

All CanaDream Inc. vehicles are insured with \$5-million public liability and property damage. A deposit of \$1,750.00 is required on a major credit card for the collision and comprehensive insurance deductibles as outlined below. The deposit is refundable upon the return of the vehicle in the same condition as it was received and if it was not involved in any incident claims. Any Guest that is involved in an incident will have their deposit held (to the maximum charge listed below), *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 the closing of the incident claim. The Guest is responsible for the maximum charge detailed below 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, and legal fees. Our insurance does not cover liability for loss of personal property, nor does it cover costs for accommodation, transportation, or replacement of the 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 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 must be reported within 24 hours and be accompanied by either the online accident report or 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)	\$1,750
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)	\$1,750
Collision with animals	\$1,750
Tire damage (does not include tow charges)	\$1,000 per tire
Hubcap replacement	\$200 each
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, drive-through, and height restriction 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.

Security Deposit

The insurance security deposit which is paid during Online Check-in should be paid by Credit Card, (we accept Mastercard, Visa and America Express). **The Cardholder must be present at pickup.** The payment is processed for the duration of the RV rental and the security deposit will be refunded to the same card if the vehicle has not been in an incident or any damage caused in line with our insurance policy.

Unauthorized Areas

Unauthorized Areas include Northern Surcharge areas, the USA, and any restricted geographic areas which CanaDream may determine at any time. Without prior permission to drive the vehicle in these areas, there is no insurance coverage and the guest is responsible for all damages, related expenses, and costs. The guest is also subject to a \$1500 penalty. CanaDream reserves the right to restrict access to specific geographic areas at any time. These restrictions may be applied at the time of pick up. The guest assumes all responsibility for any expense or loss of time while travelling in restricted geographic areas.

Northern Surcharge Areas

A Northern Surcharge of \$625 will apply for rentals starting at any station other than Whitehorse and travelling to the following areas:

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

Permission to travel to Northern Surcharge areas must be expressly requested and confirmed at the time of reservation.

Festival Surcharges

CanaDream is 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 \$2,500 for all rentals, this includes up to 4 hours of interior cleaning. After 4 hours, additional fees will apply.
- Other festivals such as EDC in Las Vegas have a Festival Surcharge of \$1,500 per unit.
- Drop & Go, Platinum Package, and Platinum Plus Package cannot be booked on reservations which include the Festival Surcharge.

CanaDream reserves the right to alter or change the list of festivals affected by the surcharge at any time. Guests wishing to take a CanaDream RV to a festival must request permission at the time of booking.

Prohibited Travel Areas

TRAVEL IN THE FOLLOWING AREAS IS STRICTLY FORBIDDEN AT ALL TIMES:

- 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.
- Manhattan Island, USA

Travel Restricted Areas

- 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 Death Valley is limited to the low season (15 September through 15 May) due to extreme temperatures and road conditions
- 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.

Guests are welcome to travel into the United States. A \$100 US Driving fee applies to any travel within the United States (including Alaska). There will be no insurance coverage if Guests travel into the United States without prior authorization.

Urban restrictions

- Parking of your vehicle is **prohibited** in the greater metropolitan areas of Montreal and Ottawa. This includes pay parking lots, hotel parking lots, side streets, etc. There are designated RV parking lots available close to public transit where you are permitted to leave your RV while exploring these cities.

Ottawa - <https://ottawa.ca/en/parking-roads-and-travel/parking/motorhome-and-tour-bus-parking>