

LOCAL RENTERS:

PLEASE NOTE THIS IS AN AIRPORT SERVING FACILITY BUT WE DO RENT TO LOCAL RENTERS WITH SOME RESTRICTIONS (LOCAL RENTERS FROM MANITOBA AND QUEBEC ARE NOT ALLOWED TO RENT IF THEY HAVE THE OLD TYPE DRIVING LICENSE, IF THEY HAVE THE NEW TYPE OF DRIVING LICENSE THEY CAN RENT AS LONG AS THEY PRESENT A VALID RETURN AIRLINE TICKET).

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ADDITIONAL DRIVERS:

ADDITIONAL DRIVERS MUST MEET ALL REQUIREMENTS OF THE PRIMARY DRIVER AND FEES WILL BE APPLIED UP TO \$10.99 CAD PER DAY (AMOUNT DEPENDS ON THE LOCATION). ANY AMENDMENTS TO THE RENTAL AGREEMENT MUST BE MADE AND SIGNED FOR AT THE RENTAL COUNTER.

AGE REQUIREMENT:

THE MINIMUM AGE OF THE RENTER OR ANY ADDITIONAL DRIVER IS 21 YEARS OLD AND MAXIMUM AGE IS 74 YEARS WITH THIS EXCEPTION - U.S. GOVERNMENT RENTERS ON OFFICIAL BUSINESS THE MINIMUM AGE TO RENT IS 18. ALL RENTERS MUST PRESENT A VALID DRIVERS LICENSE AND MAJOR CREDIT CARD IN HIS OR HER OWN NAME. THIS MUST BE THE SAME CREDIT CARD THAT WAS USED TO BOOK OR PAY ONLINE. UNDERAGE DRIVERS 21 TO 24 YEARS OF AGE MAY DRIVE ECONOMY THROUGH STANDARD SIZE CARS AND MINIVANS ONLY. AN UNDERAGE FEE NOT EXCEEDING \$24.99 CAD PER DAY APPLIES (DEPENDS ON THE LOCATION). FOR DOMESTIC AND INTERNATIONAL RENTERS WE REQUIRE TWO GOVT ISSUED VALID PHOTO ID, TWO PHONE NUMBERS AND AN EMAIL ID.

AIRPORT PICK UP SHUTTLE INSTRUCTIONS:

UPON ARRIVAL PLEASE CALL THE BELOW MENTIONED LOCATION NUMBER FOR PICK UP INSTRUCTIONS AND HOW TO GET TO A SHUTTLE.

FOR TORONTO PEARSON INTERNATIONAL AIRPORT: 905-677-9994

OTTAWA INTERNATIONAL AIRPORT: 613-822-2409

CALGARY INTERNATIONAL AIRPORT: 403-398-3930

EDMONTON INTERNATIONAL AIRPORT: 780-955-2224

VANCOUVER INTERNATIONAL AIRPORT: 604-370-4445

SURREY CITY LOCATION: 604-593-0636

HOURS OF OPERATION

PLEASE REFER OUR WEBSITE [WWW.ROUTES.CA](http://WWW.ROUTES.CA)

CUSTOMERS WHO FAIL TO CANCEL THEIR RESERVATION AT LEAST 48 HOURS PRIOR TO PICK UP TIME, FAIL TO SHOW UP FOR THEIR RESERVATION OR DO NOT QUALIFY FOR THE RENTAL WILL BE SUBJECT TO A ONE DAY RENTAL CHARGE OR A \$25.00 CAD ADMIN FEE WHICHEVER IS HIGHER. DUPLICATE RESERVATIONS THAT ARE NOT CANCELLED OR PICKED UP WILL ALSO BE SUBJECT TO THE ADMIN FEE. PLEASE NOTE WE HOLD RESERVATIONS FOR 2 HRS FROM THE RESERVED PICKUP TIME SUBJECT TO PUBLISHED BUSINESS HOURS. CANCELLATIONS MUST MADE THROUGH THE ORIGINAL BOOKING SOURCE. FOR PREPAID RESERVATIONS, VEHICLES ARE HELD UNTIL THE END OF THE SAME BUSINESS DAY

