

Please note that this is a summary of the terms and conditions. You can find the full terms and conditions via this link:

<https://www.fraserway.com/rent/renting-with-fraserway/rental-information/rental-terms-conditions/>

Fraserway

All prices in CA dollars (unless otherwise stated)

Applicable for travel during April 1st 2024 - March 31st 2025

General conditions	
Minimum driver age	21 years
Maximum driver age	not applicable
Minimum rental period	7 nights
Smoking	Smoking is not allowed in any of our vehicles. This includes tobacco, e-cigarettes, marijuana, and any illegal drugs. Fraserway RV LP reserves the right to charge an additional fee of \$250 if a vehicle returns smelling of smoke.
Pets	On request only. A charge of \$200.00 per pet will apply.
Type of RV	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.
Important information before pickup	Please note that we do not allow departures on the same day when arriving on a flight where total flight time exceeds 6 hours (including connecting flights). 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.
Required documents	
Driver's license	A valid driver's license from the country of residence is mandatory.
International driver's license	An international driver's license is recommended but is only valid in combination with the national driver's license. 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.
Passport	not applicable
Creditcard	A valid creditcard is mandatory for the main driver (VISA, MC or AMEX).
Reservation Change Rules	
First Change Additional changes	No Charge \$30.00 per change Bookings are not transferable to other customers. Customer name changes will be treated as a cancellation and a new booking, unless the customer who initially placed the booking will be present at the time of departure. Note: Changes to bookings must be reported to our reservations department prior to client's departure. In the event of a date change, the new travel dates must fall within the same calendar year. Moving the rental date to the following calendar year will be treated as a cancellation and will be subject to fees. The cancellation fee applied will be based on the originally requested travel dates.
Online check-in	
	Yes 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. Customer Express Check-In: www.fraserway.com/rent/renting-with-fraserway/rent-support/rental-check-in
Location information	

Opening hours	Pick up and drop off times are shown during the booking process and on your personal booking page
Transfer to/from location	Fraserway offers complimentary shuttle transfers from and to major airports and selected hotels.
<i>Important information about the transfer</i>	Please refer to https://documents.fraserway.com/documents/rentals/Fraserway%20Hotel%20List%20Shuttle.pdf
Rates include	
	Basic Liability Coverage
Rates do not include	
	Mileage/Kilometer Charges
	Taxes on locally paid items
	Optional Extras
	One-Way Rental Fees
	Child seats
Mandatory extras	
One-Way Rental Fee	Surcharge for picking up and dropping off in different locations (scheduled). Fee must be paid locally
Optional extras	
Additional driver	There is no cost for additional drivers
Personal and vehicle provisional kits	Included in all prices offered by GoTravelhome, unless otherwise arranged
Optional extras, to be paid locally	These are offered when booking the vehicle through our website, and can also be found in the full terms & conditions as provided by the rental company.
Generator usage	No surcharge for generator use
Child seats	
	Fraserway RV offers 3 different child seat options to keep your family safe on your RV trip (at a fee). Please use the helpful guidelines below to find which car seat suits your family best. Please refer to https://www.fraserway.com/rent/renting-with-fraserway/rental-information/rent-child-seats/
Kilometer packages	
Kilometer included in the daily rate	None
Bookable kilometer packages	100 kilometer package, 500 kilometer package, 1000 kilometer package, unlimited kilometers package (14 night minimum charge)
Additional kilometers	\$0,45 plus local tax per kilometer
<i>Important information about kilometer packages</i>	Kilometer packages can only be booked in advance via GoTravelhome. Kilometer packages can not be changed during pickup or while travelling. Unused kilometers will not be refunded.
Insurance	
Basic Liability Coverage	Included
Liability insurance	Basic Liability Coverage
<i>Important information about the liability insurance</i>	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.
Deductible	\$7,500.00 + tax per incident (with Basic Liability Coverage)
	\$750 + tax per incident with CDR
	\$0 per incident with CDW (in combination with CDR / not available in Whitehorse)
<i>Important information about the deductible</i>	
Deposit	\$7,500.00 +tax (amount charged to creditcard)
	\$750 + tax with CDR
	\$100 + tax with CDW (in combination with CDR / not available in Whitehorse)

