



BELLA COOLA VEHICLE RENTALS

1685 Airport Road, PO Box 255, Hagensborg BC V0T 1H0

Our Office and Vehicles are Located at the Bella Coola Airport

RENTAL POLICIES

MAKING A RESERVATION

Don't be afraid to book ahead – our cancellation policy lets you make changes up to 3 days before arrival.

Our rates and vehicle descriptions are listed within the 'Our Vehicles' tab and the 'Rent Now' tabs from the website Home Page, or by clicking the 'Reservation Request Form' link below. Any surcharges and fees that may be incurred are described within this 'Rental Policies' document.

Booking your reservation via our 'Reservation Request Form' is the easiest way to set up your rental. View ['Reservation Request Form'](#)

Email to coolawheels@netbistro.com or phone our office at 250-982-2146 if you have questions or require assistance to fill in the 'Reservation Request Form'.

Reservation Confirmation & Payment

A valid credit card is required for all rentals. Upon receipt of valid credit card information at the time the booking is confirmed, a "Rental Agreement/Confirmation" will be emailed* to the cardholder.

We take the protection of your personal information seriously, and recommend that you phone our office at 250-982-2146 with your credit card information for security purposes. No charges are taken prior to the actual day of rental.

***Note:**

Your reservation is **not** confirmed unless you have received a "Rental Agreement/Confirmation" via email from Bella Coola Vehicle Rentals.

Cancellation Policy

For all rentals, our policy is 2 days charged, (or the term of the rental, whichever is less), if cancelled within 72 hours of the date of rental. **Full rental may be charged if cancelled within 48 hours**, at our discretion. We reserve the option to substitute vehicle types if necessary. Four-wheel drive units (4x4) will be provided as requested notwithstanding circumstances beyond our control.

CLEAN - SAFE – RELIABLE

RENTAL POLICIES

Insurance

Insurability is Totally Dependent Upon Drivers Operating Within Applicable BC Laws

Drivers must possess a license valid for passenger cars and trucks in British Columbia. Foreign license holders must ensure they are legally able to operate passenger vehicles in BC. By taking possession of, and/or operating any of our vehicles, the client is verifying that the driver is legal to operate the vehicle in British Columbia.

Coverage

- liability insurance \$5 million
- collision deductible \$300
- comprehensive deductible \$300

No additional coverage is offered by Bella Coola Vehicle Rentals

Airport Vehicle Pick-Up on Arrival

To provide efficient, safe, and convenient service, your travel and payment details have been collected in advance. Therefore, you can literally *grab your keys and go* when you arrive via air at the Bella Coola airport. Our office is to the left as you enter the Bella Coola terminal from airside. Take a right turn at the opposite end of the passenger lounge. The office door is on your left.

Returning Your Rental

When returning your rental, please fuel your vehicle and leave it locked in the airport parking area. If our office isn't staffed, please return the key to the '**Key Drop Box**', which is located on the wall beside our inside office door.

SURCHARGES AND FEES

Delivery and Drop Fees

Harbour or Hotels

With advance notice, vehicles can also be delivered to, or picked up from the Bella Coola Harbour, hotels, or other locations. There is a fee of \$35.00 + GST each way for this service.

Client Pick-Up

If clients require assistance to obtain their airport rental, Bella Coola Vehicle Rental staff will pick-up or drop-off to Bella Coola Hotels, or the small craft harbour. The fee is \$25 during business hours. After hours service may or may not be available.

CLEAN - SAFE – RELIABLE

RENTAL POLICIES

Mileage

Mileage is included to a daily limit of 150kms for travel within the designated travel area (Bella Coola to Nimpo Lake). Travel beyond the designated travel area requires advance notification and arrangement. Mileage above the daily allowance is charged at \$0.55/km. Fixed round-trip rates can be arranged for travel outside of the designated travel area.

Fuel Charges

It is our policy to provide vehicles full of fuel, and our expectation is that they be returned in the same condition.

It is the client's responsibility to inform us if the vehicle is not fully fueled when received.

If the vehicle is unable to be returned full of fuel, we will provide a refueling service. We charge the cost of fuel, plus a \$30 service fee (at our discretion), to the credit card provided by the client. If the vehicle is not expected to be returned full of fuel for any reason, please inform us ahead of time to *possibly* avoid the service fee.

Fuel Stations

Bella Coola (El Con Service Weekdays 8-4:30)

4-Mile** (Tallio's Gas Bar daily 8-8, Sunday 10-6)

Hagensborg (Mecham Service Mon-Sat 7-5:30)

****Note: 4-Mile is the only location which is commonly open on Sundays and Holidays
We are not responsible for changes to fuel station hours**

Rough Road Access Surcharge

For planning purposes, the Forest Service Roads (FSRs) included in the surcharge are:

- *The Tweedsmuir Tote Road, providing access to the Stillwater Lake/Hunlen Falls Trail;*
- *The Nusatsum FSR, providing access to Odegaard Falls/Ape Lake/Purgatory;*
- *The Clayton Falls FSR, providing access to Blue Jay/Grey Jay/M. Gurr Lakes.*

Our desire is to assist visitors to visit the exceptional alpine features of our region. However, the minimally-maintained FSRs that access these special places are in poor condition and traveling them exacts a heavy toll on our rental vehicles.

As such, we charge a rough-road surcharge of **\$50 per 1-day rental** or **\$250** per week (plus GST & PST) for the use of FSRs. We believe this is a fair charge for clients using the FSRs, as many travelers don't intend to travel off the paved roads and need not pay a surcharge.

***CLIENTS TRAVELING FSRs WILL BE PROVIDED A DISCLAIMER RECOGNIZING THE
INCREASED DRIVING RISKS AND REQUIRED DRIVER COMPETENCE***

CLEAN - SAFE – RELIABLE

RENTAL POLICIES

Mechanical Issues

Bella Coola Vehicle Rentals employs re-purposed vehicles in the fleet. All units undergo a stringent inspection and ongoing service program to ensure safety, reliability, and comfort.

To enable access into remote locations for our clients, certain vehicles are permitted to travel on rough roads that receive little or no maintenance. Drivers are advised to use extreme care and caution during such travels. Due to these hazardous conditions, Bella Coola Vehicle Rentals will not be responsible for any hardship or loss of enjoyment resulting from flat tires, breakdowns or other mechanical issues. Any liability on our part shall be limited to repair or replacement of the vehicle, as is possible under the circumstances.

Our goal is to help make our client's travel experience as enjoyable and efficient as possible. Please let us know ahead of time if you have specific needs.

We will attempt to accommodate you whenever we can.

CLEAN - SAFE – RELIABLE