

Best Time RV

powered by rental alliance

General Rental Information

MOTORHOME RENTALS IN CANADA



Summer & Winter 2019 / 2020 (valid from April 1st, 2019)

Experience:

Best Time RV is new on the market in Canada, but with more than 30 years of rental experience in the USA. We are also part of the Erwin Hymer Group. We offer pickups from our locations in Vancouver, Calgary and Toronto.

Quality:

We are featuring high end units like Hymer, Roadtrek and Winnebago. Our units run only two seasons, so they are maximum 24 months old. For your safety we offer three-point child or baby car seat attachments. No special driver's license is required to drive our units.

Early Pickup:

We offer an early morning pickup with shuttle service for our guests to be able to be on the road already in the morning to enjoy more vacation time.

Price System:

We offer great competitive prices with our flexible price system. Early bookings are suggested to get the best deals.

One ways:

There is the possibility to reserve one ways between our locations in Canada. Availability is on request only at time of booking.

Services:

International Sales & Marketing Office Team in Europe: a one stop information center and help point when it comes to reservations

Online tool to check availability, obtain quotes and confirm reservations

Online pre-check in helps your customers to save time at pick-up

Additional rental items available (GPS, convenience kits, camping chairs and more)

Multilingual services at most of our locations, which makes the vehicle introduction or paperwork easy and stress free

24-HOUR Roadside Assistance

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1. TOUR OPERATOR: REGISTRATION AND RESERVATION

1.1 Registration

A Tour Operator who wishes to establish a business relationship with **Best Time RV** would need to complete, sign and return the enclosed **registration form**.

By signing the registration form, the Tour Operator *accepts the general conditions stated therein*.

The tour operator also confirms the receipt of

1. *Best Time RV Price List*
2. *Registration Form to register*

and that he has taken note of all updates about

1. *Best Time RV Transfer Information (locations) and General Rental Information*
2. *Best Time RV Vehicle Specifications (fleet)*

After receipt of the duly signed registration form, Best Time RV will supply you with the **necessary IP address, your address code** and your **password** for the **online reservation system**. All you need is Internet access. There are no other hardware or software investments or set-up fees to pay. You are then immediately set up and can make your bookings online.

Tour Operators who do not wish to use the online reservation system can use email, fax or telephone.

Our "**Frame Link**" allows your clients to directly book on the Best Time RV online reservation system through your website, totally automating the reservation process. For Tour Operators wishing to make use of the Best Time RV "Frame Link" please contact us for more information.

1.2 Booking Procedure

- **Online Bookings:**

Bookings are handled easiest and quickest through our online reservation system. Responses are immediate and 24 hours a day. Confirmations are immediate and final. The online reservation system can only handle new bookings. Alterations or cancellations must be communicated and confirmed by e-mail.

Group bookings (6 vehicles and more) and Seasonal Specials cannot be made online and have to be requested by e-mail.

- **Bookings by e-mail:**

Requests/bookings can also be made through the reservation office of Best Time RV. Tour Operators will receive responses to booking requests within one working day by e-mail.

Best Time RV

Achener Weg 60

D-88316 Isny, Germany

Phone +49 7562 91389 285

Fax +49 7562 91389 160

Email reservation@BestTimeRV.com

- **Information needed for booking:**

If you use the online reservation system, you will be automatically asked all relevant questions. If you have special requests, there is appropriate space for such requests.

New upgrades in our rental software will be beneficial to your customers but require the following complete information at time of reservation of all parties traveling in the group:

- a) Surname, First Name of all travelers
- b) Number of travelers
- c) Vehicle type (e.g. CE-23)
- d) Flex rate being booked.
- e) Pick-up city and pick-up date
- f) Drop-off city and drop-off date
- g) Mileage package requested
- h) Items to be prepaid
- i) Number of convenience kits required
- j) Arrival/overnight info (if Early Pick-up is desired)

1.3 Calculation of Invoices

Our prices are based on Flex rates. The current Flex rates will be published and sent to you every Sunday by e-mail. They are then valid for the coming week. The calculation of rental days will be determined on a “per night” basis as is standard practice in the hotel and tourism industry. The pick-up day is counted as the first rental day, and there is no charge for the last

rental day on which the vehicle is being returned. Invoices will be issued according to the information received in your reservation request.

