

Best Time RV

powered by rental alliance

Address List Transfer Information Canada

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1. Best Time RV Location - Addresslist

CALGARY
YYC

1310 Meridian Road NE
Calgary, AB T2A 2N9
Phone: (403) 248-2584
Toll Free: (855) 344-1776
Fax: (403) 204-1186
Tax: 5.00 %
Manager: Anja Schulz

TORONTO
YYZ

25 Reuter Drive
Cambridge, ON N3E 1A9
Phone: (647) 260-8891
Toll Free: (855) 368-2767
Fax: (647) 557-3557
Tax: 12.00 %
Manager: Peter Sauvé

VANCOUVER
YVR

5360 12th Ave
Delta, BC V4M 2B3
Phone: (604) 229-1053
Toll Free: (855) 275-3280
Fax: (604) 245-2577
Tax: 13.00 %
Manager: Ina Eyerund

Best Time RV
Achener Weg 60
D-88316 Isny
Germany
Phone: +49 7562 91389 285
Fax: +49 7562 91389 160

President:
Ernst Dähler
E-Mail: ernst.daehler@BestTimeRV.com

Reservations Department:
reservation@BestTimeRV.com

2. TRANSFER INFORMATION

Best Time RV offers TWO different types of Pick-ups:

Early pick-ups are provided at a cost of **CAD 198.00 per rental for pick-ups July 1 – Sep 30** and at a cost of **CAD 135.00 for pick-ups Oct 1 – Jun 30**. With this option, the pick-up times are Mon-Sat 9.00 am – 11.00 am. These Early pick-ups include free transfers from designated hotels to rental location as described below under 2.1. The time for these free transfers will be arranged with the customers individually between 7.30 am and 9.30 am. Customers have to tell us at least **3 working days prior to their pick-up**, from which of the designated hotels they would like to have a transfer. No last minute transfers can be organized.

Regular pick-ups are at **no extra cost** and **DO NOT** include transfers to rental locations and are described below under 2.2. and the possession of the rental vehicle is Mon-Fri 1.00 pm - 3.00 pm or Sat 10.00 am – 11.00 am.

The customers have to call our rental location one working day prior to their pick-up. The rental location will arrange a suitable time for the pick-up or the transfer with them. This way we can avoid long waiting periods for the customers. Moreover we can make sure, that the customers, who have booked a transfer, are provided with all information needed. (Please provide the customers with the phone numbers of our rental locations and consider their opening hours for calls.)

2.1. Early Pick-up (transfer to rental location included)

- There is a cost for this additional service (please refer to price list).
- Overseas customers **must overnight** before picking-up their rental unit.
- Customers should provide their **mobile phone number and, or email address**, so the rental location can contact them in case any additional information regarding the transfer has to be communicated.
- **Customers must be ready for pick-up at the time approved by the rental location at one of the designated transfer hotels at specified customer waiting areas** (exceptions are listed separately with the transfer hotel information).

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- Hotel transfer is **only provided from the customer waiting area** of the designated transfer hotels.
 - Tour operators or customers are requested to report at the time of booking or **not later than three working days** before pick-up date in which designated transfer hotel customer is staying overnight and **how many people** are in customer's party.
 - **Transfers are only provided from the designated hotels if we have been informed of the transfer within the indicated time frame. Customers must be ready at the stated time and customer waiting area, otherwise no pick-up transfer will be provided.**
 - Transfer times listed are approximate due to traffic and weather conditions. Best Time RV is not responsible for refunds due to delays for any of these conditions.

2.2. Regular Pick-up (no transfer included to rental location)

- **Vehicle Pick-up:** Mo-Fr 13.00 – 15.00 hrs, Sa 10.00 – 11.00 hrs
- Customer must arrive at rental location at their own expense. No transfer to the rental location is provided by the rental company.
- Reserved rental vehicles will not be provided for pick-up before 13.00 hrs Mo-Fr or before 10.00 hrs Sa.
- Reserved rental vehicles may be delivered as late as 15.00 hrs Mo-Fr or 12.00 hrs Sa.

