RENTAL PROCEDURES

RENTER/PRINCIPAL DRIVER/CREDIT CARD HOLDER

Motorhomes will only be released to the individual who made the initial booking or to any additional drivers listed, provided that the primary renter, as identified in the booking confirmation, is present at the pickup location on the designated day. Third parties will not be authorized to collect the vehicle. If the primary renter, whose name is on the confirmation invoice, is not physically present during the vehicle pickup, lacks a valid credit card, or fails to provide their original driver's license, the reservation will be deemed void, and any pre-paid funds will be forfeited. No exceptions will be made to these stipulations.

Meridian RV has the right, and legal obligation, to deny a renter the motorhome when the renter seems not capable to drive a motorhome.

CUSTOMER CHECK-IN FORM

To expedite the pickup process on the designated day, we request that all customers complete the Customer Check-In form and submit it to Meridian RV no later than 14 days before their first rental day. This form is included with your booking confirmation, and can also be downloaded here.

Customer Check-In (English)

PICK-UP APPOINTMENT

RV pickup appointments are scheduled between 11:00am and 3:00pm. These appointment times are set in advance and cannot be modified to ensure an efficient process at our station. We request all customers to be ready to collect their units at the appointed time. *To receive an appointment time, renters need to contact our station either the day before their rental, between 3:00pm to 4:30pm, or on the morning of their rental, between 8:30am and 9:00am*. Our station is closed on Sundays and holidays. For extended weekends, call a day or two in advance.

TRANSPORT TO/FROM MERIDIAN RV

Return transport from Vancouver/YVR to our Port Coquitlam station is available *for a fee*. Transfer vehicles can accommodate a maximum of 4 passengers. If your group exceeds 4 persons, it will be necessary to book an additional Return Transport. For passengers traveling with wheelchairs or scooters, please inform Meridian RV at the time of booking to make suitable arrangements. Child car seats are not supplied for transport to/from our station. In consideration of limited storage space, we recommend adhering to the guidelines of 1 suitcase or an equivalent, (with a maximum weight of 23kg) and 1 carry-on bag (with a maximum weight of 8kg) per person, in line with airline regulations for economy passengers. We do not offer transportation for items such as bicycles (or bicycles in carrying cases), or large equipment.

TRANSPORT BEFORE RV PICK-UP

Transport to the station is scheduled between 9:00am and 2:00pm. Customers are expected to be ready for pickup at the time advised and only from one location as specified in their booking. To ensure a smooth pickup process, customers should be prepared in a visible and easily accessible location. Service cannot be guaranteed if the customer has not contacted the station by 9:00am on pick-up day.

TRANSPORT AFTER RV DROP-OFF

Following drop-off, transport is provided to a single location as specified in the booking. Customers are to inform Meridian RV of their desired drop-off location on the pick-up day at the latest.

PARKING AT MERIDIAN RV

Customers wishing to park their cars (excluding rental cars or vehicles owned by individuals not present at the station) overnight at Meridian RV must specify this when making their reservation, and a fee will apply. On pick-up day, customers are required to provide their car keys and a copy of the insurance papers so that their vehicle can be relocated to our back parking lot. Valet parking is at the owner`s risk. *Overnight parking is not allowed in the front lot. If a private vehicle is left there without notifying our rental staff, a fee may apply.*

RV PICK-UP

All individuals listed as a driver on the Rental Agreement must be present at the rental station during the RV pick-up. The Security Deposit can only be made using a valid Mastercard, Visa, or AMEX.

Pick-up appointments can take 1.5 to 2 hours, allowing time for paperwork, a demonstration of the unit, and time to load your belongings. If a renter fails to arrive at our station at the scheduled pick-up time, it might be necessary to re-schedule the pick-up. While Meridian RV will make every effort to accommodate the RV pick-up on the same day, it's important to understand that scheduled pick-up appointments of other customers will not be delayed or interrupted.

Delayed customer arrival, regardless of the cause, does not entitle the renter to free cancellations, alterations to travel dates, services outside regular business hours, or similar requests. At the time of pick-up, Meridian RV reserves the right to deny a rental to any renter or driver who is deemed unfit to operate an RV, in violation of our Terms and Conditions, or displaying aggressive behaviour. In such cases, prepaid funds will be forfeited.

