

Best Time RV

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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: +1 403 248-2584
Toll Free: +1 855 344-1776 (Roaming fees may apply)
Fax: +1 403 204-1186
Tax: 5.00 %
Manager: Anja Schulz

Office hours: Mon – Fri 09.00 am – 03.00 pm
Sat 09.00 am – 03.00 pm (15th May – 15th October)
09.00 am – 12.00 noon (16th October – 14th May)

TORONTO
YYZ

300 Maple Grove Rd
Cambridge, ON N3E 1B7
Phone: +1 647 260-8891
Toll Free: +1 855 368-2767 (Roaming fees may apply)
Fax: +1 647 557-3557
Tax: 13.00 %
Manager: Peter Sauvé

Office hours: Mon – Fri 09.00 am – 03.00 pm
Sat 09.00 am – 12.00 noon

VANCOUVER
YVR

5360 12th Ave
Delta, BC V4M 2B3
Phone: +1 604 229-1053
Toll Free: +1 855 275-3280 (Roaming fees may apply)
Fax: +1 604 245-2577
Tax: 12.00 %
Manager: Ina Eyerund

Office hours: Mon – Fri 09.00 am – 03.00 pm
Sat 09.00 am – 03.00 pm (15th May – 15th October)
09.00 am – 12.00 noon (16th October – 14th May)

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:

Regular pick-ups are at **no extra cost** and **DO NOT** include transfers to rental locations and are described below under 2.2. 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.

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: +1 (403) 291-1260

Pick-up time: 07.30 am – 09.30 am by appointment

Customer waiting area: Main Entrance (outside)

Comfort Inn and Suites Airport

3111 26 St NE
Calgary, AB T1Y 7E4
Ph: +1 (403) 735-1966

Pick-up time: 07.30 am – 09.30 am by appointment

Customer waiting area: Main Entrance (outside)

Sheraton Cavalier Calgary Hotel

2620 32 Ave NE
Calgary, AB T1Y 6B8
Ph: +1 (403) 291-0107

Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Ramada Plaza Airport Hotel and Conference Centre

3515 26 St NE
Calgary, AB T1Y 7E3
Ph: +1 (403) 879-1505

Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Toronto
YYZ

Holiday Inn Toronto Airport

970 Dixon Road
Etobicoke, ON M9W 1J9
Ph: +1 (416) 675-7611

Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Marriott Airport Hotel Toronto Airport

901 Dixon Road
Etobicoke, ON M9W 1J5
Ph: +1 (416) 674-9400

Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Sheraton Toronto Airport Hotel

801 Dixon Road
Toronto, ON M9W 1J5
Ph: +1 (416) 675-6100

Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Double Tree by Hilton Toronto Airport

925 Dixon Road
Etobicoke, ON M9W 1J8
Ph: +1 (416) 674-2222

Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Vancouver
YVR

Sandman Hotel Vancouver Airport

3233 St Edwards Dr
Richmond, BC V6X 1N4 / Canada
Ph.: +1 (604) 303-8888

Pick-up time: 07.30 am – 09.30 am by appointment
Customer waiting area: Main Entrance (outside)

Travelodge Hotel Vancouver Airport

3071 St Edwards Dr
Richmond, BC V6X 3K4 / Canada
Ph.: +1 (604) 278-5155

Pick-up time: 07.30 am – 09.30 am by appointment

Customer waiting area: Main Entrance (outside)

Sandman Signature Hotel Vancouver Airport

10251 St Edwards Dr.
Richmond, BC V6X 2M9 / Canada
Ph.: +1 (604) 278-9611

Pick-up time: 07.30 am – 09.30 am by appointment

Customer waiting area: Main Entrance (outside)

Accent Inns Richmond Vancouver Airport

10551 St Edwards Dr
Richmond, BC V6X 3L8 / Canada
Ph.: +1 (604) 273-3311

Pick-up time: 07.30 am – 09.30 am by appointment

Customer waiting area: Main Entrance (outside)

Holiday Inn Vancouver Airport

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

Pick-up time: 07.30 am – 09.30 am by appointment

Customer waiting area: Main Entrance (outside)