



Voorwaarden Motor Home Travel Canada 2021/2022

Geldig van 1 april 2021 t/m 31 maart 2022

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

14124 Highway 50 (Regional Road 50)
Bolton, Ontario
L7E 3E2

Telephone: 416.743.4155
Toll-Free: 1.877.228.2218

Office Hours and Holidays

Monday - Friday 9:00 AM - 5:00 PM

Saturday 9:00 AM - 4:00 PM

Sundays & Holidays (June 1st thru October 15th) by appointment

Sunday (October 16th thru April 30th) CLOSED

Winter Hours (October 16th thru April 30th) 9:00 AM - 4:00 PM

Canadian holidays are January 1st, Feb. 15 (Family Day), April 2 (Easter), May 24 (Victoria Day), July 1 (Canada Day), September 6 (Labour Day), October 11 (Thanksgiving), December 25th/26/27th.

RATES AND INCLUSIONS

Rates include 100 kilometers per night

Standard Kit (Water Hose, Fire Extinguisher, Sewer Hose, 110V Adapter, Waste Basket W/Broom, Operator's Manual)

ADDITIONAL ITEMS & PACKAGES

Convenience Kit

Per Vehicle:

Set of Pots
Frying Pan
Mixing Bowl
Cork Screw

Cutting Board
Kettle
Juice Container
Can/Bottle Opener

Dish Cloth
Serving Spoons
Clothes Hangers
2 Tea Towels

Per Person:

Hand Towel	Blanket	Cereal Bowl
Bath Towel	Pillow & Pillow Case	Cup
Dinner Plate	Set of Sheets	Drinking Glass
Face Cloth	Knife/fork/Spoon	Bread Plate

Note: All tableware (plates etc.) is non-plastic and is made of Corning/Corelle china or equivalent.

Preparation Fee

This is a mandatory one-time charge per vehicle per booking and is applicable to all bookings without exception.

The Preparation Fee covers:

- 1) The standard kit per vehicle.
- 2) Toilet chemical.
- 3) Vehicle exterior cleaning.
- 4) Pick-up and Drop-off transfers. Minimum 7 day rental
 - All pick-ups are Toronto Pearson Airport area Hotels
 - All pick-ups are Sedan Cars, accommodates 4 people (Larger vehicles are available upon request, extra fee).

There are no refunds for unused propane and toilet chemicals and there are no refunds if the customers do not meet the transfer rules and did not receive transfer or if the customer decides to do their own transfer at their own cost.

Mountain Bike and Bike Rack Rentals

We offer one size of adult mountain bike for rent.

We offer a 2 or 4 bike rack with 2 or 4 mountain bikes per carrier. If your customers want to bring their own bike, bike racks only can be rented.

DRIVER'S LICENCE AND MINIMUM AGE

The customer must be in possession of a current and valid driver's license, or a valid International Drivers permit guarantees insurance approval at check in.

The minimum age to drive the motorhome is 25 years old.

BOOKING DURATION

Oct. 16 - May 14	3 night min
May 15 - June 14	5 night min
June 15 - July 7	7 night min
July 8 - Aug. 24	7 night min
Aug. 25- Sept. 20	7 night min
Sept. 21 - Oct. 15	5 night min

A 18 day minimum is required for unlimited kilometers.

PICK-UP AND DROP-OFF, TRANSFERS***Pick-up Procedure***

Afternoon pick-up is provided between 13:00(1:00 PM) and 15:00 (3:00 PM) hrs., with scheduled appointments.

No refund is made in the event of a late pick-up.

Drop-off and Drop-off Transfers

Drop-off hours last from 09:00 to 11:00 hrs. Drop-off must be attended. Drop-off transfer is provided from the rental location to the airport or airport area hotels. Minimum 7 day rental, advance arrangement suggested.

Drop-off late surcharges are \$80.00 per hour. No drop-off transfer is provided in the event of a late drop-off. No refunds are made for early returns or unused portions of rentals.

CREDITCARD COSTS, EXCHANGE RATES, FEES AND TAXES

We accept Master/Eurocard, Visa, American Express credit cards as well as all CDN/USD Traveler's Cheques. We are not responsible for the exchange rate fluctuations of any credit card transaction.

