

Northallerton Motorhome Hire

T&Cs

Terms & Conditions

- These terms and conditions are between us (Northallerton Motorhome Hire) and you (the "Hirer").
- By booking to hire, you are accepting these terms and conditions.
- Please read the following carefully.

What we provide

- **We will provide a vehicle with MOT, annual service and habitation / gas checks carried out.** The hire charge includes all drivers and passengers, up to the capacity of the vehicle.
- **The vehicle will be fully cleaned, checked and refuelled before every hire.**
- **All equipment** on the inventory will be included, including gas bottles, hook-up lead, water hose pipe, levelling ramps, cooking equipment, cutlery, crockery, outdoor furniture and bedding.
- **Free advice**, detailed **handover**, **Hirers' Handbook** and **24-hour support** while you are away.
- **Insurance** for any number of drivers (aged 21-79, subject to licence checks). (Please note that hirers aged 21-24 or 76-79 need to be referred to our insurers and are subject to higher security deposits).

Insurance

- **Fully comprehensive insurance, with unlimited UK mileage, is included within the hire charge.** A £500 refundable security deposit is required prior to collection (occasionally a higher security deposit is required by insurers, e.g. for older/younger drivers or those with convictions). The insurance policy is only valid for the period of the hire, thus any late return would automatically constitute a traffic offence under the Road Traffic Act. Invalid insurance means the driver and main hirer become personally liable for any accident damage to the motorhome, third party property and third party personal injuries. Insurance cover is for the vehicle and equipment only. **Personal possessions are not covered; hirers are advised to take out holiday insurance.**
- Our insurance policy limits payouts for **fire damage inside the vehicle** to 75% (e.g. caused by cooking). To reduce the risk, smoke / CO alarms are fitted and tested, fire blanket and fire extinguisher are included as standard and smoking / candles are not allowed.

Fuel & Gas

- The level of the fuel tank gauge will be noted upon collection (usually full) and the hirer is responsible for returning the vehicle with the fuel gauge at approximately the same point. The vehicles take **diesel**.
- Two propane gas cylinders are supplied with **at least one full**.

Animals

- **Up to two pets are permitted by prior arrangement.** Please give details on your booking form. Any damage incurred will be charged to the hirer in full.

Smoking

- **Smoking is not permitted in the vehicle.** It is against the Law. Any infringement of this condition will result in the full security deposit being forfeited.

Drivers and Passengers

- Drivers must be **aged 21 to 79 years of age** and have held a full driving licence for at **least two years** prior to the commencement of hire. Our vehicles can be driven on a standard category B car licence.
- Driver's licence must be free of endorsements **except for two minor speeding or parking offences** (drivers with more than 6 penalty points in total, a single 6-point offence or any ban or disqualification, will need to be referred to our insurers and may be subject to an increased security deposit). Drivers must have had **no more than one fault claim in the last three years**. Details of convictions and accidents must be given at time of booking.
- Full UK and EU licences are covered as standard. Licences must be produced at the time of vehicle collection. In the case of UK licences we accept both card and the older paper licences. Visitors from the EU must produce a valid unendorsed domestic driving licence.
- The hire charge covers all named drivers as long as they appear on the Hire Agreement and meet with the policy conditions.
- The vehicle is limited to carrying the driver and stated number of passengers. It is a legal requirement that seatbelts must be worn by the driver and all passengers whenever the vehicle is moving. All drivers and passengers must have been listed on the Hire Agreement.
- The owner has the right to refuse to hand over the vehicle to any person who, in their reasonable opinion, is not fit to take charge (e.g. there is a suspicion of criminal behaviour, or drink or drug use).

Your responsibilities

- **Look after the vehicle and the keys to the vehicle.** It must be **locked at all times** when unattended.
- **Keep the vehicle clean and well maintained** and, before return, empty toilet / waste tanks and refuel the vehicle. There is an Esso garage within 1 mile of our address.
- **Drive and park the vehicle with great care.** If the hirer is found to have damaged the vehicle by negligence (i.e. no other person or vehicle is involved) the hirer will be responsible for full rectification costs which will be charged against the security deposit. Front and rear bumpers, roof lights, windows, wing mirrors and external doors are typical components prone to damage by negligence.
- **Drivers must not** use the vehicle for hire or reward, for any illegal purpose or for racing / pace making/ driver tuition. They must not drive under the influence of drink or drugs, drive outside England, Scotland and Wales or overload the vehicle.
- **Repair damage to the windscreen, tyres and punctures** as these are the responsibility of the hirer. You are required to check the condition of **tyres** on a daily basis.
- **Drive within the Law.** The hirer shall be liable for all fines and costs (including court costs) incurred for speeding, parking fines, congestion charges, road tolls and any other offences committed.

Booking and Payments

- **Select your hire dates.** Then either visit www.northallertonmotorhomehire.com or phone Mark on (01609) 760513 to check availability, advise us of any special requests and place a booking.
- **Pay a deposit** of £200 within 3 days, by cheque or bank transfer, to confirm your booking. This is non-refundable and enters you into a contract for the hire.
- **Check your Booking Confirmation.** This will be emailed to you with further details of your vehicle, and a Hire Agreement to complete for when your hire commences.
- **Pay the balance of your holiday hire:** this is required 6 weeks before the start of the hire period, or at the time of booking if you book less than 6 weeks before the start date of your hire.

