

Camperland RV Rentals Inc. and the Renter agree as follows:

1. **PICK-UP TIME IS FROM 2PM**

Early pick-up is available for an additional \$100 fee.

Early pick-up time: 5 AM - 2PM (subject to availability).

2. **DROP OFF TIME IS until 11AM:**

Late return is available for an additional \$100 fee.

Later return time: 11AM - 11PM (subject to availability)

3. **AVAILABILITY OF RENTED RV:** CAMPERLAND RV RENTAL INC. will make every effort to provide an agreed upon RV to the Renter, but accepts no liability if an RV is unavailable due to circumstances beyond CAMPERLAND RV RENTAL INC control (actions by previous renters, unforeseen damage repair times, vehicles collisions, unforeseen breakdowns, acts of God or nature, etc.) In the event that an RV becomes unavailable, and an equivalent RV is not available, the renter will receive a FULL refund and have no other remedy than to find RV rental services elsewhere at their own expense.

4. **RESERVATION DEPOSIT AND PAYMENT POLICY:** A reservation deposit of 25% of the rental amount is required to make the reservation. Bank account transfer, E - transfer, Cash, Credit Card, is accepted for this deposit. The total payment for the rental agreement will be paid 30 days before the RV is released to the renter. Personal checks will not be accepted.

5. **SECURITY DEPOSIT:** A refundable security deposit of \$1500 is required for all rentals. This will be paid for in full on the pick-up date. The security deposit is refunded within 1 week when the RV is returned clean, undamaged, on time, complete with all the options, and following all other terms and conditions in this agreement. If there is any damage, cleaning is needed or missing accessories, etc. the entire deposit will be held until the damage, cleaning, or missing accessories are fully assessed by CAMPERLAND RV RENTAL INC. If damage is more than security deposit amount, then insurance will be involved. If it is less than the security deposit amount, the difference will be refunded after the repair is completed to our satisfaction. The security deposit is provided as a security against damage to the RV, the, late check-out/ return, and violation of any policies contained in this Agreement. An inspection is done after each retrieval / return for any damage done to real or personal property. The renter(s) shall be liable and solely responsible for any property damage, accident, injury to any person or loss sustained by any person or arising out of or in any way related to renter(s) use of the premises or the items of personal property provided by CAMPERLAND RV RENTAL INC. Renter(s) hereby agrees to indemnify and hold harmless CAMPERLAND RV RENTAL INC from any and all claims, including those of third parties, arising out of or in any way related to renter(s) use of premises or items provided therein. Renter(s) assumes the risk of injury or other losses relating to any recreational activities and will hold CAMPERLAND RV RENTAL INC. harmless with respect thereto. Renter(s) agrees to indemnify CAMPERLAND RV RENTAL INC. for any damage to the dwelling, grounds, furnishings, and household items. If damage results from a renter(s) occupancy, CAMPERLAND RV RENTAL INC. is authorized to utilize the security deposit or card on file to cover said damages or

additional cleaning costs, including the charging or billing of any additional amounts that exceed the deposit held.

6. **CANCELLATION POLICY:**

A reservation deposit of 25% of the total rental amount is required at the time of booking.

Cancellations made more than 60 days before the departure date will be refunded, minus any applicable bank fees.

Cancellations made 60 to 31 days before departure will result in the loss of the reservation deposit.

The remaining rental amount is due 30 days before the departure date.

Cancellations made 30 to 8 days before departure will result in a 50% loss of the rental amount.

Cancellations made 7 days or less before departure will result in a 100% loss of the rental amount.

The security deposit, paid 30 days before departure, will be refunded if the booking is canceled.

