

# General Conditions Profile Maple Van Conversion

For travel from 01/01/2026

To 31/12/2026

## HOURS, DAYS OF OPERATION AND RENTAL CONDITIONS

Please note that a night's rest after a long haul flight is recommended.

**Departures/Returns:** Departures are from Monday to Saturday between 8:30 am and 3:00 pm. Returns are between 8:30 am and 11:30 am from Monday to Saturday. Return time in Abbotsford is between 8:30 AM and 11:00 AM. Sunday departures in Calgary (May to September only) are from 8:30 am to 1:00 pm.

**Rental center hours:** all rental centers are closed on Sundays unless otherwise noted. Vancouver (Abbotsford): Monday to Friday 8:30am to 5pm / Saturday 8:30am to 4pm / Sunday (May–Sept only) 8:30am to 3pm Calgary (Airdrie): Monday to Friday 8:30am to 5pm / Saturday 8:30am to 4pm / Sunday (May–Sept only) 8:30am to 3pm Edmonton (Leduc): Monday to Friday 8:30am to 5pm / Saturday 8:30am to 4pm\* Toronto (Cookstown): Monday to Friday 8:30am to 5pm / Saturday 8:30am to 4pm\* Halifax (Bedford): Monday to Friday 8:30am to 5pm / Saturday 8:30am to 4pm\*

\*Saturday departures from November 1st to March 31st are on request.

**Closed on the following holidays:** January 1 (New Year's Day), February 16 (Family Day in Vancouver, Calgary, Edmonton and Toronto), April 3 (Good Friday), May 18 (Victoria Day / National Patriots Day in Montreal), June 21 (National Indigenous Peoples Day in Whitehorse only), June 24 (Saint-Jean-Baptiste Day in Montreal only), July 1 (Canada Day), August 3 (Civic Holiday in Vancouver, Toronto and Halifax), August 17 (Discovery Day in Whitehorse only), September 7 (Labour Day), September 30 (National Day for Truth and Reconciliation), October 12 (Thanksgiving), November 11 (Remembrance Day), December 25 (Christmas Day), December 26 (Boxing Day).

## Winter closures:

Vancouver (Abbotsford): 25 December 2026 to 3 January 2027  
 Calgary (Airdrie): 19 December 2026 to 3 January 2027  
 Edmonton (Leduc): from 19 December 2026 to 3 January 2027  
 Toronto (Cookstown): from 19 December 2026 to 24 January 2027  
 Halifax (Bedford): from 25/12/2026 to 03/01/2027

## Minimum rental period: 7 nights

**Minimum age and driver's license:** A valid driver's license from the country of residence is required. Drivers must be 21 years or older, no age limit. Drivers who do not have a driver's license printed in the Latin alphabet require an international driver's license.

## DEPOSIT

**Security deposit with authorization of \$7500** on the day of departure by credit card (Visa, MasterCard or American Express). Options available to reduce to \$750 or \$100. Please note that the security deposit is by credit card only, cash, prepaid cards or debit cards will not be accepted.

## MORE, MORE, MORE ABOUT THE MAPLE MODELS

**Vehicle age: model year 2022-2025\*.**

**Departures:** possibility of **departure in the morning**.

**Transfers:** between certain hotels (list on request) or the international airport to the rental center. Transfer also on the day of return between the rental center and the international airport

**5 rental centers** from the east to the west coast.

Possibility to pick up here and drop off elsewhere (**one-way**), please consult us.

**Optional equipment** (GPS, e-SIM etc.).

\*The in-service date of a vehicle is the date on which the very first hirer drove the vehicle. Example: a vehicle with an in-service date of 2026 was first leased after January 1, 2026, even though it was manufactured in 2025.

## THE DAY "D"...

**Departures** are between 8:30 am and 3:00 pm.

**Transfers** are organized until 1:00 pm. Please let us know where you would like to be transferred (list on request).

You will need to contact the rental center one or two days before your departure to indicate the time of your arrival at the rental center or to know the time of your transfer.

You will not be able to pick up your vehicle the same day you arrive on an international flight. We recommend that you spend the first night in an airport hotel or motel.

Departures in motorhomes can be long, especially during the high season, so we strongly recommend that you do not plan a long trip on the first day. Remember to have a good look at the vehicle inside and outside (or take pictures).

### **...AND THE LAST DAY**

The vehicles must be returned between 8:30 and 11:30 at the latest (think of the next traveler...). The vehicle must be returned in a correct state, with the black and grey water tanks emptied. The gas tank must be returned with the same quantity as on the day of departure.

### **TRAVEL WITH YOUR KIDS**

Good news, most Maple models have 3-point belts! But ask beforehand which models can be fitted with child seats or booster seats. For large groups, you should also find out how many child seats and/or booster seats can be fitted in the same vehicle.

