

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.canadream.com/faqs/terms-and-conditions/>

CanaDream Canada

Applicable for travel during Monday 31-03-2025 - Sunday 29-03-2026

General conditions

Minimum driver age	21 years
Maximum driver age	Not applicable
Minimum rental period	8 days
Important information before pickup	Online check-in is mandatory and opens 5 days before pick-up. Early Pick-Ups and Late Drop-Offs cannot be pre-booked. These options are only available during Online Check-In, subject to availability.
Smoking	Smoking, vaping, or using e-cigarettes are not allowed in our RV's. A penalty of \$1,000 will be imposed to cover the costs of sanitizing and cleaning the inside of the RV.
Pets	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.
Type of RV	We do our very best to ensure each Guest receives the vehicle category they booked, we cannot confirm or guarantee a unit by make or model. We always do our best to accommodate special requests. Should the booked RV not be available due to unforeseen circumstances or operational challenges, we will substitute the booked RV with an alternative available at the time of pick-up. We will do our best to communicate any changes to the booked vehicle to you or to the Guest in advance of pick up, but this is not always possible. Any changes to the booked RV and agreed to by or requested by the Guest do not entitle the Guest to a refund.

Required documents

Drivers license	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 their 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 Guests 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 Guest's own country.
Passport / ID	Not applicable
Credit card	A valid creditcard is mandatory for the main driver (Visa, Mastercard, American Express or Union Pay).

Reservation change rules

	<p>At CanaDream, we understand that sometimes things change. If this is the case, any changes made to a booking will be calculated by using the higher one of the two rates, either the original Flex Rate or the Flex Rate current at the time of the booking alteration.</p> <p>The following are classified as booking alterations:</p> <ul style="list-style-type: none">• Change of vehicle type• Change of pick-up location• Change in drop-off location• Change in the pick-up date, excluding booking extension• Change in the drop-off date, excluding booking extension <p>In the event the hirer wishes to make changes to the following: vehicle booked, pick up or drop off dates, pick up or drop off locations the following charges will apply:</p> <ul style="list-style-type: none">• If amended 15+ nights prior to pick up: \$50 plus any increase in vehicle charges.• If amended 14 nights or fewer prior to pick up or No show: 100% of cancellation fees and new booking charges will apply. <p>Please note:</p> <ul style="list-style-type: none">• There is no refund for late pickup or early return of the motorhome• No refunds for an amendment which reduces the number of booked nights• If the rate plan or RV category is changed, it is considered a new booking and cancellation fees may apply to the original booking• The Flex Rate of a confirmed booking will not change with requested changes to party size and/or adding prepaid items.• Changes can be made for travel up to 12 months• Any credits applied to a booking will have 12 months validity from the original date of pick up.• A relocation fee may apply if the collection or return location is amended within 14 nights of RV pick-up or if notification occurs during the hire.
Extending a Road Trip	If a Guest 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.

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 is mandatory.
At the station	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.
Rates include	
	Basic insurance Northern Rental surcharge (if pick up location is Whitehorse) Camper preparation costs First fill of propane gas Toilet chemicals for the duration of the trip - 1 tablet for every 3 nights 24/7 On road support CanaDream club Journie Rewards
Rates do not include	
	Kilometer charges Optional extras One-way rental fees Child restraints
Mandatory extras	
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 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, it can also be added during online check-in and from the road by contacting our call centre in advance of crossing the border. Guests must pay the US driving fee before entering the USA or their insurance coverage will be voided.
Whitehorse Surcharge	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 vehicle servicing, additional wear and tear, additional exterior, and interior cleaning due to excessive dirt and dust from the roads. Permission is automatically granted to travel in the Yukon for pickups in Whitehorse except for the Prohibited Travel areas of the Dalton Highway (#11 north of Livengood), the Denali Highway in Alaska and the North Canol Highway in the Yukon (see full list below).
Northern Surcharge	There is a surcharge for all RV vacations starting from Vancouver, Calgary, Edmonton, Toronto, Montreal or Halifax with permission to travel on/in: <ul style="list-style-type: none"> Alaska Highway north of Fort St. John, British Columbia Nisga'a Hwy- Highway 113- North of Terrace 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 <p>You can view an interactive google Northern Surcharge map and see exactly where the Northern Surcharge comes into force.</p> <p>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.</p> <p>We recommend vehicles for northern travel be requested and confirmed at the time of reservation.</p>
Under aged driver	There is no 'under 25' surcharge.
Optional extras	
We are happy to packages	We are happy to offer our "We are Happy to" products designed to enhance the Guest experience and provide peace of mind at great value for money. We have three easy add on packages: Platinum Plus, Platinum & Gold or products can be purchased individually. Note: These products must be booked in advance of departure, only the Drop & Go service can be added on whilst on the road up to 24 hours before drop off, the other products cannot be added on once pick up is complete.
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.
Additional driver	Additional Driver Fee: \$5.00 per night for each additional driver
Generator usage	Use of the Generator is charged at \$3.50 per hour between 01 May and 30 September and is paid upon drop-off. Generator useage is complimentary between 01 October – 30 April. (The TCA does not have a generator)
Kilometer packages	
Kilometers included in the daily rate	None
Bookable kilometer packages	Package of 800 kilometers 500 KM package
Additional kilometers	C\$ 0,47 per km
Insurance	
Security deposit	A security deposit of \$3,000 is required for the collision and comprehensive insurance deductibles as outlined in our insurance policy unless a liability option is selected. Liability Reduction - \$1,000 Liability Reduction Zero - \$0 The security deposit is processed to the Lead Driver/Main Guest's credit card during Online Check-in and is refunded to the same credit card upon return of the vehicle, if the vehicle is returned in the same condition as