7. **ADMIN/ PREPARATION FEE:** An additional \$90 cleaning/propane/admin/insurance fee is mandatory for each RV rental from CAMPERLAND RV RENTAL INC. This cleaning includes dusting, sweeping, mopping, vacuuming, wipe down and sanitizing of surfaces, cleaning of freezer and refrigerator interiors, laundry of used linens and cleaning of the bathroom. This cleaning fee does not include removal of trash or washing of dishes and kitchen tools used during your stay, cleaning up and removal of excessive or hard to remove pet hair, animal feces, urine, or removal of stains thereof. For any RV cleaning / restoration needing special equipment, supplies not typically used, or time greater than 2 hours, CAMPERLAND RV RENTAL INC. reserves the right to withhold \$90 from the security deposit to have the RV cleaned to our satisfaction.

8. **NO SMOKING/ VAPING ALLOWED:** Since many people have allergies and it is difficult to remove the odors and allergens associated with smoke and vaping, we must STRICTLY ENFORCE a NO smoking policy. If any indication of smoking inside the rental is found, CAMPERLAND RV RENTAL INC. reserves the right to withhold \$250, or more if needed, to treat the camper. In addition, any damage caused by smoking will be charged to the renter's security deposit or billed to the card on file.

9. **PETS POLICY:** CAMPERLAND RV RENTAL INC. is a pet friendly entity, and we do not charge extra for common household pets or service animals. This DOES NOT INCLUDE ANY LIVESTOCK ANIMALS. Please limit your animal companions to 2, unless prior written permission is given by CAMPERLAND RV RENTAL INC. based on detailed discussion of your unique situation. PLEASE DO NOT leave your pets unattended inside the RV, unless they are crated, as pets tend to get upset when left alone leading to anxiety related damage. Please refer to section 7 of this agreement for additional information regarding the costs of pet-related damage.

10. **NO UNAUTHORIZED TOWING:** For rental agreements without delivery service, please follow the recommendations of your insurance or roadside assistance policy for situations in which a third-party towing service may be needed if the RV becomes disabled. Please notify CAMPERLAND RV RENTAL

INC. prior to our RV being towed. No reimbursements for towing charges will be made without this prior notification and authorization. For rental agreements with delivery service, do not move the RV from the location/ campsite it was delivered to without prior authorization. Delivery rental agreements do not have verified driver and vehicle insurance documentation on file.

11. **WHAT WE SUPPLY/ ITEMS LEFT BEHIND:** The RV is equipped with camping items listed on the checkout sheet. Costs for lost/ damaged items will be deducted from the Security Deposit. CAMPERLAND RV RENTAL INC. is not responsible for any articles left in the RV or at a campsite when the RV is retrieved. Shipping charges will apply for handling the return of any articles found by CAMPERLAND RV RENTAL INC. staff or contractors. Renter will be notified if any items are found, and these items will be held in Lost and Found for 30 days. After this time, any items not called back about will be donated to a local charity.
12. **RENTER'S LIABILITY:** Renter agrees to accept liability for any damage caused to the RV by the Renter, or Renter's guests including, but not limited to, damage to the RV in any way or damage to any appliances and /or equipment furnished. If damages are more than the security deposit being held or card on file, Renter agrees to reimburse CAMPERLAND RV RENTAL INC. for costs incurred to repair/ replace damaged items.
13. **HOLD HARMLESS:** CAMPERLAND RV RENTAL INC. does not assume any liability for loss, damage, or injury to personal property. Neither do we accept liability for any inconvenience arising from any temporary defects or stoppage in the supply of water, gas, electricity, or plumbing. Nor will CAMPERLAND RV RENTAL INC. accept liability for any loss or damage caused by weather conditions, natural disasters, or other reasons beyond its control.
14. **WASTE TANKS AND PROPANE:** For rental agreements without delivery, the RV must be returned to us with the waste tanks (black and grey) emptied and the propane tanks full. A \$100 labor fee and any dumping charges will be deducted from the security deposit for unemptied waste tanks. A \$100 labor fee and the cost for refilling propane tanks will be deducted from the security deposit for unfilled propane tanks. For agreements with delivery, CAMPERLAND RV RENTAL INC. will empty any waste tanks if needed prior to RV retrieval from a campsite with utility connections, or with a dump station on site at no charge. A \$100 labor fee plus any costs for an offsite dump station will apply and be deducted from the security deposit if the delivery location does not have a dump station available. A \$100 labor fee and the cost for refilling propane tanks will be deducted from the security deposit for unfilled propane tanks.
15. **DRIVER INFORMATION:** (For non-delivery rentals) Renter understands that a copy of the driver's current license must be presented before departure. We recommend choosing a driver from your renter's group that is 25 years of age or older to rent an RV from CAMPERLAND RV RENTAL INC. Minimum age requirement is 21 years of age. All people driving/ towing the RV must provide copies of current licenses no later than when the RV is picked up.

