



Voorwaarden Fraserway

Geldig van 1 april t/m 31 december 2023

Let op; teksten in dit document zijn in het Engels weergegeven vanwege het mogelijk verkeerd interpreteren van de algemene informatie en verzekeringsvoorwaarden. Mocht je vragen hebben over deze informatie, kun je contact opnemen met Travelhome.

BRANCH INFORMATION AND OPENING HOURS

Vancouver (Delta) 747 Cliveden Place Delta, BC V3M 6C7	Monday to Friday: 8:30 am - 5:00 pm Saturday: 8:30 am - 4:00 pm ¹ Sunday (May - September only): 9:00 am - 3:00 pm ¹ Saturdays between Nov 1 and Mar 31 on request only
Calgary (Airdrie) 536 Kingsview Way SE Airdrie, AB T4A 0B3	Monday to Friday: 8:30 am - 5:00 pm Saturday: 8:30 am - 4:00 pm ¹ Sunday: Closed ¹ Saturdays between Nov 1 and Mar 31 on request only
Edmonton (Leduc) 7714 Sparrow Drive Leduc, AB T9E 8A5	Monday to Friday: 8:30 am - 5:00 pm Saturday: 8:30 am - 4:00 pm ¹ Sunday: Closed ¹ Saturdays between Nov 1 and Mar 31 on request only.
Whitehorse 9039 Quartz Road Whitehorse, YK Y1A 4Z5	Monday to Friday: 8:30 am - 5:00 pm Saturday: 8:30 am - 4:00 pm ¹ Sunday: 9:00 am - 5:00 pm ² ¹ Saturdays between Nov 1 and Mar 31 on request only ² Between May 21 and September 24 2023 only
Toronto (Cookstown) 5362 County Road 27 N RR#1, Cookstown, ON L0L 1L0	Monday to Friday: 8:30 am - 5:00 pm Saturday: 8:30 am - 4:00 pm ¹ Sunday: Closed ¹ Saturdays between Nov 1 and Mar 31 on request only
Halifax (Bedford) 726 Rocky Lake Drive Bedford, NS B4A 2T7	Monday to Friday: 8:30 am - 5:00 pm Saturday: 8:30 am - 4:00 pm ¹ Sunday: Closed ¹ Saturdays between Nov 1 and Mar 31 on request only

In addition to the winter closures listed for each specific location, Fraserway RV Rentals offices are closed on the following statutory holidays:

Holiday	Date	Exceptions
New Year's Day	January 1, 2023	
Family Day	February 20, 2023	
Good Friday	April 7 2023	
Victoria Day	May 22, 2023	
National Indigenous Peoples Day	June 21, 2023	Whitehorse only
Canada Day	July 1, 2023	
Civic Holiday	August 7, 2023	Vancouver, Toronto, and Halifax only
Discovery Day	August 21, 2023	Whitehorse only
Labour Day	September 4, 2023	
Thanksgiving	October 9, 2023	
Remembrance Day	November 11, 2023	
Christmas Day	December 25, 2023	
Boxing Day	December 26, 2023	

ADDITIONAL ITEMS & PACKAGES

Mileage

Kilometer packages are offered for pre-purchase:

- 100 Km pack
- 500 Km pack
- 1000 Km Pack
- Additional Kms
- Unlimited Kms

Additional items

GPS Navigation, WiFi Hotspot, Electric Heater, Levelling blocks (set of 2), Bikes, Bike Rack, Infant Seat (rear-facing), Child Seat (front-facing) and Booster Seat.

TRANSFERS

Fraserway RV Rentals offers complimentary transfers to and from:

	Vancouver	Calgary	Edmonton	Whitehorse	Toronto	Halifax
Downtown hotels	Yes	Yes	No	Yes	No	Yes
Airport hotels	Yes	Yes	Yes	Yes	Yes	Yes
Airport	Yes	Yes	Yes	Yes	Yes	Yes
Ferry terminal	No	-	-	-	-	No
Cruise ship terminal	Yes	-	-	-	-	No
Bus and train stations	No	No	No	No	No	No

We offer transfers to and from selected hotels only. Find designated transfer hotels listed below for each location.

Please note that we do not allow departures on the same day of arrival on an overseas flight. It is required that customers stay at a hotel for the first night.

Shuttle transfers are provided between 8:30 am and 1 pm.

Example: when staying at the Ramada Granville in downtown Vancouver you will have to make your own way to GEC Suites to catch the shuttle bus.

In Toronto, transfers are offered to and from the airport, and airport hotels only.

Customers making their own way to the rental location are encouraged to inform the rental station of their scheduled arrival time at least one business day in advance.

Customers must contact their departure station directly to schedule the shuttle transfer. We recommend to call or email the station 3-5 days before departure date. Shuttle transfers will be prioritized on a firstcome, first-serve basis.