COLLISION DAMAGE WAIVER ELIMINATES THE RENTER OR ANY AUTHORIZED DRIVERS OF FINANCIAL RESPONSIBILITY, OVER AND ABOVE OF THE DEDUCTIBLE, FOR THE RENTAL VEHICLE IN CASE OF AN ACCIDENT AS LONG AS THE TERMS AND CONDITIONS OF THE RENTAL AGREEMENT ARE MET AND NOT VIOLATED. IF TERMS OF THE RENTAL AGREEMENT ARE VIOLATED RENTER OR AUTHORIZED DRIVER IS RESPONSIBLE FOR UP TO THE FAIR MARKET VALUE OF VEHICLE FOR ANY DAMAGE OR LOSS OF THE RENTAL VEHICLE REGARDLESS OF FAULT AND FOR LOSS OF USE, ADMINISTRATIVE FEES AND DIMINISHED VALUE OF THE VEHICLE. THIRD PARTIES AND UNAUTHORIZED DRIVERS ARE NOT COVERED BY CDW. THE DRIVER MUST OBTAIN AN ACCIDENT REPORT FROM POLICE OR CDW WILL BE VOIDED. COMPREHENSIVE LOSSES SUCH AS FIRE, VANDALISM, FLOOD, HAIL OR ACTS OF GOD ARE NOT COVERED UNDER CDW COVERAGE. OFF ROAD AND NEGLIGENT DRIVING IS A VIOLATION OF THE RENTAL AGREEMENT. UNDERAGE DRIVERS MUST PRESENT PROOF OF THEIR OWN TRANSFERABLE AUTO INSURANCE POLICY FROM NORTH AMERICA INSURANCE PROVIDER IN ORDER TO RENT. PLEASE CHECK WITH YOUR INSURANCE COMPANY FOR STATE COVERAGE REQUIREMENTS.

CDW: THE PURCHASE OF CDW IS OPTIONAL. CUSTOMERS WHO DO NOT PURCHASE OUR CDW MUST PRESENT PROOF OF THEIR OWN TRANSFERABLE AUTO INSURANCE POLICY FROM NORTH AMERICAN INSURANCE PROVIDER WHICH SHOULD INCLUDE THE NAME AND ADDRESS OF THE INSURER AND THE POLICY NUMBER. THIS RULE APPLIES TO ALL POLICIES INCLUDING COLLISION COVERAGES PURCHASED FROM \*ONLINE\* BOOKING SOURCES. COLLISION DAMAGE WAIVER (CDW) CAN BE PURCHASED AT A PRICE NOT TO EXCEED \$19.99 CAD PER DAY (AMOUNT DEPENDS ON THE LOCATION) AND LIMITS RENTERS RESPONSIBILITY TO \$2,000.00 FOR ECONOMY, COMPACT, INTERMEDIATE, STANDARD AND FULL SIZE VEHICLES. THE FINANCIAL RESPONSIBILITY ON MID-SIZE AND STANDARD SUV'S (5 SEATER) IS \$3,000 AND THE FINANCIAL RESPONSIBILITY ON FULL SIZE SUV'S AND MINIVANS IS \$3,500. IN ALL CASES LIMITED FINANCIAL RESPONSIBILITY IS CONTINGENT ON THE FACT THAT THE TERMS OF THE RENTAL AGREEMENT ARE NOT VIOLATED. ADDITIONAL CDW OPTIONS MAY BE AVAILABLE AT THE TIME OF RENTAL, CUSTOMERS SHOULD CHECK WITH THE RENTAL AGENT. THE COLLISION DAMAGE

WAIVER (CDW) FOR PICKUP TRUCK, PANEL AND CARGO TRUCKS CAN BE PURCHASED AT A PRICE NOT TO EXCEED \$21.99 CAD PER DAY WITH A \$3,000.00 DEDUCTIBLE. ROUTES DOES NOT OFFER CDW COVERAGE FOR PREMIUM AND LUXURY VEHICLES. IF CUSTOMER PURCHASE ONLINE INSURANCE, THEN THE COVERAGE WILL BE A MINIMUM OF \$65000. PLEASE NOTE: RENTERS FROM BRITISH COLUMBIA RENTING THE VEHICLE IN THE PROVINCE OF BRITISH COLUMBIA CANNOT PURCHASE OUR CDW.

