

# Southwest Motorhome & Campervan Rental Ltd

*'You choose the road you take.'*

## **TERMS AND CONDITIONS** 18.07.10

### DRIVERS

Drivers must be between 25 and 70 years of age, and have held a valid driving licence for the relevant vehicle for at least 3 years prior to start of hire. Drivers licence must be free of endorsements except for minor speeding or parking offences (more than 3 points may be subject to an insurance surcharge). Drivers who passed their test after 1996 may be restricted on the weight of motorhome or campervan they can legally drive, if in doubt please telephone to check.

All drivers must be present at time of collection and produce their licence and at least one form of photo ID with a utility bill with proof of address and / or Bank / Building Society statement.

The price for hire is for one named driver, additional drivers (maximum 3) may be added after filling in all relevant details and paying an additional £5.00 per driver per day.

### INSURANCE

Fully comprehensive insurance for leisure use only, within the UK, excluding business use, is included in the hire charge. The insurance is only valid for the period of hire; therefore late returns would constitute a traffic offence under the Road Traffic Act for driving whilst un-insured. Invalid insurance means driver and main hirer would automatically become personally liable for any accident damage to the motorhome or campervan, third party property and third party personal injuries. Insurance cover is for the vehicle and equipment only and does not include personal possessions; hirers are strongly advised to take out separate holiday insurance. Insurance exclusions are the carriage of passengers or goods for hire or reward, carriage of flammable, corrosive, explosive or dangerous goods or the use of the vehicle 'Airside' or in close proximity to Aircraft.

A £700.00 damage/condition deposit (£1000.00 for EU hires) is payable at start of hire, if the vehicle is returned in an un-damaged condition, with clean interior, waste water drained and the toilet cassette emptied the deposit will be refunded in full within 7 days. Should the condition of the vehicle be otherwise then the cost of repairs and / or cleaning will be deducted from the deposit. In the event of an accident the hirer is responsible for the first £600.00 (£900.00 for EU hires) of any claim (excess) and again this will be taken from the damage deposit. It is a requirement of our Insurance Company that this damage/condition deposit is in a traceable form therefore it is payable by cheque 10 days before the hire commences or by credit/debit card at the time of collection, we cannot accept cash as a damage/condition deposit.

### RESERVATIONS

Select the motorhome or campervan from our website, telephone or email for availability, complete the booking form and return together with your deposit of £150.00 per week. Confirmation of your booking will be sent with an invoice for the balance of your booking; **please note full payment is due 4 weeks before the start of the hire period.**

In the event of the hirer having to cancel their booking, then Southwest Motorhome & Campervan Rental will endeavour to re-hire the motorhome or campervan and if successful will refund the deposit less an administration charge of £50.00. However, if re-hire is not possible then the hirer will lose their deposit and any hire charges already paid. **Hirers are advised to take out insurance to safeguard against cancellation.**

### KEYS

Keys on modern vehicles are surprisingly expensive to replace and because the electronic immobiliser and locking system need a chip to enable them, should you lose the keys you will be responsible for the cost of replacing the complete set and despatching them to you. This is likely to be circa £95/£100. You will also be immobile until the replacement keys arrive with you. Please take care not to lose them.

### AUXILIARY/EQUIPMENT

Any extra equipment when supplied, is used by the hirer solely at the hirers risk, we do not accept liability for any injury, or damages personal or otherwise, however caused. It is imperative that any camping furniture is erected and dismantled only by a responsible adult, tables and chairs are of such a design that an inexperienced minor could trap their fingers in the mechanism causing severe injury or amputation. We advise hirers that if there is any possibility that children could/would tamper with camping furniture then it should be left stowed in the hold and not used.

### TV / DVD PLAYER

The TV / DVD player fitted to Motorhomes are generally dual systems designed for 12v/240v leisure use in Caravans and Motorhomes. You must disconnect it from the 12v supply by pulling out the plug before attempting to start the vehicles engine. If the 12v supply is left connected **YOU WILL** spike the unit on engine start up and damage the TV/DVD beyond economical repair, this is avoidable damage and would be charged for.

### COLLECTIONS AND RETURNS

Weekly vehicle hire is from Friday to Friday or Saturday to Saturday, subject to availability. Vehicles are available for collection from 3.00pm to 5.30pm on day of hire (hirers should allow at least an hour in which to inspect and get to know their motorhome or campervan). Vehicles must be returned before 10.00am on the final day. 4 night short breaks start on Mondays with collection between 3.00pm and 5.30pm and returned by 10.00am on the Friday. Weekend 3 day breaks start on Friday with collection between 3.00pm and 5.30pm with return on Monday before 10.00am. **Failure to comply with these times will result in a surcharge of £50.00 for the first hour or part thereof late and £12.50 for every 15 min after that, Please always allow enough time on your return journey for traffic delays, fuelling etc.** No refunds will be given in the event of an early return.

The hirer acknowledges delivery of the vehicle and the contents to be free from defects and damage and is advised to check the vehicle thoroughly before leaving the Company premises.

Upon your return you should allow 30 to 40 minutes for a Company employee to inspect the vehicle for damage, cleanliness etc. **Please note that damage to tyres and windscreen is not covered by the hirers insurance and will be charged for against the hirer's damage deposit.**

### LIABILITIES

We accept no liability for replacement vehicle costs, travel or accommodation costs or any other consequential loss claims arising from motorhome or campervan breakdown, accident or any other related causes. **All accidents must be reported immediately on 01726 861108 and an accident report form filled in with all the details of any other drivers involved and under no circumstances admit liability at the scene, this will be dealt with later by the relevant Insurance Company.**

The hirer shall be liable for all costs and expenses incurred for road/bridge/ferry charges, speeding, parking fines, congestion charges, and for any other offences under the Road Traffic Act or traffic regulations.

