

Terms and Conditions

Availability

Every effort is made to ensure that the vehicle reserved will be available. However, if due to unavoidable circumstances the reserved vehicle is not available, Fraserway RV Rentals reserves the right to substitute that vehicle. Subsequent expenses (additional ferry costs, gasoline, etc.) are the sole responsibility of the renter.

NOTE: In the event that the customer decides that the reserved vehicle model is too large, Fraserway may offer a smaller vehicle if available. Fraserway will not charge for the vehicle exchange however no refunds will be given for the price difference between categories.

Booking Procedure

In order to confirm a reservation, the following information is required:

- Client name
- Type and size of vehicle
- Date and city of pick up and drop off
- Number of people traveling
- Additional prepaid items
- Additional items to be collected locally
- Hotel information
- Tour Operator reference number if applicable

Changes and Cancellation Charges

- | | |
|------------------------------------|---|
| - Individual Reservation | 10% of rental charges, minimum charge \$ 100, any time after confirmation |
| - One-way rentals | \$ 200 in addition to applicable fee |
| - 31 to 45 days prior to departure | 20% of rental charges, minimum charge \$ 500 |
| - 15 to 30 days prior to departure | 80% of rental charges, minimum charge \$ 1,000 |
| - 0 to 14 days prior to departure | 100% of rental charges |

Note: Changes to bookings must be reported to our reservations department prior to client's departure.

Cancellation of Group Reservations

- | | |
|------------------------------------|----------------------------|
| - Over 90 days prior to departure | \$ 100 per vehicle |
| - 31 to 89 days prior to departure | \$ 300 per vehicle |
| - 0 to 30 days prior to departure | Individual reservation fee |

Note: Cancellation charge not to exceed the full amount of the rental.

Changes

- | | |
|--------------------------|------------|
| First change | No charge |
| Any time after the first | \$ 30 each |

Note: All changes and cancellation charges are subject to taxes.

Fraserway shall assume no liability whatsoever in the event a booking is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of the rental impracticable, illegal or impossible.