

1 **Reservation & Payment** 🕒 Immediately after booking

Complete your booking online. You'll receive a **confirmation email** with your reservation number and rental dates.

2 **Document Submission** 🕒 Shortly after booking

Reply to the **document request email** with clear photos or scans of:

Government-issued Passport

Must be valid for the full rental period.

Driver's Licence (front & back)

Must be valid in British Columbia. International licences require an IDP.

Auto Insurance Information

Proof of personal auto insurance (ICBC or equivalent).

3 **Document Review** 🕒 1–2 business days after submission

No action required unless we contact you.

We'll review within 1–2 business days. If approved, expect the check-in email **~24 hrs before pick-up**. We'll only contact you if something is missing.

4 **Online Check-in Email** 🕒 ~24 hours before pick-up

Complete the **3 tasks** via the link. We'll then prepare your vehicle and send a follow-up email during business hours.

1.

Sign Rental Agreement

Review and e-sign directly via the link.

2.

Authorize Security Deposit

Authorize a credit card hold; released upon return.

3.

Verify Driver's Licence

Enable camera access in your browser before starting.

Follow-up email will include:

🔑 Door access code 📦 Key-box code 📷 Vehicle inspection photos 📍 Store arrival instructions

🕒 Timing: Sent during the **last business hours (9 AM – 6 PM) before pick-up**. Save both codes — you'll need them at the store.

5 **Self Pick-Up** 🕒 Your scheduled pick-up time

Once you've received our follow-up email with the codes, arrive at the store, get the key from the key-box, and head to your vehicle. **See next page for full instructions** →