	<p>it was received i.e., without damage. The physical credit card must be presented by the named Guest at the time of pick-up.</p>
	<p>All CanaDream vehicles are insured with \$5 million Public Liability and Property Damage.</p> <p>Canada operates insurance on a “no fault basis”. No-fault insurance doesn’t mean that no one is at fault when you get into an accident. All it means is that if you’re injured or your RV is damaged in an accident, your insurance company handles your claim, instead of potentially going through the lengthy and costly process of the court system and dealing with the other person’s insurance company. This is true regardless of whether the accident was your fault or someone else’s.</p> <p>After an accident, it’s an insurer’s responsibility to determine who’s at fault to evaluate an individual’s risk and determine how their premiums will be impacted. To determine fault, the law in almost every province requires an insurance company to assign a percentage of fault to each driver involved based on provincial regulations known typically as Fault Determination Rules. These rules outline different accident scenarios and assign fault to each of the parties involved in the accident by referencing the rule that most closely resembles the factual circumstances of the accident.</p> <p>We recommend that a copy of our Insurance Coverage Policy is presented to Guests at the time of an agent making a booking. This will ensure full understanding of CanaDream’s insurance policy at the time of confirmation.</p> <p>The Insurance policy can be viewed here in English, French, German and Dutch. Policy is correct at time of printing.</p> <p>The security deposit is processed to the Lead Driver/Main Guest’s credit card during Online Check-in and is refunded to the same credit card upon return of the vehicle, if the vehicle is returned in the same condition as it was received i.e., without damage. The physical credit card must be presented by the named Guest at the time of pick-up.</p> <ul style="list-style-type: none"> • 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. <p>Claims that are less than the deposit amount will have the difference refunded to the Guest upon closing of the incident claim.</p> <ul style="list-style-type: none"> • The Guest is responsible for the maximum charge stipulated, where expenses include, but are not limited to towing, storage fees, damage to the CanaDream Inc. vehicle, damage to third party property, injury claims, insurance adjuster fees, legal fees. • The 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. • The security deposit covers the first incident. Where damage has been reported, a second security deposit will be taken to cover any additional incident, and so on and so-forth. • Where a replacement unit is required due to an incident, 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.
Incidents	<p>Incidents must be reported within 24 hours and be accompanied by the completion of either CanaDream online accident report or the written accident report form (in each vehicle) along with the police report or file number.</p>
Liability Reduction Options	<p>CanaDream offer protection options that reduce the Guest’s financial responsibility for covered physical damage to the Rental Vehicle. Liability Reduction and Liability Reduction Zero are not insurance, but are contractual agreements between CanaDream and the Guest, wherein CanaDream agrees to seek reduced or no recovery for covered physical damage to the Rental Vehicle, subject to exclusions.</p> <ul style="list-style-type: none"> • Liability Reduction (LR)* – selecting this product reduces the Guest liability to \$1,000. • Liability Reduction Zero (LRZ)* - selecting this product reduces the Guest liability to \$0. <p>*Applies in respect of the first incident and/or claim, not the entire duration of the rental. Once an incident has occurred Liability Reduction/Zero cannot be restarted and standard insurance terms will apply. The incident must be reported to within 24 hours otherwise the cover will not be applicable.</p> <p>The Insurance policy can be viewed here in English, French, German and Dutch. Policy is correct at time of printing.</p> <p>Please note: Liability Reduction/Zero will not cover any damage listed as “All Costs” from the Incident description such as but not limited to the Rental Vehicle or third-party property caused through reversing, any damage deemed as malicious i.e. Rental Vehicle break in or vandalism, cover the replacement or repair of windows or cover the theft of the Vehicle. No coverage is offered for overhead damage, undercarriage damage, any damage deemed as gross negligence or any internal damages therefore full liability will apply. Maximum charge for Liability Reduction/Plus is 30 nights.</p>
Exceptions	<p>While on their road trip Guests are responsible for:</p> <ul style="list-style-type: none"> • 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 of saltwater. • 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 quality, ignoring oil or coolant levels, air pressure, etc.

