

General Conditions 4wd Beaver Overlander

For travel from 01/01/2023

To 31/12/2023

HOURS, DAYS OF OPERATION AND RENTAL CONDITIONS

Please note that a night's rest on Canadian soil is mandatory before departure.

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. Sunday opening in Vancouver, Whitehorse and Toronto from May to September.

Rental center hours:

Vancouver: Monday to Friday 8:30am to 5pm / Saturday 8:30am to 4pm* / Sunday 9am to 3pm from May to September.

Calgary: Monday to Friday from 8:30am to 5pm / Saturday from 8:30am to 4pm* / Sunday closed.

Edmonton: Monday to Friday 8:30am to 5pm / Saturday 8:30am to 4pm* / Sunday closed.

Whitehorse: Monday to Friday 8:30am to 5pm / Saturday 8:30am to 4pm* / Sunday 9am to 5pm from May to September.

Toronto: Monday to Friday from 8:30am to 5pm / Saturday from 8:30am to 4pm* / Sunday closed from May to September.

Halifax: Monday to Friday from 8:30am to 5pm / Saturday from 8:30am to 4pm* / Sunday closed.

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

Closed on the following holidays: January 1 (New Year's Day), February 20 (in Vancouver, Calgary, Edmonton and Toronto) (Family day), April 7 (Good Friday), May 22 (Victoria Day), July 1 (Canada day), August 7 (Halifax Natal Day), August 7 (Civic day in Vancouver and Toronto), September 4 (Labour Day), October 9 (Thanksgiving), November 11 (Remembrance Day), December 25 (Christmas Day), December 26 (Boxin Day).

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 \$750 on the day of departure by credit card (Visa, MasterCard or American Express). 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 BEAVER MODELS

Very recent vehicles: model year 2020-2022. For Truck models the living area will be on some 2018 models. Departures: possibility of departure in the morning.

Accessibility: one Class A model accessible to people with reduced mobility (Vancouver, Calgary and Edmonton).

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

No additional charge for additional drivers (max 3), crossings into the U.S., use of generator for equipped vehicles.

Six rental centers from the east to the west coast.

Possibility to pick up here and drop off elsewhere (one-way) between Vancouver and Calgary, Vancouver and Edmonton, Toronto and Halifax (both ways).
Optional equipment (GPS, Wifi Hotspot, bikes etc.).

THE DAY "D"...

Departures are between 8:30 am and 3:00 pm (also on Sundays in some stations).
Transfers are organized until 1pm. 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 Beaver 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, called "the lessor", and the person signing the contract, called "the lessee". The taking over of the vehicle by the hirer implies the acceptance without reserve of the following general rental conditions.

Use of the vehicle: The renter agrees to use the vehicle in a prudent and normal manner, to use it only for his personal needs, and not to sublet it or 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 in tests or preparations. The renter 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 lessee agrees not to attach a trailer or similar vehicle, nor to make any modifications to the vehicle.

The renter does not guarantee the compatibility of the rental vehicle's connections with any multimedia device.

Availability: If, due to exceptional circumstances, the reserved vehicle is not available, the renter reserves the right to replace the vehicle with one of equal or greater value. Subsequent expenses (additional ferry costs, gas, etc.) are the sole responsibility of the renter.

Online check-in: The online express check-in feature reduces wait time at the counter. When information such as name, address, driver's license, etc. is submitted prior to the client's arrival, we are able to expedite the process. The

express check-in form is available on the rental company's website.

Drivers: All drivers must be at least 21 years old. A valid driver's license from the country of residence is required. An International Driving Permit (English language) is recommended but not required. It will be required in addition to the national license if it is not in the Latin alphabet.

Safety belts and child seats: the types of safety belts (lap or 3-point) and the presence of attachment hooks for baby, child or booster seats vary according to the model. In all cases, it is up to the renter to decide whether or not to use a baby or child seat or booster seat in the rented vehicle.

Luggage storage: the renter offers a free luggage storage service, at the renter's risk.

Pets: Pets are allowed by prior arrangement. A surcharge of \$100 per pet applies.

Trucks Campers: It is strictly forbidden to remove the living area of the Trucks Campers.

INSURANCE

The daily rate includes liability insurance covering the renter up to \$5,000,000.00 for any claim for bodily injury or property damage to a third party arising out of the use of one of his vehicles. The daily rate also includes vehicle damage insurance with a \$7,500 deductible applicable per occurrence. All insurance coverages will be declared null and void if any of the terms of the rental agreement are not met.

Partial Damage Waiver: unless excluded, reduces the deductible amount to \$750 (not available for departures from Whitehorse from November 1 to March 31). This insurance provides for the replacement of the vehicle if it is no longer operable (unless the malfunction is a direct result of the renter's negligence, mishandling, abuse or violation of any regulations).

