

WELCOME TO CANADREAM!

You'll find our key information in this sheet, but there is so much more in our website and in our FAQ section.

RV PICK-UP LOCATIONS

- ✓ Calgary
- ✓ Edmonton
- ✓ Halifax
- ✓ Montreal
- ✓ Toronto
- ✓ Vancouver
- ✓ Whitehorse



Visit canadream.com/locations for full address information

THE CANADREAM FLEET

TCA Maxi Travel Camper



DVC Deluxe Van Camper



SVC Super Van Camper



MHC Compact Motorhome



MHA Maxi Motorhome



MHB Midi Motorhome



MHX Maxi Plus Motorhome



Saver 2



Our choice of TCA/DVC/SVC



Saver 4



Our choice of SVC/MHB/MHA



Saver 6



Our choice of MHB/MHA/MHX



OUR RENTALS INCLUDE

- ✓ \$5,000,000 Public liability and property damage insurance - minimum deductible of CDN\$1,000 applies
- ✓ 24/7 Emergency Roadside Assistance
- ✓ Vehicle preparation fee
- ✓ First fill of propane
- ✓ Full tank of fresh water
- ✓ Minimum 1/4 tank of fuel
- ✓ CanaDream Club membership
- ✓ General equipment (dustpan & brush, fire extinguisher, bucket, hose and broom)
- ✓ Toilet Chemical (1 for every 3 days)

Online Check In

All Guests must complete online check-in. They will complete the Driver and Emergency contact details, upload photos of their driving license, read/accept the Rental Agreement and other important documentation, watch their RV demo video, pay the \$1,750 security deposit and select their preferred pick-up and drop-off times. Online Check-in opens 5 days before pick up. Visit www.canadream.com/online-check-in/.

Dates/hours for pickup and drop-off*	1 May - 30 September*
	Monday to Sunday Pick-up 1:00pm - 4:00pm Drop-off 8:00am - 10:00am
Dates/hours for pickup and drop-off*	1 October - 30 April
	Monday to Saturday Pick-up 1:00pm - 4:00pm Drop-off 8:00am - 10:00am

Locations will be closed on statutory holidays between 1 October and 30 April but are open on all statutory holidays between 1 May and 30 September. *Edmonton closed on Sundays



Vehicle Orientation

Guests will go through a detailed self guided demonstration using our Quick Start tour. Agents are on hand to assist with any questions Guests may have. Guests can select a personal demonstration during online check-in for a fee of \$50 in place of the self-guided tour. The Guest will then receive a one-to-one tour of their RV and be personally shown how to manage the resources. This can take up to 45 minutes.



24/7 Emergency On-road Support

We are always available to support Guests with on-road support. Our team of in-house technicians and experts will provide support and solutions for any mechanical or technical issues.



Kilometres

Guests should purchase enough kilometres for their planned road trip at the time of booking or up to the day of pick up. If Guests drive more than their pre-purchased kilometres, they will be charged 0.41c/km at drop off.



Child Seats

Canadream is happy to offer child seat rentals for infant, child and booster seats.



Northern Surcharge

Guests planning to travel to the Northern areas of Canada must request permission at the time of reservation. A Northern Surcharge is applicable on rentals going to: north and east of Sept-Îles in Quebec, Newfoundland & Labrador, on the Alaska Highway north of Fort St John BC, Cassiar Highway north of Kitwanga BC, Highway 35 north of Peace River AB or into the Northwest Territories, the Yukon and Alaska. This surcharge is included in rentals picked up at our Whitehorse location.



What is the minimum rental duration?

The minimum rental duration is 7 nights. We are happy for Guests to return their RV earlier but there is no refund for early returns.



What is the minimum age to drive a Canadream RV?

Drivers must be 21 years of age or over.



Do you have WiFi in your RVs?

We are happy to offer Guests the opportunity to rent a Solis WiFi Hotspot to enjoy WiFi on the road.



Can the awning be used by Guests?

Awnings are not available for Guest use. Full details may be viewed in the FAQ section of our website.



Generator

With the exception of our TCA Maxi Travel Camper, our vehicles are all fitted with a generator. From 1 May to 30 September, Guests are welcome to have unlimited use of the generator at a nightly rate. Generator use is free of charge in our winter units when pickup is between 1 October and 30 April.