Vancouver

Downtown pick-up locations	Address	Nearby hotels
GEC Granville Suites	718 Drake Street	Ramada Granville
Best Western Premier Chateau Granville	1100 Granville Street	
Best Western Plus Sands	1755 Davie Street	All hotels in the West End area
Blue Horizon	1225 Robson Street	Listel, Barclay, Times Square, Greenbrier, Lord Stanley, Riviera, Robson Suites, Tropicana, Shangri-La
Century Plaza	1015 Burrard Street	Burrard Hotel, Sheraton Wall Centre,
Coast Coal Harbour	1180 W Hastings Street	Marriott Pinnacle, Pinnacle Harbourfront
Hotel Belmont	654 Nelson Street	HI Granville, Samesun Backpackers, Kitsilano B&B's
Fairmont Waterfront	900 Canada Place	
Pan Pacific	999 Canada Place	Sea Bus terminal, cruise ship terminal, Waterfront Skytrain station
Rosedale on Robson	838 Hamilton Street	Hotel Blue, Hilton Vancouver Downtown
Sandman Vancouver City Centre	180 W Georgia Street	YWCA, Geogrian Court, all Gastown and Chinatown hotels
Sandman on Davie	1160 Davie Street	HI Burnaby Street
Sutton Place	845 Burrard Street	Fairmont Hotel Vancouver
Westin Bayshore	601 Bayshore Drive	

Airport pick-up locations	Address
Accent Inns Vancouver Airport	10551 St. Edwards Drive, Richmond
Sandman Signature Vancouver Airport	10251 St. Edwards Drive, Richmond
Sandman Vancouver Airport	3233 St. Edwards Drive, Richmond
Days Inn Vancouver Airport	2840 Sexsmith Rd, Richmond
Travelodge Vancouver Airport	3071 St. Edwards Drive, Richmond
Westin Wall Centre Vancouver Airport	3099 Corvette Way, Richmond
Pacific Gateway Hotel	3500 Cessna Drive, Richmond
Abercorn Inn Vancouver Airport	9260 Bridgeport Road, Richmond
Best Western Plus Vancouver Airport	1041 SW Marine Dr, Vancouver
Hampton Inn Vancouver Airport	8811 Bridgeport Road, Richmond
Holiday Inn Express Vancouver Airport	9351 Bridgeport Road, Richmond
Fairmont Vancouver Airport	3111 Grant McConachie Way, Richmond
River Rock Casino Resort	8811 River Road, Richmond

Calgary

Downtown pick-up locations	Address	Nearby hotels
Delta Calgary Downtown	209 4 Avenue SE	Regal Suites
Fairmont Palliser	133 9 Avenue SW	Le Germain, Fairfield Inn & Suites, Hotel Arts
Hyatt Regency Downtown	700 Centre Street S	
Marriott Downtown	110 9 Avenue SE	The Westin
Ramada Plaza Downtown	708 8 Avenue SW	Holiday Inn Express & Suites, Premier Suites
Regency Suites Downtown	610 4 Avenue SW	
Sandman Signature	888 7 Avenue SW	
Sheraton Suites Eau Claire	255 Barclay Parade SW	

Airport pick-up locations	Address	Nearby hotels
Acclaim Hotel	123 Freeport Blvd NE	Holiday Inn & Suites Airport North
Best Western Premier Freeport Inn	86 Freeport Blvd NE	
Best Western Plus Port O'Call	1935 McKnight Blvd NE	
Hotel Clique Calgary Airport	24 Aero Crescent NE	Hyatt Place, Delta Hotel Calgary Airport
Residence Inn YYC Airport	2530 48 Avenue NE	
Hampton Inn	2420 37 Avenue NE	Country Inn, Lakeview Signature Inn
Wingate by Wyndham	57 Freeport Cres NE	
Courtyard Calgary Airport	2500 48 Avenue NE	
Comfort Inn & Suites North	147 Freeport Crescent NE	
Hilton Garden Inn Calgary Airport	2335 Pegasus Road NE	
Sandman YYC Airport	25 Hopewell Way NE	Holiday Inn Express, Hilton Garden Inn
Wyndham Garden YYC Airport	11 Freeport Cres NE	Park Inn Calgary Airport

Edmonton

West Edmonton Mall pick-up locations	Address
Fantasyland Hotel	17700 87 Ave NW, Edmonton
West Edmonton Mall Inn	17504 90 Ave NW, Edmonton
Four Points By Sheraton	18540 100 Ave NW, Edmonton
Holiday Inn Express	18520 100 Ave NW, Edmonton
Courtyard by Marriott	10011 184 St NW, Edmonton
Hampton Inn	18304 100 Ave NW, Edmonton
Wingate by Westham	18220 100 Ave NW, Edmonton
Hyatt Place	18004 100 Ave NW, Edmonton
Best Western Plus	10017 179a St NW, Edmonton
Sandman Edmonton West	17635 Stony Plain Rd, Edmonton