The Flex rate is valid for 7 nights. For the additional nights, a new Flex rate will be applied on day 8.

1.4 Cancellation / Modification policy

Best Time RV ensures the validity of each confirmed reservation. Therefore, strict cancellation charges apply to confirmed reservations.

These cancellation fees are:

For individual bookings

- up to 42 days prior to pick-up date 10 % of total rental days charges
- 41 to 29 days prior to pick-up date 30 % of total rental days charges
- 28 to 15 days prior to pick-up date 50 % of total rental days charges
- 14 to 1 days prior to pick-up date 75 % of total rental days charges
- Departure day and no shows 100% of total rental days charges

Separate cancellation policy applies for group bookings (6 vehicles and more).

One-way charges for confirmed one-way bookings

For one-way rental cancellations, the full one-way drop-off charge plus taxes will be added to the regular cancellation charges.

No shows

Customers who fail to arrive on pick-up day or decline vehicle at pick-up for whatever reason are considered as a departure day cancellation (no show) and will be charged 100% of the rental days.

Modifications

Reservation changes are subject to availability. The rate will be re-calculated using the most current Flex rate. Compared to the booked rate; the higher rate will apply. Any modification of reservations is subject to a CAD 30.00 handling fee.

If a confirmed booking is shortened by 3 or more rental days, cancellation charges may apply for these days.

1.5 Accounting and Payments

Payment due date

Payment for rental charges and other prepaid items must be received **30 days prior to pick-up**. The remittance fees have to be covered by the debtor. Best Time RV reserves the right to cancel any reservation if payment has not been received.

Statement of payment(s)

Please refer to Best Time RV client's name and confirmation/invoice/booking number when making payments in order to let our accounts department know which booking was paid for.

Approved payment method

Bank wire transfers **at Tour Operators cost to be paid to:**

Account holder:

Best Time RV Canada Inc.
25 Reuter Drive
Cambridge, Ontario N3E 1A9
Canada

Bank info:

Deutsche Bank Ravensburg
Marienplatz 37
D – 88212 Ravensburg
Germany

Bank account info:

IBAN: DE75 6507 0084 0033 1124 01 CAD
BIC: DEUTDESS650

2. CLIENT: PICK-UP AND DROP-OFF INFORMATION

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

Regular pick-ups are at **no extra cost** and **DO NOT include transfers** to rental locations. Regular pick-ups are described below under 2.2. and the possession of the rental vehicle is Mon-Fri 1.00 pm - 3.00 pm or Sat in Toronto 10.00 am – 11.00 am and in Calgary + Vancouver 1.00 pm – 3.00 pm (15th May – 15th October) / 10.00 am – 11.00 am (16th October – 14th May).

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.

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, except they have booked our Jeep Explorer or Jeep HighRoller.
- 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.
- 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 have to do our **Online Check In** within 3 month – 72 hours before their pick-up: <https://www.besttimerv.com/checkin-form/>
Please provide the customers with the Best Time RV Booking Code, the Pick-up date and the Code of their Pick-up location.
- Customers have to **call their pick-up location 3 working days prior to their pick-up** to receive the exact time for their transfer. Please provide the customers with the phone numbers of our rental locations and consider their opening hours for calls. Calls from Mon – Fri are preferred. If nobody picks up the phone, customers should leave a message with their name, Best Time RV Booking Code and phone number (incl. country code).

- **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).
- **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 1.00 pm – 3.00 pm, Sat in Toronto 10.00 am – 11.00 am and in Calgary + Vancouver 1.00 pm – 3.00 pm (15th May – 15th October) / 10.00 am – 11.00 am (16th October – 14th May).
- Overseas customers **must overnight** before picking-up their rental unit, except they have booked our Jeep Explorer or Jeep HighRoller.
- 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 1.00 pm Mo-Fr or before 10.00 am Sa.
- Reserved rental vehicles may be delivered as late as 3.00 pm Mo-Sa
- Customers **have to call our rental location 3 working days prior to their pick-up.** The rental location will arrange a suitable time for the pick-up with them. This way we can avoid long waiting periods for the customers.

