

Please read through carefully, the following terms & conditions pertaining to the hire of our campervans. Booking with Wheelie Glampers LTD you agree to these Terms and Conditions.

### **1. To qualify for campervan self-hire;**

#### **If you are under 25 Please call ahead before finalising your booking online.**

- You must hold a full valid UK driving licence, for two years minimum.
- You must provide two forms of identity, plus proof of current permanent address.
- You must be fit and able to drive without medical limitations.
- You must provide us with your Driving Licence number and National Insurance number to enable relevant driver licence checks to be carried out.

### **2. We will include in the price:**

- 300 Miles a day – additional miles will be charged at 0.40p per mile.
- A full tank of diesel fuel (Hire vehicle must be returned with a full tank).
- Full Breakdown cover for the UK.
- Full Comprehensive insurance cover.
- On board equipment (see equipment list).

### **3. Security deposit:**

- A security deposit of £500 will be required and must be paid by PayPal or Bank transfer at the time of collection.
- The security deposit will be refunded within 7 working days of the end of the hire period.

The security deposit is only refundable when the hire vehicle is returned as follows:

- To the designated location no later than the agreed date and time.
- The vehicle must be in the same condition as it was when hired out.
- The equipment and interior must be clean and undamaged.
- And with a full tank of diesel.

Please note - deductions will be made from the security deposit if any damage to the vehicle or its internal/external equipment has occurred during the hire period. Any charges incurred will be discussed with you and an itemised invoice will be provided.

The following items are not covered by our vehicle insurance and any associated costs will be the hirer's responsibility, whether out of the security deposit or by further payment if necessary:

- Any deliberate or wilful act of damage or vandalism.
- Putting incorrect fuel in the vehicle
- Windscreen/window damage
- Locking keys in vehicle
- Any Internal damage or breakages
- Tyre / wheel damage or punctures
- Any damaged caused by animals
- Any damage caused by cooking
- Any damage or recovery required by driving the Campervan into low barrier/car park entrances or on unsuitable grounds; beaches, uneven fields, marshlands (this list is not exhaustive).

- Recovery from terrain that is not suitable for the vehicle for example ‘grounding out’. If this happens, please contact us **DO NOT ATTEMPT TO RECOVER THE VEHICLE YOURSELF.**

#### 4. Collection and Return of the Vehicle:

- Vehicles are collectable from 12 midday on the first day of your booking and will be expected back between 9am – midday the day after your last night. This can be changed without a fee but only by prior arrangement to the finalisation of your booking.
- If you have not driven a van before, please ask us to take you for an accompanied drive to make sure you are comfortable driving the vehicle, this can be at the time of collection or prior to your booking.
- Don’t forget to bring your photocard driving licence, National Insurance Number, 2 recent utility bills (within the last 3 months) with your name and address on it. Without these the insurance is not valid, and you won’t be able to drive your vehicle away! If you have problems providing these do get in touch and we will see what we can do to help.
- Your vehicle will be fully prepared with a full tank of fuel and ready for use.
- Any minor scratches or defects will be noted on the day of collection, please feel free to make and share your own observations of your vehicle on the day of collection.
- Collection will take a minimum of one hour to give us the time to complete the necessary paperwork and to give a demonstration on how to use all the features of the campervan.
- Late return of the vehicle, in excess of 1hr, without prior approval will render the hirer liable to an overtime charge of £50.00 per hour.
- Any and all damage and defects must be reported to Wheelie Glampers upon return of the vehicle.

#### 5. Payment and Cancellation:

- A non-refundable booking deposit of £150 is required to confirm your reservation.
- The full balance will be due six weeks before scheduled departure or at the time of booking if less than 6 weeks to departure.
- Bank transfer and PayPal are accepted by us.
- 50% of the total hire charge will be refunded if you should cancel your booking up to 4 weeks before scheduled departure (excluding the initial booking fee of £150).
- Should you cancel your booking less than 4 weeks before scheduled departure the amount paid is non-refundable.
- We recommend that you take out holiday insurance that covers cancellation fees.
- In the unlikely event that the van is no longer available due to unforeseen circumstances we will do our very best to provide you with a suitable replacement of our own or from another reputable hirer. Failing that a full refund will be given.

