

There's a lot of information on our website to sift through so, for your convenience, we're providing answers here to some of our most frequently asked questions.

### **Awnings**

While awnings are factory fitted to our RVs, these are not available for Guest use. Years of experience renting RVs to visitors around the world has shown that RV awnings are a frequently damaged item, resulting in expensive repair bills for Guests and unnecessary disruption to their vacations. For this reason, we have made the reluctant decision to disable these for Guest use and wish to apologize in advance for any inconvenience caused by our decision.

### **Car Parking at our Stations**

CanaDream has limited Guest parking in our locations and roadside parking can be heavily restricted or not available. Parking is strictly subject to availability and based on a first come first served basis. Reservations for parking are not possible. CanaDream does not accept any responsibility for cars parked at our locations.

### **Security Deposit**

If you experience an incident the maximum security deposit can be kept for a minimum of 60 days to allow for processing of third-party claims. In the event of damage where the cause is unknown, or the damage involved private or public property (including, but not exclusive to, trees, bushes, signs, posts, buttresses, etc.), the deposit can still be held for a minimum of 60 days.

### **Fuel Charge for returning RV with less fuel than at pickup**

Your vehicle will have at least  $\frac{1}{4}$  tank of fuel. You are required to return the RV with the fuel at the same level as pick up or we will charge a fuel fee per  $\frac{1}{8}$  tank which also incorporates a service charge.

### **Generator**

Generators are factory fitted to all our units, except Truck Campers. From 1 May to 30 September, Guests are welcome to use the generator at an hourly charge of \$3.50. Guests who have purchased the Platinum Plus package have unlimited generator use included. From 1 October to 30 April, generator use is free of charge.

### **TVs and DVD Players**

Televisions are factory fitted in most of our vehicles. We are happy for Guests to use them, however we unable to guarantee reception and we do not provide on-road or technical support for TV related issues.