STEP 1

Arrive at the store



CNR AUTO



Richmond-Brighouse Station

STEP 2

Get the car key



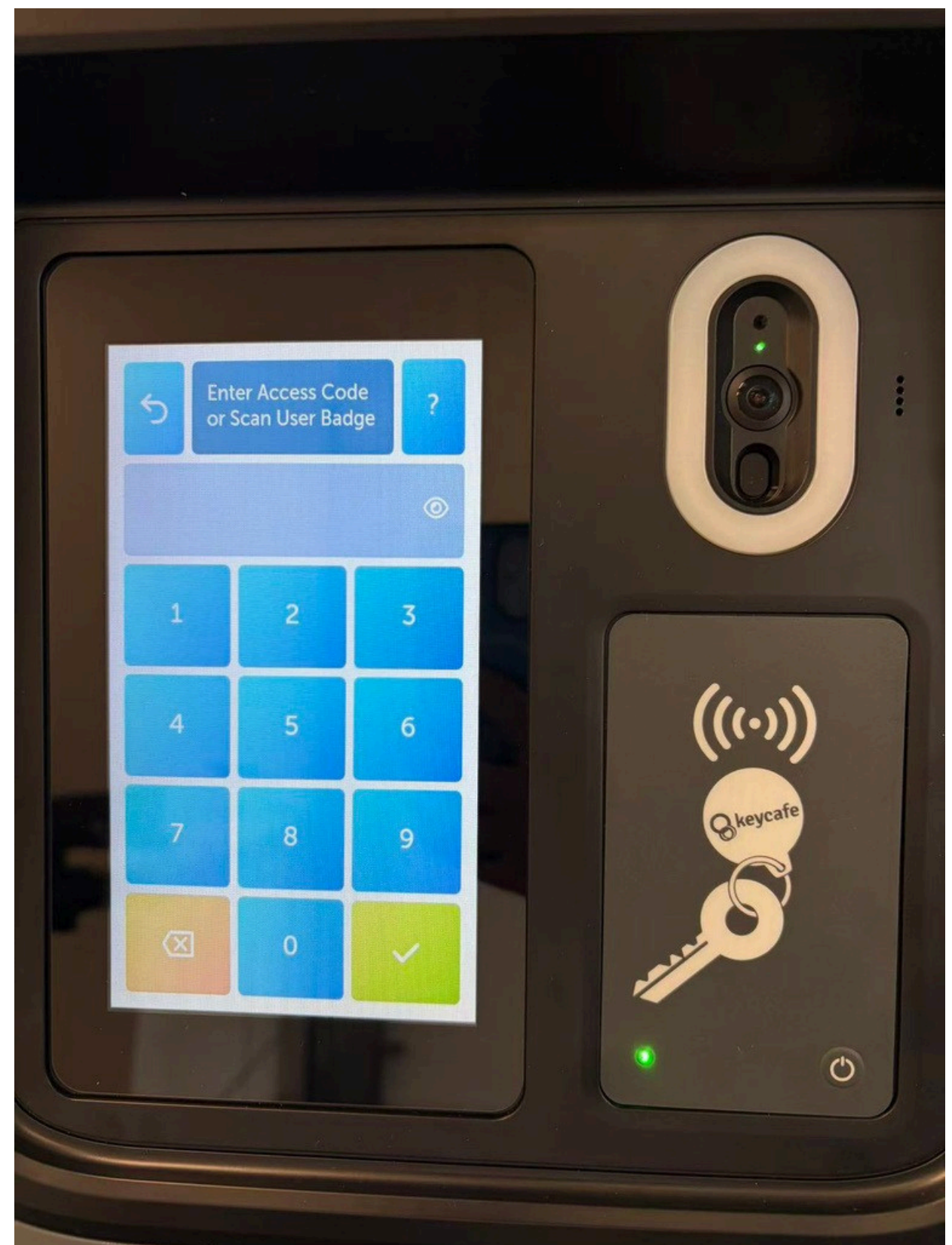
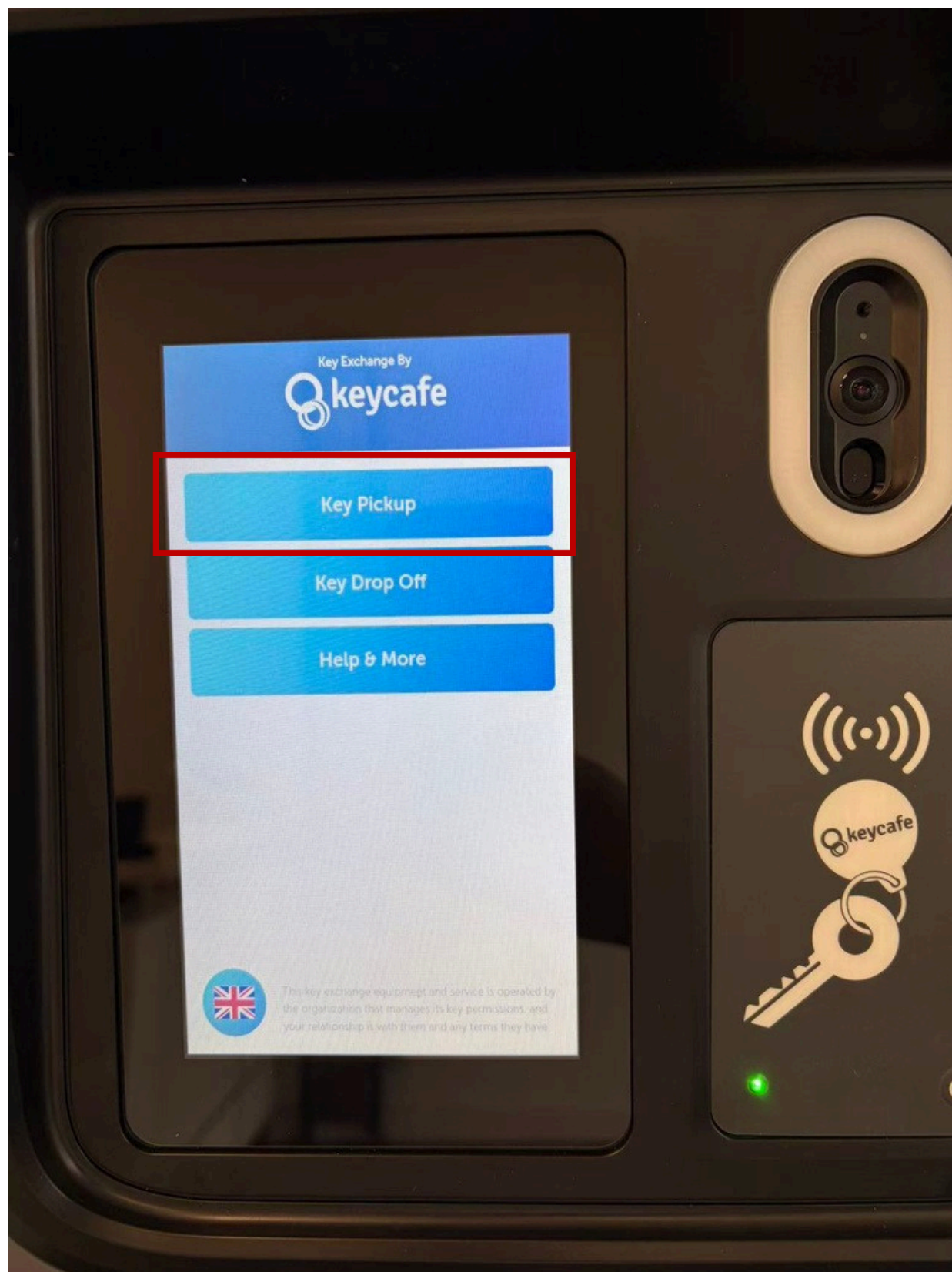
1. Enter the door access code to enter the office