<i>Important information about the deposit</i>	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.
Extra insurance options	Collision Deductible Reducer (CDR) and Collision Deductible Waiver (CDW)
Collision Deductible Reducer (CDR)	Optional CDR reduces the renter's responsibility for damages from CAD \$7,500.00 to CAD \$750.00 per occurrence.
<i>Important information about the Collision Deductible Reducer</i>	Not available for rentals originating in Whitehorse between November 01 and March 31
	<p>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 #32 in full terms and conditions).</p> <ul style="list-style-type: none"> •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 obligated to deliver Van Conversions, C-Large motorhomes, or any vehicles of more than 26 ft in length 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. •Damages and deductibles are subject to applicable taxes. •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). •The following damages are covered under the CDR Reduction agreement (see exceptions under clause #32 in full terms and conditions): <ul style="list-style-type: none"> -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);
Collision Deductible Waiver (CDW)	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.
<i>Important information about the Collision Deductible Waiver (CDW)</i>	Not available for rentals originating in Whitehorse from November 01, 2023
	<p>The following damages are covered under CDW with \$0.- (ZERO) deductible (see exceptions under clause #32 in full terms and conditions):</p> <ul style="list-style-type: none"> - Motor vehicle accidents / Collision (including roof and underbody); - Hit and Run / Vandalism / Vehicle theft / Break-ins / Fire -Tire damages; -Windshield damage; -General glass damage; -Damages caused by animals or impact with animals; -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.

Exceptions	<p>All coverage agreements including CDR and CDW are null and void in the event of the following occurrences:</p> <ul style="list-style-type: none"> -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 areas (see clause #23 in full terms & conditions) -Damages caused by ignoring height restrictions and other road signs; -Damages caused by driving with the awning and/or slide-out extended, or by using the awning in rainy or windy conditions; -Driving under the influence of alcohol, drugs and/or other substances, or under fatigue, including falling asleep while driving; -Damages caused as a result of travelling on ice roads; -Damages caused as a result of the use of snow chains; -Interior Damages caused by pets; <p>For all damages exceeding an estimate amount of \$2,000.- which are exempt from coverage under our deductible agreements under clause #32 (see full terms and conditions), 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.</p> <p>Charges for towing or recovery of a vehicle not arranged through Roadside Assistance (Ford / Dodge) are not covered under the CDR or CDW agreement unless the renter can prove that contact with Ford / Dodge was established and service was declined.</p> <p>Theft, loss or damage of personal property and personal injuries are the renter's responsibility.</p>
Driving restrictions	
Fraserway does not allow travel to the following locations:	<p>-Mexico</p> <p>-Death Valley (California), between June 1 and August 31</p> <p>-Non-public roads and off-road driving</p> <p>-Travel to Newfoundland and Labrador is not recommended with C-Xlarge due to poor road conditions.</p> <p>Vehicle exchanges to these areas may be limited to smaller vehicle types.</p>
<i>Parking restrictions</i>	<p>-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.</p>
<i>Additional Restrictions</i>	<p>Fraserway reserves the right to limit travel on any roads or road sections based on changing conditions.</p> <p>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.</p>
<i>British Columbia</i>	<p>- Highway 20 - Between Anahim Lake and Bella Coola - Not allowed with C-Xlarge motorhome</p> <p>-Telegraph Creek Road - Road between Dease Lake and Telegraph Creek - Allowed with Truck Campers only</p>
<i>Yukon</i>	<p>-Canol Road (Highway 6) - North of Ross River - Not covered by CDR or CDW</p> <p>-Aishihik Lake Road - Canyon Creek to the north end of Aishihik Lake - Not covered by CDR or CDW</p> <p>-Nahanni Range Road (Highway 10) - Between Robert Campbell Highway and Tungsten, NT - Not covered by CDR or CDW</p>

Alaska	<p>-Dalton Highway (Highway 11) - Restriction in place between Coldfoot and Prudhoe Bay - Allowed with Truck Campers only between June 15 and September 15</p> <p>-McCarthy Road - Between Chitina and McCarthy - Not covered by CDR or CDW</p> <p>-Nabesna Road - Between Slana and Nabesna Mine - Not covered by CDR or CDW</p>
Winter Warning	<p>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.</p>
Travelers Assistance	
	<p>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.</p> <p>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 the customer as soon as possible during above-indicated business hours.</p> <p>For OnRoad Support Service outside of above-indicated dates, customers may contact their departure station.</p>
Cancellation policy	
Any time after confirmation	10% of nightly rental rate (and oneway fee if applicable)
31 to 45 days prior to departure	20% of nightly rental rate (and oneway fee if applicable)
15 to 30 days prior to departure	80% of nightly rental rate (and oneway fee if applicable)
1 to 14 days prior to departure	100% of nightly rental rate (and oneway fee if applicable)
No show	Full charge, no refunds
One-way rentals	\$300.00 in addition to applicable cancellation fee
Fines, tolls etc	
	<p>The driver or the renter shall pay all fines, toll charges and other costs associated with traffic and parking violations issued while the vehicle is in their possession.</p>
Event surcharges	
	<p>Use of rental vehicles for any large outdoor event may be subject to an additional deposit or surcharge. Vehicles used for festivals and events must be explicitly requested at time of reservation.</p> <p>Restriction: Attendance of the Burning Man Festival with our vehicles is not allowed. Failure to comply with this restriction will result in a penalty of a minimum of \$5,000, void of CDR and CDW, and renter's responsibility for all costs involved (including, but not limited to, damage and cleaning).</p>
Date	19.12.2022 lk c.kh