2.3. Vehicle Drop-off and Airport Transfer

- Vehicle drop-off hours are Mon – Sat **from 09.00 am to 11.00 am.**
- **Airport Transfer is only provided if drop-off time is on or before 10.00 am:**
Airport transfer is included in Prep Fee and provided to all renters **who drop-off their rental vehicles on or before 10.00 am** at no extra cost. Shuttles leave (around 11.00 am) **from our rental location to the Calgary (YYC), Toronto (YYZ) or Vancouver (YVR) airport only.** Please do not book return flights with departures before 2.00 pm, 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 am.**

Drop-offs after 10.00 am may take longer than the time the airport shuttle leaves, hence if customers arrive at rental location for vehicle drop-off after 10.00 am, no airport transfers are guaranteed anymore.

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

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

Customers must do our Online Check In and provide us with their contact details. Please provide the customers with the Best Time RV Booking Code, the Pick-up date and the Code of their Pick-up location. 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:

<https://www.besttimerv.com/checkin/>

The Online Check In is only available 3 month – 72 hours prior to the pick-up date.

3. CLIENT: INSURANCE INFORMATION

3.1 Public Liability Insurance (included in daily rental rates)

Best Time RV maintains liability insurance coverage of up to CAD 5 million on all their rental vehicles for bodily injury and property damage liability claims brought by a third party (other than a passenger) against the renter (and any other driver listed in the rental contract) and/or the company as a result of the operation or use of their rental vehicles. All coverage and waivers are subject to the express terms of the rental contract.

3.2 Customer Responsibility with CDW = Collision Damage Waiver and VIP = Vacation Interruption Protection (included in daily rental rates)

In the absence of CDW, all loss or damage to the vehicle while on rent, whether or not due to the fault of customer, customer's responsibility for direct and accidental loss (including theft and vandalism) or damage to the vehicle is unlimited. That is, customer is responsible for all loss or damage.

For Renter's benefit, all daily rental rates for all vehicles **includes** Collision Damage Waiver (CDW) **and** Vacation Interruption Protection (VIP). With CDW and VIP, the customer's responsibility for accidental damage, theft and vandalism (police report is required) to the vehicle is reduced to **CAD 1,500.00** per occurrence.

CDW does not apply to overhead-, awning-, undercarriage- or backing up- damage, which shall be considered negligent damage and the sole responsibility of customer.

Expenses are covered in the event of a **mechanical breakdown** requiring the vehicle to be in repair for **more than 12 working hours** as follows:

Incurring expenses of CAD 40.00 per person per day for lodging and CAD 40.00 per group per day for other transportation is provided. A limit of CAD 3,000.00 per tour applies and this plan is not valid in case of an accident. Customer must present all receipts for refund of expenses.

Not considered to be mechanical breakdowns are: Radio, TV, DVD-player, air conditioning, refrigerator, generator, microwave, appliances, automatic step, cruise control or awning malfunctions.

CDW and VIP coverage **is void** (I) if customer fails to file an accident/damage police report, or (II) if vehicle is used in violation of the terms of the rental contract.

Deposit for all rentals is CAD 1,500.00 (will strictly be enforced, charged / not authorized).

If opting to use awning, there is an additional CAD 1,500.00 refundable security deposit due at time of departure. Additional deposits may be required for special events.

4. CLIENT: CONVENIENCE KIT

Standard Kit (included in Preparation Fee)

Water Hose	Road Atlas	Flash-Light & Batteries
Sewer Hose	Screwdriver	First Aid Kit
Operator's Manual	Fire Extinguisher	Vehicle Levelers
Campground Guide	15/30 AMP Adaptor	Water Regulator
Accident kit	BBQ Lighter	

KOA Card available if requested by customer at pick-up

Standard Kit Jeep Explorer and Jeep HighRoller (included in Preparation Fee)

Waste Water Bag	Road Atlas	2 LED Laterns
Water Bottle for Sink	Screwdriver	First Aid Kit
Operator's Manual	BBQ Lighter	Accident kit
Campground Guide	Fire Extinguisher	

KOA Card available if requested by customer at pick-up

Convenience Kit (refer to price list)