We can offer you child seats and or booster seats on these models. However, you will have to tell us the age, weight and height of your children at the time of booking.

### **SOME TIPS FROM THE TEAM OF CAMPINGCAR-ONLINE, ROAD TRIP ORGANIZER IN CANADA SINCE 2001**

It is possible to rent motorhomes in Canada all year round but beware that temperatures in this vast country can be extreme. Most of the vehicles can be "winterized" from mid-October to mid-April. During the summer period, the vehicles are reserved very, very early (about 8 months). Don't delay in asking us for availability! We will be happy to help you with your itinerary, but first you need a vehicle!

### **GENERAL 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 "renter". 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 renter 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.

**Availability:** Every effort is made to ensure that the reserved vehicle is available. However, if, due to unavoidable circumstances, the reserved vehicle is not available, the rental company reserves the right to substitute it with another vehicle of equal or greater value. Any subsequent expenses (including, but not limited to, additional ferry costs, fuel, etc.) are the sole responsibility of the renter.

If the rental company decides that the reserved vehicle model is too large, the rental company may offer a smaller vehicle if available. There will be no charge for the vehicle exchange; however, no refund will be given for the price difference between the categories.

**Drivers:** A valid driver's license from the country of residence is required. All drivers must present their original license (copies are not permitted), be **21 years of age or older**, and there is no maximum age limit. An International Driver's Licence is recommended but is only valid in combination with the national driver's license.

**International Driver's Licence:** The International Driver's Licence is a special license that allows motorists to drive internationally and is valid only when accompanied by a valid driver's license from the country of residence. The renter does not require an International Driver's Licence but recommends that renters have one in case they are stopped by the police. Driver's licenses that are not printed in the Latin alphabet must be accompanied by an International Driver's Licence in English. The rental company accepts no responsibility if law enforcement refuses to accept a license on the grounds that it is not accompanied by an International Driver's Licence.

**Customer Care:** For any urgent matters, such as problems experienced with the rental vehicle while on the road, customers must contact OnRoad Support Service ([onroadsupport@fraserway.com](mailto:onroadsupport@fraserway.com)) in order to receive fastest possible assistance.

**Departure and Return :** Vehicles can be collected at our rental stations between 08:30 AM and 3:00 PM. Shuttle Transfers are available until 1:00 PM. Please note that we do not allow departures on the same day when arriving on a flight where total flight time exceeds 6 hours (including connecting flights). It is required that the clients stay at a hotel for the first night. Clients making their own way to the station are advised to inform the rental depot of their scheduled arrival time at least one business day in advance. Return time is between 8:30 AM and 11:30 AM, inspection ready. Return time in Vancouver is between 8:30 AM and 11:00 AM.

**Early Return:** Rentals returned prior to the arranged drop off date are not eligible for a refund

**Final Audit:** All charges are subject to a final audit. If renter is overcharged or undercharged the renter will pay the corrected amount or receive a refund.

**Fuel:** The vehicles are provided to the renter with a full tank of gasoline (or diesel) and must be returned with a full tank.

**Payments at the rental center:** The rental company will accept the following methods of payment for additional charges paid directly by the renter: Visa • MasterCard • American Express • Canadian dollars • Debit Card

**Seatbelts:** The number of passengers may not exceed the number of seatbelts while the vehicle is in motion.

**Pets:** On request only. A charge of \$200.00 per pet will apply.

**Personal Property:** The renter is not responsible for loss or damage of any property left in, upon or carried in the vehicle.

The rental company will assume no liability for damage to or theft of/from renter's vehicle parked on the rental companies property.

**Lost/Unreturned Items:** Renter is responsible for the replacement cost of lost/unreturned items including, but not limited to, keys, bikes, GPS- and WiFi units and items included in convenience kits.

**Loads:** Renter agrees to pay the rental company for any and all damage and/or mechanical repairs resulting from the vehicle being overloaded or improperly loaded, or resulting from an insecure load, except to the extent arising out of negligence or willful misconduct of the rental company, or a latent defect in the vehicle.

**Refueling:** The vehicle has to be returned with a full tank of fuel. If the renter does not refuel, the renter agrees to pay for having the vehicle refueled at a rate of \$4.00 per litre.

**Holding tanks:** Vehicle holding tanks requiring dumping by the rental company staff will be subject to a service charge of \$35.00.

**Cleaning:** The vehicles must be returned clean. If the cleanliness of the RV is not up to the rental companies standards, a cleaning charge of \$50.00 per hour will be levied.

If the vehicle's exterior is not sufficiently clean for potential damages to be identifiable, the vehicle must be washed prior to return.

