and a **chemical toilet set**.

**Gold package**: Includes **Peace of Mind insurance** with key recovery service when keys are left inside or lost, emergency towing service (first 50 km), flat battery troubleshooting, wheel change service using the spare wheel, fuel delivery service (up to 20L), **windscreen protection insurance** with windshield replacement and repair up to 3 impacts, and a **chemical toilet set**.

**Peace of Mind Insurance** with key recovery service when keys are left inside or lost, emergency towing service (first 50 km), flat battery troubleshooting, wheel change service using the spare wheel, fuel delivery service (up to 20L)

**Cleaning service**: Upon return, including exterior and interior cleaning of the vehicle, draining of grey and black water.

**Windscreen insurance** with windscreen replacement and repair up to 3 impacts

**Early departure in the morning (10am-12pm) and/or return in the afternoon (3pm)**

**GPS**: Price per day

**Northern Territories Surcharges**: Package price for a trip to the following areas: Alaska Highway north of Fort St. John, British Columbia; Cassiar Highway (#37) north of Kitwanga, British Columbia; Highway 35 north of Peace River, Alberta; Northwest Territories, Yukon; Nunavut, Newfoundland; Quebec & Labrador north and east of Sept-Iles

**Options to be paid on site (to be ordered when booking):**

**Additional driver fee**: $5ht per day

**Surcharge for travel to the USA**: $10ht per day. Mandatory declaration to the centre under penalty of insurance exclusions.

**Child seat**: $40ht for the duration of the rental

**Bicycle rack**: $50ht for the duration of the rental

**Burning Man Surcharge in the USA**: $1,000 for the duration of the rental AND with the permission of the lessor

**GENERAL TERMS AND CONDITIONS**

**Flex Price**: A flex price is a variable price per day. Each week, for a given vehicle, place and date of departure, there is a price per day (definitive at the time of booking).

**Minimum age**: 21 years old.

The rental contract itself, regardless of how the reservation and payment for the rental were made, involves the company owning the fleet called "the lessor" and the person signing the contract called "the lessee". The acceptance of the vehicle by the lessee implies the unconditional acceptance of the general rental conditions.

**Use of the motorhome**: The lessee undertakes to make prudent and normal use of the vehicle, to use it only for their
personal needs, and not to sublet or transport persons for valuable consideration. The driver must take the utmost
care with regard to the water and oil levels of the vehicle. The lessee is prohibited from participating in any match,
race, rally or other competition of any kind whatsoever, as well as in tests or preparations. They undertake not to use
the vehicle for illegal purposes or purposes other than those intended by the manufacturer, and not to overload the
rented vehicle by carrying a number of passengers greater than that indicated on the vehicle's registration document.
The lessee undertakes not to couple a trailer or similar vehicle or to make any modifications to the vehicle.

Insurance: Civil liability is included for an amount of $5,000,000. The vehicle damage insurance included in our rates
limits the tenant's liability to $1,000 in the event of an accident on the road with damage to the vehicle and in the event
of theft, fire, vandalism or collision with an animal. A deposit of $1,000 will be required upon pick-up of the vehicle and
returned upon return if the vehicle and its accessories have not suffered any damage or loss. Any tenant involved in
an incident will have their deposit withheld (based on the amounts indicated in the table below) for a minimum of 60
days until the incident is closed. If the amount of the repairs is less than the amount of the deposit, the lessor will
reimburse the lessee for the difference. The tenant is responsible for the maximum amount detailed below but which
does not include towing fees, storage fees, third party property damage, injury claims, insurance fees, legal fees. In
addition, an administrative fee of $100 will be charged per incident. This insurance does not cover personal effects or
the cost of accommodation in the event of a damaged vehicle or the transport and replacement of the vehicle if the
vehicle is stolen or in the event of an incident rendering the rented vehicle unusable. In these cases and depending on
availability, a new lease must be signed before a replacement vehicle is provided. Damage to the vehicle must be
reported within 24 hours and be accompanied by a written accident report and a police report.

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): $1.00

Windshield or broken glass: $500

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) $1,000

Damage caused by a collision with an animal $1,000

Damage to a tire (towing fees are not included) $1,000

Damage to the chassis (not due to an accident with another vehicle on an official road) Total liability of the tenant

Damage caused in a covered car park Total tenant liability

Failure to submit an accident report, police report or failure to report an accident to the rental centre within 24
hours: Total liability of the tenant

Damage caused by the tenant who has committed a hit-and-run accident: Total liability of the tenant

Damage caused by driving in unauthorized areas or in the United States without prior authorization: Total
liability of the tenant

Damage caused by a driver with impaired faculties or an unauthorized driver: Total liability of the tenant

Incorrect fuel: $8500 will be charged upon return. The actual cost difference will be invoiced or refunded as the case
may be: Total liability of the tenant

Damage caused by an illegal act or by deliberate fault or hit and run: Total liability of the tenant

Restricted Areas: Restricted areas are the areas detailed in the Northern Territory Surcharge, the United States and
any geographical area that the lessor in its sole discretion determines. Driving without prior authorisation from the
lessor to travel in these areas results in the cancellation of any insurance, so the tenant's liability will be total. In
addition, the tenant may be subject to a penalty of CAD900.