IF DECLINING CDW RENTER MAY OPT TO USE THEIR PERSONAL TRANSFERABLE AUTO POLICY ISSUED BY A NORTH AMERICAN INSURANCE AGENCY OR TRAVELERS INSURANCE AND DOCUMENTARY PROOF OF TRANSFERABLE AUTO POLICY SHOULD BE AVAILABLE AND VALID IN CANADA AT THE TIME OF PICK UP. WHEN USING CREDIT CARD COVERAGE OR ONLINE PURCHASED INSURANCE FROM THIRD PARTY- PROOF MUST INCLUDE NAME ADDRESS AND POLICY NUMBER OF INSURER. RENTER IS RESPONSIBLE FOR ANY THIRD-PARTY CLAIMS. ROUTES CAR RENTAL MAINTAINS THE RIGHT TO REFUSE TO RENT IF THESE REQUIREMENTS ARE NOT MET OR IF COUNTER AGENT IS NOT SATISFIED. REFUSAL IS AT THE DISCRETION OF THE COUNTER AGENT.

PREPAID CREDIT CARDS, DEBIT CARDS WITH OR WITHOUT A MASTER CARD OR VISA LOGO ARE NOT ACCEPTED TO QUALIFY THE RENTAL. ROUTES LOCATIONS DOES NOT ACCEPT PAYMENTS IN CASH OR BY CHEQUE. A CONFIRMATION DOES NOT MEAN YOU CAN USE YOUR DEBIT CARD FOR RENTAL.

WE ACCEPT VISA MASTERCARD AMERICAN EXPRESS AND DISCOVER. RENTER MUST PRESENT A VALID CREDIT CARD IN HIS OR HER OWN NAME AT THE TIME OF THE RENTAL. A MINIMUM HOLD OF \$500.00 CAD OR THE ESTIMATED TOTAL OF THE RENTAL PLUS 30 PERCENT WHICHEVER IS GREATER IS TAKEN AT THE TIME OF RENTAL IN ORDER TO RENT THE VEHICLE. FOR LOCAL RENTERS A MINIMUM HOLD OF \$ 1500.00 CAD WILL BE HELD ON THE CREDIT CARD AT THE TIME OF THE RENTAL. ALL RENTAL FEES TAXES AND ASSOCIATED CHARGES WITH RENTAL ARE DUE AT THE TIME OF PICK UP.

ADDITIONAL DRIVERS MUST MEET THE SAME QUALIFICATIONS AS THE PRIMARY DRIVER. THE ADDITIONAL DRIVER AND UNDERAGE DRIVER FEES (21-24 YRS OLD) WILL BE APPLIED PER DAY. ALL FEES ARE TAXABLE. FOR INTERNATIONAL RENTERS WE NEED AN EMAIL ID, TWO VALID PHONE NUMBERS. NO LEARNER PERMITS OR PHOTO-COPIES OF DRIVERS LICENSE ARE ACCEPTED. YOU MUST HAVE AN ORIGINAL DRIVING LICENSE WHEN RENTING A VEHICLE.

GRADUATED LICENCE IS REQUIRED TO RENT A VEHICLE.

FOR ONTARIO CUSTOMERS "VALID G" CLASS LICENSE IS REQUIRED.

FOR BRITISH COLUMBIA AND ALBERTA CUSTOMERS, VALID "CLASS 5" LICENCE IS REQUIRED. BESIDES VALID DRIVER LICENCE WE NEED A ANOTHER GOVT ISSUED

VALID PHOTO ID. (LIKE PASSPORT). PLEASE NOTE WE DO NOT ACCEPT G2 LIC OR CLASS 7 LIC. GRADUATED LICENSE RESTRICTIONS APPLY.

IF THE NATIONAL DRIVER'S LICENSE IS PRINTED WITH NON-ROMAN ALPHABET (ARABIC, CHINESE, JAPANESE, CYRILLIC, ETC) MUST BE COMPLEMENTED BY AN INTERNATIONAL DRIVING PERMIT(IDP). DRIVERS LICENSES THAT ARE IN ENGLISH ARE ONLY ACCEPTED FROM THE UNITED STATES, CANADA, AUSTRALIA, NEW ZEALAND AND THE EUROPEAN UNION. NATIONAL DRIVERS LICENSES FROM THE EUROPEAN UNION THAT IS NOT IN ENGLISH, AS WELL AS COUNTRIES OUTSIDE THE EUROPEAN UNION, MUST BE ACCOMPANIED BY AN INTERNATIONAL DRIVER'S PERMIT. INTERNATIONAL DRIVING PERMITS ARE ONLY VALID OUTSIDE THE COUNTRY OF ORIGIN WHEN PRESENTED WITH THE ORIGINAL NATIONAL DRIVING LICENSE.

