



Voorwaarden CanaDream

Geldig van 03-04-2023 t/m 31-10-2023

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 ANWB reizen.

BRANCH INFORMATION AND OPENING HOURS

CanaDream has seven locations across Canada: Calgary, Alberta; Edmonton*, Alberta; Halifax, Nova Scotia; Montreal, Quebec; Toronto, Ontario; Vancouver, British Columbia; Whitehorse, Yukon.

*Edmonton is a franchise location and vehicle variations may apply.



Location Hours of Opening

Summer Season - CanaDream locations (except for Whitehorse) are open:

May 1 to September 30: Monday to Sunday 08:00 to 18:00

Winter Season – CanaDream locations are open:

Calgary, Edmonton & Toronto:

October 1 to April 30: Monday to Saturday from 08:00 to 17:00

Vancouver:

October 1 to April 30: Monday to Saturday from 08:00 to 16:30

Montreal:

October 1 to April 30: Monday to Friday from 08:00 tot 16:30

Saturdays from 08:00 to 14:30

Halifax:

October 1 to April 30: Monday to Saturday from 08:00 to 16:00

Sunday Pick-up/Drop-off can be requested from Oct 1 to April 30 for a Sunday Fee per drop-off or pick-up, price \$435.- per drop-off or pick-up excl. tax.

Note: Edmonton location is closed on Sundays year-round.

Whitehorse* location is open:

May 1 to May 14: Monday to Friday 08:00 to 16:30

May 15 to September 18: Monday to Sunday 08:00 to 16:30

September 19 to October 10: Monday to Friday 08:00 to 16:30

October 11 to April 30: Closed for the winter

*Specific dates may change from year to year. Up to date information will always be available on canadream.com

Statutory Holidays

- CanaDream offices will be closed on the following dates in 2023:
2nd January (in lieu of New Year's Day on Sunday), 20th February (Family Day), 7th April (Good Friday), 9th October (Canadian Thanksgiving), 11th November* (Remembrance Day) and 25-26 December (Christmas & Boxing Day) We also close at noon on 24th and 31st December.
- Closed dates in 2024: (up to 31 March 2024)
1st January (New Year's Day), 19th February (Family Day), 29th March (Good Friday)

* Montreal and Toronto stations are open on 11th November

**Dates are correct at time of release. Dates are subject to change.

FLEX RATES AND INCLUSIONS

Included in our CanaDream flex rates are:

- ✓ \$5,000,000 Public liability & property damage
- ✓ Vehicle Preparation fee
- ✓ 24/7 on-road support
- ✓ First fill of propane
- ✓ Full tank of fresh water
- ✓ Minimum ¼ tank of fuel
- ✓ CanaDream Club membership

THE FLEET

Our fleet is built to the highest North American standards and is very modern with a fleet of units from brand new to their 3rd season. Except for our MHA units, the fleet is parked between mid-October and late April, so they are really used for just 5 months a year. We pride ourselves on having state of the art on-site servicing and our rental units are expertly maintained. We have approximately 500 previously experienced RVs for sale at any time and our units are very desirable to own.

- Truck Camper – TCA* 
- Deluxe Van Conversion – DVC 
- Super Van Camper – SVC 
- Midi Motorhome – MHB 
- Maxi Motorhome – MHA 
- Maxi-Plus Motorhome MHX** 

Note: All units have automatic transmission.

*The TCA is not available from the Edmonton location.

** The MHX is available in Vancouver, Calgary, Toronto and Montreal

CanaDream floor plans and vehicle specifications are subject to change without notice and may vary due to modifications and/or upgrades. CanaDream cannot be held liable for any such variance.

Note:

- Awnings are factory-fitted; however, they are disabled for use in the interests of minimising damage and the high costs of repair for Guests.
- TVs are fitted in all units (except TCA's) however TV signal or functionality is not guaranteed and Guests will not be compensated for any issues with the TV.

Run of Fleet 2: for up to 2 adults

Guests will be allocated either a TCA, DVC or an SVC.

Run of Fleet 4: for up to 2 adults & 2 children (based on 2 children sleeping on the SVC dinette bed)

Guests will be allocated either an SVC, MHB or MHA.