Whyte Avenue pick-up locations	Address
Varscona on Whyte	8208 106 St, Edmonton
Metterra on Whyte	10454 82 Ave NW, Edmonton
Days Inn Edmonton South	10333 University Ave, Edmonton

Edmonton South pick-up locations	Address	Nearby hotels
Sandman Signature Edmonton South	10111 Ellerslie Rd, Edmonton	Four Points Edmonton Gateway

Toronto

Airport pick-up locations		
At the Toronto Pearson International Airport we serve the hotels with an official airport designation issued by the Toronto Pearson Airport Authority. The complete list can be found by clicking here .		

Airport pick-up locations	Address	Nearby hotels
Coast Nisku Inn & Conference Centre	1101 4 St, Nisku	
Best Western Plus Edm Airport Hotel	5705 50 St, Leduc	
Best Western Premier Denham	5207 50th Ave, Leduc	
Comfort Inn & Suites Edmonton Airport	203 19 Ave, Nisku	
Crystal Star Inn	8339 Sparrow Crescent, Leduc	
Days Inn Edmonton Airport	8116 Sparrow Crescent, Leduc	
Fairfield Edmonton Airport	4545 Airport Perimeter Rd, Edmonton	
Four Points Edmonton Airport	403 11 Ave, Nisku	
Hampton Inn Edmonton Airport	3916 84 Ave, Leduc	
Hilton Garden Inn	8208 36 St, Leduc	
Holiday Inn Edmonton Airport	1100 4 St, Nisku	Holiday Inn Express
International Inn	501 11 Ave, Nisku	
Park Inn Edmonton Airport	7118 Sparrow Dr, Leduc	
Quality Inn Edmonton Airport	8340 Sparrow Crescent, Leduc	
Renaissance Edmonton Airport	4236 36 St E, Edmonton Airport	
Royal Hotel Edmonton Airport	8450 Sparrow Drive, Leduc	
Stars Inn Edmonton Airport	8332 Sparrow Crescent, Leduc	
Super 8 Edmonton Airport	8004 Sparrow Crescent, Leduc	
Travelodge Edmonton Airport	5704 50 St, Leduc	
Wyndham Garden	8016 Sparrow Dr, Leduc	

Halifax

Downtown pick-up locations	Address	Nearby hotels
Atlantica Hotel Halifax	1980 Robie Street	Fountain View, Best Western Plus Chocolate Lake, Seasons Inn
Lord Nelson Hotel & Suites	1515 South Park Street	Garden South Park Inn, The Novel Stay, Point Pleasant Lodge, Dalhousie University Summer Accommodation, Clyde Hotel and Suites
Residence Inn by Marriott	1599 Grafton Street	Prince George Hotel, Sutton Place
Cambridge Suites	1583 Brunswick Street	
Waverly Inn	1266 Barrington Street	The Halliburton, Halifax International Hostel
The Westin Nova Scotian	1181 Hollis Street	Pier 22 Cruise ship Terminal, Via Rail Trail Station, Maritime Bus Terminal
Courtyard by Marriott	5120 Salter Street	The Residences at Queen's Marque
Hotel Halifax	1990 Barrington Street	Barrington Hotel, Marriot Harbourfront, Homewood Suites, Hampton Inn, Halifax Ferry Terminal, Commons Inn, Halifax Backpackers Hotel
Four Points by Sheraton	1496 Hollis Street	The Hollis, Salter's Gate Hotel

Airport pick-up locations	Address
ALT Hotel	40 Silver Dart Drive, Enfield
Quality Inn Halifax Airport	60 Sky Boulevard, Goffs
Hilton Garden Inn Halifax Airport	200 Pratt and Whitney Drive, Enfield
Holiday Inn Express Halifax Airport	180 Pratt and Whitney Drive, Enfield
Inn on the Lake	3009 Nova Scotia Trunk 2, Fall River

DRIVER'S LICENCE AND MINIMUM AGE

Driver's license requirements

A valid driver's license from the country of residence is mandatory. Drivers must be 25 years or older, no maximum age limit. An international driver's license is recommended but is only valid in combination with the national driver's license.

International Driving Permit (IDP)

The IDP is a special license which allows motorists to drive internationally, which is valid only when accompanied by a valid driver's license from their country. Fraserway does not require an IDP, but recommends renters having one in case they get stopped by the police. Driver's licenses that are not printed in Latin alphabet require an international driving permit in English language, and Fraserway does not accept responsibility if law enforcement refuses to accept a license on the basis of not being accompanied by an IDP.