INSURANCE

Public Liability Insurance

Liability insurance coverage is maintained on all rental vehicles to a maximum of \$5,000,000.00 for any bodily injury and property damage liability claim brought by a third party (other than a passenger) against the customer (and any other driver listed on the rental contract) as a result of the operation or use of their rental vehicle. This basic public liability coverage is included in all rental rates. All coverage and waivers are subject to the express terms of the rental contract.

Customer Responsibility with Collision Damage Waiver (CDW)

In the event of a loss or damage to the vehicle whilst on rent, whether or not due to the fault of the customer, the customer's responsibility for direct and accidental loss including theft and vandalism or damage to the vehicle is unlimited. That is, the customer is responsible for all loss or damages;

1. Caused as a result of use without the express permission or consent of Motor Home Travel Canada Inc
2. Damage caused by striking overhead objects, or from backing up the vehicle
3. Interior Damage
4. Undercarriage damage, including tires and wheels
5. Damage caused by freezing or overheating vehicle systems
6. All Glass damage
7. All damages caused during any use of off public roads (including campgrounds, parking lots, service stations etc.)
8. Striking objects located off road i.e. lamp posts

Security Deposit with CDW Coverage:

Class A Motor Homes - \$4,000.00

Class C Motor Homes - \$3,000.00

WFI - \$250.00

TRAVEL RESTRICTIONS

Driving is not permitted:

- 1) In Mexico.
- 2) On Logging roads, non public roads or Off Road.

Northern Travel

All rental vehicles travelling to Alaska, the North West Territories and the Yukon Territories are permitted and must be confirmed in advance.

ACCIDENTS, BREAKDOWN & REPAIRS

Repairs / Refunds/ Early Returns

Necessary repairs are refunded without previous authorization up to \$50.00. The customer must provide receipts. If the customer paid for repairs in excess of \$50.00 without previous authorization we will not give a refund. The customer assumes full Responsibility for any additional expenses incurred by reason of a vehicle breakdown. If the vehicle is in breakdown repair for more than 12 working hours through no fault of the customer, our Responsibility to the customer is limited to a refund of the daily rate portion thereof Radio, TV/DVD, air conditioning, refrigerator, microwave, any appliances, plumbing, generator, cruise control and gps malfunctions are not considered breakdowns and no refunds are made for repair time to these items.

There will be no refunds for early return of a rental vehicle.

Accident

In case of an accident, the customer must notify the police for a police report immediately, they must notify Motor Home Travel Canada Inc. immediately and make a full report in writing. CDW accident coverage is void if the customer fails to follow this procedure, and will be 100% responsible for all damages and related costs.

TERMS & CONDITIONS

No Shows

Customers who fail to arrive on departure day or decline the vehicle at departure for whatever reason are considered as a departure day cancellation.

Maintenance and Cleaning Responsibility

The customer is responsible for checking all fluids at each refuelling. Refills of all fluids (except gasoline) will be reimbursed at check in upon presentation of receipts. The vehicle must be returned clean inside, otherwise cleaning charges may apply.

Parking / Traffic Violations / Toll Roads

The customer is responsible for reporting and payment of all parking, traffic and toll road violations and charges at rental termination. Non-reporting of parking, traffic and toll road violations and charges will result in an administrative charge of up to \$100.00. Non-reported parking and traffic violations plus administrative charges will be charged against the customer's credit card or will be collected at the customer's domicile.

Substitutions

Motor Home Travel Inc. is entitled to upgrade the customer to a higher rated vehicle at no extra cost. Should a lower rated vehicle be offered, Motor Home Travel's Responsibility is limited to the refund of the difference in gross rates.

Pets

Pet friendly vehicles available upon request, at no additional cost.

Towing

Towing is not permitted.

Storage

The storage of items on the roof is not permitted. Free storage of luggage is available at the rental facility at the renter's risk.

Security Deposits

Class A - \$4,000.00

Class C - \$3,000.00

WIF - \$250.00

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.