Run of Fleet 6: for up to 4 adults and 2 children (based on 2 children sleeping on the dinette bed)

Guests will be allocated either an MHB, MHA or MHX.

Available in Vancouver, Calgary, Toronto, and Montreal

**ROF2, ROF4, ROF6 are not available from the Edmonton station.

**ROF6 is not available in Whitehorse or Halifax stations

DISCOUNTS

Multiple Rentals

We love to reward our long-term road trippers so consecutive rentals within a 3-month period, in Canada, the USA, Australia, New Zealand or Europe with any of the Apollo brands can be combined to obtain a long term 5% discount on the flex rate. Multiple rentals are considered separate rentals under the one-way fee and minimum rental period conditions. Multiple rental discounts can also be applied to Early Booking discounts.

Long Hire Discounts

Guests who love road trips as much as we do, and travel for 21 nights or more, receive 5% saving on the vehicle rental rate in summer (April- October) and 10% saving on the vehicle rental rate in Winter (November to March). This discount is combinable with Early Booking Offers but is not

combinable with seasonal special or relocation offers.

ADDITIONAL ITEMS & PACKAGES

Bike Racks

We are pleased to provide bike racks for rental along with our SVC, MHB, MHA and MHX units. The CanaDream premium bike rack is specially designed for RVs and can hold up to 4 regular bikes (Not e-bikes). Guests who wish to use the rack for e-bikes should note there is a restricted weight limit on the rack of 160kgs in total weight.

Guests are fully responsible for the fitting of their bikes to the bike rack and are required to sign the bike rack acceptance as part of the Rental Agreement. CanaDream cannot be held responsible for any damage caused to any bikes on the rack. We also recommend Guests bring appropriate bike padlocks for securing their bikes when not in use.

Click [here](#) for more details on the CanaDream bike rack.

Transfers

CanaDream will offer a transfer at our Montreal station.

- The Montreal transfer service is offered between the station and YUL airport and specific YUL Airport hotels.
 - Montreal Station to Pierre Trudeau Airport- the shuttle will depart Montreal station at 10:45am
 - Pierre Trudeau Airport to Montreal Station – Departures- Zone D - Guests should cross to middle section and wait for CanaDream Shuttle bus outside at approximately 11:45am. Airport hotel pick up's thereafter. Earliest arrival time at Montreal station is estimated at 1pm.

Guests picking up and dropping off at all stations other than Montreal must make their own arrangements to get to the station in time for their chosen pickup slot. The station will be happy to assist in calling for a taxi at drop off.

DRIVER'S LICENCE AND MINIMUM AGE

- All drivers must possess a driver's license valid for the entire rental period.
- All drivers are required to have the original hard copy of the license with them, digital licenses are not valid unless accompanied with the hard copy.
- If the driver's license from your own country is in English or French, guests do not need an International license. If the license is in a language other than English or French, we strongly recommend clients have an International License, together with the license from their own country. For translation purposes, an International Driver's License will ensure ease of use in Canada and the United States. Please note that an International License is not valid on its own for driving in Canada and the USA. The International License must also be accompanied by a valid driver's license issued in the guests own country.
- Minimum age is 21. Only drivers listed on the contract are allowed to drive.
- Additional Driver Fee: \$5.00 per night for each additional driver.

BOOKING DURATION

A road trip allows you to travel at your own pace. To ensure our Guests get the most of their vacation, we have a minimum 7-night rental in the summer season and 5-night minimum rental in the winter season. Vehicles can be returned earlier but the minimum night charge will apply to the booking.

PICK-UP AND DROP-OFF

RV Pick Up

Pick up around 15-30 minutes to complete, and Guests are enjoying reduced paperwork and getting on the road faster.

Guests must select their pick-up time during online check-in. Standard Pick up times are between 1pm and 4pm. Early Pick up is available between 10am-12:45pm for a fee of \$75 and is subject to availability slots. Guests are advised against turning up early to attempt an early pick up. We wish to limit the number of Guests at our station and so Guests are asked to arrive on time according to their chosen pick up time.

