



## AGREEMENT CONDITIONS - TRAVEL TRAILERS

**Thank you for selecting Traveland RV Rentals for your Travel Trailer holiday!**

- 1 All renters must be at least **23 years** of age (unless otherwise agreed to in writing) Drivers have to be listed in the contract (copy of driver's license) and in possession of a valid driver's license (please refer to insurance coverage).
- 2 Smoking & pets are **NOT ALLOWED** in any of our Travel Trailers. Charges of up to **CAD1000** apply if smoke or pet odour/hair is evident at time of drop-off.
- 3 Vehicles should be returned with a **CLEANED INTERIOR**. A **CAD200** cleaning charge applies if extra cleaning is necessary for the inside of the Travel Trailer, appliances and/or the convenience items (dishes etc.) included with the Trailer.
- 4 For ANY repairs exceeding **CAD100**, prior approval must be obtained from Traveland RV Rentals. Repairs over **CAD100** will not be reimbursed without a P.O. number (which will be provided by Traveland).
- 5 Please ensure that **holding tanks** are emptied, flushed out and not plugged up at time of drop-off. A **CAD40** charge applies for each holding tank (black & grey water) not emptied.
- 6 Travel is prohibited in Alaska, Yukon and the Northwest Territories, if the **NORTHERN SURCHARGE** is NOT booked. Travel in these areas without the Northern Surcharge of **CAD800** will void insurance and roadside assistance. Travel on gravel roads, non-public roads and logging roads is prohibited at all time! Travel in **Mexico** is not permissible at any time; the vehicle is NOT insured for travel outside **Canada** and the **U.S.A.** Travelling through **Death Valley, California** is NOT permitted from May 1<sup>st</sup> to September 30<sup>th</sup>. It is NOT allowed to drive on **Apache Trail** east of Tortilla Flat to Roosevelt Dam at any time. Driving on beaches is not permissible. To visit **Black Rock City, Nevada** ("Burning Man") is not permitted with any of our Travel Trailers.
- 7 If Travel Trailer **damage** has occurred, an estimate of repair costs will be made and charged accordingly to your account, based on the insurance chosen. The applicable deductible is due for each damage. Any accident or damage must be reported immediately to TRAVELAND RV RENTALS at time of occurrence. Getting a police report for the accident is the client's responsibility. Any damage to the interior of the Motorhome, including appliances, caused by renter will be the renter's expense. (See insurance coverage)
- 8 It is NOT allowed to have water in the **tanks** when temperatures are at freezing levels due to possible damage to the fresh water and holding tanks and the water lines.
- 9 It is the customer's responsibility to **pay for and report all parking or traffic violations** at drop-off. Unpaid traffic fines arriving at Traveland and often penalties are incurred for belated payments; the customer agrees that the full amount with penalties will be charged to the customer's credit card plus a handling fee of **CAD100** after the rental has terminated and Traveland receives notice of the violation.
- 10 A **CAD50** charge applies if the operation manual is missing or incomplete.
- 11 A **CAD100** charge applies if any sticker, decal, hook or double-sided adhesive are applied to or attached on or in the Travel Trailer.
- 12 Please plan your return time accordingly, so that we are able to check you in as soon as possible when you arrive. A late charge of **CAD50** may be applied for each non-authorized hour over the arranged drop-off time. Please remember; the next clients may be waiting to begin their Travel Trailer holiday.
- 13 The use of the axe is the renter's responsibility and the renter will not hold Traveland liable for any injuries.
- 14 **Refund Policy:** Traveland is pleased to offer a new trailer rental fleet. However, inconveniences and technical fault may still occur. It is expected that the renter informs Traveland about any trailer-related issues in order to seek the best solution. This may include for the renter to seek help at a Repair Station.

**Refunds will only be considered for lost time due to agreed repairs (if equal to or greater than a day), and associated costs such as additional fuel used (see also insurance coverage).**

**WE WISH YOU A SAFE TRIP AND HAPPY CAMPING!!**

**Your DROP OFF TIME is scheduled before: 12:00 PM / noon (Sunday 2:00 pm) in Langley**

**RA#:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Signature:** \_\_\_\_\_