Northern Territories Surcharge: This surcharge is mandatory for travel in the following regions: Alaska Highway
north of Fort St. John, British Columbia, Cassiar Highway (#37) north of Kitwanga, British Columbia Highway 35 north
of Peace River, Alberta, Northwest Territories, Yukon, Nunavut, Newfoundland, Quebec & Labrador north and east of
Sept-Iles.

Prohibited areas: It is prohibited to travel to the following areas: logging operations and non-public roads, Mexico,
Denali Highway in Alaska, Dalton Highway (north of Livengood), North Canol Highway in Yukon, Death Valley from May 1 to September 30, any unnumbered (unofficial) road or highway.

**Urban Restriction:** Parking is prohibited in the Greater Montreal and Ottawa areas. This includes hotel car parks, car parks, street car parks, etc. To travel in these areas the tenant must park the vehicle in a campsite and use public transport or taxis. In the case of a flight to Montreal or Ottawa, the tenant is liable up to CAD7,500.

**Repair / Maintenance and Liability:** The lessee is responsible for checking oil and coolant levels at each refueling and immediately notify the rental centre in the event of a mechanical failure. Coolant refills or other authorized repairs will be refunded upon return upon presentation of an invoice. It is the lessee's responsibility to drive the vehicle safely. In the event of a failure, the lessee is authorized to make the necessary repairs up to an amount of CAD100. For expenses over CAD100, the tenant must call the rental centre to obtain authorization. Changed parts must be returned to the rental station for a refund. The customer assumes full responsibility for damage to the tyres and chassis. Oil level, tire pressure and coolant level should be checked at each refueling.

**Breakdown:** In the event of a breakdown that prevents the vehicle from being driven for more than 48 hours, the lessor will only reimburse the vehicle on days when it was unusable. The lessor cannot be held responsible for any other costs. Malfunctions on equipment such as air conditioning, generator, water heater, awning, back-up camera, TV, microwave, stove, grill, water pump, shower and toilet, refrigerator, radio, CD, DVD players are not considered a breakdown and do not entitle the user to any refund.

**Exclusions:** The tenant's liability will also be total in the following circumstances:

- The terms of the lease agreement are not respected
- Damage caused by a person who does not have a valid driver's license
- Damage caused by a driver under the influence of drugs, alcohol or medication
- Damage caused by a person who has given false information to the lessor
- Damage caused by a person whose licence has been suspended
- Damage caused by the use of the vehicle for illegal purposes
- Damage caused by a person under 21 years of age
- Damage caused by the use of the vehicle for commercial purposes such as but not limited to the transport of persons, the transport of flammable, explosive or corrosive materials or the transport of goods
- Damage caused by excessive speed or driving behaviour
- Damage caused after towing or pushing another vehicle
- Damage caused by driving outside Canada or the United States
- Damage caused by driving in prohibited areas
- Damage caused by a higher vehicle load than that indicated by the manufacturer

**Fines/tickets:** The tenant is responsible for any fines or tickets received during the rental period. The lessor may apply administrative penalties in addition to the amount of the fine.

- Damage, accidents, theft and vandalism: Any such incident must be reported within 24 hours to the police and the rental centre. Without a police report, the tenant's liability will be total. In the event of an accident, the tenant undertakes to: Record time, date and place - Record name(s), address(es), license plate(s), make(s) and model(s) of the vehicle(s) of the third party(ies) involved or the damaged property(ies) if no third party was involved - Register the name of the third party's insurance - The lessee must not admit any liability - Make a police report within 24 hours - Complete and sign the "Accident report" which is in the vehicle - Obtain a copy of the police report and immediately forward it to the lessor - Inform the lessee within 24 hours.

- **Penalty:** In the event of a vehicle returned after 10:00 am, an additional charge of 75CAD per additional hour will be applied. The tenant is responsible for any contravention (surcharge applicable in case of non-payment).

- **Prohibition:** Animals are not allowed. Vehicles are non-smoking. In the event of the presence of animals, a penalty related to cleaning costs may be charged.

**Cancellation conditions** (any cancellation must be notified by registered letter and acknowledgement of receipt)
- 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
- Cancellation notified between 34 days and 20 days before departure: 50% of the total amount of the invoice + return fee in another agency
- Cancellation notified less than 20 days before departure: no refund - Early return: no refund

**Return of the vehicle:** the tenant undertakes to return the motorhome, empty reserves (clean, grey, black) and interior cleaning carried out. Otherwise penalties may be applied.

**Dispute:** These general conditions are subject to French law. Any dispute resulting from the execution, interpretation or application of the travel contract will be brought before the competent court of the place where the Campingcar-Online company has its registered office.

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