General Conditions Motorhome Beaver Medium 22

For travel from 01/01/2020

To 31/12/2020

**OPENING HOURS AND RENTAL CONDITIONS**

Attention one night of rest required by insurance if arrivals from a transatlantic flight.

**Departures/Returns:** Departures are from Monday to Saturday between 8:30 am and 3 pm. Returns are between 8:30 am and 11:30 am from Monday to Saturday. Open on Sundays in Vancouver from May 3 to September 27 and in Whitehorse from May 24 to September 27.

**Rental center hours:**

- **Vancouver:** Monday to Friday from 8:30 am to 5 pm / Saturday from 8:30 am to 4 pm / Sunday from 9 am to 3 pm from May 3 to September 27.
- **Calgary:** Monday to Friday from 8:30 am to 5 pm / Saturday from 8:30 am to 4 pm / Sunday closed.
- **Edmonton:** Monday to Friday from 8:30 am to 5 pm / Saturday from 8:30 am to 4 pm / Sunday closed.
- **Whitehorse:** Monday to Friday from 8:30 am to 5 pm / Saturday from 8:30 am to 4 pm / Sunday from 9 am to 5 pm from May 26 to September 29.
- **Toronto:** Monday to Friday from 8:30 am to 5 pm / Saturday from 8:30 am to 4 pm / Sunday closed.
- **Halifax:** Monday to Friday from 8:30 am to 5 pm / Saturday from 8:30 am to 4 pm / Sunday closed.

* Departures on Saturdays from November 1st to March 31st are on request.

**Closed on the following Sundays and holidays:** January 1 (New Year’s Day), February 17 (Vancouver, Calgary and Toronto) (Family day), April 10 (Good Friday), May 18 (Victoria Day) July 1 (Canada day), August 3 (Halifax Natal Day), August 3 (Civic day, Vancouver, Calgary, Toronto), September 7 (Labour Day), October 12 (Thanksgiving), November 11 (Remembrance Day), December 25 (Christmas Day), December 26 (Boxing day)

**Minimum rental period:** 7 days

**Minimum age and driving licence:** A valid driving licence from the country of residence is required. Drivers must be 21 years of age or older, no age limit. Driving licences that are not printed in the Latin alphabet require an international driving licence.

**DEPOSIT**

Only by credit card (no debit card accepted) (Visa, MasterCars and American Express) on the day of departure $750 (imprint with authorization).

**EVEN MORE ABOUT BEAVER MODELS...**

- **Very recent vehicles,** Model year 2019-2020. For Truck models the living area will be on some 2018 models.
- **3-point seat belts** on Beaver Medium and Large models
- **Possibility of morning departure**
- **No charge for additional conductors** (max 3)
- **No additional costs for travel to the United States**
- **Internet access** to the various rental centres
- **Possibility to pickup one location and drop off elsewhere** between Vancouver, Whitehorse, Calgary, Toronto and Halifax
- **Transfers** between certain hotels (list on request) or from the international airport to the rental centre. Transfer also on the day of return between the rental centre and the international airport
- For models that have **generators** ("generator") no additional charge for its use
- **Canopies, solar panels** (on some models only)
- **Bunk bed safety nets** on the Beaver Medium and Large models
Departures take place between 8am and 3pm (also on Sundays in some stations). Transfers are organized until 1:00 pm. Please indicate the desired transfer location (list on request). You will need to contact the rental centre the day before or the morning of your departure to indicate the time of your arrival at the rental centre or to find out the time of your transfer. Departures by motorhome can be long, especially in high season, it is strongly recommended not to plan a trip too long on the first day. Remember to take a good look around the interior and exterior of the vehicle (taking pictures).

...AND THE LAST DAY

Vehicles must be returned between 8:30 am and 11:30 am at the latest (think of the next traveller...). The vehicle must be returned in a correct condition with the black and grey water tanks emptied. The fuel tank must be returned in the same quantity as on the day of departure.

TRAVEL WITH THE KIDS

Good news, Beaver models have 3-point belts! However, ask in advance which models can be fitted with child seats and/or booster seats. For large tribes, also inform yourself of the number of child seats and/or booster seats that can be fixed. We can offer child seats and/or booster seats on these models. However, you will need to tell us the age, weight and height of your children at the time of booking.