ONE PICK-UP APPOINTMENT PER BOOKING

An extra fee of $100 applies if a customer wants another driver added on the Rental Agreement after the unit has been picked up. The additional driver would have to be physically present at the rental station for a revised Rental Agreement, a demonstration of the unit, and for the explanation of the Insurance Terms and Conditions.

UNEXPECTED CUSTOMER DELAY DURING PICK-UP

In the event of a delayed pick-up procedure due to an issue encountered by the renter, such as a declined credit card or forgotten driver's license, and it is not possible to complete the pick-up process before the next scheduled renters, the pick-up will be rescheduled. The renter responsible for the delay does not have the right to receive service after business hours, and there will be no refund for unused nights.

REQUIRED SECURITY DEPOSITS

Security Deposits must be made with credit cards only and will be **processed.**

All renters are required to pay a Security Deposit at pick-up according to their insurance coverage with Meridian RV. Premiums for Basic Insurance are included in all nightly rental rates. We accept Mastercard, Visa & American Express for the Security Deposit (no cash, wire transfers, debit cards, or prepaid credit cards). *Please note that credit cards must be valid for at least six months after drop-off date.* Security Deposits are refunded at drop-off provided the unit has been returned on time, there is no damage, it's clean on the inside and outside, all equipment is present and undamaged, the holding tanks are all empty, the gas tank is full (prior to checking in unit), and no damage claims have been made. In all cases, the exchange rate difference between the deposit collected at pick-up, and the refund given at drop-off, is the renter's responsibility.

RV RENTAL BY CATEGORY

Renters rent an RV category, not a Make, Model or floor plan. Interior design, measurements and floor plans may differ within a category.

Illustrations on our website are a representation only of the vehicle depicted.

RV AVAILABILITY & UPGRADES

On rare occasions, it may be necessary to offer a unit other than the one originally booked. In such cases, Meridian RV reserves the right to substitute the unit with one of equal or greater value. Any resulting expenses (gasoline, ferry costs, etc.) would be the responsibility of the renter. Should a downgrade be necessary, Meridian RV's only obligation would be to refund the customer the cost difference between the two vehicles. It is guaranteed that in such a case the RV can accomodate the number of people confirmed with booking.

In the event the renter refuses to accept the vehicle, no refund will be offered.

CONVENIENCE KITS

Convenience kits which include bedding, towels, dishes, cutlery, cooking utensils, pots, and pans, are available for rent. One per person is required.

EXTRA ITEMS

Additional items are available to rent and can be pre-booked in advance. Subject to availability.

BIKE RACKS

Meridian RV cannot be held responsible in cases where customer-owned bikes do not fit the bike rack provided by Meridian RV. It's the responsibility of the renter to ensure that their bikes are compatible with the provided bike rack.

GPS

Rented portable GPS devices are equipped with the latest maps provided by the GPS provider. Meridian RV holds no responsibility and will not compensate for any expenses or charges incurred (such as extra fuel or additional kilometres driven) arising from the renter's use of outdated or incorrect maps, or non-updated and incorrect pre-installed GPS systems in certain motorhomes. To enhance the renter's experience and avoid such issues, it is recommended that customers verify the

functionality of the rented portable GPS on the pick-up day, ensuring it is up-to-date and operating properly.

Full replacement costs are charged for lost or damaged equipment.

LUGGAGE STORAGE

Storage of empty suitcases is available and subject to availability and at the owner`s risk.

REPAIRS AND BREAKDOWNS WHILE ON THE ROAD

The possibility of (mechanical) failure or breakdown is an inherent risk associated with the rental of an RV. Any repairs (or replacement parts) costing less than $100 do not require prior authorization from Meridian RV before servicing. **We require the customer to exercise prudence in handling and operating our rental vehicles. Any expenses that occur due to abuse, misuse or negligence, will not be reimbursed.**

Reimbursement will be provided at drop-off when both a receipt and the part replaced are presented to one of our rental staff. **When the cost of repairs is more than $100, customers must contact Meridian RV first for authorization.** In all cases, the renter will not be reimbursed for loss of time, transportation costs, inconvenience, food loss, or any other expenses resulting from repairs to their unit. Please note: Meridian RV will not offer refunds or repairs while on the road for malfunctioning or damaged back-up cameras, generators, television sets or awnings. These are additional items that are offered to customers at no charge. Although Meridian RV makes every effort to repair these items when they malfunction, at times there is not enough time to do so in between rentals. In such cases, Meridian RV is under no obligation to contact the next renter picking up the unit about the issue.

