



the **hitch house**

Motorhome Specialists

The Ultimate Motorhome Store



Pleasure-Way



IN CANADA, THERE'S NO PLACE LIKE THIS FOR MOTORHOMES!

CONTENTS & INFORMATION



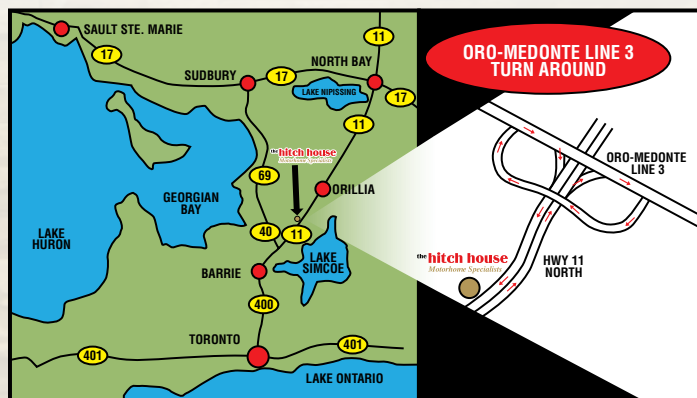
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E-mail: Sales: esales@thehitchhouse.com
Parts: parts@thehitchhouse.com
Service: service@thehitchhouse.com



OUR HISTORY

The Hitch House was founded in 1969 in a service station on the northeast corner of our current 14-acre state of the art facility.

- 1973** Purchased 8.9 acres adjacent to service station, and built the first of our facilities.
- 1978** Purchased 2.1 acres, to bring the total to 11 acres.
- 1980** Added metal fabrication bay adjacent to main building.
- 1985** Added mechanical bays and additional parts storage to main building.
- 1997** Added 7,500 sq. ft. indoor showroom.
- 2004** Added a State of the Art Body Shop, two Mechanical bays, and a new Service Reception with Customer Lounge.
- 2006** Acquired 3 acres, which brings us to today's total of 14 acres.
- 2009** Two Motorhome display lots were expanded, re-paved and professionally landscaped with armor stone retaining walls to accommodate 50+ Motorhomes
- 2012** In the early afternoon of November 27, 2012 The Hitch House suffered a massive fire. The fire broke out in our showroom and the fire departments from Oro-Medonte and the surrounding municipalities struggled to fight it. The fire consumed nearly all of our main building rendering what was left irreparable. We are most thankful that all of our staff were evacuated safely and no one was hurt.
- 2013** On November 27, 2013 one year to the day after the fire we were granted "Occupancy" to our new showroom. By mid-December 2013 we had received "Full Occupancy" to our new state-of-the-art 50,000 sq. ft. main building. As usual Dave fulfilled his commitment; We're Back – Bigger, Better, Stronger!
- 2015** A third Motorhome display lot was expanded, paved and professionally landscaped to accommodate our growing business.
- 2020** Added paved Motorhome Storage lot with electrical service at the Northwest corner of the property accommodating our customers' requests for Motorhome storage.
- 2024** Replaced old bridge over Willow Creek at the entrance to our property. The original bridge built in 1973 was replaced with a highway rated bridge with no weight restrictions. The life expectancy of the new bridge is 70 years, so it will be around for many years to come.



OUR SERVICE DEPARTMENT



Dear Valued Customers,

At The Hitch House, we have always considered our Service Department to be one of the most important components of our overall success. Our ongoing commitment to service has allowed us to build an exceptional team and service centre. We firmly believe that motorhome customers want to purchase their coach where they feel comfortable. In order to earn that trust, we are fully committed to providing quality technical service for your coach... and professional, courteous service, to you, our valued customer.

Here are just some of our service features!

- ✓ **17 Spotless Service Bays**
- ✓ **55,000lbs Electro-Hydraulic Pantograph Motorhome Hoist**
- ✓ **3 Service Pits with 50' bays**
- ✓ **Express Oil and Lube Service**
- ✓ **Private Campground**
- ✓ **Full Service Body Shop**
- ✓ **Class A Mechanics**
- ✓ **Certified Diesel Mechanics**
- ✓ **Certified Body Technicians**
- ✓ **Certified RV Technicians**

During our primetime our service centre is exceptionally busy. This is a result of years of attention to the development and continual improvement of our service facilities and staff. At The Hitch House, we feel a very strong obligation to the people who put their faith in us and purchased their motorhome from us. Many years ago we developed, "Our Service Policy," and it is simply that we put our customers first.