2.3. Vehicle Drop-off and Airport Transfer

- Vehicle drop-off hours are **from 09.00 to 11.00 hrs**.
- **Airport Transfer is only provided if drop-off time is on or before 10.00 hrs:** Airport transfer is included in Prep Fee and provided to all renters **who drop-off their rental vehicles on or before 10.00 hrs** at no extra cost. Shuttles leave (around 11.00 hrs) **from our rental location to the Calgary (YYC), Toronto (YYZ) or Vancouver (YVR) airport only**. Please do not book return flights with departures before 14.00 hrs, if your customers want to take advantage of the free drop-off transfer to the airport.
- **No Airport Transfer is provided if drop-off time is after 10.00 hrs.** Drop-offs after 10.00 hrs may take longer than the time the airport shuttle leaves, hence if customers arrive at rental location for vehicle drop-off after 10.00 hrs, no airport transfers are guaranteed anymore.

- **Late vehicle drop-off (= drop-off after 11.00 hrs)**

Late vehicle drop-off surcharges are **CAD 50.00 per hour**. No airport transfers are provided in the event of a late vehicle drop-off. No refunds are made for early returns or unused portion of rentals.

2.4. Customer Information and Pre Check-In

- Please inform your customers clearly about hotel transfers to the rental station as well as airport transfers after vehicle drop-off. On our website, customers can check-in online or you may provide customers with a copy of the pre-check-in form.

Online check-in link:

English: <https://rental-b2b.com/4DCGI/BTR?1HTMCINLogin.htm?>

German: <https://rental-b2b.com/4DCGI/BTR?2HTMCINLogin.htm?>

2.5. Transfer Hotels, Pick-up time & Customer Waiting area:

Calgary
YYC

Travelodge Hotel Calgary Airport South

2750 Sunridge Blvd NE
Calgary, AB T1Y 3C2
Ph: (403) 291-1260

Pick-up time: 07.30 hrs

Customer waiting area: Main Entrance (outside)

Comfort Inn and Suites Airport

3111 26 St NE
Calgary, AB T1Y 7E4
Ph: (403) 735-1966

Pick-up time: 07.30 hrs

Customer waiting area: Main Entrance (outside)

Sheraton Cavalier Calgary Hotel

2620 32 Ave NE
Calgary, AB T1Y 6B8
Ph: (403) 291-0107

Pick-up time: 07.30 hrs

Customer waiting area: Main Entrance (outside)

Ramada Plaza Airport Hotel and Conference Centre

3515 26 St NE
Calgary, AB T1Y 7E3
Ph: (403) 879-1505

Pick-up time: 07.30 hrs

Customer waiting area: Main Entrance (outside)

Toronto
YYZ

Holiday Inn Toronto Airport
970 Dixon Road
Etobicoke, ON M9W 1J9
Ph: (416) 675-7611
Pick-up time: 07.30 hrs
Customer waiting area: Main Entrance (outside)

Marriott Airport Hotel Toronto Airport
901 Dixon Road
Etobicoke, ON M9W 1J5
Ph: (416) 674-9400
Pick-up time: 07.30 hrs
Customer waiting area: Main Entrance (outside)

Sheraton Toronto Airport Hotel
801 Dixon Road
Toronto, ON M9W 1J5
Ph: (416) 675-6100
Pick-up time: 07.30 hrs
Customer waiting area: Main Entrance (outside)

Double Tree by Hilton Toronto Airport
925 Dixon Road
Etobicoke, ON M9W 1J8
Ph: (416) 674-2222
Pick-up time: 07.30 hrs
Customer waiting area: Main Entrance (outside)

Vancouver
YVR

Sandman Hotel Vancouver Airport
3233 St Edwards Dr
Richmond, BC V6X 1N4 / Canada
Ph.: (604) 303-8888
Pick-up time: 07.30 hrs
Customer waiting area: Main Entrance (outside)

Travelodge Hotel Vancouver Airport
3071 St Edwards Dr
Richmond, BC V6X 3K4 / Canada
Ph.: (604) 278-5155
Pick-up time: 07.30 hrs
Customer waiting area: Main Entrance (outside)

Sandman Signature Hotel Vancouver Airport
10251 St Edwards Dr.
Richmond, BC V6X 2M9 / Canada
Ph.: (604) 278-9611
Pick-up time: 07.30 hrs
Customer waiting area: Main Entrance (outside)

Accent Inns Richmond Vancouver Airport

10551 St Edwards Dr
Richmond, BC V6X 3L8 / Canada
Ph.: (604) 273-3311

Pick-up time: 07.30 hrs

Customer waiting area: Main Entrance (outside)

Holiday Inn Vancouver Airport

10720 Cambie Rd
Richmond, BC V6X 1K8 / Canada
Ph.: (604) 821-1818

Pick-up time: 07.30 hrs

Customer waiting area: Main Entrance (outside)