**Smoking:** Smoking is not allowed in any of our vehicles. This includes tobacco, e-cigarettes, marijuana, and any other illegal drugs. **The rental company** reserves the right to charge an additional fee of \$500.- if a vehicle returns smelling of smoke. Additional charges may be applied for loss of use due to necessary deep cleaning.

**Unattended vehicle:** The vehicle shall not be left unattended unless the windows have been closed, the doors locked and the ignition key removed.

If the vehicle is missing or stolen and the renter does not have the keys to return to Four Seasons RV, the renter is responsible for the actual cash value of the vehicle.

**Travel Restrictions:** Driving in any restricted area will void all insurance and CDR/CDW coverage, and the renter will be fully responsible for all costs including repairs, towing, and third-party claims.

Travel Restrictions Continued:

Travel into Mexico is strictly prohibited. Travel in Death Valley (California) is prohibited between June 1 and August 31. Non-public roads and off-road driving are prohibited at all times. Vehicles may not be left unattended by the renter in Montréal, Quebec City, Ottawa, or New York City due to high risk of theft. Violating this restriction will void the CDR and/or CDW agreements.

Restricted Roads:

British Columbia (BC):

Hwy 20 between Anahim Lake and Bella Coola – not permitted for C-XLarge Motorhomes Road between Dease Lake and Telegraph Creek – not covered by CDR/CDW

Yukon:

Canol Road (Hwy 6), North of Ross River – not covered by CDR/CDW Aishihik Lake Road – not covered by CDR/CDW Nahanni Range Road – not covered by CDR/CDW

Alaska:

Dalton Highway (Hwy 11) – Coldfoot to Prudhoe Bay only with 4x4 trucks (June 15–Sep 15) McCarthy Road (Chitina

to McCarthy) – not covered Nabesna Road – not covered Newfoundland & Labrador:

Travel not recommended for vehicles longer than 27 feet Vehicle exchanges may be limited to smaller vehicle types  
**Important Notice:**

The rental company may restrict travel on any road or section at any time based on changing conditions. Vehicle replacements are not applicable on restricted roads.

**Large events:** Use of rental vehicles for any large outdoor event may be subject to an additional deposit or surcharge.

Vehicles used for festivals and events must be explicitly requested at time of reservation.

Burning Man attendance is prohibited. Violation results in a \$5,000 penalty, void of CDR/CDW, and full renter responsibility for all costs.

**Liability Coverage:** The rental company maintains up to CAD \$5,000,000 liability coverage for bodily injury and property damage. Basic liability, collision, and comprehensive insurance premiums are included in rental rates. Coverage is voided by contract violations.

#### **CDR – Collision Deductible Reduction Agreement:**

Reduces deductible from \$7,500 to \$750 per occurrence Includes:  
o Collision (roof/underbody), vandalism, fire, tire/windshield damage, back-up damage, animal impact, break-ins, lost keys, interior (unless pets or negligence), rented bike damage A replacement vehicle will be dispatched (within 24 hrs) unless restricted or renter at fault due to negligence/misuse. If not purchased, a \$7,500 hold is placed on renter's credit card

#### **CDW – Collision Deductible Waiver Agreement**

Must be combined with CDR Reduces deductible from \$750 to \$0 Includes same coverage as CDR

#### **Exceptions to all coverage:**

CDR/CDW are void if damage is due to:

Improper fluid/tire maintenance Awning/slide-out use in poor weather or while driving Ignoring height restrictions  
Brake/transmission misuse Pet-caused interior damage Use of snow chains

All insurance is void if damage is due to:

Travel in restricted area Wrong fuel or fluids Driving impaired or while fatigued Ignoring road signs or negligent driving  
Unregistered drivers Missing accident report Travel on ice roads  
Replacement vehicle only dispatched after full damage payment is received.  
Towing not covered unless arranged through Ford/Dodge Roadside Assistance.

#### **Security Deposit:** A credit card hold is required:

Basic: \$7,500 + tax CDR: \$750 + tax CDW: \$100 + tax

Deposit held until accident report is received. If renter not at fault, refund is immediate upon insurer confirmation.

**Exchange Rate variations:** The rental company is not responsible for currency exchange variations during deposit holds.

**Refunds / Repairs / Loss of use:** All replacement parts or repairs in excess of \$100 require prior authorization from the rental company. Please note that refunds can only be made upon presentation of a proper receipt. Malfunctions of the air-conditioning systems, microwave ovens, refrigerators, slide-outs, radios and cruise controls are not considered breakdowns and such malfunctions do not warrant a vehicle exchange, however if repairs on such appliances are done on the road by a customer, the repair cost will be refunded. No reimbursements will be given for loss of use due to lost time resulting from accidents, damages or breakdowns or for subsequent expenses as a result thereof (including but not limited to: pre-booked campsite fees, event fees, rebooking fees, ferry expenses etc.).