BOOKING DURATION

Minimum rental period : 7 nights

PICK-UP AND DROP-OFF

Departure and Return

Vehicles can be collected at our rental stations between 08:30 AM and 3:00 PM. Shuttle Transfers are available until 1:00 PM. Please note that we do not allow departures on the same day of arrival on an overseas flight. It is required that the clients stay at a hotel for the first night. Clients making their own way to the station are advised to inform the rental depot of their scheduled arrival time at least one business day in advance.

Return time is by 11:30 AM, inspection ready.

Express Check In

The online Express Check-In feature reduces the waiting time at the counter. When information such as name, address, driver's license etc. is submitted prior to client's arrival, we will be able to speed up counter procedures resulting in less waiting time.

The Express Check-In form can be found on our website at www.fraserway.com/rentals.

CREDITCARD COSTS, EXCHANGE RATES, FEES AND TAXES

Security Deposit

A pre-authorization of a major credit card (Visa, MasterCard or American Express) is required while the vehicle is rented. This also applies to rentals which include CDW. Cash rentals are not allowed. In cases where the CDR is not purchased, Fraserway will block the full amount of the deductible (\$7,500.00) on the customer's credit card.

Authorization amount on major Credit Card as follows:

Basic Insurance	\$7,500.00
CDR Coverage	\$750.00
CDR + CDW Coverage	\$750.00

Payments by Clients

Fraserway RV Rentals will accept the following methods of payment for additional charges paid directly by the renter: Visa, MasterCard, American Express, Debit Card, Cash (Canadian Dollars).

INSURANCE

1. Liability Coverage

FRASERWAY maintains liability coverage on all its rental vehicles to a maximum of CAD \$5,000,000.00 for any bodily injury and property damage liability claims arising from the operation or use of its rental vehicles, provided all safety instructions as recommended by FRASERWAY have been followed. Premiums for this Basic public liability coverage are included in all rental rates, which also include premiums for collision insurance and comprehensive insurance. Reduction and waiver agreements are subject to the express terms of this rental contract and are null and void if any of the terms of the rental agreement are breached.

2. CDR – Collision Deductible Reduction Agreement

(Not available for rentals originating in Whitehorse between November 01 and March 31)

A Collision Deductible Reducer (CDR) is available for a fee per night. A minimum charge of 7 nights will apply for rentals shorter than 7 nights. A maximum charge of 30 nights will apply for rentals exceeding 30 nights. The CDR offers the following benefits:

A. Optional CDR reduces the renter's responsibility for damages from CAD \$7,500.00 to CAD \$750.00 per occurrence (exceptions are listed under clause #4).

B. CDR will guarantee the renter a replacement vehicle when the renter's vehicle becomes inoperable due to damage, even if the renter is at fault (unless the damage is a direct result of negligence, misuse or violation of restrictions). The replacement vehicle will be delivered to a location agreed upon by FRASERWAY and the renter and will be dispatched within 24 hours from the time the renter notifies FRASERWAY that the renter's vehicle has become inoperable. Delivery will be limited to a province/state, which borders the province in which the renter took delivery of the renter's vehicle. FRASERWAY is not obliged to deliver van conversions, C-Large, C-XLarge, A-Luxury or Overlander motorhomes to the Yukon, Northwest Territories, Nunavut, Newfoundland, Labrador or Alaska. Any expenses for accommodation, food etc. are the renter's responsibility if the damage or breakdown is the renter's fault.

C. Damages and deductibles are subject to applicable taxes.

D. In case the CDR is not purchased, Fraserway reserves the right to block the full deductible amount of \$7,500 on the customer's credit card (VISA, MC or AMEX).

E. The following damages are covered under the CDR Reduction agreement (see exceptions under clause #4):

- Motor vehicle accidents / Collision (including roof and underbody);
- Hit and Run / Vandalism / Vehicle theft / Fire;
- Damage due to break ins;
- Tire damages;
- Windshield damage;
- General glass damage;
- Impact with an animal;
- Damages caused by back-up maneuvers;
- Damages caused as a result of a natural disaster (hail, floods, storms);
- Damages to the interior of the vehicle;
- Replacement cost for lost keys or keys locked inside the vehicle.

3. CDW – Collision Deductible Waiver Agreement

Not available for rentals originating in Whitehorse between November 01 and March 31.

A Collision Deductible Waiver (CDW) is available for a fee per night. A minimum charge of 7 nights will apply regardless of rental duration. A maximum charge of 30 nights will apply for rentals exceeding 30 nights.