NATIONAL DRIVERS LICENSES MUST BE VALID AT LEAST 6 MONTHS OUT FROM THE DATE OF RENTAL IN ORDER TO BE USED TO RENT THE VEHICLE.

NOTE: CUSTOMER LIVING IN CANADA FOR MORE THAN 3 MONTHS AND HAVING PERMANENT STATUS OR CANADIAN CITIZENS CANNOT USE ANY OTHER COUNTRY'S DRIVER'S LOCAL/INTERNATIONAL LICENCE. THEY MUST OBTAIN A FULL GRADUATE LOCAL CANADIAN DRIVER'S LICENCE IN ORDER TO RENT

**TRAVELING TO THE U.S:** VEHICLES CROSSING TO THE USA MUST HAVE WRITTEN PERMISSION AND ARE SUBJECT TO A MILEAGE CAP OF 200 KM FREE PER DAY OR 1400 KM WEEK UP TO A MAXIMUM OF 2500 KM PER RENTAL. THIS IS THE MAXIMUM ON ANY RENTAL REGARDLESS OF LENGTH. A \$0.20 PER EXCESS KM CHARGE AND A BORDER CROSSING FEE APPLIES. IF CROSSING THE BORDER TO UNITED STATES VIA VANCOUVER THE ONLY STATE YOU ARE PERMITTED TO DRIVE TO IS WASHINGTON STATE. TRAVEL TO MEXICO IS NOT PERMITTED.

AFTER HOUR DROPS ARE PERMITTED AT THE LOCATION. RENTER WILL BE BILLED TO THE START OF NEXT BUSINESS DAY AND IS RESPONSIBLE FOR THE RENTAL VEHICLE UNTIL INSPECTED BY A COMPANY REPRESENTATIVE. PLEASE INQUIRE AT THE RENTAL COUNTER FOR FURTHER DETAILS. PLEASE NOTE SHUTTLE SERVICE IS ONLY AVAILABLE DURING REGULAR BUSINESS HOURS.

THERE ARE NO REFUNDS OR CREDIT FOR EARLY RETURNS

GEOGRAPHIC: UNLIMITED MILEAGE OFFERED ONLY WITHIN THE PROVINCE WHERE VEHICLE WILL BE RENTED. VEHICLES ARE NOT ALLOWED TO LEAVE THE PROVINCE OF RENTING LOCATION WITHOUT WRITTEN PERMISSION AND OUT OF PROVINCE FEES WILL APPLIES. WHEN TRAVELLING OUTSIDE THE PROVINCE A KILOMETER CAP OF 200 KMS FREE PER DAY OR 1,400 KMS PER WEEK UP TO A MAXIMUM OF 2500 KM PER MONTH APPLIES. THIS IS THE MAXIMUM KMS ALLOWED ON ANY RENTAL REGARDLESS OF LENGTH. ADDITIONAL KMS ARE CHARGED AT \$0.20 PER KM.

INTERNATIONAL RENTERS (RENTERS TRAVELING FROM OUTSIDE OF CANADA AND US) WITH AN INCLUSIVE RESERVATION GET UNLIMITED MILEAGE WITHIN THE PROVINCE OF THE RENTAL LOCATION WITHOUT ANY CAP.