SOME TIPS FROM THE CAMPER VAN-ONLINE TEAM THAT HAS BEEN ORGANIZING ROAD TRIPS IN CANADA SINCE 2001....

It is possible to rent motor homes in Canada all year round but be aware that temperatures in this vast country can be extreme. Most vehicles can be "winterized" from mid-October to mid-April. During the summer period the vehicles are booked very, very early (about 8 months). Do not delay in asking us for availability! We will be happy to help you on your itinerary but, above all, you need a vehicle :) 

GENERAL TERMS AND CONDITIONS

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 following general rental conditions.

Use of the motorhome: The lessee undertakes to make prudent and normal use of the vehicle, to use it only for his 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. He undertakes 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.

Required age: 21 years the car and national license is sufficient. It will be requested in addition to the national license and only if it is not in the Latin alphabet, an international license

Insurance: The daily price includes a Civil Liability insurance covering the lessor up to an amount of $5,000,000.00 for any claim following a bodily injury or damage to the property of a third party resulting from the use of one of his vehicles. The daily price also includes vehicle damage insurance with a deductible of $7,500 applicable per event. All insurance coverages will be declared null and void if any of the terms of the rental agreement are not respected.

Partial deductible surrender insurance: except exclusions that reduce the amount of the deductible to $750 (cannot be purchased for departures from Whitehorse from November 1 to March 31). This insurance allows the replacement of the vehicle if it is no longer usable (unless the malfunction is a direct consequence of negligence, abuse or violation of any regulations of the tenant).

The following damages are covered by the partial redemption of the deductible reduced to $750 per damage:

Damage to the vehicle as a result of a road accident or collision (including the upper and lower parts of the vehicle)
Damage followed by a hit-and-run, vandalism, theft or fire
Damage to the vehicle following a burglary
Damage to tyres
Damage to windshield and windows
Damage to the vehicle following a collision with an animal
Damage to the vehicle as a result of a reverse manoeuvre
Damage to vehicles following a natural disaster
Damage to the interior parts of the vehicle
The replacement of lost keys or the recovery of keys left inside the vehicle

Total deductible surrender insurance unless excluded. The following damages are covered by the total deductible
The tenant's liability will be total in the following circumstances:

- The tenant will be held responsible for any toll charges, fines or contraventions during the rental.
- An amount of CAD50 may be incurred by the tenant without authorization of the deposit. Beyond the 15th and 1st day of each month, an amount of CAD50 per hour of cleaning will be applied for vehicles returned in an unsatisfactory condition. If the vehicle has been returned without the same amount of fuel as at departure.
- Pets are allowed after prior agreement. A CAD100 surcharge will be applied (only on request).
- In case of malfunction in the living area such as on the refrigerator, oven, stove, air conditioning, water tank, dirty water tank... Contact the nearest rental centre during office opening hours or the free emergency number.
- Mechanical failures: If it is a minor failure (ex-key left inside the vehicle locked or battery flat), call the roadside assistance service (Ford, Chevrolet, Dodge). In the event of a more serious mechanical breakdown, the roadside assistance service must also be contacted, but it is advisable to contact the rental company first.
- Malfunction in the living area: In case of malfunction in the living area such as on the refrigerator, oven, stove, air conditioning, water tank, dirty water tank... Contact the nearest rental centre during office opening hours or the free emergency number.
- Puncture: Contact Roadside Assistance but also the rental centre.
- Damage to windshield and windows
- Damage to the vehicle following a collision with an animal
- Damage to the vehicle as a result of a reverse manoeuvre
- Damage to vehicles following a natural disaster
- Damage to the interior parts of the vehicle
- The replacement of lost keys or the recovery of keys left inside the vehicle

**Insurance exclusions:** The tenant's liability will be total in the following circumstances:

- Damage caused by negligence or willful damage
- Damage resulting from the driving of the vehicle by an unauthorized person (not included in the rental contract)
- Damage to the vehicle due to a failure to maintain liquid levels
- Damage resulting from the use of the wrong fuel, contaminated fuel or fluid
- Damage due to a failure to maintain tyre pressure
- Damage due to improper use of the brakes (overheating), or the transmission
- Damage resulting from driving the vehicle in an unauthorized area
- Damage resulting from compliance with height restrictions or other road signs
- Damage resulting from driving under the influence of alcohol, drugs and/or other substances
- Damage caused by driving on icy roads
- Damage caused by the use of snow chains
- Damage resulting from compliance with the rental contract
- Damage or loss of personal belongings