2. Find the key-box (Against the wall on your right-hand side)

STEP 2

Get the car key



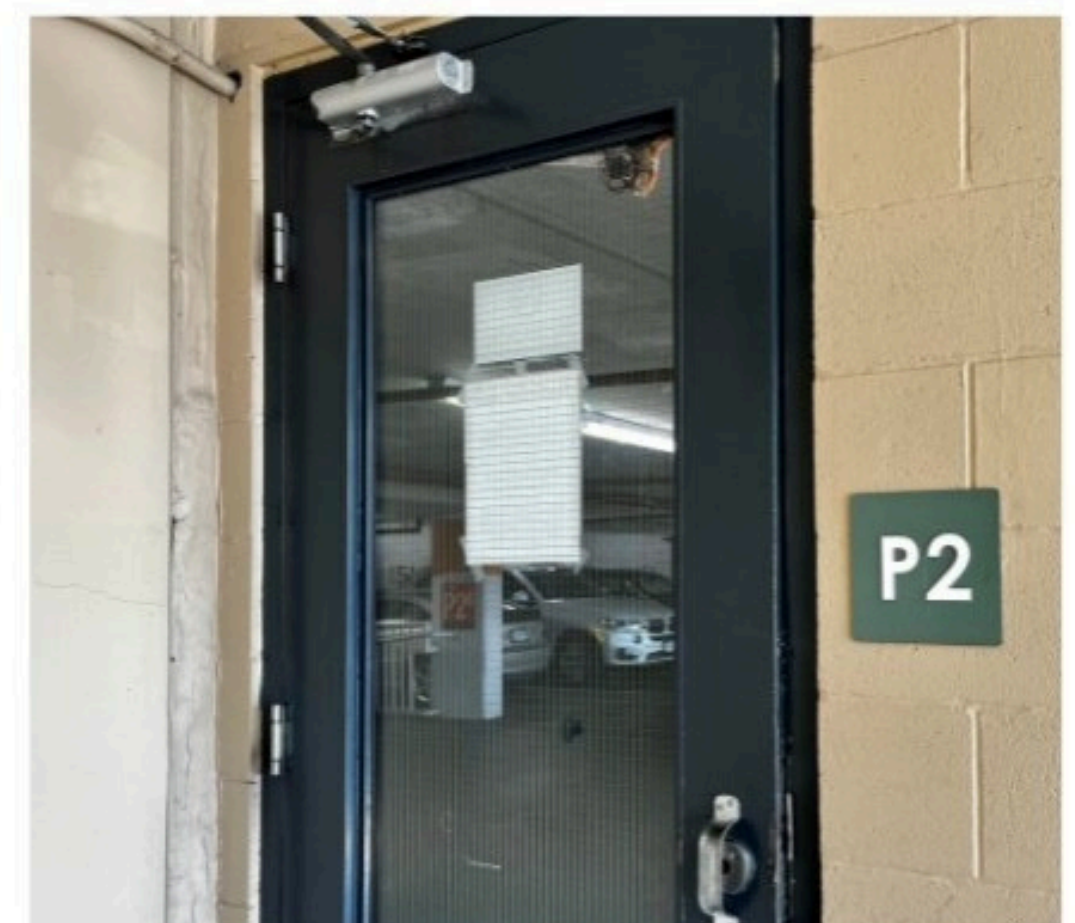
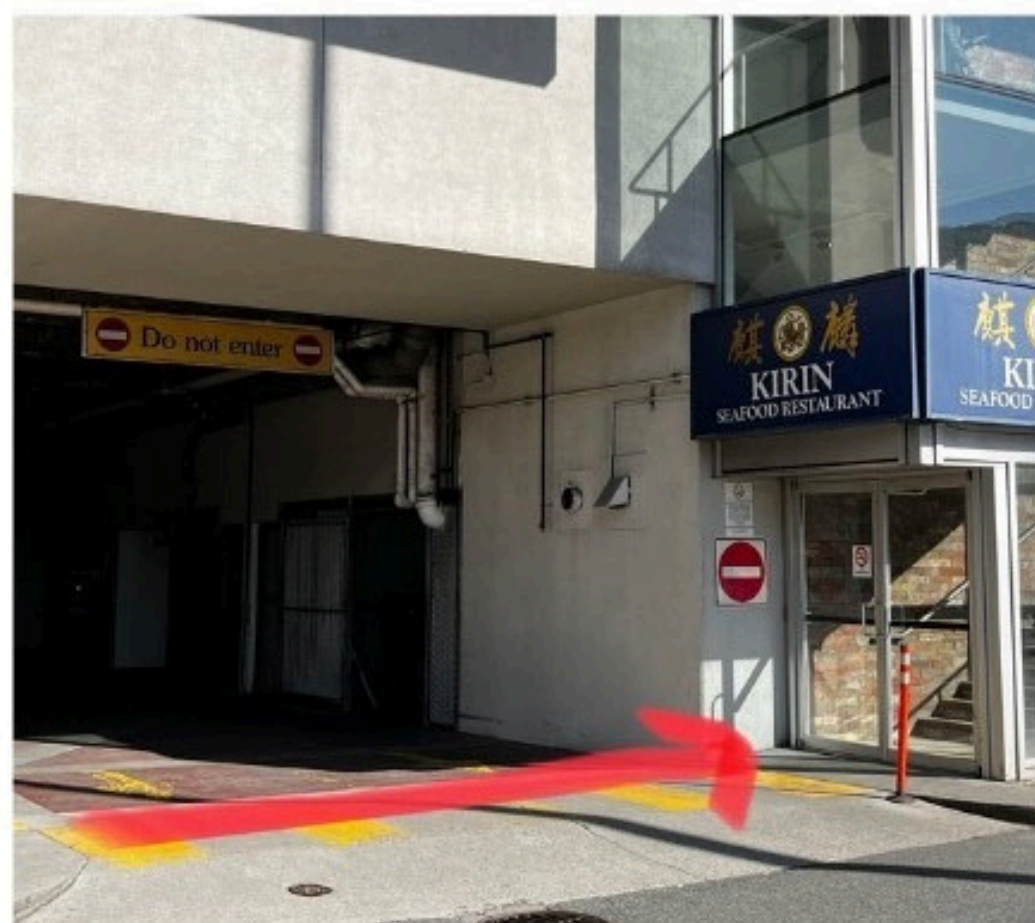
3. Click "Key Pick-up" button