Guests who arrive at the station without having checked in online, will be required to perform online check-in at the station on a tablet device.

- On arrival at their station, Guests will verify their identity/booking and be taken to their RV to complete the quick start tour and perform the damage inspection.
- A personal demonstration can be booked during Online Check-in for a fee of \$50 if the Guest requires one to one demonstration.
- If any additional Travel Extra items are required, these can be purchased prior to the completion of pick-up process.
- A member of our Guest Services team will be on hand to help and answer any questions Guests may have during pick-up.

RV Drop Off Times

RV Drop off takes around 15-30 minutes to complete.

Guests must select their Drop-off time during online check-in. Standard Drop-off times are between 8am and 10am. Late Drop off times are available between 10am and 3pm for a fee of \$75 per hour and is subject to availability slots, available on a first come first served basis. Note Drop off times are also subject to conditions on the vehicle such as servicing and repairs or quick turn arounds.

Returning the RV

The RV is your home away from home and for comfort, we recommend it's kept tidy throughout the road trip. RVs need to be returned to the station as they were collected, with the interior cleaned, dishes washed and put away and holding tanks emptied. The RV exterior does not require cleaning unless it's covered with excessive dirt or mud, making it difficult for our team to see its return condition. Also available for purchase at check in is Drop & Go (was CanaDream valet service) to reduce the final cleaning burden.

Fees will apply if the RV is not returned in the required condition.

Full details of the required condition can be viewed [here](#).

CREDITCARD COSTS, EXCHANGE RATES, FEES AND TAXES

Exchange Rate

All transactions are conducted in CAD\$. Due to exchange rate fluctuations, there could be some variance in the amount refunded compared to the amount initially charged. Refunds by credit card can take up to 14 business days, depending on the Guest's financial institution.

Payment at Stations

For security reasons, CanaDream will only accept credit card or debit card for rental charges paid on RV pick-up or drop-off. Cash payments will not be accepted at rental stations. The Security deposit on the RV must be paid on a credit card. We accept: Visa, Mastercard, American Express, & Union Pay.

ONE-WAY BOOKINGS

CanaDream is happy to offer a wide range of one-way vehicle booking opportunities to help Guests make the most of their Canadian experience.

- All Whitehorse one-ways (to and from) are on a request basis all season.
- No one-way trips are available to or from our Edmonton station.

CHILD SEATS

Child Restraints

- CanaDream is happy to offer an all-in-one child seat suitable for use as rear facing infant seat, child seat and booster seat for a fee. We recommend these are booked in advance of pick up to ensure availability
- All units are fitted with lap belts except in the driver and passenger seats (3-point harness).
- Guests are welcome to bring their own child seat and are responsible for ensuring they comply to Canadian standards and regulations.
- Guests are responsible for the fitting of all child seats in the RV and are required to sign a waiver.

FAQ's on the restraint guidelines can be seen [here](#).

The below table indicates the number of seats by type, that can be accommodated per vehicle type.

		Maximum Child Restraints Per Vehicle					
		TCA	DVC	SVC*	MHB*	MHA*	MHX*
# Tether Points		3	0	1 or 2	1 or 2	1 or 2	1 or 2
Maximum recommendation Restraint Capacity - Total RV		3	2	3	3	3	3
Rear facing infant seat*	Age: new born - 1 year Weight: up to 22lbs	3	2	1	1	1	1
Child seat**	Age: 1 year - 9 years Weight: up to 40lbs	3	2	2	2	2	2
Booster seat	Age: 9 years - 12 years Height: up to 145cm	3	2	2	2	2	3

*TCA trucks have isofix/anchor points. **SVC, MHB, MHA, MHX units are equipped with at least 1 fixed tether point which a child seat can be attached to. All infant/child seat/booster seats are secured by lap belts.

Child seat regulations for driving cars vary by province in Canada. Our guidelines are based on the most restrictive provincial motor vehicle regulations.

INVENTORY

Kitchen Kit

The kitchen kit contains all the essentials for the kitchen - pots & pans, dishes, and cutlery – the full list of Kitchen kit can be seen [here](#).

