



Important Things to Note Before You Pick Up Your RV

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 DVD Players

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