

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. Please acknowledge you have read and understand these.

## **Awnings**

While awnings are factory fitted to our RVs, these are not available for Guest use. Further information can be seen on the vehicle pages of our website and in our FAQ section.

## **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.

## **Additional Items available for purchase at pickup**

To enhance our Guests' experience, we are happy to provide you with the opportunity to purchase several additional products when you pick up your RV. These products are designed to provide additional peace of mind and enable Guests to enjoy their vacations to the last minute. Purchase of any of these products is optional.

## **Ferry Travel**

If you are planning to travel on a ferry on your RV vacation, you need to advise CanaDream of your plans. Ferry companies have restrictions on the size of propane tanks in RVs and we will make every effort to ensure the vehicle you receive complies with these regulations. We also recommend you book the maximum size of RV vehicle on the ferry, so you have plenty of space if the RV is slightly bigger than you planned.

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

You will receive the vehicle with at least ¼ tank of fuel. You must return it with the fuel at the same level as pick up or you will be charged a significant fuel fee per 1/8 tank which also incorporates a service charge.

## **Generator**

Generators are factory fitted to most of our units. Our TCA truck and camper does not have a generator. From 1 May to 30 September, Guests are welcome to have unlimited use of the generator at a nightly rate to a maximum of \$100. From 1 October to 30 April, generator use is free of charge.

## **TVs and DVD Players**

Televisions and DVD players are factory fitted in most of our vehicles. We are happy to allow Guests to use the TVs if they wish. We cannot however guarantee that the TV will be operational, nor can we guarantee reception in the many areas that Guests choose to camp. We do not provide on-road or technical support for TV related issues.

## **Northern Surcharge**

Please advise us if your RV vacation plans will take you to Northern Quebec, Newfoundland/Labrador, the Alaska Highway or Cassiar Highway or to the Yukon, Northwest Territories or Alaska. A northern surcharge may apply for travel to these areas.

A full list of frequently asked questions is available on our website. Please use our search feature to find answers to any other questions you may have.