

# c2c rental

## Rental Agreement Terms and Conditions

Effective Date: January 2026

PLEASE READ THIS AGREEMENT CAREFULLY. IT CONTAINS IMPORTANT TERMS REGARDING YOUR RIGHTS AND OBLIGATIONS.

### 1. DEFINITIONS

"Agreement" means these Terms and Conditions together with the Rental Contract provided at the time of rental (the "Rental Contract").

"Renter" or "You" means the person identified as the renter in this Agreement, any person signing this Agreement, any Authorized Driver, or any person or organization to whom charges are billed at the renter's direction. All persons are jointly and severally bound by this Agreement.

"Company", "We", "Our", or "Us" means c2c rental .

"Additional Driver" means a person listed on the Rental Contract as authorized to drive the Vehicle.

"Authorized Driver" means the renter, any Additional Driver, or any other individual as required by applicable law.

"Vehicle" means the motor vehicle identified in this Agreement, including all tires, tools, accessories, equipment, keys, and vehicle documents.

"Loss Damage Waiver (LDW)" means the optional protection product that may reduce your financial responsibility for damage to or loss of the Vehicle.

"Loss of Use" means the loss of our ability to use the Vehicle for rental or other purposes due to damage or loss during your rental period.

### 2. RENTAL PERIOD AND VEHICLE RETURN

#### 2.1 Rental Duration

This Agreement covers the rental period specified in your Rental Contract. The Vehicle must be returned to the designated location on or before the date and time specified.

#### 2.2 Return Requirements

You must return the Vehicle:

- To the pickup location specified in your Rental Contract (unless alternate arrangements have been made);
- In the same condition as received, except for normal wear and tear;

- With the same fuel level as at pickup (unless prepaid fuel option was purchased);
- During regular business hours, unless otherwise arranged.

#### 2.3 After-Hours Returns

If you return the Vehicle after business hours, you remain responsible for its safety and any damage or loss until we inspect it during our next business day.

#### 2.4 Late Returns

If you return the Vehicle more than 2 hours after the scheduled return time without prior authorization:

- You may be charged a late return fee of \$25.00;
- You may be charged for an additional rental day;
- Your rental rate may be recalculated at standard rates (which may be higher than promotional rates).

#### 2.5 Early Returns

If you return the Vehicle earlier than scheduled without prior notification, no refund will be provided for unused rental time.

#### 2.6 Extensions

To extend your rental period, you must contact us and receive written authorization before the scheduled return time. Extensions are subject to vehicle availability and may be charged at different rates.

### 3. AUTHORIZED DRIVERS

#### 3.1 Driver Requirements

All drivers must:

- Be at least 21 years of age ;
- Hold a valid driver's license for the appropriate vehicle class;
- Be listed as an Authorized Driver on the Rental Contract;
- Have their driver's license verified and approved by us.

### 3.2 Driver's License Verification

You must provide a valid driver's license before taking possession of the Vehicle. We reserve the right to verify the authenticity of all licenses and may decline rental if verification fails.

### 3.3 Additional Driver Fees

Additional drivers may be subject to a per-day fee unless waived under promotional terms.

## 4. PAYMENT AND DEPOSITS

### 4.1 Payment Options

You may choose to:

- Pay the full rental amount at the time of booking, or
- Pay at the time of vehicle pickup.

### 4.2 Security Deposit

A security deposit is required and will be authorized on your credit or debit card:

- Standard vehicles: Up to 3 times the estimated rental charges, minimum \$200;
- Premium/luxury vehicles: Up to \$5,000.

The deposit does not limit the total amount you may owe under this Agreement. Any unused portion will be released within 3-7 business days after return and final inspection (timing depends on your card issuer).

### 4.3 Accepted Payment Methods

We accept major credit cards and debit cards. Cash payments may be accepted with additional requirements at our discretion.

### 4.4 Price Changes

Prices shown at booking apply only to the rental period specified. If you return the Vehicle late or early, your rate may be recalculated. Promotional rates apply only to the original rental period.

## 5. RENTAL CHARGES

You agree to pay all charges including:

### 5.1 Base Rental Charges

- Daily rental rate × number of rental days;
- Mileage charges (if applicable);
- Vehicle licensing and registration fees.

### 5.2 Optional Products and Services

- Loss Damage Waiver (LDW);
- Supplemental Liability Protection;
- Roadside Assistance Protection;
- Child safety seats;
- GPS navigation devices;
- Additional driver fees;
- Delivery/pickup services.

