

2017 Rental Information and Terms and Conditions

- 1. Office Hours** – Apr-Oct: Mo – Fri: 8am – 6pm; Sa: 9am – 4pm. Nov-Mar: Mo-Fri: 9am-6pm; Sa: 9am-4pm. We are closed Sundays & stat holidays.
- 2. Reservations** - A non-refundable deposit of \$500.00 is required at the time of booking. The receipt of this does not imply acceptance of the booking. Only when the booking has been confirmed by OWASCO (Herein referred to as the Company) is the deposit accepted, as the first instalment of the total payable.
- 3. Availability** – We reserve the right to substitute a vehicle equivalent or larger at no extra daily rental cost to the customer. Any subsequent expense (gasoline, ferry costs, etc) are the sole responsibility of the renter. Important: Always add 2 ft to any vehicles for “Ferry Bookings”.
- 4. Rental dates** may be extended if available but not contracted.
- 5. Rental & Tax Charges** - are payable 30 days prior to departure. If payment in full has not been received by the stipulated date, the Company reserves the right to cancel the booking without further notice and without refund of deposit.
- 6. Tax** is charged according to the laws of the province where equipment is rented.
- 7. Deposits** - A security/cleaning/mileage deposit will be required at pick-up.
- 8. Transfers** – between 9:30am – 2pm; pick up from any airport hotel. Drop off at airport/airport hotel. Mondays also from downtown hotels. Customers must contact us at least 1 day prior to pickup to arrange a time.
- 9. Driver Requirements** – A valid national driver’s licence is necessary to rent an RV. For guests from overseas an international driver’s licence is recommended. All members of the party wishing to drive the vehicle must be listed on the signed Rental Agreement. The main renter has to be between 25 – 75 years old and needs to have a **valid credit card at pick up time. We accept Visa, MasterCard, & AMEX. Pre-paid Credit Cards are not accepted.**
- 10. Traffic Violations** – The renter will be responsible for all traffic violations and parking tickets. In the unlikely event that you receive a ticket for any traffic violation or for illegal parking, it is essential that you present this to Owasco when you return the vehicle, together with the appropriate fine payment. Owasco will then complete the paperwork and pay your fine with no additional charges. If you fail to report a traffic violation/parking ticket, Owasco will charge \$25 in addition to the fine and it will be charged to your credit card.
- 11. Gasoline** - The cost of gasoline is entirely the responsibility of the renter. The Company makes no claims regarding the consumption of any of its vehicles, and will accept no responsibility if the client’s estimate of gasoline consumption is more or less than anticipated.

- 12. Familiarization with the vehicle** – Time will be spent to acquaint the renter with the use and operation of the vehicle. This will cover all aspects necessary for the enjoyment of a recreational vehicle. Please allow 60 – 90 minutes for instruction, paperwork and unpacking.
- 13. Animals and smoking are not permitted in our vehicles!** There will be a minimum fine of \$250 if you carry a pet or smoke in your rented vehicle.
- 14. Travel Restrictions** - Travel on the Dempster HWY, otherwise known as Yukon Hwy 5 and Northwest Territories Hwy 8, into the NW Territories and Nunavut is not allowed. Owasco does not permit its vehicles to travel to Mexico or Death Valley. Owasco assumes no responsibility for loss of time due to mechanical breakdowns while traveling in a travel restricted area. RV’s are not permitted on roads designated on the official provincial and state maps as ‘other roads – gravel or dirt.
- 15. Northern Rentals** – A surcharge of \$300 applies to rentals travelling North of Fort St. John on the Alaska Hwy, Cassiar Hwy into Yukon and Alaska. We allow Northern rentals in our Non-Slide out models, C22-C24, only with the purchase of our Northern Surcharge. Northern use must be specified at the time of reservation. (Further conditions apply) Please note insurance coverage is void if travelling in restricted areas without authorization. Repairs, damages and delays caused by mechanical breakdowns will be the responsibility of the renter.
- 16. Preparation fee** – The preparation fee covers, the first tank of propane (for cooking, heating etc.) and a supply of toilet chemicals.
- 17. Convenience Kits** – The \$90 per person/per trip (max. charge = 4 kits / \$320) covers the following:
Per Person:
1 duvet, 1 duvet cover, 1 sheet (per bed), 1 pillow & pillow slip, 1 bath towel, 1 hand towel, 1 face cloth, 1 bath mat, 1 large plate, 1 cereal/fruit bowl, 1cup, 1 glass, 1 knife, 1 fork, 1 tablespoon, 1 teaspoon, 1 steak knife, 1 egg cup with spoon (we always include 2 extras of each item/vehicle)
Per Vehicle:
1 set of pots and pans, 1 frying pan, 1 set of bowls, 1 meat platter, 1 can opener, 1 cork screw, 1 whisk, 1 spatula, 2 carving knives, 1 peeler, 1 serving spoon, 1 cooking spoon, 1 cutlery tray, 1 cutting board, 1 kettle, 1 coffee maker, 2 tea towels, 1 pair rubber gloves, 1 sieve or strainer, 1 broom and dustpan, 1 flashlight / tool set, 1 fire extinguisher, 1 pair of scissors, 1 axe, 1 cleaning cloth, 1 first aid kit, 1 pot holder set
- 18. Dishes only** – For a flat fee of \$80. We rent out all of the above with the exception of linen/pillows/duvet/towels. This is a great value for customers who want to bring their own sleeping bags.
- 19. Miscellaneous Items** – Additional items are also available for rent on a first come, first serve basis: camping chairs, toasters and more. Other rental items like bikes, bike rack, baby bed, TV/DVD, and/or GPS should be reserved in advance as only a limited number are available.