The replacement vehicle will be delivered to a location agreed upon by the lessor and the lessee and will be limited to a province or state adjacent to the province in which the lessee originally picked up the vehicle. The lessor is not required to deliver the following models: Van Conversion, C-Large, C-XLarge, A-30 or 4x4 Overlander in the Yukon, Northwest Territories, Nunavut, Newfoundland, Labrador or Alaska. All expenses for lodging, food, etc. are the responsibility of the renter if the damage or breakdown is their fault.

The following damages are covered by the partial buy-back of the deductible reduced to \$750 per damage:

Damage to the vehicle as a result of a traffic accident or collision (including the upper and lower parts of the vehicle);

Hit and run, vandalism, theft or fire;

Damage to the vehicle as a result of burglary;

Damage to tires;

Damage to the windshield and windows;

Damage to the vehicle as a result of a collision with an animal;

Damage to the vehicle as a result of reversing the vehicle;

Damage to the vehicle as a result of a natural disaster (hail, floods, storms);

Damage to the interior of the vehicle;

Replacement of lost keys or recovery of keys left inside the vehicle.

Full Damage Waiver: unless excluded, reduces the deductible amount to \$0 (not available for departures from Whitehorse from November 1 to March 31). The following damages are covered by the full deductible:

Hit and run, vandalism, theft or fire;

Damage to the vehicle due to burglary;

Damage to tires;

Damage to the windshield and windows;

Damage to the vehicle as a result of a collision with an animal;

Damage to the vehicle as a result of reversing the vehicle;

Damage to the vehicle as a result of a natural disaster (hail, floods, storms);

Damage to the interior of the vehicle;

Replacement of lost keys or recovery of keys left inside the vehicle.

Insurance exclusions: The renter will be fully liable in the following circumstances:

Damage caused by negligence or intentional damage;

Damage caused by an unauthorized person driving the vehicle (not listed in the rental agreement);

Damage to the vehicle due to failure to maintain proper fluid levels;

Damage due to the use of improper fuel, contaminated fuel or fluid;

Damage due to failure to maintain proper tire pressure;

Damage due to improper use of the brakes (overheating), or transmission or any other component of the drive train;

Damage due to driving the vehicle in an unauthorized area;

Damage due to failure to comply with height restrictions or other road signs

Damage resulting from driving with the awning and/or slide-out deployed;

Damage caused by 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 caused by one or more pets;

Damage caused by failure to comply with the rental agreement.

Theft, loss or damage to personal property and personal injury are the responsibility of the renter.

Third Party Insurance: If the renter is covered for damages by third party insurance, the renter agrees to pay the rental company for all damages upon return. It is the renter's responsibility to claim from their third party insurance company and review their own policy to ensure that all damages are covered.

Security Deposit: In the event of an accident, the renter will hold the security deposit until the insurer determines liability for the accident. If the insurer notifies the renter that the renter is not responsible for the accident, the renter agrees to refund the security deposit immediately upon receiving notification from the insurer. The lessor shall not be liable for any exchange rate fluctuations during the period a security deposit is held.

TRAVEL RESTRICTIONS

Travel to the Yukon, Northwest Territories, Nunavut, Labrador, Newfoundland or Alaska (U.S.A.) is permitted but the rental company will not provide a replacement vehicle in these areas. It is not recommended to travel in these areas with the following models C-XLarge or A-30.

The rental company does not allow travel to the following locations:

? Mexico

? Death Valley, California, between June 1 and August 31.

? On non-public roads and off-road driving.

The renter does not allow the vehicle to be left unattended in the following locations: Montreal, Quebec, Ottawa, New York. Failure to do so will void all coverage agreements and make the renter liable for theft and/or damage.

Large Events: Use of the rental vehicle for any large outdoor event may be subject to an additional deposit or surcharge. Vehicles for festivals and events must be explicitly requested at the time of booking.

Participation in the Burning Man Festival with a rented vehicle is not permitted. Failure to comply with this restriction will result in a penalty of a minimum of \$5,000, cancellation of buy-back insurance and liability of the renter for all costs involved (including, but not limited to, damage and clean-up).

Restrictions in the Northern Territories:

- (British Columbia) Highway 20 between Anahim Lake and Bella Coola: prohibited for C-XLarge, A30 and A30

Wheelchair Accessible models.

- (British Columbia) Telegraph Creek Road between Dease Lake and Telegraph Creek: Overlander and Truck Campers only.

- (Yukon) Canol Road Highway 6, North of Roth River and Aishihik Lake Road, Canyon Creek to the north end of Aishihik Lake: no insurance coverage

- (Alaska) Dalton Highway 11 between Coldfoot and Prudhoe Bay: allowed with Overlander and Truck Campers only from June 15 to September 15.