### 5.3 Usage-Based Charges

- Fuel charges (if not returned with same fuel level);
- Toll road charges and administrative fees;
- Parking citations, traffic violations, or fines;
- Late return fees;
- Cleaning fees (up to \$300 for excessive cleaning or smoking/vaping).

### 5.4 Taxes and Fees

All applicable federal, provincial, and local taxes and fees.

### 5.5 Damage and Loss Charges

- Repair costs for any damage to the Vehicle;
- Loss of Use charges;
- Diminished value charges;
- Administrative processing fees;
- Towing and recovery costs.

## 6. VEHICLE CONDITION AND INSPECTION

### 6.1 Pre-Rental Inspection

You are responsible for inspecting the Vehicle before departure and reporting any existing damage not documented on the Rental Contract. Failure to report existing damage may result in you being held responsible for it.

### 6.2 Maintenance During Rental

You must:

- Check and maintain all fluid levels;
- Ensure the Vehicle remains in roadworthy condition;
- Report any mechanical issues immediately;
- Lock the Vehicle when not in use;
- Keep all keys and key fobs secure.

### 6.3 Unauthorized Repairs

You may not authorize repairs or service to the Vehicle without our prior written approval.

## 7. LOSS DAMAGE WAIVER (LDW)

### 7.1 What LDW Is

LDW is an optional protection product, not insurance. It may reduce your financial responsibility for damage to or loss of the Vehicle.

### 7.2 LDW Coverage

If you purchase LDW and comply with all terms of this Agreement, we waive your responsibility for damage to or loss of the Vehicle up to the amount stated in your Rental Contract, minus any applicable deductible.

### 7.3 LDW Exclusions

LDW does not cover and you remain fully responsible for:

- Damage to tires and windshield (unless separate protection purchased);
- Lost or stolen keys or key fobs;
- Interior damage;
- Damage from prohibited uses (see Section 9);
- Damage when the Vehicle is operated by an Unauthorized Driver.

### 7.4 When LDW is Void

Your LDW coverage is void if:

- You violate any term of this Agreement;
- You engage in prohibited uses;
- You fail to report an accident or theft to us and police immediately;
- The Vehicle is stolen and you cannot return all keys provided at rental;
- You provided false information on your rental application.

## 8. YOUR RESPONSIBILITY FOR DAMAGE AND LOSS

### 8.1 General Responsibility

Except to the extent covered by LDW (if purchased), you are responsible for all damage to, loss of, or theft of the Vehicle, regardless of fault. This includes damage from:

- Collisions;
- Weather conditions;
- Road conditions;
- Acts of nature;
- Theft or vandalism.

### 8.2 Amount of Responsibility

If the Vehicle is damaged, you will pay:

- The estimated cost of repairs, or

- The fair market value of the Vehicle if not repairable;
- Loss of Use charges;
- Diminished value;
- Administrative fees (up to \$500).

### 8.3 Reporting Requirements

You must report all accidents, theft, vandalism, or damage to:

- Us, immediately upon discovery;
- Local police authorities;
- Any other parties as required by law.

Failure to report promptly may increase your liability.

## 9. PROHIBITED USES

The following uses are strictly prohibited. Engaging in prohibited uses voids all protection products and makes you fully liable for all damages:

### 9.1 Driver-Related Prohibitions

- Operation by anyone not listed as an Authorized Driver;
- Operation by anyone under the influence of alcohol, drugs, or other intoxicants;
- Operation by anyone without a valid driver's license;
- Using the Vehicle to teach someone to drive.

### 9.2 Illegal or Unauthorized Uses

- Commission of any crime or illegal activity;
- Transporting illegal substances or contraband;
- Any racing, speed test, or contest;
- Commercial use including ride-sharing (Uber, Lyft, etc.) or delivery services;
- Carrying passengers or property for hire;
- Exceeding posted weight capacity.

### 9.3 Geographic Restrictions

- Driving outside of British Columbia, Canada without written permission;
- Driving into the United States or Mexico without written permission;
- Driving on unpaved roads or off-road terrain.

### 9.4 Vehicle Misuse

- Pushing or towing any vehicle, trailer, or object;
- Carrying anything on the roof, hood, or trunk;
- Transporting more passengers than available seat belts;
- Transporting children without proper safety seats as required by law;
- Operating with a disconnected or tampered odometer;
- Operating when you know or should know the Vehicle needs repair;

- Leaving keys in the Vehicle or failing to lock it when unattended;
- Smoking or vaping inside the Vehicle;
- Transporting pets without our prior written consent.

