

## Terms and Conditions

### 1. RENTER'S RESPONSIBILITY

Renter agrees by renter's signature on the front of this agreement that renter has read, is aware of, and accepts full responsibility for and is bound by the terms and conditions contained in this agreement, which also consists of optional documentation provided to renter in connection with this agreement.

### 2. DAMAGE TO VEHICLE

Renter shall pay Four Seasons RV Rentals for all damage and/or mechanical repairs to vehicle and accessories.

### 3. PROHIBITED USE

The vehicle referred to in the rental agreement shall not be used, operated or driven:

- a) by anyone not named in the rental agreement
- b) by anyone whose driving ability is impaired by alcohol, drugs or fatigue
- c) in any speed contest
- d) in violation of any law
- e) for transporting persons for hire
- f) to tow or push any trailer or other vehicle
- g) on restricted roads, any forestry service (logging) road or off-road surface, unless permission from Four Seasons RV Rentals has been obtained
- h) to carry explosives and/or flammable material
- i) for rehire

### 4. REPORTING OF ACCIDENTS & THEFT

Renter shall report any accident or theft involving the vehicle to the police and shall submit a written report to a Four Seasons RV Rentals office as soon as possible.

### 5. PAYMENT

Renter shall pay Four Seasons RV Rentals all charges incurred in connection with the rental. Renter agrees that if the person or company indicated by renter to be responsible for payment fails to make payment, renter on demand agrees to pay all charges.

### 6. TICKETS, FINES, TOLLS & OTHER CHARGES

Renter shall pay all fines, highway toll charges and other costs associated with traffic and parking violations issued during the rental period. Four Seasons RV Rentals reserves the right to levy an administration fee of up to \$25.- in addition to the fine / toll charge etc., if the renter does not provide Four Seasons RV Rentals with the ticket and payment during the rental period outlined in this rental agreement.

### 7. REPOSSESSION

Four Seasons RV Rentals may terminate this agreement and repossess the vehicle at any time and place if the renter is in violation of any terms and conditions outlined in this agreement.

### 8. VEHICLE SUBSTITUTION

In a case where the reserved vehicle type is not available, Four Seasons RV Rentals reserves the right to select a suitable alternative.

### 9. RIGHT TO REFUSE SERVICE

Four Seasons RV Rentals reserves the right to refuse service.

## Terms and Conditions

### 10. PERSONAL PROPERTY

Four Seasons RV Rentals is not responsible for loss or damage of any property left in, upon or carried in the vehicle.

### 11. LOADS

Renter agrees to pay Four Seasons RV Rentals for any and all damage and/or mechanical repairs resulting from the vehicle being overloaded or improperly loaded, or resulting from an insecure load.

### 12. REDISTRIBUTION

If the renter returns the vehicle to any location other than the location indicated on the rental contract, the renter agrees to pay regular rates plus applicable redistribution charge or towing charge.

### 13. REFUELLING

The vehicle has to be returned with a full tank of fuel. If the renter does not refuel, the renter agrees to pay for having the vehicle refueled at a rate of \$3.00 per litre.

### 14. HOLDING TANKS

Vehicle holding tanks requiring dumping by Four Seasons RV Rentals staff will be subject to a service charge of \$25.00.

### 15. CLEANING

The vehicles must be returned clean. If the cleanliness of the RV is not up to Four Seasons' standards, a cleaning charge of \$40.00 per hour will be levied.

### 16. SMOKING

Smoking is not allowed in any of our vehicles. Four Seasons RV Rentals reserves the right to charge an additional fee of \$200.- if a vehicle returns smelling of tobacco smoke.

### 17. LATE RETURN

Vehicles must be returned inspection ready by 12:00 noon. Late returns are not allowed without Four Season's permission. If the vehicle is returned late without permission from Four Seasons, overtime hours are charged up to a maximum of 4 times the daily retail rate.

### 18. EARLY RETURN / UNUSED KILOMETRES

The renter is not entitled to receive any refunds for early returns or unused kilometres.

### 19. UNATTENDED VEHICLE

The vehicle shall not be left unattended unless the windows have been closed, the doors locked and the ignition key removed. If the vehicle is missing or stolen and the renter does not have the keys to return to Four Seasons RV Rentals, the renter is responsible for the total value of the vehicle.