4. Enter the key code and take the key from the key box

STEP 3

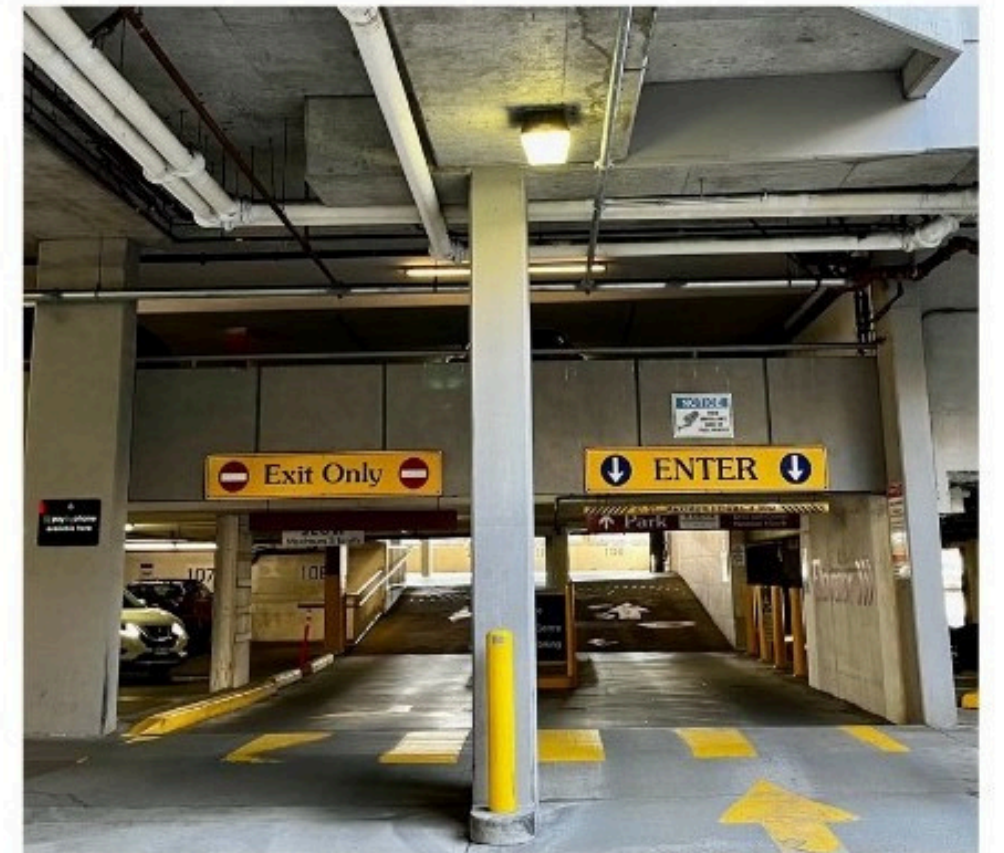
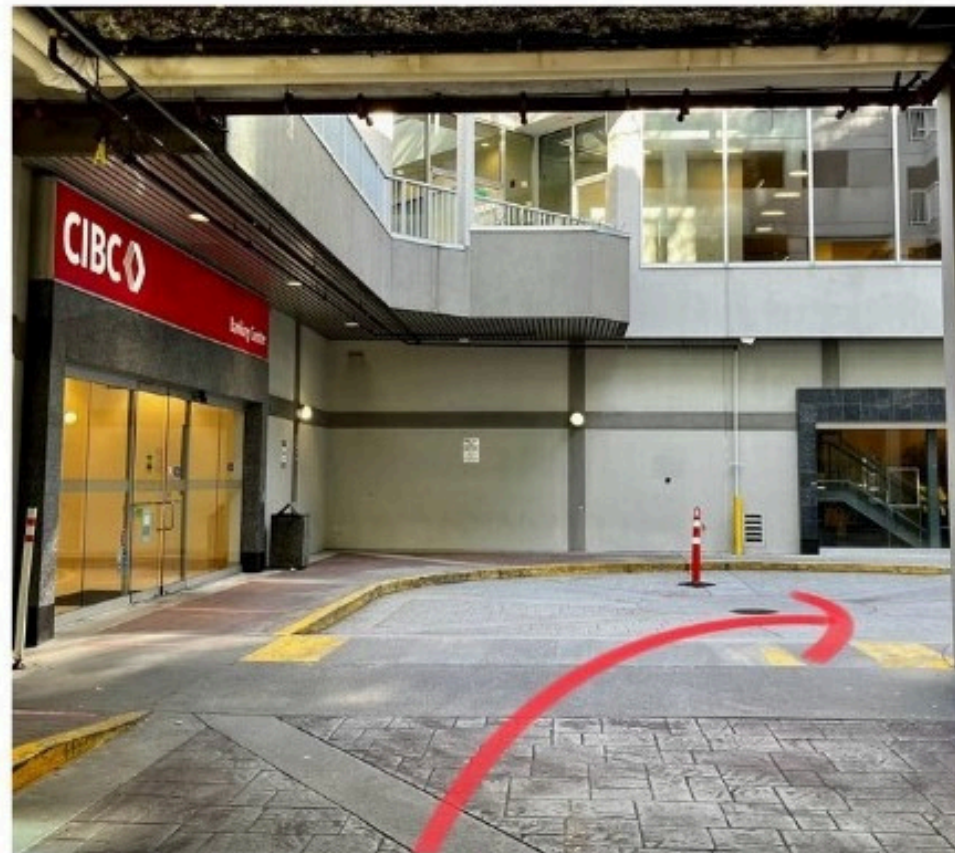
Move forward to the parking lot