## 9.5 Reckless Operation

- Unsafe, reckless, or grossly negligent driving;
- Using handheld communication devices while driving;
- Willful or wanton misconduct;
- Operating with insufficient height or width clearance;
- Using incorrect fuel type.

## 10. LIABILITY INSURANCE

### 10.1 Your Insurance Requirement

You must maintain valid automobile insurance providing:

- Bodily injury and property damage liability coverage;
- Coverage that extends to rental vehicles;
- Minimum coverage meeting British Columbia legal requirements.

### 10.2 Your Insurance is Primary

Your personal insurance is primary for all liability claims. Any coverage we provide is secondary and only to the minimum required by law.

### 10.3 Our Insurance Limitations

Where provided, our insurance:

- Applies only in Canada;
- Does not cover Mexico or the United States without written authorization;
- Contains standard exclusions and limitations;
- Does not provide collision or comprehensive coverage to you;
- Does not cover prohibited uses or Agreement violations.

## 11. OPTIONAL PROTECTION PRODUCTS

### 11.1 Roadside Assistance Protection

If purchased, provides 24/7 assistance for:

- Flat tire service;
- Jump starts;
- Lockout service;
- Fuel delivery;
- Lost key replacement.

*Note: This does not cover the cost of replacement parts (tires, keys, etc.), only the service call.*

### 11.2 Tire and Glass Protection

If purchased, reduces your responsibility for tire and windshield damage that occurs during normal driving conditions. Does not cover damage from prohibited uses or negligence.

### 11.3 Supplemental Liability Protection

Optional additional liability coverage beyond minimum requirements. Details provided in separate documentation.

## 12. FEES AND PENALTIES

### 12.1 Traffic Violations

You are responsible for all:

- Parking tickets;
- Traffic violations;
- Toll violations;
- Photo radar or red-light camera tickets.

If we are charged or must pay these on your behalf, you will reimburse us plus an administrative fee of \$40 per incident.

### 12.2 Toll Road Usage

If you use toll roads without paying:

- You will be charged the toll amount;
- Plus an administrative fee of \$15.99 per usage day (maximum \$99 per rental).

### 12.3 Cleaning Fees

If the Vehicle is returned excessively dirty or shows evidence of smoking/vaping, you will be charged a cleaning fee up to \$300.

### 12.4 Fuel Charges

If you do not return the Vehicle with the same fuel level as provided:

- You will be charged per liter at our current rate (disclosed at pickup);
- Plus a fuel service fee.

### 12.5 Recovery and Repossession

If we must recover or repossess the Vehicle, you will pay all associated costs including:

- Towing fees;
- Storage fees;
- Administrative costs;
- Legal fees.

## 13. RENTAL AGREEMENT EXECUTION

### 13.1 Digital Signature

This Agreement may be executed electronically. Your electronic signature is legally binding.

### 13.2 Vehicle Walkaround

Before taking possession, you will participate in a vehicle walkaround where:

- Existing damage is documented with photos;
- Current odometer reading is recorded;
- Fuel level is noted;
- You acknowledge the Vehicle's condition.

This documentation serves as critical evidence for your protection and ours.

### 13.3 Return Walkaround

Upon return, a similar inspection will be conducted to document:

- Any new damage;
- Final odometer reading;
- Fuel level;
- Overall condition.

## 14. PERSONAL PROPERTY

### 14.1 No Responsibility

We are not responsible for any personal property left in the Vehicle during or after the rental. No bailment is created for personal belongings.

### 14.2 Connected Devices

If you connect personal devices to the Vehicle's entertainment system:

- You are responsible for deleting your personal information before return;
- We are not liable for data stored by the Vehicle's system;
- We do not access or use information stored by the infotainment system.

## 15. TELEMATICS AND GPS

### 15.1 Vehicle Monitoring Systems

The Vehicle may be equipped with:

- GPS tracking;
- Telematics devices;
- Event data recorders;
- Remote monitoring systems.

### 15.2 Data Collection

These systems may collect:

- Vehicle location;
- Speed and driving behavior;
- Odometer readings;
- Fuel levels;
- Diagnostic information.

### 15.3 Use of Data

We may use this data to:

- Locate the Vehicle if overdue or stolen;
- Verify compliance with this Agreement;
- Respond to emergencies;
- Maintain and service our fleet.

### 15.4 Privacy Notice

By signing this Agreement, you consent to such monitoring and data collection. You will inform all drivers and passengers of this monitoring.

