

# Basic Terms and Conditions

## Reservation Deposit:

A deposit of CAD \$300 or 25% of the total amount (whichever is higher) is required at time of booking. The receipt of this deposit does not imply acceptance of the booking by YukonWestfalia. Only when the booking has been confirmed by YukonWestfalia, all drivers are of an appropriate age, insurance coverage is in place and the damage deposit paid, is the booking considered accepted. Please note that the reservation deposit will be counted towards your final payment.

## Payments:

Full payment of all rental charges and damage deposit are due upon PICKUP of the vehicle. This must be paid in Canadian Dollars. Cash, Bank certified draft, Cashier's Check, e-transfer, credit card or Paypal. can be accepted. Clients are responsible for any international processing charges. THERE WILL BE NO REFUND OF TIME CHARGES FOR LATE PICKUP OR EARLY RETURN.

## Cancellation Policy:

All cancellations must be in writing. A CAD \$100 charge applies to all cancellations over 90 days from the date of departure. For cancellations made less than 90 days prior to scheduled date of departure the reservation deposit shall be forfeited. For no shows, full reservation deposit shall be forfeited.

## Security Deposit:

An additional payment is required as security deposit – \$1,000 for Canadian nationals and \$2,000 for all International renters. It is fully refundable less any damage, loss of equipment, cleaning, refueling and extra day's fees usually within 24 hours via e-transfer or credit card refund.

## Driving License/ Driving Age:

All drivers must possess a driver license valid for the entire rental period and a major credit card. An international driver license is recommended for foreign tourists. Drivers must be at least 21 years of age. All drivers between 21 and 24 years of age will be subject to \$35/day underage driver fee on top of their daily rental fee. Only drivers listed on the contract are allowed to drive. All drivers and their driver's licenses must be present at time of vehicle pick up.

## Vehicle Pickup and Return:

Pick up – by arrangement. Allow up to 1 hour to complete the documentation, collection of deposit and demonstration of vehicle. All vehicles will have a full tank of gas on pickup.

Drop off –by arrangement. Allow up to 1/2 hour to complete the return formalities. There are no refunds for early returns. The Vehicle will be handed over in a clean condition and in sound working order in accordance with the 'Departure Checklist'. You will be expected to return the vehicle with a full tank of fuel.

After hours or weekend pick up and drop off must be arranged in advance.

Delivery to Whitehorse area involves a \$90 each way fee unless previously discussed.

## **Pets**

Pets are permitted providing arrangements are made at the time of booking. A \$150 cleaning fee applies to each pet-included rental regardless of the length of the rental period. We would appreciate you taking the time to vacuum up after your pet.

## **Smoking**

Smoking is not permitted inside the vans. Violation of this rule is subject to a minimum of \$300 cleaning charges.

## **Travel Restricted Areas:**

Driving on unpaved roads is not allowed unless agreed to, in writing, between YukonWestfalia and the renter. Trips to Mexico are not permitted. Renter is liable for all damages to vehicle, tires, towing charges and other expenses as a result of operating on unpaved roads. If you are planning a long trip (over 100km total) on an unpaved road, such as The Dempster Highway, let us know in advance and we can arrange a suitable vehicle for your needs. We reserve the right to add a \$200 fee for any trips over 100km on unpaved roads. There is a separate \$750 fee for driving the Dempster to Inuvik.

We operate within a travel radius of 600 km from Whitehorse in any direction, which allows you to visit as far north as Tombstone national park, north of Dawson City, YT and the Top Of The World Highway; as far east as Watson Lake, YT; as far west as Alaska including the coastal towns of Skagway and Haines; and as far south as Meziadin Junction BC. But if you choose to journey beyond the 600km radius from Whitehorse you are responsible for the cost of any rescue, repair and/or returning the vehicle to within the authorized 600km radius area either through us (YukonWestfalia) or a third party.

## **Motor Vehicle Insurance:**

Motor Vehicle Insurance is quoted on the "Rates" page on the website YukonWestfalia.com  
The renter is responsible for ANY damage to the vehicle or vehicle package including, but not limited to,

- Furnishings
- Bedding, linen, crockery, utensils
- Provided tools and spares
- The awning
- The onboard heater, if applicable
- The pop-top including the canvas, latches and flocked finish.
- The stove, refrigerator, sink, tap and cabinets.
- Flooring
- Interior and exterior paint and bodywork
- Windshield.

In the case of a Motor Vehicle Accident the mandatory insurance (currently \$19.90 per day) reduces the driver's liability for Collision Damage to a \$ 1000.00 deductible. This insurance does not cover any glass and tires coverage on the rental vehicles.

## **Road Side Safety:**

We make sure to do a full mechanical and safety inspection of every vehicle before it goes on rental. On rare occasions, mechanical problems or accidents may occur during a rental. If the problem occurs due to mechanical breakdown during normal driving use on paved roads within the previously described 600km from Whitehorse, YT YukonWestfalia will bear all the charges of repair. If any breakdown/accident happens due to the renter at fault, negligence or willful damage, then the renter will bear all charges of repair/towing. However, in both cases we will do our best to get you back on the road safely as soon as possible.

Renter agrees to indemnify, defend, and hold harmless the Owner for any loss, damage, or legal actions against Owner as a result of Renter's operation or use of the Rented Vehicle during the term of the Rental Agreement. This includes any attorney fees necessarily incurred for these purposes. Renter will also pay for any parking tickets, moving violations, or other citations received while in possession of the Rented Vehicle.

Attention: A vehicle breakdown or accident can easily delay a trip by several days. Due in part to the large distances and remote locations involved, clients may spend several days waiting for a repair or replacement vehicle. YukonWestfalia cannot be held responsible for delays or changed plans that are caused by an accident or breakdown.

All vehicle rentals are strictly for vacation use. No vehicle may be used commercially whatsoever and YukonWestfalia reserves the right to decline a booking if commercial use is suspected.

The customer will be shown the oil and coolant level checking and filling procedures and accepts responsibility for regular checking and adding fluids as necessary as per the Rental Agreement and Departure Checklist.

**TERMS AND CONDITIONS MAY CHANGE FROM TIME TO TIME WITHOUT NOTICE**