If your arrive between 9AM to 10PM



1. Turn left when you see the SUBWAY restaurant.
2. Enter the gate of the entrance.
3. Your vehicle will be parked on the P2/P3 floor (the stall# and floor have been informed)

If your arrive between 10PM to 9 AM next day

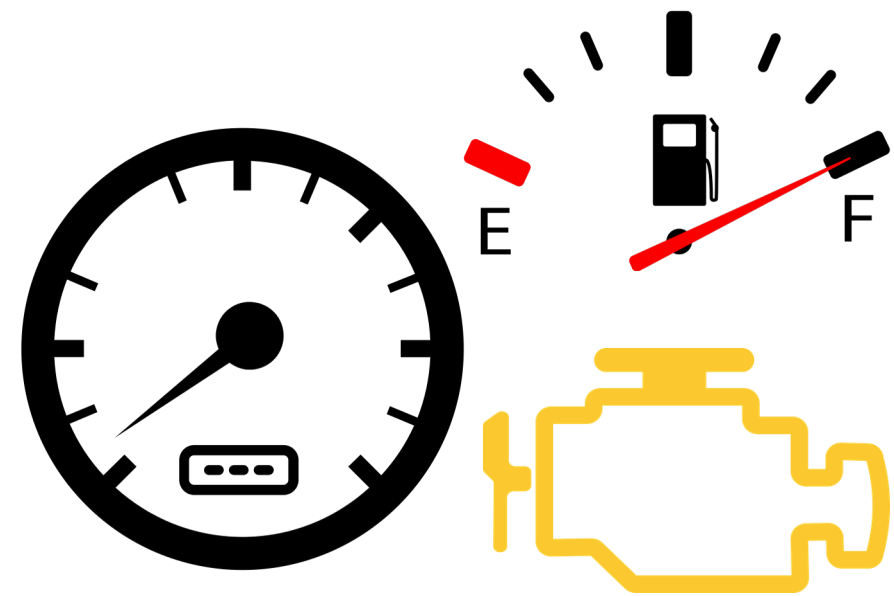


1. The gate will be closed after 10PM everyday, parking lot can be accessed from the ground level.
2. Turn right when you see CIBC bank, the entrance will be on your right hand side.
3. Follow the arrow on the ground and go up stairs by using motorway.

Pre-trip inspection



Please walk around the vehicle to see if there is any existing scratches/damage



Please check if the fuel level and current mileage is consistent with the dashboard photo which taken by us

Precautions

- Any existing scratches/damages are already in the Google Photos album we sent, please click on the "photo inspection" link to view.
- We highly recommend you to take photos for the vehicle before leaving.
- For safety purposes, only authorized person are allowed to enter the building, please make sure the door is closed after entering/leaving.

If you encounter any issues during pick-up, please email info@cnrauto.ca. Response times may be delayed outside of business hours.