## 16. OVERDUE VEHICLES

### 16.1 Unauthorized Extension

If you fail to return the Vehicle by the scheduled time without authorization:

- You may be charged additional daily rental fees;
- The Vehicle may be reported as stolen;
- You will be responsible for all recovery costs;
- Legal action may be taken.

### 16.2 Escalation Process

If the Vehicle becomes overdue:

- We will attempt to contact you via phone, email, and text;
- If we cannot reach you within 24 hours, we may contact local authorities;
- We may use GPS tracking to locate and recover the Vehicle.

## 17. LONG-TERM RENTALS (28+ DAYS)

For rentals exceeding 28 consecutive days:

### 17.1 Separate Rental Periods

The rental consists of consecutive 28-day periods, each treated as a separate rental agreement.

### 17.2 Payment Structure

You will be charged at the start of each 28-day period. Payment must be authorized successfully or you must provide alternative payment.

### 17.3 Agreement Renewal

You must review and electronically sign a new rental agreement for each period. If you do not respond to three consecutive email requests, we will deem the agreement accepted.

### 17.4 Failed Payment

If payment fails for a renewal period:

- You have 3 days to provide alternative payment;
- If no payment is received, the Vehicle must be returned within 24 hours;
- Failure to return will initiate overdue procedures.

## 18. MODIFICATIONS AND AMENDMENTS

### 18.1 Written Changes Only

No term of this Agreement may be modified except in writing by an authorized company representative.

### 18.2 Counter Staff Authority

Rental location staff are not authorized to waive or modify terms of this Agreement.

### 18.3 Extension Procedures

To extend your rental, you must return the Vehicle for inspection and receive written authorization before the scheduled return time.

## 19. DISPUTE RESOLUTION

### 19.1 Good Faith Resolution

Before initiating any legal proceeding, both parties agree to make a good faith effort to resolve disputes through direct communication.

### 19.2 Notice Requirement

Either party intending to assert a claim must provide written notice to the other party at least 30 days before initiating formal proceedings.

### 19.3 Applicable Law

This Agreement is governed by the laws of British Columbia, Canada.

### 19.4 Legal Proceedings

Any legal action must be brought in the courts of British Columbia with proper jurisdiction.

## 20. GENERAL PROVISIONS

### 20.1 Entire Agreement

This Agreement constitutes the entire agreement between you and us regarding this rental.

### 20.2 Severability

If any provision is found unenforceable, all other provisions remain in full effect.

### 20.3 No Waiver

Our failure to enforce any provision does not waive our right to enforce it later or any other provision.

### 20.4 Assignment

You may not assign this Agreement to any other party without our written consent.

### 20.5 Limitation of Liability

To the extent permitted by law, we are not liable for any consequential, indirect, special, or punitive damages arising from this rental.

### 20.6 Audit Rights

All charges are subject to final audit. If errors are discovered, we may correct charges with your payment card issuer.

## 21. PRIVACY AND DATA PROTECTION

### 21.1 Information Collection

We collect personal information including:

- Contact information;
- Driver's license details;
- Payment information;
- Rental history;
- Vehicle usage data.

### 21.2 Use of Information

Your information may be used to:

- Process your rental;
- Verify your identity and qualifications;
- Communicate with you about your rental;
- Send promotional offers (you may opt out);
- Improve our services;
- Comply with legal requirements.

### 21.3 Data Sharing

We do not sell your personal information. We may share it with:

- Service providers who assist our operations;
- Law enforcement when required by law;
- Credit bureaus for payment verification;
- Insurance companies for claims processing.

### 21.4 Your Rights

You have the right to:

- Access your personal information;
- Request corrections to your information;
- Opt out of marketing communications;
- Request deletion of your information (subject to legal retention requirements).

## 22. ACKNOWLEDGMENT AND AGREEMENT

By signing this Agreement (physically or electronically), you acknowledge that:

1. You have read and understood all terms and conditions;
2. You accept responsibility for the Vehicle during the rental period;
3. You understand the prohibited uses and their consequences;
4. You have inspected the Vehicle and noted any pre-existing damage;
5. You have provided accurate information in your rental application;
6. You authorize us to charge your payment method for all amounts due;
7. You consent to vehicle monitoring and data collection as described;
8. You understand that violations may result in criminal or civil liability.

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## CONTACT INFORMATION

For questions about this Agreement or your rental:

- Phone: +1 (604) 763-4242
- Email: [Support@c2crental.ca](mailto:Support@c2crental.ca)

*Thank you for choosing c2c rental. We appreciate your business and wish you safe travels.*