Our Service Policy is:

- 1. President Club Members (Hitch House coach owners) are our first priority**
- 2. Transient and Stranded Owners**
- 3. All others**

Please understand that our primary obligation is to our President Club members who are entitled to first in line service.

Our service centre will address your needs in a timely, professional and courteous manner. In the event that you have to stay overnight, please utilize our private campground that includes water and electrical hookups.

We take customer service seriously! And our dedication goes way beyond the day you buy your motorhome.

We invite you to call and book your appointment today.



OUR BODY SHOP



At the Hitch House, we believe you deserve the best service that the industry can offer. To that end, we have invested heavily to build the most advanced RV Body Shop in Canada. These investments have allowed us to move ahead of our competition and provide a level of service that is unmatched in the industry.

- ✓ **60' Cross Draft Paint Booth**
- ✓ **2 - 60' Preparation Bays**
- ✓ **State-of-the-Art Paint Mixing Room**
- ✓ **SmartSCAN spectrophotometer**
- ✓ **Certified Body Technicians**
- ✓ **Custom Painting & Graphics**
- ✓ **Metal Fabrication & Aluminum Welding**
- ✓ **Roof Repairs & Replacement**
- ✓ **Windshield Installation**
- ✓ **Fiberglass and Cabinetry Repairs**

- ✓ **Full Cap Replacement & Repairs**
- ✓ **Extensive insurance work**
- ✓ **Environmentally friendly water based paints**

This facility enables us to offer our customers anything from small damage repairs to major reconstruction. Our technicians are experienced in every facet of coach body repair. Should you require compartment door rebuilds, window replacements, awning installation or an annoying water leak needs to be located and rectified our team has the experience and skills to mend your coach.

For the more adventurous, our paint specialists and designers will create a custom mural for you. Whatever your needs our body shop will address them in a timely, professional and courteous manner.

We invite you to call and book your appointment today.



OUR PARTS DEPARTMENT



Our Accessory Store eagerly awaits you. We have designed our store to cater specifically to you, our Motorhome customer. We are the largest Motorhome Accessory store in Canada, with over 7,500 sq. ft. of Parts and Accessories to choose from. Here you will find the latest toys to make your travels more fun, convenient and pleasurable.

We have the latest equipment:

- ✓ **Surge Protectors**
- ✓ **Hitch Mount Storage Solutions**
- ✓ **RV-Friendly Wi-Fi options**
- ✓ **Inverters and Converters**
- ✓ **Tow Bars by Roadmaster and Blue Ox**
- ✓ **Mastertow Tow Dollies**

For the Camping Enthusiast, we have

- ✓ **Outdoor Lounge Chairs**
- ✓ **Camping Books & Directories**
- ✓ **BBQ's and Accessories**
- ✓ **Bicycle Racks**
- ✓ **Outdoor Mats**
- ✓ **Leveling Blocks**

Renovating your existing Motorhome? We have available:

- ✓ **Appliances: refrigerators, washer/dryers, stove tops, etc**
- ✓ **MaxxAir Vents**
- ✓ **Generators by Onan**
- ✓ **And much more...**

SHIPPING AVAILABLE!

MASTER TOW

WINEGARD

BLUE OX

ROADMASTER

**POWER
WATCHDOG**

Komo
Creation.com

LIPPERT

Clearsource



Master Tow Tow Dollies



Tow Bars



Camping Chairs



Thomas Payne Furniture



Clearsource Water Solutions



Winegard Satellites & Internet



Hitch Mount Storage Boxes



Surge Protectors

OUR BUSINESS OFFICE



At The Hitch House we consider it our duty to ensure that every facet of your motorhome purchase is simple, easy and stress free for you.

To Purchase a Motorhome:

1. Visit the Hitch House
2. Locate the motorhome that suits your tastes
3. Purchase that motorhome
4. Meet with our Personal Business Managers to obtain attractive financing terms

Over the years our Business Office has built up a strong rapport with some of Canada's Leading Banks. Your Personal Business Manager is able to approach various financial institutions to secure the best terms and conditions available.

