



**Fraserway RV**

Your Vehicle to Adventure<sup>SM</sup>

**Thank you for choosing Fraserway RV Rentals.**

This RV Rental guide provides information on everything you need to know for your RV trip with Fraserway RV.

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How to prepare for your RV vacation:

**MY BOOKING**

**MY DEPARTURE DAY**

**MY RV TRIP**

**RETURNING MY RV**



# MY BOOKING

## ✓ Review your Rental Options

Did you book everything you need for your RV trip?

Choose from a wide selection of optional equipment and accessories.

*Options booked on departure day cannot be guaranteed and may increase pick-up time.*

### Convenience Kits

Bedding, Kitchen,  
and Household equipment



### GPS Navigation



### Bikes



### Bike Racks



### Electric Heater



### Levelling Blocks



### Infant, Child, and Booster Seats





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### ✓ **Express Check-In**

Save time at the check-in counter and complete your [Express Check-In](#) by entering the driver's license information of all drivers (no extra charge) prior to your departure day. Contact your Tour Operator for your Username and Password.

 Visit [fraserway.com/express-check-in](https://fraserway.com/express-check-in)

### ✓ **Shuttle Transfer**

Fraserway RV offers complimentary shuttle transfers from selected Hotels for our customers arriving in Canada from abroad.

Your Tour Operator will provide you with a Hotel list.

To arrange a shuttle transfer, please contact your Fraserway RV Rental station directly a few days before your departure day. Seating is based on a first come, first serve basis. Transfers are provided between 8 AM and 1 PM.

Should a transfer in one of our shuttle buses not be available due to unforeseen circumstances, we will provide an alternative through taxi operators for your convenience.

Please visit our [website](#) for the contact information of all rental stations.

 Visit [fraserway.com/rentals/locations](https://fraserway.com/rentals/locations)



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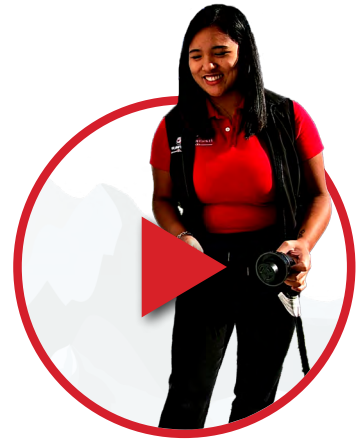
## ✓ **How to operate your RV**

Familiarize yourself with your RV's features by watching the full demonstration video of [your vehicle type](#) prior to departure.

Find all demo videos on our [YouTube channel](#).

### **Helpful tips:**

- Click on 'Settings' for subtitles in multiple languages.
- Click on 'SHOW MORE' under the YouTube video and jump directly to the function you are looking for.



 Visit [fraserway.com/rentals/vehicles](https://fraserway.com/rentals/vehicles)

## ✓ **PDF Manual**

Download the PDF manual of [your vehicle type](#) prior to departure.

Have the PDF manual in your language available on your devices for offline use during your trip.

 Visit [fraserway.com/rentals/vehicles](https://fraserway.com/rentals/vehicles)

## ✓ **RVing Itineraries**

Not sure where to go yet? Make your vacation the ultimate road trip and explore [itineraries](#) specifically for RVing in Canada.

 Visit [fraserway.com/rentals/itineraries](https://fraserway.com/rentals/itineraries)



# MY DEPARTURE DAY

## ✓ **Departure Time**

Pick up your RV from 8:30 AM – 3 PM  
Shuttle transfer is available until 1 PM.

## ✓ **Ensuring Your Safety**

Please bring a mask or face covering on your departure day and practice physical distancing. We have taken special care to disinfect and sanitize your RV and all inventory.

Learn more about our safety measures [here](#).

 Visit [fraserway.com/rentals-updates](https://fraserway.com/rentals-updates)

## ✓ **Check-In Documents**

Please bring with you:

- Driver's licenses of all drivers
- Renter's Credit Card
- Downloaded [PDF instruction manual](#) for offline use
- Your travel voucher if applicable

## ✓ **Vehicle Check**

Our experienced staff will complete a vehicle damage check with you on your departure day. We will be happy to answer any questions you may have.



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# MY RV TRIP

## ✓ ***Instruction Video and Manual***

Watch the full instruction video and download the PDF manual of your RV under [your vehicle page](#) or our [YouTube channel](#) anytime during your RV trip.

## ✓ ***On-Road Support***

If you experience any issues with your RV during your trip, please contact us via [LiveChat](#) or call Fraserway RV OnRoad Support at

Or contact OnRoad Support via email at **[onroadsupport@fraserway.com](mailto:onroadsupport@fraserway.com)**

OnRoad Support hours: **June 1st until October 31st, 2021**

**Monday – Friday:** 8:30 AM – 5 PM PDT

**Saturdays:** 8:30 AM – 4 PM PDT

**Sundays and Public Holidays:** 8:30 AM – 3 PM PDT

 Visit [fraserway.com/rentals/locations](https://fraserway.com/rentals/locations)

**SHARE YOUR RV ADVENTURES WITH US!**



# **RETURNING MY RV**

## ✓ ***Return Time***

Return your RV from 8:30 AM – 11:30 AM.

Under regular circumstances, allow for a return process of up to 1 hour.

Shuttle transfer is available until 1 PM.

Unused nights are not refundable.

## ✓ ***Cleaning & Fuel***

Please return your RV inspection ready and in a clean condition with the same amount of fuel as recorded upon departure.

Black and grey water tanks must be empty.

## ✓ ***Vehicle Check***

In the return area, our staff will complete a return damage check with you. Extra charges such as additional kilometers that exceed your prepaid kilometre total will apply at \$0.42/km. Unused kilometres are not refundable.

Please see our [terms & conditions](#) for details.

## ✓ ***Rate your RV Experience***

At Fraserway RV, we take pride in our customer service.

Share your RV experience with us on Google or [Facebook](#).



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**Visit us at [FRASERWAY.com](http://FRASERWAY.com)**



**DEPARTURE** 8:30 AM - 3 PM  
**RETURN** 8:30 AM - 11:30 AM

We look forward to welcoming you!

*Warm regards,*

**Your Fraserway RV Rentals Team**