## Terms and Conditions

### 20. TRAVEL RESTRICTIONS

- Travel into Mexico is prohibited;
- Travel in Death Valley (California) is prohibited between June 1 and August 31;
- Non-public roads and off-road driving is prohibited at all times;
- Four Seasons RV Rentals does not allow the vehicle to be left unattended by the renter in the city of Montréal, Quebec City, Ottawa or New York. Violating this term will void the CDR and/or CDW agreements and make the renter liable in case of theft and/or damages.

#### Restrictions are in place for the following Northern roads:

**Yukon:** \* Canol Road (Hwy 6), North of Ross River – not covered by CDR or CDW  
\* Aishihik Lake Road – not covered by CDR or CDW  
\* Road between Dease Lake and Telegraph Creek – not covered by CDR or CDW

**Alaska:** \* Dalton Highway (Hwy 11), – Restriction in place between Coldfoot and Prudhoe Bay: not covered by CDR or CDW  
\* McCarthy Road, between Chitina and McCarthy – not covered by CDR or CDW

#### Newfoundland / Labrador:

\* Travel to Newfoundland and Labrador is not recommended with C-XLarge motorhomes due to poor road conditions. Vehicle exchanges to these areas may be limited to smaller vehicle types.

Four Seasons RV Rentals reserves the right to limit travel on any roads or road sections based on changing conditions without notice. Information regarding vehicle replacement in case of breakdowns or accidents outlined in our terms and conditions (see reverse page) do not apply to the restricted roads.

### 21. LARGE EVENTS

Use of rental vehicles for any large outdoor event may be subject to an additional deposit or surcharge. Vehicles for festivals and events must be explicitly requested at time of reservation.

**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).

### 22. SEATBELTS

The number of persons travelling in the vehicle must not exceed the number of seatbelts the vehicle is equipped with by its manufacturer.

### 23. TRIP INTERRUPTION / CANCELLATION

Four Seasons RV Rentals shall assume no liability whatsoever in the event a booking or rental is cancelled, rescheduled, changed, postponed or interrupted due to a fortuitous event, act of God, unforeseen occurrence or any other event that renders performance of the rental impracticable, illegal or impossible.

### 24. FINAL AUDIT

All charges are subject to a final audit. If renter is overcharged or undercharged the renter will pay the corrected amount or receive a refund.

**1. LIABILITY COVERAGE**

Four Seasons RV Rentals 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 Four Seasons RV Rentals 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**

**(Minimum charge of \$182.00 will apply regardless of rental duration)**

Declined Initials:

**A collision deductible reducer is available for CAD \$26.00 per day to a maximum of CAD \$780.00 per rental and provides 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 Four Seasons RV Rentals and the renter and will be **dispatched** within 24 hours from the time the renter notifies Four Seasons RV Rentals 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. Four Seasons RV Rentals is not obligated to deliver C-Large or C-XLarge, 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 is the renter's fault;
- C. Damages and deductibles are subject to applicable taxes;
- D. In case the CDR is not purchased, Four Seasons RV Rentals 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**

**(Minimum charge of \$91.00 will apply regardless of rental duration)**

Declined Initials:

**CDW is available for CAD \$13.00 per day. 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.**

Initials:

- 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 #20 in our terms & conditions);
- Damages caused by ignoring height restrictions and other road signs;
- 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;

**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 / Dodge / Chevrolet 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, Four Seasons RV Rentals will retain the security deposit until the motor vehicle insurance company determines liability for the accident. If the motor vehicle insurance company notifies Four Seasons RV Rentals that the renter is not at fault, Four Seasons RV Rentals agrees to reimburse the security deposit immediately after receiving notification from the motor vehicle insurance company.**

**6. EXCHANGE RATE VARIATIONS**

Four Seasons RV Rentals cannot be held responsible for exchange rate variations while a security deposit is being held.

**7. INSURANCE COVERAGE THROUGH A THIRD PARTY**

If the renter is covered for damages through a third party insurer, he/she agrees to pay Four Seasons RV Rentals for all damages upon return. It is the renter's responsibility to re-claim the amount from his/her third party insurer, Four Seasons RV Rentals 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 / 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 Four Seasons RV Rentals as soon as possible.

**By providing my signature below, I indicate that I have read and understood all terms and conditions.**

Rental Agreement#: \_\_\_\_\_

Renter's Name: \_\_\_\_\_

Renter's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Credit Card Holder Name: \_\_\_\_\_

Credit Card Holder Signature: \_\_\_\_\_