KITCHEN KIT:

Set of Pots	Cutting Board	Dish Cloth
Frying Pan	Paper Towel Roll	Waste Basket/Bucket
BBQ Grill	Serving Spoons	Clothes Hangers
Mixing Bowl	Scotch Bright	2 Tea/Kitchen Towels
Coffee/Tee Maker (Percolator)	Can/Bottle Opener	Salad Tongs
Carving Knife	Dust Pan & Brush	Cork Screw
Colander	Broom	Baking Sheet
Toaster		

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

PERSONAL KIT:

Blanket or Comforter	Hand Towel	Cup
Duvet Cover	Bath Towel	Glass
Pillow & Pillow Case	Dinner Plate	Knife/Fork/Spoon
Sheet	Bread Plate (small plate)	Teaspoon/Steak-knife
Face Cloth	Cereal Bowl	

Convenience Kits are paid per person.

Convenience Kit Jeep Explorer and Jeep HighRoller

Kit per Vehicle for two guests:

- 1 Pot
- 1 Frying Pan
- Set of disposable plates and cups
- Set of disposable silver ware
- 1 Blanket or Comforter
- 1 Duvet Cover
- 2 Pillows & 2 Pillow Cases
- 1 Sheet
- 2 Face Cloths
- 2 Hand Towels
- 2 Bath Towels

Convenience Kits are paid per person.

5. CLIENT: PREPARATION FEE

5.1 Preparation Fee (refer to price list for tariff)

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

The Preparation Fee covers

- Standard Kit per vehicle (see paragraph 4)
- First supply of toilet chemicals
- First roll of toilet paper
- Vehicle cleaning
- Drop-off transfers (see section 2)

There are no refunds for unused toilet chemicals or toilet paper and there are no refunds if customers do not meet the transfer rules and did not take the advantage of transfers or if customers decide to do own transfer at their own cost.

5.2 GPS Rental (refer to price list for tariffs)

We offer GPS units at our rental location. Please pre-order these with the reservation to guarantee availability at point of pick-up. Best Time RV is not responsible for any GPS map accuracies, errors or updates.

6. CLIENT: GENERAL INFORMATION

6.1 Office Hours and Holidays

- **Office hours of the Best Time RV Rental Locations in Canada:**

Calgary, Vancouver:

09.00 am – 03.00 pm / Mondays through Fridays

09.00 am – 03.00 pm / Saturdays (15th May – 15th October)

09.00 am – 12.00 noon / Saturdays (16th October – 14th May)

Toronto:

09.00 am – 03.00 pm / Mondays through Fridays

09.00 am – 12.00 noon / Saturdays

- Please refer to section 2 for pick-up and drop-off times.

- Holidays (Rental depots are closed or offer limited opening hours):

February 18, 2019 / April 19, 2019 / May 20, 2019 / July 1, 2019 / August 5, 2019 /

September 2, 2019 / October 14, 2019 / November 11, 2019 / December 24, 2019 /

December 25, 2019 / December 26, 2019 / December 31, 2019 / January 1, 2020 /

February 17, 2020

6.2 Maintenance and Cleaning Responsibility

Customers are responsible to check all fluid levels at each refueling. Refills of all fluids (except gasoline and propane) will be reimbursed at check-in upon presentation of receipts.

Gasoline and propane costs are not included in rental price.

Gasoline and propane tanks are full at pick-up and must be returned full.

Vehicles must be returned clean inside. Waste tanks must be emptied prior to return.

Otherwise, additional charges may occur.

6.3 Repairs / Refunds / Early Returns / Long Term Rentals

Necessary repairs are reimbursed **without previous authorization up to CAD 100.00**. Customer must provide receipts. If customers pay repairs exceeding CAD 100.00 without previous authorization, we will not reimburse. Clients assume full responsibility for any additional expenses incurred by reasons of a breakdown of vehicle. If a vehicle which had a breakdown and is in repair for more than 12 working hours, through no fault of customer, our responsibility to client is limited to refund the daily rate or a portion thereof (VIP coverage).