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20. Maintenance – The renter is responsible for checking engine oil and coolant levels at each refuelling, as well as reporting mechanical failures to Owasco immediately. Oil and coolant refills will be reimbursed at check-in, upon presentation of receipts.

21. Breakdowns and Repairs - The renters of the motorhomes and vans or the participants in an all inclusive tour or caravan acknowledges the possibility of a mechanical failure or breakdown and acknowledges that such occurrence is an inherent contingency associated with the operation of the vehicle used, and that such contingency is beyond the control of the Company. The renter or participant agrees to hold the Company harmless from and against any and all loss of time, transportation costs, inconvenience, loss of food in the vehicle and any and all expenses resulting from such contingency in the event of mechanical failure or breakdown other than the CDR/VIP insurance. The Company will make all reasonable efforts to assist the renter to obtain help or arrange for repairs, subject to the business hours of local repair facilities. The company will not accept responsibility, nor will it issue refunds in excess of \$75.00 unless prior authorization to proceed with repairs in excess of the sum has been granted by an officer of the Company. Collect calls are accepted.

22. Return – Vehicles must be returned **before 10:00am** on the final day. A rate of \$50/hour will be charged for each hour overdue. There are no refunds for early returns or unused kilometres. To avoid extra charges please return the vehicle clean inside (i.e. sinks, stove, microwave, refrigerator, washroom, floor and cab); outside must be clean (normal road dust is acceptable). The renter is not expected to wash towels, bedding, etc. Holding tanks must be emptied prior to return of vehicle, otherwise a dumping charge of \$150 per holding tank will apply.

23. Owasco is not responsible for hotel charges, car rental or any other accidental or consequential costs in the event of a breakdown. Within 24hrs a report to Owasco/Insurance Company and /or Police must be filed in case of an accident, damage to vehicle, vandalism, fire or theft. Otherwise the insurance is null and void.

24. Parking in Montreal and Ottawa is not allowed.

25. Cancellation Policy – No fee is charged when cancelled within 3 days of making the reservation provided it is not within 30 days prior to pick-up date.

Booking time to 30 days prior to pick up:	\$500
30 – 16 days before pick up:	60% of rental charges
15 – 1 days(s) prior to pick up:	75% of rental charges
No show	100% of the rental

One-way fee is payable in full on any cancellation.

Owasco will not refund any reservation cancelled, missed or otherwise as a result of war, act of terrorism or Mother Nature.

26. Awnings- units are not guaranteed to come with awnings and there are no rebates or refunds for non-functioning awnings.

27. Generators-Units are not guaranteed to come with generators unless generator surcharge has been purchased. There are no rebates or refunds for non-functioning generators

28. Minimum Rental Period: 7 Days (14 in March). Short term rentals (less than 7 days) are available on a last minute basis except during blackout periods. Please contact us for further details.