- (Alaska) McCarthy Road between Chitina and McCarthy: no insurance coverage.

Other Restrictions:

The rental company reserves the right to limit travel on certain roads or sections of road. The conditions for vehicle replacement in case of breakdown or accident described above do not apply to the above mentioned routes.

Winter Travel: All vehicles departing between October 1 and April 30 may be subject to winterization. The decision will be made based on the expected temperatures at the time of departure and the weather forecast. If the vehicle is winterized, there will be no water on board, the water equipment and tanks will not be usable. A \$25 fee will be charged upon return if the gray or black water tanks have been used.

If temperatures are expected to be below -35°C, the rental company reserves the right to cancel the rental for safety reasons.

Return of the vehicle: The returns are done between 08h30 and 11h30. Late returns are not permitted without the rental company's permission. In case of late returns without the rental company's permission, overtime will be charged up to a maximum of 4 times the daily retail rate. The renter will not refund for early returns.

If the renter returns the vehicle to a location other than that specified on the rental agreement, the renter agrees to pay the original rate plus any applicable redistribution or towing charges. Renter is advised to report any problems with a rental vehicle as soon as possible. No refund for inconvenience or loss of vacation time will be considered for unreported problems.

Vehicles must be returned clean. This includes the kitchen, bathroom and common areas. A penalty of \$50 per hour will be applied for cleaning vehicles returned in unsatisfactory condition. If the vehicle was returned without emptying the black and grey water tanks, a penalty of \$35 will be applied. Washing of the exterior is not required, however, it is recommended that people traveling to the Northern Territories wash the vehicle outside before returning it to avoid any delays on the return trip. Vehicles are non-smoking, the renter reserves the right to apply a penalty of \$250.

A penalty will also be applied if the vehicle is returned without the same amount of fuel as when it was originally delivered (\$3 per liter).

Repairs: All spare parts or repairs over \$50 require prior authorization from the rental company. Refunds can only be made upon presentation of an appropriate receipt. Malfunctions of air conditioning systems, microwave ovens, radios and cruise controls are not considered breakdowns and no compensation will be given for inconvenience. However, if

repairs to these devices are made on the road by a customer, the cost of the repair will be reimbursed.

In the event of an accident: Make sure no one has been injured. Call the police and an ambulance (if necessary). Contact the rental center. Contact the third party involved: - Record name(s), address(es), license plate(s), Record the name(s), address(es), license plate(s), make(s) and model(s) of the vehicle(s) of the third party(ies) involved or of the damaged property if no third party was involved - Record the name of the third party's insurance company - The renter must not admit any responsibility - Make a police report within 24 hours - Complete and sign the "Accident report" found in the vehicle - Obtain a copy of the police report and immediately forward it to the renter - Record the exact location of the accident - Obtain a copy of the police report and forward it to the renter Use a camera or video camera to record the exact circumstances of the accident - If there are witnesses, contact them and take their contact information.

For all damages in excess of an estimated \$2,000 that are not covered by the rental company's deductible agreements, a replacement vehicle will be sent only upon receipt of full payment of the estimated amount of damage. Additional charges or refunds (if any) will be processed once the actual cost of the repair has been determined.

Vehicle recovery costs: Towing or recovery costs for a vehicle that is not covered by Roadside Assistance (Ford/Dodge/Chevrolet) are not covered by the insurance purchased in the rental agreement.

Fines and Violations: The vehicle renter is fully responsible for all toll charges and fines or other consequences resulting from violation of traffic laws, parking orders or prohibitions, or any other laws or regulations, during the rental period. Renter reserves the right to charge an administrative fee of up to \$25 in addition to the amount of the associated costs. All fees will be charged to the renter's credit card and the renter will be notified by email or mail.

Change Fees: Any change in the terms of the reservation, whether it be travel dates, duration or vehicle size, will result in a service fee of \$50 or more. The rental company reserves the right to make a cost revision, so the reservation may be subject to a cancellation and rebooking process and therefore incur the appropriate cancellation fee.

Cancellation conditions :

- Cancellation notified more than 50 days before departure: 10% of the invoice amount
- Cancellation notified between 50 and 35 days before departure: 35% of the invoice amount
- Cancellation notified between 34 and 20 days before departure: 85% of the invoice amount
- Cancellation notified less than 20 days before departure: 100% of the invoice amount (in case of cancellation on the day of departure and in case of no-show, the total amount of the rental will be charged).

One-way rentals will always be charged at the one-way rate (in addition to the above applicable fees). For cancellation of a group reservation, specific fees apply, please consult us.

Complaints: The renter has 20 days after the end of the rental period to file a complaint.

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 tenant 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 jurisdiction of the place of the registered office of the company CampingCar-Online.