Malfunctions of Radio, TV, DVD-player, air conditioning, refrigerator, microwave, any appliances, plumbing, generator, cruise control and awning are not considered mechanical breakdowns and no refunds are made for repair time to these items. There will be no refunds made for the early return of a rental vehicle.

Customers renting for more than 30 days will receive a multiple page rental agreement with one page for every 30 days of the rental period or part thereof.

6.4 Accident/Incident

In case of an accident or any incident, customers must notify the police for a **police report immediately**, also inform the drop-off station within 24 hours and make full report in writing. CDW/VIP accident coverage is void if customer fails to follow these procedures.

6.5 Credit Cards / Traveler Checks

We accept MASTERCARD, VISA and AMEX credit cards. No Euro checks, debit cards or prepaid credit cards are accepted. We are not responsible for exchange rate fluctuations or handling charges for any credit card transaction. Without any exception, a valid credit card is required for each rental.

6.6 Driver's License / Drivers Age

An unrestricted national automobile driver's license is required.

We recommend customers to carry a translation of the national driver's license or an international driver's license, but under any circumstances, customer must provide a valid

national driver's license at pick-up. An international driver's license is only needed, if the license is written in non-latin characters.

Minimum age is **21 years for all vehicles**.

6.7 Parking / Traffic Violations / Toll Roads

Customers are responsible for reporting and paying of all parking/traffic/toll road violations at rental termination. Non-reporting of parking/traffic/toll road violations will result in an administrative charge of up to CAD 75.00. Non-reported parking/traffic violations plus administrative charge will be charged against customers credit card or will be collected at customers domicile. Customers will have the option of buying prepaid toll packages at pick-up.

6.8 Prohibited travel areas

- Mexico
- Death Valley from June 15 to September 15
- Logging roads, non-public roads, unnumbered roads and off-road driving
- Manhattan
- Montreal
- Quebec City
- Ottawa
- Dempster Highway between September 1 and May 31
- Yukon: Canol Road North of Ross River, Aishihik Lake Road, Road between Dease Lake and Telegraph Creek
- Alaska: Dalton Highway (Hwy 11) between Coldfoot and Prudhoe Bay, McCarthy Road between Chitina and McCarthy

6.9 Northern Travel supplement

All rental vehicles traveling to Alaska, the Northwest Territories or the Yukon are permitted between May 1 through September 30 and must be confirmed in advance. A CAD 540.00 (incl. tax) prepaid non-refundable supplement is required.

6.10 Substitutions

Best Time RV is entitled to upgrade customers to a higher rated vehicle at no extra cost. Should a lower rated vehicle be offered, the responsibility of the rental company is limited to the refund of the difference in gross rates.

6.11 Minimum Rental

There is a 7-night minimum rental period

6.12 No Pets Allowed / Nonsmoking policy

If these policies are not followed, the renter will be responsible for a penalty of up to CAD 1,000.

6.13 Towing

Towing is not permitted.

6.14 Storage

Storing items on vehicle roof is not permitted.

Free storage of luggage is available at our location at owner's risk.

6.15 Winterization

It is the renter's responsibility to have the vehicle winterized if traveling to colder areas to prevent freezing. This will include the water pipes, toilet, fresh water tanks, sink, shower, external shower, hot water heater and holding tanks. Winterization requires that water be drained from the fresh water tank, hot water heater and both waste tanks. Once the vehicle is winterized, no water can be put into the fresh water tank and it cannot be hooked up to the city water supply anymore. Therefore, **no** water at all is available in the motorhome. The toilet, however, can still be used as long as windshield washer antifreeze is poured down to rinse. Winterization or de-winterization of rental vehicle while on rent is at expense of customer. Please inform your clients at the time of booking. If the renter fails to do so, he /she will be charged a fee, regardless of the outside temperatures! In addition, the security deposit refund will be delayed until we can get the vehicle into the shop, thaw it out and pressurize the system. The renter will also be responsible for the cost of burst water pipes, water tanks, hot water system, water damage, etc.

6.16 Baby / Child Seat

Due to applicable law, a baby or child seat must be attached in the rear of the vehicle, not in the front seats.

6.17 General Conditions

All rentals are subject to the terms and conditions of the rental contract.

Prices, policies and conditions are subject to change without notice at any time.