Can I travel one-way with a Canadream RV?

One-way rentals are possible at all locations subject to availability and minimum rental durations. A one-way rental fee will be charged based upon the pick-up and drop-off locations.



Power and Water

Our RV's are designed to be fully functional on battery power without external power connection for a period of time. When a power connection (15/30Amp) is available, this will reduce the use of the RV's resources such as propane and gas. All RVs (except the TCA) have a generator. All RVs have a tank that supplies fresh water to the kitchen and bathroom. Careful monitoring is required to manage RV resources.



TVs

Televisions are factory fitted in most of our vehicles. We are happy to allow Guests to use the TVs if they wish. We cannot guarantee reception in the many areas that Guests choose to travel. We do not provide on-road or technical support for TV related issues.



Is a special driver's licence required?

On pickup of the vehicle a full (non provisional) and valid driver's licence held for 2 years minimum must be presented in person by all people wishing to drive the vehicle. If the license is not in English, an International driver's licence or valid, certified translation is also required.



Whitehorse Surcharge

A fee of \$75 plus tax will apply on all bookings picked up at our Whitehorse location.



Whitehorse – Hi Country RV Park- First night stay

Guests who arrive in Whitehorse within station opening hours can pre book their campsite and stay on their first night before heading off on their road trip the next day. Book the campsite at the same time as confirming the booking. Camping fees \$47 + taxes.



Bedding, Towels, Dishes etc

We offer a Linen kit containing bedding and towels and one is required per person. The Kitchen kit contains all the essentials for cooking and dining and only one is required per booking. A full list of the contents can be seen in the FAQ section.



Transfers

CanaDream is happy to offer a transfer service (charges apply) to and from our Whitehorse and Montreal locations at set times. This is not an on-demand service. The service is not available from our other locations. See www.canadream.com/faqs/transfers for details of service and pricing.



Special Offers and Discounts

We frequently offer special offers and discounts. Rentals over 21 nights attract an additional 5% discount. Please check our website for all the latest special offers.



Car Parking at CanaDream Stations

We have limited and first-come first-served availability at our stations. Advance reservation is not possible and CanaDream cannot be held responsible for damage or theft. Guests are asked to sign a waiver. There is a parking charge at our Montreal location.



Travel Extras

We have a wide range of travel extras which Guests can add to their booking at any time before pick up. Travel Extras can also be added during Online Check-in.



Winter RV Rentals

We are happy to offer RV rentals year-round from all locations (except Whitehorse). Our custom-designed winter RVs (MHA only) are four-season vehicles that are insulated and have heated tanks, enabling full use of water (shower, sink and toilet) in temperatures as low as -30C. More information is available in the RV Rentals section of our website.



USA Travel

Guests must advise CanaDream if they plan to travel to the US. A flat fee per booking applies to Guests wishing to enter the USA. Guests who enter the USA without payment of this fee will void all insurance coverage.



Pets

CanaDream vehicles are pet friendly and, for a fee, Guests are able to bring 2 pets (dogs or cats) with them on their vacation.



CanaDream Club

CanaDream Club is an exclusive service offered to Guests to enable them to enjoy discounts at more than 2500 partners across Canada. CanaDream Guests are automatically a CanaDream Club member for the duration of their RV rental. The CanaDream Club app (available for free download) includes GPS coordinates, Google map directions and details of all offers from CanaDream Club partners.



Trip Planning

The CanaDream website contains a wealth of information on Canadian destinations and provides more than 40 suggested itineraries for Guests. Refer to www.canadream.com/trip-planner for more information.



Cancellation Policy

Details of our current cancellation policy can be found on our website at www.canadream.com/faqs/cancellation-policy/.



Insurance

Insurance is included in the booking cost with a minimum deductible of \$1,750. A security deposit of \$1,750 must be paid during the Online Checkin on a major credit card. Deductibles vary depending upon the type of incident. Please view the latest insurance information at www.canadream.com/faqs/insurance-coverage.



Terms and Conditions

Full terms and conditions can be viewed at www.canadream.com/faqs/terms-and-conditions.



FAQs

Our website has a comprehensive FAQ section which provides answers to questions you may have which are not answered in this Fact Sheet. Refer to www.canadream.com/faqs for more information.