Here are some facts about our financial services that you will find interesting:

- ✓ We work directly with the banks' dealer finance centre
- ✓ Loans up to a 20 year amortization period
- ✓ We utilize several lending institutions to obtain the most competitive interest rates for you

- ✓ **Your Motorhome is the ONLY security necessary. Leave all your other assets unencumbered**
- ✓ **Make lump sum payments or pay out your loan at anytime without penalty**
- ✓ **Loan Protection is available to provide your loved ones with an asset and not a liability**
- ✓ **We're available seven days a week for your convenience**

After years of success our customers demanded that we expand our offerings. Our Personal Business Managers offer a wide array of products that will keep your home away from home looking good trip after trip after trip:

- ✓ **Extended Warranty**
- ✓ **Interior / Exterior Protection Products**
- ✓ **Tire and Rim Warranty**
- ✓ **Rust Protection**
- ✓ **Coach-Net Roadside Assistance**
- ✓ **KYCS Theft Locate Device**

Our Personal Business Managers are well versed on the above products. Simple, easy, stress free that is our goal for your motorhome purchase experience.



We are Authorized Agents for:



OUR SALES DEPARTMENT



This family-owned and operated business for over five decades has been bringing RV lifestyle choices to Canadians. We are very proud to be in this business and as you will see it reflects in everything we do and how we have built our dealership. We continually modify and improve ourselves to deliver the best possible products and service to our customers. Over 30 years ago we decided to specialize in motorhomes. This strategic decision allowed us to gear our entire operation towards motorized products.

Our goal is to provide the highest level of service and choice to our customers because it is important to us that we be regarded as the best Motorhome Dealership in Canada.

We have assembled the most extensive lineup of motorized products in the industry:

- ✓ **Newmar**
- ✓ **Thor Motor Coach**
- ✓ **Chateau**
- ✓ **Pleasure-Way**
- ✓ **Coachmen**

At The Hitch House you will find:

- ✓ **11,200 sq.ft. climate controlled Motorhome Showroom**
- ✓ **Beautifully manicured 14 acre facility**
- ✓ **Largest Motorhome Selection in Canada**
- ✓ **Over 30 Diesel Pushers**
- ✓ **Factory Trained Motorhome Sales Consultants**
- ✓ **17 bay Service Centre**
- ✓ **30-Amp Motorhome Storage (Limited Availability)**



OUR SALES DEPARTMENT



Our sales staff will assist you in locating a motorhome that is a match for your budget and lifestyle. We understand that purchasing a motorhome is a big decision. Allow us to assist you in your motorhome selection and we will endeavor to provide you with an enjoyable purchasing experience. Trade-ins are welcomed!

If your preference is a motorhome—you owe it to yourself to visit The Hitch House, because... “In Canada, there is no place like this place for Motorhomes.”

Chris McKee
General Sales Manager



OUR DESIGN CENTRE



Our Motorhome Design Centre was created to enhance your purchase experience. In a quiet, comfortable and relaxed atmosphere you, in consultation with your sales specialist, can:

- ✓ Select from a variety of available **Floor Plans**
- ✓ Choose from a selection of **Exterior Colours**
- ✓ Choose from a selection of **Interior Colour Fabrics**
- ✓ Select the **Cabinetry** design and finish of your choice
- ✓ Select the **Options** that best meet your requirements and
- ✓ Where it is possible determine desired modifications

In the Hitch House you have a dealership that:

- ✓ Helps you to make an informed decision
- ✓ Takes care of you
- ✓ Gives you special privileges as a Presidents' Club Member
- ✓ Spends whatever time is necessary to ensure you know how to use your motorhome
- ✓ Helps you to take care of your new motorhome and
- ✓ Service your new motorhome, when required.

Come to The Hitch House Design Centre – experience how we can help you with your motorhome purchase. Our Design Centre is just the beginning of your journey with us.



OUR PRESIDENT'S CLUB CARD



Overview

We take your commitment personally. We appreciate that you have chosen The Hitch House as your dealer. Without your faith in us there is no way that we could have been in business for over 50 years. We intend to be here at least another 50 years. Our President's Club Members receive:

First In-line Service (faster):

It's true - we service all makes and models. Please know that our **First Priority** is you – you bought your motorhome from us! Please see "Our Service Policy" to understand how serious we take your business. Outside customers that want to use us for our Service Department resent that we put you first. We strongly feel that we have an obligation to you because you purchased your motorhome from us.

Service on your motorhome will NOT be delayed due to our technicians or mechanics being allocated to an outside customer (purchased their motorhome elsewhere). As a President's Club Member – you come first!

Reduced Service Rates:

All members of our President's Club receive a discount on the labour rate in our Service Department. This includes mechanical service as well as service to your motorhome's house and appliances.