#### 6. Restrictions on rental periods:

- Only two-way rentals – Hiring and returning to the same pick up and drop off location.
- There is a strict no smoking policy. A £250 charge for valeting will be deducted from the security deposit when evidence of smoking is detected inside the hire vehicle.
- The number of passengers is limited to the capacity stated in the hire vehicle specification.
- Pets may travel with you subject to prior agreement and arrangement and pet deposit of £30 per pet, per hire.
- If there is any damage to a returned vehicle as a result of carrying a pet, then a minimum fee of £150.00 will be taken from the security deposit to cover any repair and cleaning costs.
- Please Note: If an animal has been transported in the vehicle without prior consent then the whole security deposit of £500 will be forfeited.
- Road Restrictions; Please be aware that road clearance is limited on our customised campervans.

- Wheelie Glampers LTD reserves the right at its sole discretion to restrict vehicle movement in certain areas due to adverse road or weather conditions or any other reasonable cause, at any time. This will not be at any additional cost to the hirer.

## 7. Vehicle Usage:

The Vehicle is NOT to be:

- Driven in an imprudent or incautious manner at any time.
- Used in a manner which could cause damage.
- Driven in any prohibited areas.
- Driven by a person under the influence of alcohol, drugs or with a blood alcohol level in excess of the legal limits.
- Left unlocked and open whilst unoccupied.
- The ignition keys must not be left in the vehicle when unattended.
- Driven by persons not authorised to drive either by law or not named in the rental agreement.
- Damaged by submersion in water.
- Put into contact with salt water.
- Used for any illegal purpose for any race, rally or contest.
- Used to tow any vehicle (including caravan) or trailer, without prior agreement.
- Used to carry passengers or property for hire or reward.
- Used to carry volatile liquids, gases (other than the certified butane gas cylinder provided), explosives or other corrosive or flammable material.
- Or otherwise used in breach of the Hirers obligations under this Agreement.

## 8. Insurance:

- The Standard Insurance Excess is £500 and in the event of any damage to either the vehicle or to third party property, the hirer will be liable for the first £500. The hirer will also be fully liable for replacement or repair of windscreen or tyre / wheel damage.
- Any license endorsements or at fault accidents must be declared at the time of booking. Our insurer may require additional fees or increased excesses for some endorsements or accidents.
- It is a condition of the insurance that you must present your photocard driving licence and National Insurance Number in order to obtain a DVLA driver check at the time of collection. You will not be able to hire the vehicle until these conditions have been met.
- Fully comprehensive insurance cover is included in the hire price for the duration of the hire period for driving in the UK. Additional drivers can be added for a fee with a full DVLA check and only by prior arrangement.
- Details of any additional driver is required in advance.
- Allowing someone else to drive without prior permission will invalidate the insurance. In the event the vehicle is seized by police due to invalid insurance as outlined above it is the hirers responsibility to pay for any charges or fines associated with this.
- Drivers are to be aged between 21 to 70 years old with a minimum of 2 years driving experience with a full UK driving licence for a manual vehicle.
- If Wheelie Glampers LTD incurs any additional charges from our insurer due to drivers traffic convictions or insurance claims these charges will be passed on to the Hirer.

## 9. Personal Safety:

- Please note that it is the responsibility of the parent or guardian to ensure the safety of children while in or around the vehicle.

- Seatbelts where fitted must be used whilst in transit.
- Do not use the gas stove to heat the van and always have a door/window open when using the stove to cook.
- Children who require safety seats in a car will be expected to use the same safety restraints in a Wheelie Glamper Van. This is the responsibility of the named hirer.

## 10. Accidents and Damage:

- Any damage to the interior or exterior of the hire vehicle will be repaired at the hirer's cost and be deducted from the security deposit.
- There is a standard insurance excess of £500 should you be involved in an accident.
- In the unlikely event of a breakdown the vehicle has UK breakdown cover.
- In the unlikely event of a breakdown, the hirer is permitted to spend up to £100 on minor essential repairs, with prior approval from Wheelie Glampers LTD. Any costs incurred by the hirer will be reimbursed on the production of a valid paid itemised invoice.
- If you lose a day's holiday due to breakdown, we will refund you the cost of a day's hire, providing the vehicle has been cared for and driven in accordance with the above.
- Operator error resulting in flat vehicle battery, wrong or insufficient fuel, lost keys or keys locked in campervan - or such like - should be immediately reported via the emergency number in your welcome pack. Wheelie Glampers LTD will source an appropriate professional to resolve these issues for you. The cost will be incurred to the hirer.
- It is the hirer's responsibility to provide their own insurance to cover personal items and belongings and personal injury in the event of an accident.

