

BEFORE YOU DROP OFF YOUR RV

Please return and vacate your rental vehicle as per your contracted drop off time to avoid late drop off fees.

We are happy for you to return the RV in the same condition as you received it including:

- Ensuring all appliances are clean
- Ensuring all surfaces, cupboards, the bathroom, and the floor are wiped down and clean
- Ensuring all dishes have been washed and placed back in the cupboard
- Emptying the holding tanks (black and grey water tanks)
- Removing all garbage and items for recycling
- Ensuring that, if the exterior of the unit is too dirty (from road grime/dust or bugs) to easily identify scratches, dents or damage, that you power wash the exterior of the vehicle before you drop off. Everyday light dirt does not require a power wash.
- Ensuring the fuel tank is filled to the same level as at pick up
- Ensuring exterior compartments are empty of trash, toys, excessive dirt, wood chips etc. and that firewood has been removed
- Bringing the Solis WiFi Device to the front counter at drop off with all applicable accessories.

Please note that:

- Any unopened food can be left **on the kitchen counter in the vehicle** for donation to the Food Bank
- Bedding should be left on the beds
- Towels should be left on the floor of the shower
- Refilling of propane tanks is not required
- Emptying of the fresh water tank is not required.
- The TV remote control should be in the RV. Please note a charge of \$50 will be applied for missing TV remote controls at dropoff.

PLEASE REMEMBER TO CHECK ALL CUPBOARDS AND STORAGE COMPARTMENTS FOR PERSONAL ITEMS.

Drop & Go

If you have purchased Drop & Go, included in the Platinum and Platinum Plus "We are Happy to" packages, we will look after:

- Exterior cleaning of your unit (up to one hour)
- Interior cleaning of your unit (up to one hour)
- Emptying your garbage and recycling (it must be bagged)
- Emptying the grey and black tanks
- Emptying of the fridge and unused foods

If you have not purchased the Drop & Go Service but return the unit in a condition that does not comply with our requirements we are happy to take care of these with the following charges:

| Service | Fee |
|--|---|
| Cleaning – interior and exterior | \$100 per hour |
| DEFUMIGATION: Defumigation charges will be applied for any odors which CanaDream deems would be noxious or offensive to Cast members or other Guests. This would include, but is not limited to, any foods or substances used or stored in the vehicle which have a strong lingering odor. Examples are cannabis, perfumes, cooked, spoiled or rotten foods. | \$750 |
| Emptying of holding tanks | \$100 |
| Fuel | \$75 per 1/8 tank including service fee |
| Additional charges | Fee |
| Late charge (<i>after 10:00 am return</i>) | \$150 per hour |
| Solis WiFi Hotspot | Up to replacement cost plus service fee |