Parts' and Accessories Store Discounts:

All members of our President's Club receive a discount on items purchased in our Parts' & Accessories Store. The discounts vary by product. Please provide your name to our cashier so she can ensure that you receive your President's Club discount.

Membership:

You must currently own a Motorhome that you purchased from The Hitch House.

Receive Your President's Club Card:

If you are owner of a motorhome that you purchased from The Hitch House and you do not have a President's Club Card please request your card by emailing: esales@thehitchhouse.com or call us at 1-877-722-0638. In your email please include your full name, mailing address, phone number plus the year, make and model of your motorhome. We will forward a new card to you immediately. All members of our President's Club are recorded in our Dealership Management System along with your associated discounts when you purchase your motorhome. Your information is kept confidential as per our Privacy Policy.







OUR CLASS A DIESEL SELECTION



WHEN YOU KNOW THE DIFFERENCE.™



KING AIRE



ESSEX



LONDON AIRE



MOUNTAIN AIRE



NEW AIRE



DUTCH STAR



VENTANA



NORTHERN STAR

OUR SUPER C SELECTION



WHEN YOU KNOW THE DIFFERENCE.™



SUMMIT AIRE



SUPREME AIRE



SUPER STAR



GRAND STAR



WHEN YOU KNOW THE DIFFERENCE.™



FREEDOM AIRE LUXURY COMPACT



MAGNITUDE

OUR CLASS A GAS SELECTION



LUMINARE



WINDSPORT



ACE



VEGAS

OUR TOY HAULER SELECTION

OUTLAW[®]



CLASS A OUTLAW



CLASS C OUTLAW

OUR CLASS A GAS SELECTION



WHEN YOU KNOW THE DIFFERENCE.™



CANYON STAR *FRONT ENGINE DIESEL*



BAY STAR



BAY STAR SPORT

WHEELCHAIR ACCESSIBLE MOTORHOMES

Available In: Dutch Star • Northern Star • Bay Star



OUR CLASS C SELECTION



ORIGIN - CLASS A



LEPRECHAUN



CHATEAU



CHATEAU ESPEC



ECHELON



ECHELON LC



DELANO



CHATEAU SPRINTER

OUR CLASS B+ SELECTION

Pleasure-Way



PLATEAU XL

COMPASS AWD



COMPASS AWD

SCOPE+



SCOPE+

OUR CLASS B SELECTION

Pleasure-Way



PLATEAU



ASCENT



LEXOR



ONTOUR 2.2



ONTOUR 2.0

THOR
MOTOR COACH



SANCTUARY



PALLADIUM



SEQUENCE



SCOPE

OUR USED SELECTION



We LOVE used motorhomes – whether we are selling them or buying them.

Are you in the market for a used motorhome?

The Hitch House has an extensive selection of quality used motorhomes as immaculate as you can find anywhere! We are not like other dealers when it comes to used motorhomes. Your motorhome purchase is the start of your journey with us. When you buy a used motorhome from The Hitch House you receive the same First Time Buyer's Special, Service and Care as our customers that purchase new motorhomes.

Selling your motorhome?

The task can seem daunting but it doesn't have to be. Just call The Hitch House and ask for Chris McKee. Chris is responsible for purchasing quality, late-model used motorhomes and he makes the process easy.

If you prefer email, send Chris a message at [**cmckee@thehitchhouse.com**](mailto:cmckee@thehitchhouse.com).

Remember... In Canada, there's no place like this place for Motorhomes!



THREE GENERATIONS, ONE FAMILY LEGACY



For almost 60 years, The Hitch House Inc. has been more than a family-owned business. It has been a family legacy built on hard work, strong relationships, and a passion for helping people enjoy the RV lifestyle.

The story began with **Dave McKee**, a former officer in the Canadian Armed Forces with an entrepreneurial drive, that founded The Hitch House nearly six decades ago. What started as Dave's vision grew into a successful business and a trusted name in the RV community. Over the years, that vision became a shared family commitment to providing customers with the knowledge, service, and personal attention they have come to expect from The Hitch House.

In 2001, **Dave's daughter, Hiedi, and her husband, Tom Stoate**, became his partners, marking an important new chapter in the company's history. Together, they continued to grow the business while maintaining the family values and customer-focused approach that Dave had established from the beginning.

Growing up surrounded by The Hitch House, Dave's son **Chris McKee**, worked in the dealership throughout high school and during his post-secondary education at Georgian College, where he completed the Automotive Marketing program. Today, **Chris is the General Sales Manager**, his years of experience and a deep understanding of the business make him a vital component of the leadership of The Hitch House.