**The hirer shall be responsible for all overhead damage resulting from any incident, overhead damage is defined from ground to in excess of 6 feet from the ground as this is deemed to be an act of negligence by the hirer, damage to tyres, windscreens and punctures are also the responsibility of the hirer. You are required to check tyre pressure and engine fluid levels whilst the vehicle is in your control.**

The hirer is required to keep the motorhome or campervan under their control throughout the hire period. It must be locked at all times and never leave keys in the ignition if un-attended.

Where a roof rack and or ladder are fitted, the owner discourages their use, but if the hirer never the less decides to use them, it is entirely at the hirers risk. The hirer is advised to exercise great care and encouraged to ensure that safety precautions are put in place to prevent a fall.

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## SOFT GROUND

Be aware that front wheel drive Motorhomes and Campervans are prone to sinking unexpectedly and heavily in soft ground. After heavy rain on unmade surfaces you are advised to walk the route you intend to take to check surface conditions before driving it. Should you get the vehicle stuck it is most likely that a reasonable sized tractor from a local Farmer would be needed to pull the Motorhome free, if possible secure any towing device to the vehicles rear tow bar, if you tow from the front be aware that the front skirt will be damaged if you do not exercise great care or remove the skirt. All costs involved in towing the vehicle from soft ground or repairing damage caused will be your responsibility.

## BREAKDOWN

In the unlikely event of a breakdown, we have access to an emergency services company who are at the disposal of the hirer. The hirer must obtain prior permission from Southwest Motorhome & Campervan Rental before any repairs are carried out.

## FUEL AND GAS

A full tank of fuel is supplied with the vehicle at commencement of hire and must be returned with a full tank, any shortage of fuel will be charges for along with a £30.00 surcharge which will be taken from your security deposit. Two gas cylinders are supplied with at least one full, subsequent refills are the responsibility of the hirer who should ensure refilled bottles are the same size and fitting and returned with the vehicle.

## PETS AND SMOKING

At Southwest Motorhome & Campervan Rental we operate a strict No Smoking and No Pets policy in our vehicles. If upon inspection we have cause to believe that any breach of this rule has taken place we reserve the right to charge the hirer a full valet charge of £100.00. We believe our zero tolerance policy on this rule is for your benefit and those of any subsequent hirers.

## OTHER CHARGES

As part of this agreement the hirer agrees to pay Southwest Motorhome & Campervan Rental:

1. All rental charges.
2. The security / damage deposit.
3. The nominated cleaning fee of £75.00 if vehicle is not returned with clean interior.
4. The nominated additional fee of £50.00 if toilet waste cassette or waste water is not emptied prior to the vehicles return.
5. All costs related to the incorrect use of fuel.

## AVAILABILITY

Whilst we will make every effort to ensure that the reserved motorhome or campervan is available, if due to circumstances beyond our control this is not possible and an alternative motorhome or campervan is not available our liability is limited to the refund of all monies paid by you.

## TITLE TO VEHICLE

I acknowledge that Southwest Motorhome & Campervan Rental retains title to the vehicle and its contents and that I possess the goods as a mere bailee only. I shall not agree, attempt, offer or purport to sell, assign, sublet, lend, pledge, mortgage, let on hire or otherwise part with or attempt to part with the personal possession of or otherwise deal with the vehicle.

SECURE PARKING CAN BE PROVIDED FOR HIRERS PERSONAL VEHICLE AT OUR PREMISES FOR THE DURATION OF HIRE. (ONE VEHICLE PER HIRE). CUSTOMERS VEHICLES ARE STORED AT OWN RISK.

ALL OUR MOTORHOMES AND CAMPERVANS ARE FITTED WITH SEAT BELTS ON ALL FORWARD FACING SEATS AND SHOULD BE USED AT ALL TIMES WHILST TRAVELLING.

HIRERS MUST NOT MOVE ABOUT THE VEHICLE OR USE ANY OF THE APPLIANCES WHILST THE VEHICLE IS IN MOTION.

GAS BOTTLES SHOULD BE IN THE OFF POSITION.

HEAVY ITEMS SHOULD BE PLACED UNDER A SEAT OR IN A LOCKER AND BE SECURED WHILST TRAVELLING.

PLEASE REMEMBER TO REMOVE ALL PERSONAL POSSESSIONS AT THE END OF HIRE. SOUTHWEST MOTORHOME & CAMPERVAN RENTAL WILL NOT BE RESPONSIBLE FOR ITEMS LEFT BEHIND AND / OR THE COST OF RETURNING ITEMS. ALL ITEMS LEFT BEHIND WILL BE DISPOSED OF TWO WEEKS AFTER HIRE.

I/WE HAVE READ AND UNDERSTAND THE ABOVE TERMS AND CONDITIONS AND AUTHORISE SOUTHWEST MOTORHOME & CAMPERVAN RENTAL TO DEDUCT ANY MONIES DUE AS A RESULT OF THESE TERMS AND CONDITIONS NOT BEING MET, FROM THE SECURITY DEPOSIT TAKEN.

SIGNED \_\_\_\_\_

PRINT NAME \_\_\_\_\_

DATE \_\_\_\_\_

18.07.10