The CDW reduces the renter's responsibility for damages covered by the CDR agreement from CAD \$750.00 to ZERO. This agreement is available only in combination with the CDR agreement. The following damages are covered under CDW with \$0.- (ZERO) deductible (exceptions are listed under clause #4):

- Motor vehicle accidents / Collision (including roof and underbody);
- Hit and Run / Vandalism / Vehicle theft / Fire;
- Damage due to break ins;
- Tire damages;
- Windshield damage;
- General glass damage;
- Impact with an animal;
- Damages caused by back-up maneuvers;
- Damages caused as a result of a natural disaster (hail, floods, storms);
- Damages to the interior of the vehicle;
- Replacement cost for lost keys or keys locked inside the vehicle.

4. Exceptions to All Coverage:

All coverage agreements including CDR and CDW are null and void in the event of the following occurrences:

- Damage was caused as a result of negligence / willful damage;
- Damage was caused as a result of people using the vehicle without permission (not registered on the rental agreement);
- Failure to maintain proper fluid levels;
- Damages caused by using the wrong fuel or wrong fluids;
- Failure to maintain proper tire pressure;
- Damage due to misuse of the brakes (overheating), transmission or any other parts of the power train;
- Damage due to violation of restricted travel;
- Damages caused by ignoring height restrictions and other road signs;
- Damages caused by driving with the awning and/or slide-out extended;
- Driving under the influence of alcohol, drugs and/or other substances;
- Damages caused as a result of travelling on ice roads;
- Damages caused as a result of the use of snow chains;
- Damages caused by pets;

For all damages exceeding an estimate amount of \$2,000.- which are exempt from coverage under our deductible agreements under clause #2, a replacement vehicle will be dispatched only once full payment in the amount of the damage estimate has been received. Additional charges or refunds (if applicable) will be processed once the actual repair cost has been determined.

Charges for towing or recovery of a vehicle not arranged through Roadside Assistance (Ford / Dodge / Chevrolet) are not covered under the CDR or CDW agreement unless the renter can prove that contact with Ford was established and service was declined.

Theft, loss or damage of personal property and personal injuries are the renter's responsibility.

5. Security Deposit

A damage deposit equal to the amount of the deductible (\$7,500 or \$750) is required at the time of departure, authorizing the amount on a major credit card (VISA, MC or AMEX). In the event of an accident, FRASERWAY will retain the security deposit until the motor vehicle insurance company determines liability for the accident. If the motor vehicle insurance company notifies FRASERWAY that the renter is not at fault, FRASERWAY agrees to reimburse the security deposit immediately after receiving notification from the motor vehicle insurance company.

6. Exchange Rate Variations

Fraserway cannot be held responsible for exchange rate variations while a security deposit is being held.

7. Third Party Insurance

If the renter is covered for damages through a third party insurer, he/she agrees to pay Fraserway for all damages upon return. It is the renter's responsibility to re-claim the amount from his/her third party insurer, Fraserway will not claim the amount on the customer's behalf. It is the renter's responsibility to examine his/her own policy to ensure that all damages are covered.

8. Reporting of Damages and Accidents

Any damages and/or injuries involving a third party (vehicle, person and/or property) must be reported to the police immediately. All damages must be reported to Fraserway as soon as possible.

TRAVEL RESTRICTIONS

Fraserway does not allow travel to the following locations:

- Mexico
- Death Valley (California), between June 1 and August 31
- Non-public roads and off-road driving
- Travel to Newfoundland and Labrador is not recommended with C-XLarge or A30 motorhomes due to poor road conditions. Vehicle exchanges to these areas may be limited to smaller vehicle types.