## 16. **INSURANCE:**

All rentals include **ICBC Third-Party Liability, Collision, and Comprehensive Insurance**, provided by Camperland RV Rental Inc.

- **\$3,000,000** liability coverage
- **\$500 deductible** (collision & comprehensive)
- Coverage in **Canada and USA**. No coverage in Mexico.

### **Renter Responsibility**

The renter agrees to:

- Operate the vehicle in a safe and legal manner.
- Report any accidents, damages, or theft immediately.
- Not engage in prohibited uses (e.g., off-road driving, impaired driving, illegal activities).
- Cover any damages not covered by ICBC (e.g., tire punctures, windshield cracks under \$500, interior damage).
- Understand that **only the vehicle and camper is insured through ICBC — no personal health or travel insurance** is included.

### **Additional Insurance**

This rental includes **only ICBC vehicle insurance**. It does **not** include any coverage for:

- Personal injuries while hiking, biking, or engaging in outdoor activities
- Lost or stolen belongings
- Trip cancellations or delays

We strongly recommend that you purchase **your own travel insurance, medical coverage, and trip interruption/cancellation insurance** through a travel insurer or your credit card provider for full protection during your trip.

### **Exclusions**

The ICBC vehicle insurance **does not cover**:

- Damage caused by negligence, misuse, or off-road use
- Personal injuries or accidents outside the vehicle (e.g., while hiking or at the campsite)
- Personal belongings inside the rental vehicle (consider travel insurance for personal items)
- Interior damage not caused by a collision (e.g., spilled drinks, broken cabinets)

## 17. **ROADSIDE ASSISTANCE**

Roadside assistance is mandatory for all rentals and must be purchased by the renter before the start of the trip. This ensures you are protected in the event of unexpected issues such as flat tires, battery boosts, lockouts, or breakdowns during your journey.

Camperland Inc. does not provide roadside coverage directly. You are responsible for selecting and purchasing a suitable roadside assistance plan, either through a travel insurance provider, your credit card, or a service such as BCAA, CAA, or Good Sam.

Failure to secure roadside assistance coverage may result in significant out-of-pocket costs and delays if an issue arises during your trip. Proof of coverage may be requested prior to departure.