Security Deposit

- Prior to collection of the vehicle, a refundable £500 security deposit must be paid into our account **by the primary driver**. This is an insurance requirement and must be paid by **cheque** or **BACS** transfer (sorry we cannot accept cash).
- If the vehicle is returned **undamaged**, with a **clean interior**, **full diesel tank** and **empty toilet** and **waste water tanks**, and no other excesses are to be charged, the deposit will be refunded within 2 working days. If any of the following occur on the vehicle's return, charges will be made against the security deposit and the balance refunded after all costs have been paid for:
 - If the vehicle has high levels of dirt, stains or smells, a **£75 valeting charge** will be made.
 - If toilet and/or waste tanks have not been emptied, a **£25 emptying charge** will be made.
 - If the diesel tank has not been filled, a **£25 refuelling charge + the diesel cost** will be made.
 - If the vehicle is damaged, the cost of all repairs, plus reasonable administration charges for repairs and replacements, will be deducted up to the level of the security deposit. For damage greater than the security deposit, requiring an insurance claim, the full deposit will pay for the insurance policy excess and no refund will be given.
- The hirer shall be liable for all fines and costs (including court costs) incurred for speeding, parking fines, congestion charges, road tolls and any other offences committed. These will be deducted from the security deposit. If fines and costs arrive after the security deposit has been refunded, the hirer agrees to reimburse Northallerton Motorhome Hire in full.

Collection

- **Before collection**, hirers should check that their £500 security deposit has cleared. All necessary documents should also be ready for inspection. A driving licence and DVLA background check is required for each driver and the hirer needs to have two recent (less than 3 months old) proofs of address (e.g. utility bill and bank statement).
- **Collection time:** Hirers can usually collect the motorhome after **13:00hrs**. Earlier collection may be possible if other bookings allow and this has been arranged in advance. In the unlikely event of a delay, the hirer will be notified as soon as possible, and a new time arranged.

- We reserve the right to cancel the booking before commencement of your hire if the hirer's evidence does not meet our insurer's requirements, or if named driver's licences are invalid or do not comply with the requirements in our T&Cs. In this case you will forfeit the booking deposit and hire charges already paid.

Return

- **Before returning the vehicle**, the hirer must ensure that it is **clean, free from damage** and **complete** as specified on the inventory. **The hirer is advised to check the vehicle thoroughly.** We will carry out a detailed vehicle inspection and keep a record.
- **Return time:** The vehicle must be returned before **11:00hrs.** Later return may be possible if other bookings allow and this has been arranged in advance. Unauthorised late returns will result in the hirer being surcharged at a rate of **£30 per hour**, or part thereof, for the **first 3 hours** and thereafter the **balance of the security deposit.** No refunds will be given for an early return.
- **Lost property:** It is the responsibility of hirers to clear the vehicle of all their personal belongings before its return. We will endeavour to contact hirers regarding items left behind but it is their responsibility to collect or pay for return postage (using stamped, self-addressed packaging). Left items will be looked after for a maximum of 6 months, before being donated to charity.

Cancellations

- **Hirers are advised to obtain holiday insurance to safeguard against the cost of cancellations.**
- All cancellations must be notified in writing but please call immediately as this will improve our chances of rehiring the motorhome.
 - If your notification is received **more than 6 weeks** before the start date of your hire you will be refunded in full, less the initial deposit of £200.
 - If your notification is received **less than 6 weeks** before the start of your hire, all sums paid are non-refundable and you are still liable for any balance not yet paid. However, we will endeavour to rehire the motorhome and if successful you will be refunded to a maximum of your total hire, less your initial deposit of £200.

Breakdown

- In the unlikely event of a breakdown, Northallerton Motorhome Hire has Business cover with the RAC. The number is inside the cab. You should also call Mark immediately (01609 760513).
- No responsibility can be accepted for any loss, damage or expense as a result of any effect or breakdown, unless it is due to our failure to adequately maintain the vehicle.

Accidents

- If you have an accident you must not accept liability. You should get the names and addresses of everyone involved, including witnesses. You should also:
 - Make the vehicle secure
 - If possible take photographs of the scene and damage to vehicles
 - Tell the police immediately if anyone is injured or disagreement occurs

- Contact Northallerton Motorhome Hire immediately (01609 760513)
- You will need to produce an accident report, sending a copy to Northallerton Motorhome Hire.

Events beyond our control

- Unfortunately events beyond the owner's control, which cannot be foreseen or avoided, can occasionally affect bookings. The owner cannot accept responsibility or pay any compensation, costs or expenses where the contract between the owner and hirer is prevented or affected or you otherwise suffer any loss or damage as a result of events beyond the owner's control. This includes any delays to and / or restrictions to your hire to which you may be subject. However, if your booking has to be cancelled as a result, the owner will provide a full refund of all monies paid.

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