VIOLATION TO THE RENTAL AGREEMENT

If there is violation to the Rental Agreement, the renter is responsible for any and all loss of or damage to the motorhome from any cause (regardless of fault), and all related costs (loss of unit rental income included).

The Rental Agreement is governed by the law in force in the Province of British Columbia, Canada.

PROBLEMS/REPAIRS

Mechanical problems should be solved as quickly as possible to avoid becoming an imposition and later a complaint. In general, there is no refund given if a renter does not inform Meridian RV within 24 hours of the problem`s occurence (during regular business hours), or if a renter does not take the necessary steps required to fix the problem (e.g. driving to a repair shop). In no case will Meridian RV compensate the renter for a reasonable amount of time lost, transportation fees, loss of foodstuff, or other expenses that may be caused by the issue at hand and the execution of

necessary repairs. Neither does Meridian RV accept any liability for any inconvenience arising from any temporary defects or stoppage in supply of water, gas, electricity or plumbing, nor will Meridian RV accept any liability for any loss or damage caused by weather conditions, natural disaster, acts of God, or other reasons beyond its control.

Please, note that repair shops are not open on Sundays and holidays and not on business days after 5pm.

Customers are neither permitted to carry out improper repairs by themselves and/or to authorize them, nor to make unauthorized changes to the interior of the rented RV.

REPORT FOR REQUIRED REPAIRS

It is the responsibility of the renter to inform Meridian RV within 24 hours if anything is damaged, in need of repair, or not working properly (even if the renter feels it doesn`t need to be taken care of while they are on the road). This is so that Meridian RV can already order parts, schedule technicians, etc. to get the problem fixed on drop-off day before the next customer will pick up the motorhome. Meridian RV needs to be informed about windshield damages as well, so that the windshield replacement can already be scheduled for drop-off day. It is usually not necessary to get a windshield replaced during the RV trip, but if really necessary, it requires Meridian RV`s prior authorization.

GENERATOR

Although all Meridian RVs come equipped with a generator, a working generator is not guaranteed for any booking.

Generator use is free of charge, but no excessive use is permitted. It is recommended not to use the generator for more than 1 hour per day.

OVERHEATING/FREEZING

The renter is liable for damage caused by overheating/freezing of any vehicle system.

BREAKDOWN

A vehicle breakdown is a mechanical failure of a motor vehicle in such a way that the underlying problem prevents the vehicle from being operated at all, or impedes the vehicle`s operation so much, that it is difficult, nearly impossible, or even dangerous to operate.

If the renter`s motorhome vacation is interrupted by an automotive mechanical breakdown for more than 12 working hours after reporting such matter to Meridian RV (during business hours), the renter will be reimbursed the gross daily rate. Meridian RV`s responsibility is limited to the refund of the daily gross rate. Defects on radio, CD, TV, DVD, generator, air conditioner, microwave, cruise control, awning, etc. are not considered to be mechanical breakdowns and excluded from refunds.

TOWING

If a unit requires towing, this must be arranged through Roadside Assistance (24/7). If any other towing service is used without Meridian RV`s prior authorization, towing costs will not be reimbursed.

REPAIRS (IF RV IS NOT DRIVABLE)

If an inoperable vehicle cannot be repaired within two full work days, Meridian RV will make all reasonable efforts to provide a renter with a replacement unit, as long as the reason for the breakdown is not the result of a renter`s abuse or misuse of the rented vehicle or their negligence and if the unit has not been driven in restricted areas. If a replacement unit cannot be provided, Meridian RV will refund the daily rate for all unused rental days which is considered full settlement. Meridian RV will not reimburse the renter for hotel accomodation, loss of prepaid campground reservations, prepaid ferry reservations, etc. Even if a unit is not drivable anymore, it must be used for sleeping at night, whenever and wherever possible. Only if this is not possible, hotel accommodation (max. nightly rental gross rate) will be reimbursed after Meridian RV`s authorization.

REIMBURSEMENTS

Meridian RV will make all reasonable efforts to assist the renter to obtain help or arrange repairs, subject to the location of the motorhome and business hours of the repair shop.