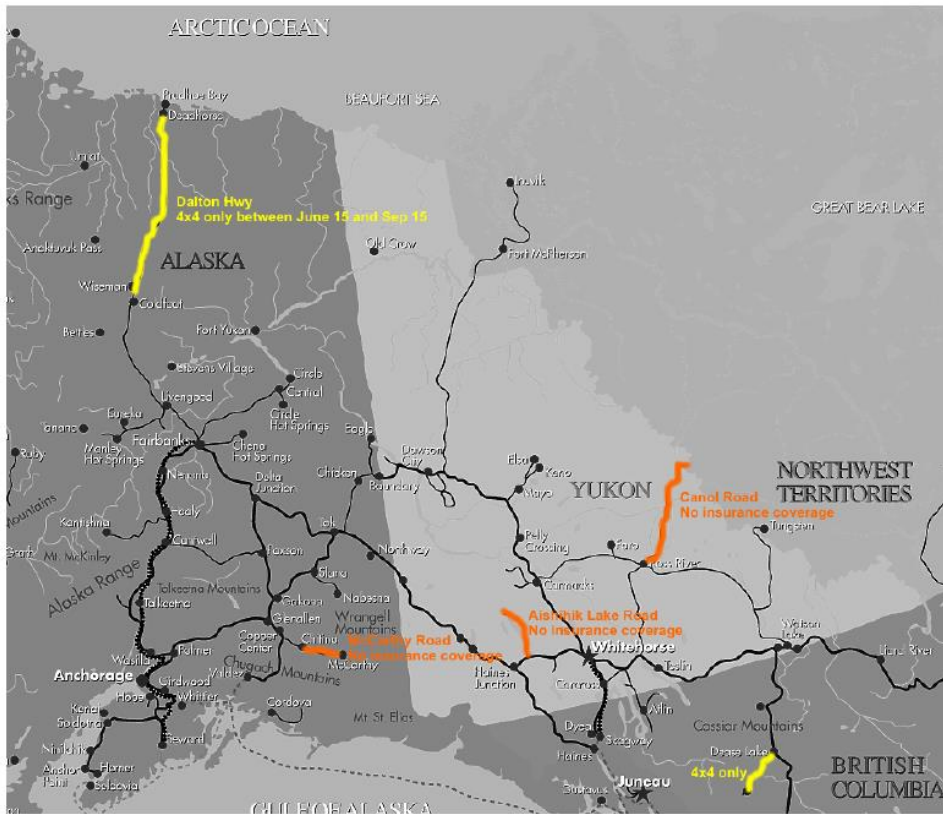
British Columbia		
<u>Highway 20</u>	Between Anahim Lake and Bella Coola	Not allowed with C-XLarge, A30 or A30 Wheelchair accessible motorhomes
<u>Telegraph Creek Road</u>	Road between Dease Lake and Telegraph Creek	Allowed with Truck Campers only

Yukon		
<u>Canol Road (Highway 6)</u>	North of Ross River	Not covered by CDR or CDW
<u>Aishihik Lake Road</u>	Canyon Creek to the north end of Aishihik Lake	Not covered by CDR or CDW
<u>Nahanni Range Road (Highway 10)</u>	Between Robert Campbell Highway and Tungsten, NT	Not covered by CDR or CDW

Alaska		
<u>Dalton Highway (Highway 11)</u>	Restriction in place between Coldfoot and Prudhoe Bay	Allowed with Truck Campers only between June 15 and September 15
<u>McCarthy Road</u>	Between Chitina and McCarthy	Not covered by CDR or CDW
<u>Nabesna Road</u>	Between Slana and Nabesna Mine	Not covered by CDR or CDW

Parking Restrictions

Fraserway does not allow the vehicle to be left unattended by renter in the city of Montreal, Quebec, Ottawa and New York. Failure to do so will void the all coverage agreements and make the renter liable in case of theft and/or damages.



Additional Restrictions

Fraserway reserves the right to limit travel on any roads or road sections based on changing conditions. Terms regarding vehicle replacement in case of breakdowns or accidents which are outlined in our insurance conditions do not apply to the above mentioned roads.

CHILD SEATS

Important:

The dinette table in the C-Medium, C-Large, C-XL and Class A motorhomes may need to be lowered when infant seats are installed, meaning that no adults can sit in the dinette when travelling.

	Infant Seat	Child Seat	Booster Seat	
Age	0-1 year old	1-4 years old	4-9 years old	
Weight	Up to 9 kg	9 - 30 kg	Under 18 kg	Over 18 kg
Direction Facing	Rear	Rear if under 9 kg Rear or Front, if over 9 kg Front, if over 18 kg	Front-facing child seat	Booster seat













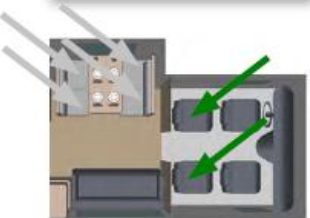

Source: BCAA Road-Safety/child-passenger-safety

Children within weight range 9 kg to 18 kg should be kept rear-facing as long as possible. No car seat required for children over 145 cm.

Motorhomes with Lap Belts Only

Please note that it is not illegal for children to sit in the dinette seats without booster seats, fastened with lap belts only. The purpose of the booster seat is to raise the seating level of the child in order to avoid the seat belt being at throat level, thus eliminating the danger of choking the child during brisk braking. In vehicles that are equipped with lap belts only, such as the C-XLarge motorhome, this risk is not present. Therefore, children of approx. 5 years of age or above, would be allowed to sit in

the dinette seat fastened with a lap belt only. However, please note that it is ultimately up to the customer to decide. Fraserway RV Rentals will offer guidelines but will not make any decisions in this regard.