## 11. Responsibility should an accident occur.

In the event of any accident, loss or damage arising out of the use of the vehicle;

- The Hirer will notify Wheelie Glampers LTD within 12hrs of the event happening. The hirer will not admit liability for any accident at the time of the event. The hirer will obtain the names and addresses of third parties and any witnesses along with as many photographs as possible and report the event to the nearest police station.
- The Hirer undertakes to assist Wheelie Glampers LTD in handling any claim arising from any event, including the provision of all relevant information and all photographic evidence and where necessary attending court to give evidence.
- No admission of liability to other parties, settlement offers or other like offers may be made.
- The excess or other amount due by the hirer of any damage arising from an accident, loss or damage is payable at the time of reporting the event and not at the completion of the rental period, regardless of which party is at fault (this is the £500 security deposit paid on collection of the vehicle).
- No security deposit will be refunded until any claim is settled.

## 12. Data Protection.

- Any personal information given to us by you will be kept strictly confidential and will only be used by ourselves or our insurers in connection with your hire.
- We may occasionally send you information about Wheelie Glampers LTD regarding offers or news, but we will not disclose your details to other third parties.
- Should you submit stories or photos to us in connection with your trip, you grant us permission to use such content on our website and in any other publications or online presence.

### 13. Changes.

Wheelie Glampers LTD reserves the right to vary tariffs, conditions, and specifications at any time.

### 14. Definitions of Terms and Conditions:

This Agreement means the 'Rental Agreement', the 'Insurance Motor Rental Agreement' and these 'Terms and Conditions'.

If there is any discrepancy between these Terms and Conditions and any other Wheelie Glampers LTD literature, then these Terms and Conditions apply.

- The 'Hirer': Is the person named in the rental agreement and has booked and paid for the vehicle hire.
- The 'Rental Period' means the period of time from collection to return as agreed in the rental agreement.
- 'Vehicle' means the vehicle as described on the Wheelie Glampers LTD website and includes tyres, tools, accessories, the living equipment and any other special equipment and documents related to the Vehicle.

### 15. Summary of Charges

- Cost of rental.
- The security deposit of £500
- A £100 valeting fee will be charged if the camper is not returned with the interior in a clean condition.
- A cleaning fee of £75 will be charged if a Chemical Porta Potti which has been hired is not returned emptied and in a clean condition.
- A standard charge of £150 deducted from the security deposit to cover repair / cleaning costs caused by pets.
- The £500 security deposit will be forfeited if a pet is transported in the vehicle without prior approval and agreement.
- A £250 charge for valeting will be deducted from the security deposit where there is evidence of smoking inside the hire vehicle.
- All parking fines, other fines or penalties, congestion charges / Tolls and associated administration costs incurred in relation to the vehicle during the rental period.
- Any other fees or charges payable by me, the hirer, pursuant to this Agreement. This includes any costs incurred by Wheelie Glampers LTD resulting from any breach by me of the terms of this Agreement.
- The cost of recovering a Vehicle that has become bogged or stuck.
- Should the vehicle be returned past the date and time specified in the rental agreement without Wheelie Glampers LTD prior approval a fixed fee of £50.00 per hour will apply.
- Should the hire vehicle be returned without a full tank of fuel a surcharge of £25 plus the cost of filling the tank will apply.
- The cost of any damage to the Vehicle or the property of any third party, subject to the insurance cover.

WHEELIE GLAMPERS LTD



- In the case of Gross Negligence, Wheelie Glampers LTD reserves the right to recover full costs in order to return the campervan to the state in which it was handed over.

VERY IMPORTANT: should any damages exceed the security deposit the hirer will be responsible for settling any additional costs in full.

Total charges as set out therein are not final. I will pay any shortfall in charges to Wheelie Glampers LTD and I will receive a refund for any overcharge acknowledged by Wheelie Glampers LTD.

Print \_\_\_\_\_ Sign \_\_\_\_\_

Date \_\_\_\_\_