LOCAL RENTERS: DO NOT QUALIFY FOR UNLIMITED MILEAGE. MILEAGE IS RESTRICTED TO 200 KMS PER DAY, 1400 KMS PER WEEK UP TO A MAXIMUM OF 2,500 KM PER MONTH. ADDITIONAL KMS ARE CHARGED AT \$0.20 PER KM. FOR LOCAL RENTERS THE MINIMUM HOLD OF \$1500.00 IS REQUIRED ON HIS OR HER CREDIT CARD. ALL LOCAL RENTERS ARE SUBJECT TO THE TERMS AND CONDITIONS ON THE RENTAL AGREEMENT. LOCAL RESIDENTS MUST PROVIDE PROOF OF TRANSFERABLE INSURANCE COVERAGE IN ORDER TO QUALIFY FOR THE RENTAL. PLEASE NOTE VEHICLES ARE NOT PERMITTED TO LEAVE THE PROVINCE OF THE RENTAL LOCATION WITHOUT WRITTEN PERMISSION FROM WHERE VEHICLE IS ORIGINALLY RENTED OTHERWISE IT WILL RESULT IN ADDITIONAL FINANCIAL PENALTIES. MAXIMUM LENGTH OF RENTAL IS 14 DAYS. IF CONTINUATION IS REQUIRED, REGARDLESS OF ANY BOOKING WEBSITE, CUSTOMER NEEDS TO COME BACK TO THE OFFICE TO RETURN THE RENTAL CAR AND TAKE A MINIMUM OF 1 WEEK BREAK BEFORE THEY CAN PICK UP A RENTAL AGAIN.

FAILURE TO NOTIFY LOCATION AT THE TIME OF RENTAL WHEN DRIVING OUT OF ORIGINATING STATE MAY RESULT IN ADDITIONAL PENALTIES.

CHILD SEAT/INFANT (0-12 MONTH / 0-13 KG) INFANT SEAT CHILD SEATS AND CHILD SEAT/TODDLER 4-7 YEARS / 15-30 KG) TODDLER SEAT WILL BE AVAILABLE UPON REQUEST FOR A COST NOT TO EXCEED \$9.99 CAD PER DAY (AMOUNT DEPENDS ON THE RENTING LOCATION). NAVIGATIONAL SYSTEM GPS IS AVAILABLE FOR A COST NOT TO EXCEED \$9.99 CAD PER DAY (AMOUNT DEPENDS ON THE RENTING LOCATION). ALL OPTIONAL EQUIPMENT ARE AVAILABLE UPON REQUEST AND SUBJECT TO AVAILABILITY. ALL FEES ARE TAXABLE

ONE WAY RENTALS ARE ALLOWED FROM THE LOCATION WITH AN ADDITIONAL DROP OFF FEES.

PLEASE NOTE DUPLICATE RESERVATIONS THAT ARE NOT PICKED UP OR CANCELLED WILL BE SUBJECT TO AN ADMIN FEE. PLEASE REFER TO CANCELLATION POLICY FOR FURTHER DETAILS.

RENTAL EXTENSIONS - CUSTOMERS WISHING TO EXTEND THEIR RENTAL MUST EITHER MAKE A NEW RESERVATION FROM THE SOURCE OF THE ORIGINAL BOOKING, OR BY GETTING APPROVAL FROM THE RENTAL LOCATION WHERE THE VEHICLE WAS

ORIGINALLY RENTED.

ALL VEHICLE ARE SMOKE AND PET HAIR FREE. IF VEHICLE IS RETURNED WITH SMOKE ODOR OR PET HAIR OR ANY RESIDUE THERE WILL BE A CLEANING CHARGE UP TO \$250.00 CAD.

RENTERS WITH DISABILITIES: PLEASE NOTE OUR RENTAL VEHICLES ARE NOT EQUIPPED/MODIFIED TO BE OPERATED BY INDIVIDUALS WITH PHYSICAL DISABILITIES. HENCE CURRENTLY WE ARE UNABLE TO RENT VEHICLES TO INDIVIDUALS WITH ANY PHYSICAL DISABILITY.

WHILE MARIJUANA IS A LEGAL SUBSTANCE IN CANADA AND SEVERAL U.S. STATES, USE OF THIS PRODUCT WHILE OPERATING A VEHICLE IS STRICTLY PROHIBITED AND WILL VOID ANY COVERAGES INCLUDED WITH YOUR RENTAL WHETHER PURCHASED FROM US OR THROUGH A 3<sup>RD</sup> PARTY. ANY MARIJUANA OR DRUG USE DETECTED IN THE RENTED VEHICLE OR FOUND IN AN UNSEALED CONTAINER, WHEN THE VEHICLE IS RETURNED, WILL BE SUBJECT TO A \$300.00 CAD CLEANING FEE. THE RENTER WILL NOT BE PERMITTED TO RENT FROM ROUTES CAR RENTAL IN THE FUTURE.