Linen Kit

The linen kit contains bedding and towels per person, the full list can be seen [here](#).

Solis Portable Hotspot Rental

CanaDream are pleased to offer a fantastic portable Wi-Fi hotspot device which offers connectivity for up to 10 devices at any one time. The device can be used in or outside the RV and offers the most convenient way to have Wi-Fi on the road. Data is purchased in different data bundles Pay per GB or purchase unlimited data per day and the speed of the internet connection will depend on the cellular signal, as the hotspot relies on having 4G connectivity. Connection may not be possible in more remote areas of Canada.

Full details can be found [here](#)

INSURANCE

All CanaDream vehicles are insured with \$5 million public liability and property damage. A security deposit of \$1,000 is required on a major credit card for the collision and comprehensive insurance deductibles as outlined in our full insurance policy.

The security deposit is processed to the Guest's credit card during online check-in and refunded to the same credit card upon the return of the vehicle, if returned in the same condition as it was received, without involvement in any incident claims. This credit card must be presented by the Guest at the time of pick-up.

Any Guest that is involved in an incident will have their deposit held (to the maximum charge) for a minimum of 60 days or until the incident claim is closed. Claims that are less than the deposit amount will have the difference refunded to the Guest upon closing of the incident claim.

The Guest is responsible for the maximum charge stipulated, where expenses include, but are not limited to: towing, storage fees, damage to CanaDream Inc. vehicle, damage to third party property, injury claims, insurance adjuster fees, legal fees.

Our insurance does not cover liability for loss of personal property, nor does it cover costs for accommodation, transportation or replacement of vehicle if the vehicle is stolen or should an incident occur that makes the rented vehicle inoperable. In these situations, and, depending on availability, a new, signed, rental agreement & security deposit must be in place before a replacement vehicle is provided. The guest is also responsible for the cost of business loss where damage is caused by negligence, this will be charged for the period the RV is unavailable due to repairs. Full Insurance details can be seen [here](#).

Incidents must be reported within 24 hours and be accompanied by either the online accident report or a written accident report and police report or file number.

The Guest is responsible for the following maximum charges **per incident**:

Incident Description	All Drivers
Two vehicle accident on a signed and numbered road, fire, theft, or vandalism (with police and accident report)	\$1,000
Windshield - replacement glass, fitting and recalibration	\$1,000
Off-road (e.g., campsites, parking lots, driveways, gas stations, etc.)	\$1,750
Single vehicle incident: any damage caused by contact with any stationary object (e.g., parked vehicle, walls, trees, etc.) anywhere (on or off-road, private, or public property)	\$1,750
Vehicle damage - cause unknown (including hit and run by unknown third party)	\$1,750
Acts of nature (natural disasters including, but not limited to, hail, floods, lightning)	\$1,750
Interior damage (not caused by a two-vehicle accident on a numbered road)	\$1,000
Collision with animals	\$1,000
Tire damage (does not include tow charges)	\$1,000 per tire
Undercarriage damage (not caused by a two-vehicle accident on a numbered road)	All Costs
Wrong Fuel: \$8500 will be charged at drop off. The difference in actual costs will be charged or refunded as applicable.	All Costs
No written accident report & police file number (or station notification within 24 hours of incident)	All Costs
Committing hit and run	All Costs
Parkade and drive-through damage	All Costs
Use of unauthorized accessories (i.e., awning, hitch, etc.)	All Costs
Damage caused while operating the vehicle in reverse	All Costs
Incidents while driving in unauthorized areas, including the USA, without prior authorization	All Costs
Incidents caused while the vehicle is driven by an impaired ** or unauthorized driver	All Costs
Damages incurred during illegal act(s) and/or willful damage	All Costs

**** Impaired Driving:** Driving under the influence of alcohol, drugs (including Cannabis) and / or lack of sleep.

Full Insurance details can be seen [here](#).

