

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.

### **Driving in Hilly Terrain**

Our RVs are equipped with a Tow/Haul function which engages the engine brake when driving down steep hills and avoids the overuse of the vehicle brakes. Overuse of the brakes can be dangerous and lead to brake failure. Please read road signs alerting you to steep descents and use the tow haul function. Non use of tow haul on steep descents can cause expensive damage to the brakes and Guests are fully responsible for these costs.

### **Always Use a Spotter**

Damage to the RV is often caused while Guests are backing up without using a spotter. A spotter is a person standing behind the RV while the driver is reversing who looks out for potential hazards. Many of our RVs have back-up cameras but these do not give a 360 view of potential hazards. Even if your RV has a back-up camera, it is important to always use a spotter when reversing your RV.

### **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 at pickup 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 for 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.



## Important Things to Note Before You Pick Up Your RV

### **TVs and Multimedia Players**

Televisions have been installed for resale purposes only. While we do not promote the availability of TVs with our rental fleet, we are happy to allow Guests to use the TVs if they wish. Some RVs may have a multimedia player; however, these devices cannot be guaranteed for function or availability. 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. Please note that a charge of \$50 will be applied for missing TV remote controls at drop-off.

### **Make sure we can contact you!**

We strongly recommend that you check with your mobile phone provider before you depart that your phone network allows you to make and accept international calls when you are in Canada. Before you set off on your road trip, please check that your phone works and accepts calls from a North America number. It is vital that we or any on road service provider can contact you on this number and that you can contact our On Road team while you are travelling. In the event of a breakdown/incident or general support query, we rely on being able to contact you directly to ensure we can support you as quickly as possible.