**Traffic restrictions:** It is forbidden to drive with the vehicle in the following areas: Mexico, Death Valley and California from June 1 to August 31, non-public or unpaved roads. The lessor does not allow the vehicle to be left unattended in the following places: Montreal, Quebec City, Ottawa, New York (insurance exclusion). It is totally forbidden to go to the Burning Man Festival in Nevada (USA).

**Travel to the Northern Territories:** For Yukon, Canol Road (hwy 6), North of Roth River no insurance coverage. Aishihik Lake no insurance coverage. The road between Dease Lake and Telegraph Creek is only permitted with the approval of the lessor and with 4x4 and truck models. In Alaska on the Dalton Highway (Hwy 11) restriction between Colfoot and Prudhoe Bay only with the agreement of the lessor, 4x4 truck models and only between June 15 and September 15. The McCarthy Road between Chitina and McCarthy no insurance coverage.

**Vehicle return:** Vehicles must be returned clean. This includes kitchen, bathroom and common areas. A penalty of $50 per hour of cleaning will be applied for vehicles returned in an unsatisfactory condition. If the vehicle has been returned without emptying the black and grey water tanks, a penalty of $35 will be applied. However, it is recommended that people travelling to the Northern Territories wash the vehicle outside before return to avoid any delay on return. Vehicles are non-smoking (a $250 penalty may apply). A penalty may also apply if the vehicle is returned without the same amount of fuel as at departure.

**Repairs:** An amount of CAD50 may be incurred by the tenant without authorization from the deposit. Beyond the authorization of the deposit is required and in any case the presentation of proof upon return of the vehicle will be required to obtain the refund.

**In the event of an accident:** Ensure that no one has suffered any personal injury. Call the police and an ambulance (if necessary). Contact the rental centre. Contact the third party involved:
- Register the 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 lessee
- Use a camera or video to take to indicate the precise circumstances of the accident
- If there are witnesses, contact them and take their contact details

**Vehicle recovery costs:** In the event of a vehicle stuck in mud, snow or a ditch, contact roadside assistance immediately. Roadside assistance can partially or fully cover the cost of recovering the vehicle. Towing costs can be extremely high if the tenant is responsible for organizing it alone. They will not be covered if they have not been organized by Roadside Assistance (Ford/Dodge/Chevrolet).

**Breakdowns and malfunctions:** The tenant is asked to carry out the following actions in the event of a breakdown:

- Mechanical failures: If it is a minor failure (ex-key left inside the vehicle locked or battery flat), call the roadside assistance service (Ford, Chevrolet, Dodge). In the event of a more serious mechanical breakdown, the roadside assistance service must also be contacted, but it is advisable to contact the rental company first.
- Malfunction in the living area: In case of malfunction in the living area such as on the refrigerator, oven, stove, air conditioning, water tank, dirty water tank... Contact the nearest rental centre during office opening hours or the free emergency number.
- Puncture: Contact Roadside Assistance but also the rental centre.

**Pets:** Pets are allowed after prior agreement. A CAD100 surcharge will be applied (only on request).

**Fines and contraventions:** The tenant will be held responsible for any toll charges, fines or contraventions during the rental
period. In addition to the amount of the fine, the lessor reserves the right to apply an administrative fee of CAD25.

**Trucks:** It is strictly forbidden to remove the habitable part of the truck campers.

**Modification costs:** First modification no charge, subsequent modifications 30€ per modification

**Cancellation conditions:**
- Cancellation notified more than 50 days before departure: 10% of the invoice amount
- Cancellation notified between 50 and 35 days before departure: 20% of the invoice amount
- Cancellation notified between 34 and 20 days before departure: 80% of the invoice amount
- Cancellation notified less than 20 days before departure: 100% of the invoice amount
- No refund is made in case of early return

In the event of cancellation of a rental with a return fee, an additional $360 in addition to the cancellation fee is retained.

**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 not by model.