While on their road trip Guests are responsible for:

- Damage caused to the RV where the terms of Rental Contract have been breached.
- Damage caused by negligence/wilful conduct or impaired driving.
- Damage caused to the RV in any way by part or total water submersion or salt water.
- Damage caused due to a single vehicle roll over.
- Damage caused to the RV when using the RV in contravention of any legislation or regulation controlling vehicular traffic.
- Damage or loss caused to any personal belongings.
- Damage caused by the incorrect use of snow chains.
- Damage to the awning, slide out, overhead or underbody of the RV.
- Damage caused to tires
- Damage caused to windshield except where Windshield Protection has been purchased and applies.
- Damages caused by neglecting proper operating procedures, e.g. incorrect fuel type and q quality, ignoring oil or coolant levels, air pressure, etc.
- Damages caused by freezing/overheating e.g. unit not winterized, or overheating of RV or systems, e.g. plumbing or water systems.

TRAVEL RESTRICTIONS

Not all RVs are suitable for all driving situations, so it's important that the right RV is chosen for the travel planned. CanaDream, at its discretion, may restrict RV travel in certain areas due to adverse road and weather conditions and the distance to nominated destinations in relation to the length of the rental period. For the safety of Guests, the following travel restrictions are in place:

- Travel to Death Valley is limited to the low season (15 September through 15 May) due to extreme temperatures and road conditions
- Travel on the Dempster Highway in the Yukon is not permitted between 15 September and 15 May due to road conditions. We are happy for our Guests to travel on this road between 16 May and 14 September
- Travel to other remote areas not mentioned here may be possible, only if written permission is obtained from CanaDream prior to travel.

Guests assume all responsibility for any expense or loss of time while traveling in restricted areas.

Urban Travel Restrictions

Campervans and Class "C" RVs cannot be driven to Manhattan due to parking and vehicle height restrictions. Vehicles carrying propane gas are not permitted in Manhattan or to travel in underground or underwater tunnels.

Parking of your vehicle is prohibited in the greater metropolitan areas of Montreal and Ottawa. This includes all pay parking lots, hotel parking lots, side streets, malls, etc. To travel into these areas, park your vehicle at a campsite and use public transportation, taxi, etc.

Prohibited Travel Areas

The below roads/regions are always prohibited:

- Logging and non-public roads
- Any and all unnumbered roads and highways
- Mexico

Due to the poor conditions of some roads and highways, Guests are prohibited from travelling on the following roads:

- Vehicles are not permitted to enter Mexico at any time
- Denali Highway in Alaska (Highway 8 from Paxson to Cantwell)
- North Canol Highway in the Yukon
- Dalton Highway (north of Livengood)
- Eagle, Alaska (Hwy 5 north) from the junction of Hwy 9 (Top of the World Highway) and Hwy 5 west
- McCarthy Road between Chitina and McCarthy, Alaska
- Northway Road (off AK-2) to Northway
- Nabesna Road (off AK-1) to Nabesna
- Highway 500 (Trans Labrador Highway) from Goose Bay to Labrador City
- Highway 389 from Labrador City to Baie Comeau
- Highway 510 from Red Bay to Happy Valley-Goose Bay
- Highway 167 north of La Doré
- Highway 109 and Baie James Road, Quebec.

Guests assume all responsibility for any expense or loss of time while travelling in restricted areas. Guests who travel to Prohibited and Restricted areas without permission will be subject to a \$1500CAD penalty and will void all insurance coverage. CanaDream reserves the right to restrict driving access at any time. These restrictions may be applied at the time of pickup.

Northern Surcharge

[View Northern Surcharge map.](#)

There is a surcharge for all RV vacations starting from Vancouver, Calgary, Edmonton, Toronto, Montreal or Halifax with permission to travel on/in:

- Alaska Highway north of Fort St. John, British Columbia
- Cassiar Highway (#37) north of Kitwanga, British Columbia
- Highway 35 north of Peace River, Alberta
- Quebec & Labrador north and east of Sept-Iles
- Northwest Territories, Yukon, Nunavut, Newfoundland

Northern Surcharge can also be added on during online check in. Guests who travel to a Northern area covered by the surcharge without paying the surcharge will be fully responsible for all costs should an accident or damage occur to the RV.