PARKING/TRAFFIC VIOLATIONS- YOU ARE RESPONSIBLE FOR PAYING ALL PARKING AND TRAFFIC VIOLATIONS INCURRED WHILE USING THE VEHICLE. IF YOU INCUR A VIOLATION DURING THE RENTAL OUR AGENT WILL PROCESS AND BILL YOU FOR FINES ASSOCIATED WITH VIOLATIONS. IN ADDITION TO ANY VIOLATION FEES YOU WILL ALSO BE CHARGED AN ADMIN FEE OF \$25.00 CAD PER VIOLATION. THESE ITEMS WILL BE BILLED DIRECTLY TO THE CREDIT CARD USED FOR THE RENTAL TRANSACTION. TOLL ROAD REQUIREMENTS- CUSTOMER IS RESPONSIBLE FOR PAYING ALL TOLLS INCURRED WHILE USING THE VEHICLE. TOLLS / INFRACTION TICKETS NOT PAID FOR DURING THE RENTAL WILL BE PROCESSED AFTER VEHICLE IS RETURNED AND WILL BE CHARGED WITH \$25.00 CAD ADMIN FEE TO THE CREDIT CARD THAT WAS PROVIDED AT THE TIME OF RENTAL.

WE USE REASONABLE COMMERCIAL EFFORTS TO ENSURE THE ACCURACY OF ALL INFORMATION POSTED ON OUR WEBSITE OR DISTRIBUTED TO OTHER WEBSITES. OUR LIABILITY, IF ANY, SHALL BE LIMITED TO THE AMOUNT OF RENTAL CHARGES PAID TO US. THE TERMS AND CONDITIONS AND PREVAILING LAW COVERING THE RENTAL SHALL BE THOSE STATED ON THE RENTAL CONTRACT PRESENTED AT THE

RENTAL LOCATION. A RENTAL DAY CONSISTS OF A 24-HOUR PERIOD COMMENCING WITH DATE AND TIME INDICATED ON THE RENTAL CONTRACT. CHANGES TO THE RESERVATION OR THE RENTAL MAY RESULT IN A CHANGE OF RATE OR AN ADDITIONAL FEE. THERE ARE NO REFUNDS FOR EARLY RETURNS. MULTIPLE OR DUPLICATE RESERVATIONS MUST BE MADE IN DIFFERENT NAMES OR THOSE RESERVATIONS MAY NOT BE HONORED AND ARE SUBJECT TO AN ADMIN FEE. VEHICLE MAKES, AND MODELS ARE EXAMPLES ONLY AND ARE NOT GUARANTEED. IF YOU HAVE RESERVED A PAY ON ARRIVAL RENTAL A CREDIT CARD GUARANTEE IS REQUIRED IN ORDER TO RESERVE A VEHICLE. IF YOU HAVE RESERVED A PREPAID PAY NOW RENTAL YOUR CREDIT CARD WILL BE CHARGED IN FULL AT THE TIME OF RESERVATION. YOUR BOOKING WILL BE GUARANTEED FOR PICKUP. THE CREDIT CARD USED FOR PREPAYMENT MUST BE PRESENTED AT THE RENTAL COUNTER AT THE TIME OF PICK UP. IF YOU DO NOT PICKUP YOUR RENTAL WHEN SCHEDULED YOUR RESERVATION WILL BE CANCELLED AND YOU WILL NOT RECEIVE A REFUND OR CREDIT. PREPAID RATES ARE SUBJECT TO AVAILABILITY. NOT INCLUDED IN YOUR RATE IS FUEL, UNDERAGE DRIVER FEE, ADDITIONAL DRIVER FEE AND SPECIAL EQUIPMENT AS WELL AS SUPPLEMENTAL LIABILITY INSURANCE OR ANY OTHER AVAILABLE OPTION. YOU WILL BE RESPONSIBLE FOR ANY DEDUCTIBLE OR EXCESS OF INCLUDED COLLISION OR THEFT WAIVERS IN CASE OF DAMAGE OR LOSS.