	 Van Conversion	 C-Small	 C-Medium C-Large	 C-XLarge
	no child seat installable	2x three-point belts (+ 2 tether hooks) 2x infant, child or booster seats installable	2x lap belts (+ 2 tether hooks) 2x infant or child seats installable (no booster seats)	2x lap belts (+ 2 tether hooks) 2x infant or child seats installable (no booster seats)
● Three-point belt + tether hook Infant, child or booster seat installable				
● Lap belt with tether hook Infant or child seat installable (no booster seat)				
● No child seats installable				
				
	 Class A	 Truck Campers	 Overlander/Adventurer	 Class A Wheelchair Accessible
	1x lap belt (+ 1 tether hook) 1x infant or child seat installable (no booster seats)	2x three-point belts (+ 2 tether hooks) 2x infant, child or booster seats installable	2x three-point belts (+ 2 tether hooks) 2x infant, child or booster seats installable	1x lap belt (+ 1 tether hook) 1x infant or child seat installable (no booster seats)
	4 x lap belts no child seat installable		4 x lap belts no child seat installable	3 x lap belts no child seat installable
				

INVENTORY

Preparation Fee

This mandatory one-time fee is charged per rental and includes the following:

- Initial propane fill
- Toilet chemicals
- 2 rolls of biodegradable toilet paper
- Fresh water & sewer hoses
- Rubber gloves
- Basic tool set
- Spare 15 AMP fuses

Convenience Kits

Convenience kits are available. Convenience kits are free for children under the age of 12 when convenience kits for all accompanying adults are paid in full. The following items are included in our convenience kits*:

<p>Kitchen items per vehicle</p> <ul style="list-style-type: none">▪ Aluminum baking tray▪ Assorted kitchen utensils▪ Can opener▪ Colander▪ Cork screw▪ Cutlery tray▪ Cutting board▪ Dish cloth, tea towel and sponges▪ Dish soap▪ Guest dinner set (1)▪ Juice container▪ Microwavable glass container▪ Mixing bowl▪ Pots, pans, and kettle▪ Tea pot▪ Thermos with filter or French press▪ Toaster▪ Salt and pepper set▪ Vegetable peeler	<p>Household Items & Tools per vehicle</p> <ul style="list-style-type: none">▪ Broom and dust pan▪ Bucket▪ Clothes hangers▪ Clothes pins▪ First aid kit▪ Flashlight▪ Fly swatter▪ Gas lighter▪ Wastebasket
<p>Kitchen items per person</p> <ul style="list-style-type: none">▪ Coffee mug▪ Cutlery set▪ Dinner set▪ Egg cup▪ Glass▪ Steak knife	<p>Bedding & Towels per person</p> <ul style="list-style-type: none">▪ Bed sheet (fitted and flat)▪ Duvet▪ Fleece blanket▪ Pillow and pillow case▪ 1 Hand towel▪ 2 Bath towels
<p>Extras</p> <ul style="list-style-type: none">▪ Axe▪ Lawn chair	<p>*may be subject to change without notice.</p>

ACCIDENTS, BREAKDOWN & REPAIRS

Refunds for Repairs

All replacement parts or repairs in excess of \$50.00 require prior authorization from Fraserway RV. Please note that refunds can only be made upon presentation of a proper receipt. Malfunctions of the air-conditioning systems, microwave ovens, radios and cruise controls are not considered breakdowns and such malfunctions do not warrant a vehicle exchange, however if repairs on such appliances are done on the road by a customer, the repair cost will be refunded.

ONLINE CHECK IN

The online Express Check-In feature reduces the waiting time at the counter. When information such as name, address, driver's license etc. is submitted prior to client's arrival, we will be able to speed up counter procedures resulting in less waiting time.

The Express Check-In form can be found on our website at www.fraserway.com/rentals.

WINTERIZATION

Please note that all vehicles departing between October 01 – April 30 may be subject to winterization. The decision will be based on the projected temperatures at the time of departure and the weather forecast. If the vehicle is winterized, it will have no water on board. You will have to supply external water jugs and the shower will not be usable. If you wish to use the toilet you will need to carry plumbing anti-freeze (not to be confused with motor vehicle anti-freeze) with you to ensure the liquids will not freeze in the tank. The same goes for the sinks (grey water). If you are planning on draining any liquids down the grey water tank please note: a cup of antifreeze will be required after each use to ensure no water is freezing in the p-trap and the tanks cannot be more than 50% full (leaving enough air for expansion in the event the contents freeze after all). As all public dump stations will be closed, a dumping fee of \$25 will be levied upon return if the grey- or black water tank have been used.

Batteries

Please be aware that batteries drain much faster in cold weather. The camper batteries are connected to several appliances and electrical systems in your camper and therefore have to be kept charged up at all times. In order to keep your batteries at a working level the vehicle needs to be plugged in to an electrical power outlet each night. Therefore, please plan your trip accordingly and ensure that 110V plug-ins are available at your destination for the night.

