

HOURS OF OPERATION

8:00 am – 4:00 pm, Monday to Friday

08:00 am – 2:00 pm, Saturday

Closed on Saturdays from December to February

Closed on all Sundays and Statutory Holidays

Rental Pick-Ups between 8:00am and 11:00am (By appointment only)

Rental Returns must take place on an assigned basis between 8:00am and 11:00am on final day.



GENERAL RENTAL CONDITIONS

RESERVATION / SECURITY DEPOSIT

A deposit of \$ 500.00 is required at time of booking by VISA or Mastercard to confirm each reservation. The account balance is due 30 days before departure. No cash deposits will be accepted. Security deposit of \$ 500.00 will be processed on day of departure and retained until unit is returned clean, damage free, with no extra charges incurred.

PREPARATION FEE

This **mandatory fee** covers standard equipment in all vehicles and includes the initial propane fill, toilet chemicals, biodegradable toilet tissue, rubber gloves, dishes and cooking utensils as well as various household and cleaning items.

INSURANCE COVERAGE

Included in our rental rate is a liability coverage of \$5 million with a \$3000.00 collision deductible. Additional insurance is available. Any damage to the interior of the vehicle caused by the renter will be at the renter's expense. **Minimum driver's age is 25 years.** A valid driver's license has to be presented. Traveland reserves the right to refuse rental to anyone at their discretion.

SEASONS

High Season	June 28 – September 7
Mid Season	June 1 – 27 & September 8 – 30
Low Season	October 1 – May 31

RENTAL TERM

Minimum 7 nights

ALASKA – YUKON – N.W.T.

A surcharge of \$600.00 is applicable per rental for travel in Alaska, Yukon or Northwest Territories.

CANCELLATIONS

If cancelled up to 30 days prior to departure: \$200. If cancelled less than 30 days prior to departure: full rental up to 14 days plus applicable taxes. No shows: no refund.

PETS / SMOKING

No pets or smoking allowed in any of our vehicles.

EARLY RETURNS

No refunds will be given for early returns prior to the arranged drop-off date.

SUBSTITUTIONS

If, for any reason beyond our control, the reserved vehicle is not available, we will offer a higher-rated vehicle at no additional cost. Should a lower-rated vehicle be offered, our responsibility is limited to the refund of the difference of the two vehicles.

HOLDING, FUEL & PROPANE TANKS

The vehicle must be returned in clean condition inside with empty waste holding tanks. The fuel tank must be full when vehicle returned. Propane tank does not have to be refilled.

CUSTOMER ORIENTATION

Clients will receive a full orientation of the rented vehicle. The orientation will cover all aspects of use and enjoyment of an RV as well as client's maintenance responsibility. An operator's manual and basic tool box will be provided with the vehicle.

PARKING / SPEEDING TICKETS

It is the client's responsibility to report and pay for all parking or traffic violations on drop-off. Clients failing to report these may result in an administrative charge of up to \$100.00 in addition to the fine which will be charged to the client's credit card after rental has terminated.

RENTER'S RESPONSIBILITIES

Clients are responsible for checking engine oil and coolant levels at each refuelling as well as reporting mechanical failure immediately. Oil and coolant refills and authorized repairs will be reimbursed at check-in upon presentation of receipts and any replaced parts. Clients should retain the parts or tires replaced by repair shop, unless repairs are done by Traveland. Clients are authorized to proceed with necessary repairs up to \$100.00 and should call the rental station for authorization of any repairs greater than \$100.00. Clients may be held responsible for mechanical damage due to negligence in operation and/or performing normal maintenance.

TRAVELAND RV RENTALS

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