A reimbursement for inconvenience or loss of vacation time is only considered if Meridian RV is informed about an issue at the earliest opportunity within 24 hours of occurrence and has a chance to take care of the problem. The renter must be willing to cooperate (e.g. drive to a repair shop).

RV DROP-OFF/RENTAL RETURNS

Returns take place between 08:30 and 10:00, on a first-come-first-serve basis. <u>All renters must be physically present at drop-off, and cannot send someone in their place to close their contract.</u> Customers are not permitted to leave their units in the Meridian RV parking lot and leave the premises without first closing their rental contracts with one of our rental staff (or a $500 fee would apply). We also ask that motorhomes are not parked on the road in front of Meridian RV overnight, as it puts them at risk of damage and is prohibited by the city (subject to a $300 charge by Meridian RV). Due to operational and safety reasons it is not permitted to block customer parking spots or the drop-off lane to pack suitcases, clean the RV, etc. The time spent on the drop-off lane must be kept as short as possible. The RV is supposed to be driven on the Meridian RV lot **ready for inspection.**

If a renter ignores Meridian RV`s policies and operating hours and forces Meridian RV staff, due to unreasonable behavior, to accept a drop-off after 5pm with the threat otherwise just to leave the RV unlocked on the road or similar, Meridian RV will charge **a fee of $500 in addition to the late fee.**

All service necessary from Meridian RV staff due to the renter breaching Meridian RV`s Terms and Conditions will be subject to an **additional fee** to cover the overtime hours of staff (fee is set by Management, depending on the situation).

DAMAGE TO MOTORHOME

If the motorhome has any damage and/or the renter was involved in an accident, the unit is to be returned as early as possible on drop-off day, but by 9:30am latest. The **Accident Repor**t (see Rental Guidebook) must be filled in completely beforehand.

Only Meridian RV Mfg. Ltd. carries out or delegates repair work after drop-off. The renter has no right to interfere with the repair process.

LATE RETURNS

If a unit has not been returned by 10:00am on the scheduled drop-off day, the renter may incur additional charges and longer wait times.

EARLY RETURNS

We allow early drop-offs, but customers will not be given a refund for lost days. If customers plan to drop off early, we ask them to contact Meridian RV at least 2 days in advance to advise Meridian RV rental staff. Units dropped off during our regular drop-off period (between 8:30am and 10:00am) will be checked in on a first-come-first-serve basis. After that pick-up appointments are scheduled, so customers dropping off early would have to wait until rental staff is available to check their unit in. No units will be checked in after 3:00pm.

POTENTIAL CHARGES AT DROP-OFF

Customers should comply with the Rental Terms & Conditions to avoid incurring these potential additional charges:

1. Fuel tank not full: $50 plus the cost of gas
2. Holding tanks not empty: $25 per tank
3. Smoking or vaping in RV: $500
4. Pets in RV: $500
5. RV not respectably clean: $100 - $300, depending on the condition
6. Travelling in restricted areas: $1,000

LOST/LEFT ITEMS

Meridian RV does not provide mailing services for left items and will only kept them for a maximum of 2 weeks after the drop-off date. Customers who want their items mailed are to make their own shipping arrangements and inform Meridian RV about

the pickup date. Meridian RV is not responsible for the loss or damage of any items left behind.

RESPONSIBILITY OF RENTER

When on the road we require renters to exercise prudence in handling and operating our rental vehicles. Misuse and failure to exercise due care and attention in their operation may result in damage charges. Please note that the renter is also responsible for routine on-the-road maintenance, which includes checking tire pressure, engine oil levels, and coolant levels, at every other refueling. Renters will be held responsible for any damage that occurs when regular maintenance is neglected.

Renters must inform Meridian RV within 24 hours about any damage, malfunction, windshield damage, etc. so that Meridian RV can initiate necessary steps in order to avoid inconvenience for the next customer.

RENTAL GUIDEBOOK

Each renter receives a **Rental Guidebook** for their trip.

Please note that camping may include some inconvenience because of bad weather conditions, wildfires, mosquitos or bugs, mice, closed roads, crowded campgrounds, etc. which is not under Meridian RV`s control.

Meridian RV wishes the customers will have nothing but positive experiences during their RV trip and do not encounter any serious problem.

Enjoy your Canadian RV adventure!