Permission is automatically granted to travel in the above areas with pickups in Whitehorse except for the 'No-Go' areas of the Dalton Highway (#11 north of Livengood), the Denali Highway in Alaska and the North Canol Highway in the Yukon. Vehicles for northern travel must be expressly requested and confirmed at the time of reservation.

Whitehorse Surcharge

Previously included in the flex charges, this cost will now be separate. All rentals picking up in Whitehorse will incur a surcharge to cover increased costs associated with rentals in the Yukon- such as increased costs for on road assistance, additional exterior, and interior cleaning due to excessive dirt and dust from the roads

US Driving

Guests are welcome to travel into the United States with the correct passport/visa/documentation relevant to their party and when there are no government-imposed restrictions.

A US Driving fee of \$100 per booking applies to any travel within the United States (including Alaska). This gives unlimited nights of stay in the USA, If the US Driving fee is not included in the rental package, this can also be added during online check in.

Guests must pay the US driving fee before entering the USA or their insurance coverage will be voided.

Festival Surcharge

CanaDream are happy for Guests to attend festivals from any of our locations with pre-authorized permission to travel and payment of the applicable festival surcharge:

- Burning Man Festival in Nevada has a charge of \$1750 for all CanaDream rentals
- Other festivals such as EDC in Las Vegas has a charge of \$750 per unit.

CanaDream reserves the right to alter or change the list of festivals affected by the surcharge.

Guests who take vehicles to festivals must request permission at the time of reservation.

ACCIDENTS, BREAKDOWN & REPAIRS

Repairs

We understand that while on holiday the RV may require small repairs or small items included in the kitchen kit may need replaced. So as not to disturb the road trip any further, if the damage was not caused by the Guest, repairs or replacements up to \$100 can be completed without authorisation and will be reimbursed on presentation of the receipts at time of drop off. If repairs or replacements over \$100 are needed, the CanaDream On-road team needs to be informed prior to the repair being completed. All RV's are covered for 24/7 Mechanical emergency roadside assistance.

WINTERIZATION

All Motorhomes must be winterized when travelling in freezing conditions with the exceptions of CanaDream's unique MHA (2651) RV unit, which is specially built for winter conditions and allows for use of the water, toilet and shower in freezing conditions. Winterization of all other units requires that antifreeze is flushed through the plumbing system. As the weather in Canada can be unpredictable, CanaDream will winterize their units as the temperatures start to drop into the freezing zone.

As a guideline RV's will be winterized:

- Eastern stations (Toronto, Halifax & Montreal): 15th October
- Western Stations (Vancouver, Calgary, Edmonton): 1st October

Once the RV is winterized, no water can be put into the fresh water tank and it cannot be hooked up to the water supply. Therefore, no water is available in the motorhome.

It is the Guests' responsibility to have the RV winterized while on a trip at his/her own expense should the weather conditions require. The Guest is also financially responsible for having the RV re-winterized on the return trip if the RV was winterized at the time of pick up and the vehicle is being returned in freezing temperatures. A \$150 re-winterization fee will be charged if the RV is returned non-winterized when the temperature is -10 degrees Celsius or below. The Guest will be fully responsible for any damages to the plumbing and water systems caused by freezing during their trip.

ONLINE CHECK IN

All Guests must complete online check-in at www.canadream.com/online-check-in/ prior to arrival at CanaDream. Check in opens 5 days before pick-up and we recommend you inform your Guests that the earlier they complete online check-in the wider the choice of arrival slots.

Online Check-in is a simple 10 step process and takes up to 1 hour to complete. Guests will be asked for their driver's information, emergency contact details, read and accept the Rental Agreement, Insurance Coverage and other Important information. They will watch the vehicle demo video so they do not need to watch this on the day of pick up and they will select their arrival time at the station and be able to select any additional travel extras they may want. They will pay for their security deposit and any extras, so there is nothing to process on the day of pick-up.

Once Online Check in is completed, they will receive a copy of their accepted documentation by email and will be able to access links to the demo video if they would like to watch this again.

