



Rental Terms and Conditions

Reservations

A \$500 deposit is required upon booking.

Minimum Rental

No minimum days required. Shorter rental periods are available on request.

Preparation Fee

\$80 Preparation fee apply to every rental. It includes Mechanic Checkup and Detailer cleaning before departure and after arrival to ensure your safety and quality vacation.

Payments

Full payment is required 30 days prior to departure. Payment can be made by Master Card, Visa. All renters must present a valid credit card at the time of pick up

Security Deposit

- Rentals require a security deposit of \$2500(Motor home); \$1000(Trailer).
- An open, signed credit card authorization is taken at departure for all rentals
- **SECURITY DEPOSITS MUST BE MADE BY CREDIT CARD AND ARE PROCESSED**
- Deposits are refunded when the vehicle is returned complete with all equipment in a clean and undamaged condition

Cancellation Policy

When departure date is greater than 30 days from booking date:

- Booked and cancelled within 5 days is "No Charge" ;
- Bookings cancelled more than 5 days after booking date are subject to the following cancellation charges:
 1. Over 30 days prior to departure - \$100
 2. 30 - 15 days prior to departure - \$300
 3. 14 - 08 days prior to departure - \$500
 4. 7 days - departure day and no shows -100% of the total charges

When departure date is less than 7 days from booking date, all types of cancellation are non-refundable.

Taxes

15% Harmonized Sales Tax apply to all charges. Tax is calculated on the gross amount of the rental.

Kilometre Plans

- To increase from 100 km/night to 160 km/night - \$18.00/night. (Bronze Plan)
- To increase from 100 km/night to 250 km/night - \$35.00/night. (Silver Plan)
- To increase from 100 km/night to 350 km/night - \$50.00/night. (Golden Plan)
- Individual or additional kilometres - \$0.35.

Early Returns/Unused Kilometres

There are no refunds for early returns or unused kilometers.

Convenience Kit Fees

Full Convenience Kit: \$80 per person per trip: bedding & towels; dishes, cutlery, pots & pans, and other utensils. Maximum charge: 4 kits (\$320)

Fuel

Vehicles are supplied with a minimum ¼ tank. If the guest returns with less fuel than on departure, he/she will be charged for that amount of fuel based on listed rate at rental station. There is no refund if client returns with more fuel than on departure.

Transfers

Transfers between airport/airport hotels and our location will remain complimentary. \$80 charge will apply for transfers between Halifax Downtown and airport/our location.

For other locations, please call for details.

Check-in/out and Pick-up/Drop-off

- Check-in or pick-up is from 2.00 pm - 5.00 pm (please call on the morning of your pickup, to schedule a pick up time)
- Check-out or drop-off is from 9.00 am - 11.00 am
- Late charges for drop-offs after 11.00 am will be \$80.00 per hour
- Sunday pick-up/drop-offs are available at a cost of \$300, per pick-up or drop-off.
- Although this is infrequent, accidents or mechanical repairs may force substitutions.

Smoking and Pet Policy

Smoking and animals are not allowed in our vehicles.

Driving License/Driver's Age

- All drivers must possess a driver's license valid for the entire rental period
- An international driver's license is recommended for foreign tourists
- Minimum age is 25. Only drivers listed on contract are allowed to drive
- Additional Driver Fee: \$5 per night for each additional driver

Travel Restricted Areas

- Vehicles are not permitted to travel outside of Maritime provinces, including Nova Scotia, New Brunswick and PEI.
- No vehicles allowed into Newfoundland and Labrador
- No vehicles allowed into North West Territories, Nunavut, USA or Mexico.
- No vehicles are permitted on Dempster Hwy.
- No travel on roads designated on the provincial or state map as 'other roads/gravel or dirt' or 'forestry trunk roads'.

Customer's Responsibility

The Renter is responsible for the vehicle and will be charged for any misuse or undue care, mechanical damage due to negligence in vehicle operation or failure to provide normal maintenance, including checking engine oil, fluids and coolant levels at each refueling, and reporting mechanical failures or accidents immediately.

Holding tanks must be returned empty.

Charges will apply if the above is not respected.

Repairs/Maintenance Responsibility

Guests must telephone the rental station for authorization before proceeding with repairs. Replacement parts must be returned to the rental station for reimbursement. Guests assume full responsibility for damage to tires and undercarriage. Oil, tire pressure and coolant must be checked at each refueling. The company's responsibility is limited to the refund of the daily gross rate, or portion thereof, if the breakdown repair is longer than 48 hours.

Damage to Vehicle - Customer's Responsibility

In the event of loss or damage to the vehicle, whether or not due to the fault of the rental customer, the customer's responsibility for direct and accidental loss or damage to the vehicle is limited to a maximum of \$5000 per occurrence. The following are not covered if damages are caused by:

- Failure to maintain all fluid levels

- Failure to use specified fuel or lubricant
- Water in fuel system
- Operation by anyone under 25 years of age
- Operation by anyone not licensed
- Driving if under the influence of alcohol or drugs
- Deliberate or willful damage by renter or guests
- Travel in restricted areas, on gravel roads or forestry trunk roads
- Towing of any kind
- Freezing of the vehicle's water systems
- More passengers than the available seat belts
- Damages to the interior of the motorhome
- Damage occurring in an accident that the renter has failed to report to the police & AT.Orange.RV within 24 hour

Availability

In the unlikely event that the booked vehicle size is unavailable at time of departure, we reserve the right to substitute with a larger model. Any subsequent expense (gasoline, ferry costs, etc.) are the sole responsibility of the renter. Should a lower rated vehicle be offered, AT.Orange.RV's only obligation is to refund the cost difference between the two vehicles. In the event that the renter refuses to accept the vehicle offered, the renter acknowledges that all payments will be forfeited.

Group Bookings

AT.Orange.RV welcomes group bookings for all our unit types with the following changes to our regular terms and conditions for groups of 5 or more vehicles. A deposit of \$1000 per unit is required upon confirmation of the booking. Full payment is required 90 days prior to departure.

Group Cancellation Policy

- Over 180 days prior to departure \$500 per vehicle booked
- 179 - 60 days prior to departure 50% of the charges
- Under 60 days Full payment

Commercial Renters

We welcome commercial renters to rent our fleets for commercial purposes. However, the special use needs to be approved.