29. Floor plan variation and vehicle specifications: Floor plans and specifications may vary within each rental category, and are subject to change without notice. Information supplied with reference to a vehicle description is general. We cannot guarantee a specific unit or floor plan when making a reservation.

Further details as per our rental contract.

2017 INSURANCE INFORMATION

INSURANCE

Owasco maintains liability coverage on all their rental vehicles to a maximum of \$3,000,000 for any bodily injury and property damage liability claims arising from the operation or use of its rental vehicles. Premiums for this basic public liability coverage are included in all rental rates, which also include premiums for collision insurance and comprehensive insurance with a deductible of \$7,500 per occurrence. All coverage and waivers are subject to the express terms of this rental contract and of the applicable motor vehicle insurance contract. The insurance deductible may be reduced with the purchase of CDR/VIP Insurance as shown in the in the table below.

For drivers under 25 years of age, the CDR/VIP insurance is mandatory. For Details inquire at station.

DAMAGE TO VEHICLE

Customer's Responsibility

In the event of loss or damage to vehicle while on rental, whether or not due to the fault of the rental customer, the customer's responsibility for direct and accidental loss or damage to the vehicle is limited to a maximum of \$7500 per occurrence. There is no limit however if vehicle incurs loss or damage not covered by the insurance as outlined below.

DEPOSITS

At time of rental we charge the renter's credit card with an **Insurance Deposit** of \$7500, if CDR/VIP Insurance is purchased we take a blank credit card imprint **Security Deposits** are refundable upon vehicle's check-in if it has been returned: On time, undamaged, clean, equipment complete, holding tanks empty and gas tank full. Deposits given by charge – credit cards, will be refunded by same.

TRAVEL NOT ALLOWED

Parking in Ottawa & Montreal is not allowed. Motorhomes are not permitted on Dempster Hwy, Inuvik, Northwest Territories, Mexico or Death Valley. Alaska and Yukon, Cassiar Hwy, Alaska Hwy only with Northern Surcharge (conditions apply). RVs are not permitted on roads designated on the official provincial or state maps as "other roads – gravel or dirt".

In case of an accident, damage to vehicle, vandalism, fire or theft, a report must be filed according to the instruction manual. Otherwise insurance is null and void.

RA#	Standard Insurance (included in rental)	CDR INSURANCE Mandatory if 0-Deductible Insurance is purchased	VIP Insurance
Customer:			
Value: \$			
Fire & Theft (Personal Contents Not Covered)	\$7500	\$1500	\$500
Windshield & Glass Damage (\$800 with VIP for A-Class)	\$7500	\$1500	\$500
Motor Vehicle Accident / Vandalism / Hit & Run	\$7500	\$1500	\$500
Damaged Wheels / Interior Damage	\$7500	\$1500	\$500
Vehicle Accident in Parking Lot, Campground, Service Station	\$7500	\$1500	\$500
Collision with any Stationary Object	\$7500	\$1500	\$1500
Insurance & Security Deposit Required	\$7500 Credit Card Charge	Signed blank Credit card imprint	Signed blank Credit card imprint
The following are not covered if damages are caused by: <ul style="list-style-type: none"> ▪ Parking in Montreal or Ottawa ▪ Failure to maintain all fluid levels; ▪ Failure to use specified fuel or use of contaminated fuel; or fuel in water system; ▪ Operation by anyone not on the rental agreement, under 21 years of age or not licensed; ▪ Driving under the influence of alcohol or drugs; ▪ Deliberate or wilful damage by renter or guests; ▪ Travel in restricted areas (see above); ▪ Towing of any kind; ▪ Freezing of the vehicle's systems; ▪ More passengers than the available seat belts; ▪ Damage occurring in an accident that the renter has failed to report to the police and Owasco; ▪ Nature damage (hail, storm, tornadoes) ▪ Motorhome theft in Montreal/Ottawa – when parked (except spec. campgrounds); ▪ Damage to awnings; ▪ Damage to roof or undercarriage of vehicle 		<p style="text-align: center;">Customer's Responsibility</p> <p style="text-align: center;">The terms on this agreement have been thoroughly explained to me.</p> <p style="text-align: center;">Renter's Signature</p> <p>X_____</p>	