**Renter's Responsibility:** Renter agrees by renter's signature on the front of this agreement that renter has read, is aware of, and accepts full responsibility for and is bound by the terms and conditions contained in this agreement, which also consists of optional documentation provided to renter in connection with this agreement.

**Indemnification and hold harmless:** You agree to assume all liability and indemnify the rental company and related parties against any claims for injury, death, property damage or loss related to the rental, regardless of fault.

**Right to refuse service:** The rental company reserves the right to refuse service.

**Redistribution:** If the renter returns the vehicle to any location other than the location indicated on the rental contract, the renter agrees to pay regular rates plus applicable redistribution charge or towing charge.

**Vehicle Substitution:** Every effort is made to ensure that the vehicle reserved will be available. If due to unavoidable circumstances a reserved vehicle is not available, the renter reserves the right to substitute the vehicle with a vehicle of equal or greater value. No reimbursements will be given for additional ferry costs, fuel, campground fees or other expenses resulting from vehicle upgrades.

**Repossession:** The rental company may, after first giving notice to renter and a reasonable opportunity to cure,

terminate this agreement and lawfully repossess the vehicle at any time and place if the renter remains in violation of any terms and conditions outlined in this agreement.

**Third Party Insurance Coverage:** The renter must examine his or her personal insurance policies or coverage that may duplicate the protection offered through our CDR/CDW. If the renter is covered for damages through a third party insurer, he/she agrees to pay the rental company for all damages upon return. It is the renter's responsibility to re-claim the amount from his/her third party insurer, The rental company will not claim the amount on the customer's behalf. It is the renter's responsibility to examine his/her own policy to ensure that all damages are covered.

**Traffic Violations, Parking Fines and Toll Charges:** The renter of the vehicle is fully responsible for all toll charges and fines or other consequences resulting from violation of traffic regulations, parking orders or prohibitions, or any other laws or regulations, during the rental. As a courtesy, the rental company will ensure that tickets and fines are paid in timely fashion if the renter provides the ticket and payment. For any tickets, fines or tolls that are processed after completion of the rental agreement, the rental company reserves the right to charge an administration fee of up to \$25.00 in addition to the amount of the charges and/or fine and associated costs. All fees will be charged to the renter's credit card and the renter will be notified by e-mail or mail. Customers are encouraged to inform the rental company of any potential toll charges or fines upon drop off to avoid the administration fee.

**Change fees:** the first change to the booking details, whether it be travel dates, duration or vehicle size, will not incur a service charge. Any additional changes will be billed at \$50.00 + tax. The renter reserves the right to revise costs, so the reservation may be subject to a cancellation and rebooking process and therefore incur the appropriate cancellation fee.

Reservations are not transferable to other renters. Changes in renter names will be treated as a cancellation and rebooking, unless the renter who originally made the booking is present at the time of departure.

Consecutive rentals for the same renter will be treated as two separate rentals. A renter may not book two consecutive rentals in order to benefit from a tax reduction or special offer that would not otherwise apply. Example: If rental no. 1 is to be dropped off on June 1 and rental no. 2 is to be picked up on June 1 at the same location, the renter must return the vehicle and end the first rental on June 1.

Note: all changes and cancellation fees are subject to taxes.

In the event of a date change, the new travel dates must fall within the same calendar year. Postponement of the rental date to the following calendar year will be treated as a cancellation and will be subject to fees.

The cancellation charges applied will be based on the travel dates originally requested.

The renter assumes no responsibility in the event that a reservation or rental is canceled, rescheduled, modified, postponed or interrupted due to an act of God, force majeure, unforeseen event or any other event that makes the performance of the rental impractical, illegal or impossible.

#### **Cancellation conditions :**

Cancellation notified more than 50 days before departure: 10% of total cost plus tax

Cancellation notified between 50 and 35 days before departure: 35% of total cost plus tax

Cancellation notified between 34 and 20 days before departure: 85% of total cost plus tax

Cancellation notified less than 20 days before departure: 100% of rental charges plus tax

No refund will be given for a vehicle returned before the due date

One way rentals will always incur a charge of the one way cost (in addition to applicable above fee).

Special cancellation fees for group reservation please contact us

All cancellations must be notified by e-mail with acknowledgement of receipt.

**Hirer's responsibility and renter's responsibility:** by signing the front of this contract, the hirer acknowledges that he/she has read, understood and accepted full responsibility for the terms and conditions contained in this contract, which also includes the optional documentation provided to the hirer as part of this contract, and is bound by these terms and conditions.

Hirers must sign the terms and conditions at the time of vehicle collection. The terms and conditions are subject to change without notice.

#### **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 02/10/2025