18. **TIRES:** Since all tires installed on a rental vehicle are new, the renter is responsible for tire damage. Renter acknowledges and understands all tire repair/ replacement/ reimbursement is entirely the renter's responsibility while the RV is in renter's possession. All failed tires must be returned to us for inspection. Renter understands that damage done by renter, road hazards, or curb cutting will not be reimbursed. Damaged tires must be replaced with brand new tires. The renter must bring us a receipt for the newly purchased tires. All tires must be replaced by a brand name tire store, and all replaced tires must be brand name tires.
19. **TRAVEL CONCERNS:** For the rental period all problems, damage, and malfunctions of the RV are to be notified of as soon as possible. If there is no service for communication, it is the renter's responsibility to acquire service and contact us. Unauthorized repairs will not be reimbursed. If the RV were to become disabled, it would be towed by renter's roadside assistance to a qualified repair station or dealership. The vehicle would have to have a full diagnostic done before any purchases or repairs are made. If the vehicle becomes disabled due to renter's negligence i.e., drove over something, something flew under RV, etc. the renter would be responsible for all repairs. If the renter is at fault for any damage or mechanical failure, the renter will be responsible for all repairs, and any loss of future rental income for the time the RV is not available to rent. If the vehicle is disabled due to our negligence i.e. didn't do proper maintenance, normal wear, and tear on any part, or didn't do a proper repair CAMPERLAND RV RENTAL INC. is responsible for all repairs. All vehicle malfunctions must be reported to CAMPERLAND RV RENTAL INC. as soon as the problem occurs. No reimbursement for out-of-pocket expenses will be made if prior approval is not received. We will not pay or reimburse you for hotels/motels, food expenses, lost time, unused rental day due to lost time, etc. if prior approval has not been received. All mechanical issues must be reported as soon as possible.
20. **TOLLS AND TRAFFIC VIOLATIONS:** (For non-delivery rentals) The renter agrees to pay all tolls and traffic violations occurred throughout the course of the trip. All tolls and traffic violations are to be paid during or after the rental period.
21. **EXAMINATION:** You acknowledge that you have carefully examined the RV and have marked any previous damage on the Checkout form. You find the RV suitable for the purpose for which it is leased. You will maintain both the RV and rented equipment in a safe and dependable condition while in your custody. You agree and understand that non-operating secondary systems do not constitute a discount. You understand that during your trip, if one or more of the secondary systems stop functioning or are not functioning you are responsible for contacting us. Refrigerators, rood and central A/C, heating, stabilizing jacks, leveling jacks, TV's, Electronics, Awnings, Slide outs, roof-vents, steps, water heater, shower, water pumps, toilets, generators, electrical outlets, lights, stoves, ovens, propane tanks, microwaves, smoke detectors, generators, radios, fans, couches, chairs, tables, blinds, carbon monoxide detectors, gauges, sewers, reading lights are all considered secondary systems.
22. **PROHIBITED USES:** The RV will not be towed by anyone who is not an authorized driver; by anyone

not licensed to drive; by anyone who's driving license is suspended or revoked; by anyone who is intoxicated or impaired by any legal or illegal substance; by anyone who obtained the RV by giving false, fraudulent or misleading information; in furtherance of any illegal purpose or under any circumstances that could be properly charged as a crime other than minor traffic violations; to carry persons or property for hire or for compensation; to push anything; to tow anything unless authorized by us in writing; in any race or speed contest; to carry dangerous, hazardous, or illegal materials; outside of Canada, United States or in any area restricted by terms found elsewhere in this agreement; when loaded beyond its capacity as determined by the manufacturer of the RV; on an unpaved surface except at an RV campground; to transport more persons than the vehicle has seatbelts for or to carry persons outside of the passenger compartment; to transport children without a federally approved child safety restraint or booster seat as required by state law; with inadequately secured cargo; after an accident involving the RV without first reporting the accident to police and us. Driving the vehicle under an overpass, overhang, or roof structure without sufficient clearance is also prohibited. You agree to not sit, stand, or lie on the roof of the RV.

23. **ADDITIONAL TERMS AND CONDITIONS:** The undersigned, for himself/herself, his/her heirs, assignors, executors, and administrators, fully releases and discharges CAMPERLAND RV RENTAL INC. from any and all claims, demands and causes of action by reason of any injury or whatever nature which has or have occurred, or may occur to the undersigned, or any of his/her guests as a result of, or in connection with the occupancy of the premises / RV and agrees to hold CAMPERLAND RV RENTAL INC. free and harmless of any claim or suit arising therefrom. In any action concerning the rights, duties, or liabilities of the parties to this Agreement, their principals, agents, successors, or assignees the prevailing party shall be entitled to recover reasonable attorney's fees and costs. If a guest violates any conditions of this agreement, CAMPERLAND RV RENTAL INC. may terminate this agreement and enter the premises/ RV. Upon notice of termination of this Agreement, Renter shall vacate the premises immediately. In the event CAMPERLAND RV RENTAL INC. must resort to legal process to enforce rights under this Agreement, Renter shall be responsible for reasonable Attorney fees and costs.

CAMPERLAND RV RENTAL INC. Representative Signature:	
Renter Signature:	
Date:	