- If Guests have booked a Run of Fleet unit, their vehicle allocation will be shown to them at this time, while there is a slight chance this may need to change, it would be uncommon.
- If Guests are part of a group, the first person in the group can allocate the entire groups pick up time. Though this can also be changed by the individual.

We are already seeing great benefits of this process.

CHANGES

Change to drop-off location after pick-up

If your client changes their drop-off location after pick-up, they should get in touch with our friendly reservations team who will be happy to help. Our team will advise the Guests if the change is possible and if a relocation fee applies. Any fees would be charged directly to the Guest on a retail rate.

Extending a Road Trip

If a Guest gets swept up in the adventure of their road trip and wishes to extend their booking whilst on hire, they must first obtain authorization from CanaDream Reservations who will advise of the additional costs, extensions cannot be made through a wholesaler. Rental extension is subject to fleet availability. The extra cost (Retail rate) of an extended booking must be paid by credit card over the telephone or at a CanaDream location immediately on confirmation of the booking extension. If the Guest decides to extend their booking duration before pick-up (changing the drop-off date) the Booking Amendment policy applies.

Change of RV

We understand Guest's needs are different and therefore our RV's can be requested by category, but not by make or model. We always do our best to accommodate requests, however should the booked RV not be available due to unforeseen circumstances we will substitute the booked RV with an alternative available at the time of pick up, at no extra cost. Any changes to the booked RV and agreed to by or requested by the Guest do not entitle the Guest to a refund.

CanaDream APP / CLUB

All Guests are immediately members of the CanaDream Club as soon as they have made a booking with CanaDream. We hope you will invite your client to use the benefits of the Club as they plan their vacation. We would be happy for you to tell them about the Club section on our website and for them to also download the CanaDream Club app where they will find useful maps for fuel station locations (with partner gas stations), campgrounds and many attractions across Canada who are happy to welcome CanaDream RVs to their attractions and to offer CanaDream Guests preferential pricing or added value. Click [here](#) to visit the CanaDream Club.

TERMS & CONDITIONS

Powered Site Bookings

It can be difficult to book a full-service campsite during high season. We recommend Guests make a reservation for at least a 33ft RV, irrespective of the size of the motorhome reserved to avoid problems due to possible upgrades. Powered sites will require a 30-amp connection.

Infringements, Tolls and Fees

CanaDream will pass on any charges the guest receives for traffic infringements, road tolls or parking fines during their road trip. If the Guest pays these fines immediately there will be no additional administration fees. However, if the Guest delays in paying the fines we reserve the right to charge an administration fee.

Animals

We are happy for Guests to bring a pet dog or cat (maximum 2 pets) on their vacation in our RV for a fee of \$350. Service animals can travel in our RV's free of charge, upon presentation of the animal's original certification documents. We ask for Guests to tell us in advance that they wish to bring their pet and require Guests to ensure their pet does not cause any damage to the vehicle. Should

additional pet cleaning be required at drop off, additional cleaning charges will apply.

Smoking

Smoking, vaping or using e-cigarettes are not allowed in our RV's. A penalty of \$500 will be imposed inside the RV to cover the costs of sanitizing and cleaning.

Travel Insurance

CanaDream strongly recommends that Guests ensure they take out the highest level of personal Travel Insurance to cover and protect them from unexpected circumstances on their vacation.

Responsibility

If, for any reason beyond the company's control, the reserved vehicle is not available, CanaDream reserves the right to substitute a vehicle of equivalent value or offer a higher rated vehicle at no additional cost. Should a lower rated vehicle be substituted, the company's only responsibility is to refund the difference between the two vehicles. Although this is infrequent, accidents or mechanical repairs may force substitutions.

Fuel

CanaDream makes no representation as to fuel consumption. Vehicles are supplied with a minimum ¼ tank. If the Guest returns with less fuel than on departure, he/she will be charged for that amount of fuel. There is no refund if client returns with more fuel than on departure.

CanaDream Terms & Conditions

The most up to date Terms & Conditions can be viewed [here](#)

Disclaimer

ANWB reizen 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. ANWB Reizen heeft slechts een bemiddelende rol tussen jou en de leverancier. ANWB Reizen vallen onder de ANVR voorwaarden.