His sister, **Ashley McKee**, is also an important part of the Hitch House family. Known for welcoming every customer in her own special way, Ashley helps create the warm, personal experience that has become such an important part of the company.

Now, another milestone is being celebrated.

This year marks the beginning of the third generation of family involvement at The Hitch House, with Dave's grandson, **David Stoate**, joining the Service Department as the Service and Body Shop Coordinator.

For David, this is not his first experience at The Hitch House. He **worked at the dealership throughout high school and returned during summers while attending university**, gaining firsthand experience with the business and the people who make it what it is. Those early experiences gave him an appreciation for the company and its customers long before he officially joined the third generation of family leadership.

David's move into the Service Department represents more than a new employee joining the team. It is a continuation of the family legacy Dave began nearly 60 years ago. He brings with him years of familiarity with The Hitch House, along with a fresh perspective and a desire to contribute to its future.

Three generations later, the heart of The Hitch House remains much the same. While the RV industry has changed and the business has grown, the importance of family, customer service, and doing things the right way continues to guide the company.

From Dave McKee's original vision to his partnership with Hiedi and Tom, to Chris and Ashley's contributions, and now David's role in the Service Department, the story of The Hitch House is truly a story of family.

As the company approaches its **60th anniversary**, there is plenty to celebrate—and an exciting road ahead.

Nearly 60 years. Three generations. One family legacy. And many more miles ahead.

YOUR MOTORHOME DEALERSHIP CHECKLIST

A Motorhome can be a substantial investment. Choose a dealer that can look after you.	Hitch House		
1. Does the dealer have a 17 Bay service center?	☒	☐	☐
2. Did the dealer give you a tour of their service centre? If not, why?	☒	☐	☐
3. Does the dealer have licensed mechanics & technicians on site? How many? How long have they been at the dealership?	☒	☐	☐
4. Are they equipped to do propane service?	☒	☐	☐
5. Do they have an overnight park for your comfort?	☒	☐	☐
6. Do they perform thorough demonstrations when you pick up your coach?	☒	☐	☐
7. Does the dealer have body shop facilities?	☒	☐	☐
8. Do they have express oil and lube service facilities?	☒	☐	☐
9. Is the dealer a licensed Motor Vehicle Inspection Station?	☒	☐	☐
10. Were the facilities clean, organized and paved?	☒	☐	☐
11. Does the dealer have complimentary courtesy cars available?	☒	☐	☐
12. Do they have a heated/air conditioned showroom?	☒	☐	☐
13. Does the dealer have a Parts & Accessory Store?	☒	☐	☐
14. Is the dealer a Full-Service dealer? Sales, Parts, Service & Support	☒	☐	☐
15. Can the dealer arrange financing for you?	☒	☐	☐
16. Does the dealer have longevity? The Hitch House has been in business for more than 50 years in the same location.	☒	☐	☐
17. Does the dealer have a large selection of inventory for viewing? If not, why?	☒	☐	☐
18. Do they carry Motorhomes Only? Do they Specialize in Motorhomes? The Hitch House understands motorhomes.	☒	☐	☐
19. Does the dealer have a Motorhome Design Centre?	☒	☐	☐
20. Does the dealer have paved Motorhome storage with electrical service available?	☒	☐	☐

the **hitch house**

Motorhome Specialists

DID YOU KNOW?

- We have been in business for more than 50 years in the same location
- We have a state of the art 50,000 sq. ft. facility located on 14 acres of parkland
- We have a 17 bay, fully-equipped Service Centre
- We have Express Oil & Lube service for Motorhomes
- We have the largest RV Body Shop & Paint Facility in Canada
- We are a licensed Motor Vehicle Inspection Station
- We have licensed mechanics & technicians on staff
- We are fully licensed & equipped for propane service
- We perform thorough demonstrations for our customers when they pick up their motorhome
- We have RV Camping on-site for out-of-town customers
- We have the largest selection of motorhomes in Canada
- We are a full service Motorhome dealer with Sales, Parts, Storage, Service & Support – We service what we sell!
- In Canada, there's no place like this place for Motorhomes!



the **hitch house**
Motorhome Specialists
The Ultimate Motorhome Store



Open late April to October to serve you better

**1490 Hwy 11 South, Oro-Medonte, ON L0L 2L0 (4 Miles North of Barrie)
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