

GO WEST

TERMS AND CONDITIONS

Before Departure

Before departure, time will be spent to acquaint the Renter with the use and operation of the vehicle. This will cover all aspects necessary for the enjoyment of a Recreational Vehicle. If required, a test drive will also be given. Please allow 1-2 hours for instruction, paperwork and unpacking.

Insurance

Collision and public liability insurance (\$5 million) is provided free of charge with \$4000 deductible per occurrence (column 1). The deductible may be reduced with the purchase of VIP (Vacation Interruption Protection) at \$20 per day (column 2). It also increases the liability to \$5 million. VIP also covers incurred expenses of up to the daily rate with 0 km paid by the Renter, in the event of a mechanical breakdown requiring vehicle to be in for repairs for more than 12 hours. Radio, air conditioning, fridge and cruise control are not considered to be mechanical breakdowns. A limit of \$1500 per trip applies. Customer must present all receipts for refund of expenses.

SECURITY DEPOSIT ON SIGNED BLANK CREDIT CARD IMPRINT if VIP is purchased. Deposits of \$1500 (standard insurance) will be processed. Security Deposits are refundable upon vehicle check-in if it has been returned: On time, undamaged, clean, equipment complete, holding tanks empty and fuel tank(s) full. Deposits given by charge card will be refunded by same.

	Basic Customer Responsibility	VIP Insurance
Fire & Theft (Personal Contents Not Covered)	\$4000	\$300
Windshield and Glass Damage (A Class VIP Deductible is \$600)	\$4000	\$300
Motor Vehicle Accident	\$4000	\$300
Vandalism / Hit & Run	\$4000	\$300
Flat Tires or Damaged Wheels / Interior Damage	\$4000	\$500
In Parking Lots, Camp Grounds & Service Stations	\$4000	\$1000
Collision with Overhead Objects & Damage to Undercarriage	\$4000	\$1500

Insurance & Security Deposit Required	\$1500 on Credit Card or Cash	Signed Credit Card Imprint
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**Please note: Deductibles in Toronto may vary.

Customer's Responsibility

(Following losses not covered if damages caused by)

- Failure to maintain all fluid levels
- Failure to use specified fuel
- Operation by anyone under 21 years of age or not licensed
- Driving if under the influence of alcohol or drugs
- Deliberate or wilful damage by renter or guests
- Travel in restricted areas
- Towing of any kind
- Freezing of the vehicle's systems
- More passengers than the available seat belts

Damage to Vehicle - Customer's Responsibility

In the event of loss or damage to vehicle while on rental, 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 \$4000 per occurrence. There is no limit, however, if vehicle incurs loss or damage as listed under "Customer's Responsibility".

Please note: Go West Campers is not responsible for hotel charges, car rental or any other incidental or consequential cost in the event of a breakdown. Please see insurance for refunds under VIP breakdown coverage. Any case of accident, damage to vehicle, vandalism, fire or theft, must be reported to Go West.

Reservations

To reserve a vehicle we require a \$500 deposit. Final payment is due 30 days prior to date of pick up. Payments can be made in cash, bank draft, money order, Visa, MasterCard. At the time of rental any additional items, security deposit, taxes and insurance premiums must be paid.

Pick up and Return

No Sunday or Statutory Holiday pick ups or returns. Rental pick up 10 am - 2 pm

Rental returns must take place between 8 am - 10 am on the final day.

No pick ups or returns will be accepted after 3 pm.

Availability

We reserve the right to substitute a vehicle equivalent or larger at no extra cost to the customer.

Renter's Responsibility

The Renter is responsible for all traffic violations and parking tickets. The Renter is responsible for checking oil and other fluids at every refueling. Oil and coolant refills and authorized repairs will be reimbursed at check-in upon presentation of receipts and any replaced parts. The Renter will be

held responsible for any damage due to negligence in operation and/or regular maintenance of the vehicle.

Fuel Information

Gasoline or Diesel costs are the Renter's responsibility. No claim is made as to fuel consumption. Fuel is full before departure and must be returned full.

Language

Our personnel speaks English, German, French and Italian.

Cleaning

We are very proud of the condition we keep our vehicles in (only non-smoking units). To avoid extra charges, please return vehicle clean inside and outside. \$25 will be charged if holding tanks are not returned empty. \$150 cleaning deposit is processed at time of rental and refunded upon return of clean unit.

No Animals Allowed; NO SMOKING

Minimum Rental & Early Returns

1 week minimum rental

2 weeks minimum on one-way rentals

3 weeks minimum on northern rentals

No refunds for early returns

Driver Requirements

All drivers must be at least 21 years of age and have a valid driver's licence. Maximum age 75 years old. For drivers under 25 years of age, VIP insurance is mandatory.

Travel Restrictions

No vehicles allowed on Dempster Hwy

No vehicles allowed on Alaska or Cassiar Hwy unless northern rental surcharge has been paid.

No trips into Mexico, North West Territories, to Inuvik or into Death Valley.

No travel on gravel, dirt or logging roads.

A Penalty of \$400 applies to vehicles traveling in restricted areas without authorization. If traveled without authorization, any repairs or damages occurred, in restricted areas are the renters responsibility, insurance coverage is void.

Northern Rentals

A surcharge of \$360 applies to rentals traveling north of Fort St. John on the Alaska Highway, Cassiar Highway, Yukon and Alaska. (Dempster Highway, Highway 20 & North West Territories are not allowed.) Northern use must be specified and confirmed at time of reservation. We allow northern rentals with C21, C22 and C25 motorhomes. Insurance: VIP at \$20 per day is available which will reduce the collision deductible. Delays caused by mechanical breakdowns are not covered for northern rentals.

Storage

Free storage of luggage and airline tickets is available. All storage is at Renter's risk.

Cancellation Charges

Booking time to 30 days prior to date of pick up: \$200

29 days or less prior to date of pick up: Full rental up to 2 weeks.

No show: no refund. Drop-off fees payable in full on any cancellation.