	<ul style="list-style-type: none"> • Damages caused by freezing/overheating, e.g. unit not winterized, or overheating of RV, including brakes if Tow/Haul is not used on steep declines, or systems, e.g. plumbing or water systems.
Driving restrictions	
	<p>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:</p> <ul style="list-style-type: none"> • 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. <p>Guests assume all responsibility for any expense or loss of time while traveling in restricted areas.</p>
Travel prohibited to	<p>The below roads/regions are always prohibited:</p> <ul style="list-style-type: none"> • Logging and non-public roads • Any and all unnumbered roads and highways • Mexico <p>Due to the poor conditions of some roads and highways, Guests are prohibited from travelling on the following roads:</p> <ul style="list-style-type: none"> • Mexico – travel to Mexico is prohibited at any time. • St Pierre & Miquelon (off the coast of Newfoundland) – prohibited at any time. <p>Alaska</p> <ul style="list-style-type: none"> • Denali Highway (Highway 8 from Paxson to Cantwell), • Dalton Highway (north of Livingood) • Eagle, Alaska (Hwy 5 north) from the junction of Hwy 9 (Top of the World Highway) and Highway 5 west • McCarthy Road between Chitina and McCarthy • Northway Road (off AK-2) to Northway • Nabesna Road (off AK-1) to Nabesna <p>New York State</p> <ul style="list-style-type: none"> • Manhattan Island – RVs are prohibited at any time <p>British Columbia</p> <ul style="list-style-type: none"> • North Shore Road east of Kissinger Lake Campground (on Vancouver Island) • Head Bay Road (Highway 28) from Gold River to Tahsis (on Vancouver Island) <p>Yukon</p> <ul style="list-style-type: none"> • North Canol Highway <p>Newfoundland & Labrador</p> <ul style="list-style-type: none"> • Trans Labrador Highway (Highway 500) from Goose Bay to Labrador City • Highway 389 from Labrador to Baie Comeau • Highway 510 from Red Bay to Happy Valley-Goose Bay <p>Quebec</p> <ul style="list-style-type: none"> • Highway 167 north of La Doré • Highway 389 from Baie Comeau to Labrador • Highway 109 and James Bay Road. <p>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.</p>
Urban Travel Restrictions	<p>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.</p>
Parking restrictions	<p>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, taxis, etc.</p>
Winterization	<p>All Motorhomes must be winterized (water drained out) when travelling in freezing conditions except for the Maxi Motorhome (MHA), which is specially built for winter conditions and allows for use of the water, toilet, and shower in freezing conditions.</p> <p>Winterization of all other units requires that antifreeze is flushed through the plumbing system and no water facilities can be used i.e. no use of toilet, shower or kitchen sink.</p> <p>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:</p> <ul style="list-style-type: none"> • Eastern stations (Toronto, Halifax & Montreal): from 15th October

	<ul style="list-style-type: none"> Western Stations (Vancouver, Calgary, Edmonton): from 1st October Once the RV is winterized, no water can be put into the freshwater tank, and it cannot be hooked up to any water supply. Therefore, no water is available in the motorhome. <p>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 rewinterized 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.</p> <p>The Guest will be fully responsible for any damages to the plumbing and water systems caused by freezing during their trip.</p>
Travelers assistance	
	All RVs are covered for 24/7 mechanical emergency roadside assistance.
Repairs	We understand that while on holiday the RV may require small repairs or small items included in the Kitchen Kit may need to be 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 \$150 can be completed without authorisation and will be reimbursed on presentation of the original receipts at time of drop off. If repairs or replacements over \$150 are needed, the CanaDream On-road Team needs to be informed prior to the repair being completed. All RVs are covered for 24/7 mechanical emergency roadside assistance.
Cancellation policy	
Over 60 nights prior to departure	\$100
59-30 nights prior to departure	20% of Rental plus one-way fees, minimum fee \$250
29-15 nights prior to departure	50% of Rental plus one-way fees, minimum fee \$500
14 nights -departure/no shows	100% of the total Rental plus applicable one-way fees and any surcharges if applicable
Fines, tolls, etc.	
	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 fine we reserve the right to charge an administration fee.
Event surcharges	
	<p>CanaDream are happy for Guests to attend festivals from any of our locations with pre-authorized permission except for:</p> <ul style="list-style-type: none"> Burning Man Festival- CanaDream do not permit rental units to go to Burning Man festival in Nevada. A fine of \$5,000 will be automatically charged to any booking that our geo tracking picks up in this area. <p>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.</p>
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