



AGREEMENT CONDITIONS

Thank you for selecting Traveland RV Rentals for your Motorhome holiday!

- 1 All drivers must be **23 years** of age or older (international drivers age 21 are permitted to rent motor homes up to 25 feet) and have a valid driver's license from his or her origin and be listed in the contract. Please check license validity before reserving the vehicle. Truck and 5th wheel: maximum age of driver 68 years. Please refer to insurance coverage
- 2 Smoking & pets are **NOT ALLOWED** in any of our vehicles including travel trailers, trucks and fifth wheels. Charges of up to **CAD 1000** apply if smoke or pet odour/hair is evident at time of drop-off.
- 3 Vehicles should be returned with a **CLEANED INTERIOR**. A **CAD 200** cleaning charge applies if extra cleaning is necessary for the inside of the Motorhome, appliances and/or the convenience items (dishes etc.) included with the vehicle.
- 4 A **CAD 50** charge applies if the **fuel tank** is not returned full; PLUS **CAD 2** per litre to fill the tank.
- 5 For ANY repairs exceeding **CAD 100**, prior approval must be obtained from Traveland RV Rentals. Repairs over **CAD 100** will not be reimbursed without a P.O. number (which will be provided by Traveland). Please ensure that **holding tanks** are emptied, flushed out and not plugged up at time of drop-off. A **CAD 40** charge applies for each holding tank (black & grey water) not emptied.
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- 7 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 **CAD 800** will void insurance and roadside assistance. Travel on gravel roads, non-public roads and logging roads is prohibited at all times! Travel in **Mexico** is not permitted 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 1st to September 30th. It is NOT allowed to drive on **Apache Trail** east of Tortilla Flat to Roosevelt Dam at any time. Driving on beaches is not permitted. To visit **Black Rock City, Nevada** ("Burning Man") is not permitted with any of our Motorhomes.
- 8 If Motorhome **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 at the renter's expense. (See insurance coverage)
- 9 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.
- 10 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 **CAD 100** after the rental has terminated and Traveland receives notice of the violation.
- 11 A **CAD 50** charge applies if the operation manual is missing or incomplete. A **CAD 100** charge applies if any sticker, decal, hook or double-sided adhesive are applied to or attached on or in the Motorhome.
- 12 No towing with the RV is allowed. **CAD 500** will be charged if there is any evidence that towing occurred.
- 13 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 **CAD 50** 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 Motorhome holiday.
- 14 The use of the axe is the renter's responsibility and the renter will not hold Traveland liable for any injuries.
- 15 **Refund Policy:** Inconveniences and technical fault may occur. It is expected that the renter informs Traveland about any RV-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), associated costs such as additional KM driven or additional fuel used (see also insurance coverage).**

WE WISH YOU A SAFE TRIP AND HAPPY RV-ING!!

Your **DROP OFF TIME** is before: **12:00 PM / noon** (Sunday 2:00 pm) in Langley and before **10:00 AM** for Calgary drop-offs.

RA#: _____ Date: _____

Signature: _____