Furnace

One of the most important features in your camper during the winter months is your furnace. Your furnace is running on propane but the automatically connected ventilator for distributing the heat inside the camper is drawing its power from your batteries (a night without being plugged in while your furnace is running might drain your batteries enough to prevent them from functioning properly. Once batteries are depleted they will no longer accept charges and need to be connected to a special external charger for 5-6 days before they are able to hold any charge).

Propane

Several appliances are running off your propane supply: Stove top, oven (if applicable), refrigerator and as mentioned above – the furnace. Supplied propane on board varies from 32l – 87l depending on the vehicle type and will likely not last for your entire trip (especially because the furnace will be drawing a lot of propane). Therefore, another important point to implement into your planning stage for winter camping is possible locations to refill your propane supply along your planned route.

IMPORTANT: Propane transforms to a liquid state at approximately -42°C (-44°F), which will render all propane-operated appliances inoperative. It is important to note that while driving, the wind chill may cause propane to cool down further below the actual outside temperature, and may therefore liquefy faster than expected.

Engine Block Heater

Once temperatures drop below -20°C, starting the engine may become more difficult. As these winter temperatures are common in several regions of Canada, all our vehicles are equipped with an engine block heater. A block heater warms the engine to increase the chances for the engine to start as well as warm up your vehicle faster than it normally would in extremely cold weather. The renter will receive an extension cord at time of pick up to plug in the engine block heater whenever temperatures are falling below -20°C, particularly when parked for a longer time period (i.e. overnight). The block heater is connected to a power cord routed through the vehicle's grill and needs four hours to warm up the engine before it is started.

Generator

If your vehicle is equipped with a built-in generator, please bear in mind that generators may not start in cold temperatures and are therefore not a safe back up to rely on for producing 110V and recharging your camper batteries.

Attention

If forecasted temperatures are below -35°C we keep the right to cancel the booking for safety reasons (with a full refund of your rental cost). Extreme temperatures may cause a lack of pressure in the propane tank and may prevent your furnace and other appliances from working properly.

TERMS & CONDITIONS

Availability

Every effort is made to ensure that the vehicle reserved will be available. However, if due to unavoidable circumstances the reserved vehicle is not available, Fraserway RV Rentals reserves the right to substitute that vehicle with a vehicle of equal or greater value. Subsequent expenses (additional ferry costs, gasoline, etc.) are the sole responsibility of the renter.

NOTE: In a case where the reserved vehicle type is not available, Fraserway reserves the right to select a suitable alternative.

Right to refuse service

Fraserway RV LP reserves the right to refuse service.

Rental terms and conditions

Find all rental terms and conditions at fraserway.com/rentals or [click here](#).

Customers must sign complete terms & conditions at the time of departure.

Pets (Dogs only)

On request only. A charge of \$100.00 per pet will apply.

Emergency Contacts

Fraserway RV OnRoad Support

Fraserway RV Rentals offers free OnRoad Support for all our customers.

If customers experience any issues with their vehicle during their RV trip, they may contact our Fraserway RV OnRoad Support Service at:

1-866-535-6601

onroadsupport@fraserway.com

OnRoad Support hours are: April 15 - October 15, 2023

Monday - Saturday 4:30 am - 9:00 pm PDT

Sunday 9:00 am - 4:00 pm PDT

Outside these hours or when all our OnRoad Support Agents are serving other customers, the customer's case will be handled by an external call centre and assigned to our OnRoad Support

team. Our Agents will then contact you as soon as possible during above-indicated business hours. For OnRoad Support Service outside of above-indicated dates, customers may contact their departure station.

Ford Roadside Assistance

For everything related to engine problems, towing, vehicle recovery, flat tires and lockout service.

Within Canada: 1-800-665-2006
Within the U.S 1-800-241-3673

Available 7 days per week, 24 hours per day.

KalTire 24-hour Emergency Road Service

For tire related problems after business hours (only if Roadside Assistance declines service).

KalTire is not available in the provinces of Newfoundland, Labrador, New Brunswick, Prince Edward Island, Nova Scotia and in the United States.

Within Canada: 1-888-525-8473

Please note that these phone numbers are toll-free from a Canadian phone. Calls from a non-Canadian cell phone may be charged a fee by the provider.

Emergency Number

For emergencies requiring immediate assistance from the police, fire department or ambulance in Canada and the US: 911

Disclaimer

Travelhome is niet verantwoordelijk voor onjuistheden en/of fouten in bijgevoegde gegevens. Informatie is onder voorbehoud van tussentijdse wijzigingen. Gegevens verstrekt op het voucher en de voorwaarden zoals vermeld op het huurcontract tussen jou en de leverancier zijn bindend. Travelhome heeft slechts een bemiddelende rol tussen jou en de leverancier. Travelhome reizen vallen onder de ANVR voorwaarden.