

Northallerton Motorhome Hire

T&Cs: VW Campervan

Terms & Conditions

- These terms and conditions are between the Hirer (Northallerton Motorhome Hire) and you (the "Hirer").
- By booking to hire our VW T5 camper van, you are accepting these terms and conditions.
- Please read the following carefully.

What we provide

- **We will provide a 2+2 berth campervan with MOT, service and annual habitation and gas checks carried out.** Up to 4 people are fully included in the cost (4 seats and beds available).
- **The vehicle will be fully cleaned and checked before every hire.**
- **All equipment** on the inventory included as standard, outdoor furniture, bedding and gas. A cycle rack and drive-away awning are available as extras.
- **Free advice** while you plan and **24-hour support** while you are away.
- **Insurance** for any number of drivers (aged 25-75, subject to licence checks).

Insurance

- **Fully comprehensive insurance, with unlimited UK mileage, is included within the hire charge.** A £500 refundable security deposit is required, prior to collection. The insurance 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 campervan, 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, a fire extinguisher is included as standard and smoking / candles are not allowed.

Fuel & Gas

- The level of the fuel tank gauge will be noted upon collection and the hirer is responsible for returning the vehicle with the fuel gauge at approximately the same point. The campervan takes **diesel**.
- Two 3.9kg butane gas cylinders are supplied (for the cooker) 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 deposit being forfeited.

Drivers and Passengers

- Drivers must be **over 25 and under 75 years of age** and have held a full driving licence for at **least two years** prior to the commencement of hire. Driver's licence must be free of endorsements **except for minor speeding or parking offences** (drivers with more than 6 penalty points may be subject to an insurance loading). Drivers who passed their test after 1996 are permitted to drive the campervan, as it is under 3500kg. 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 three passengers (there are four seatbelts fitted, which must be worn). This is a legal requirement. All drivers and passengers must have been listed on the Hire Agreement.
- The owner has the right to refuse to hand over the campervan to any person who, in their reasonable opinion, is not suitable or fit to take charge. In such cases all hire charges paid will be refunded in full but the owner has no further liability.

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.** Please return the vehicle in a clean condition, otherwise we will need to charge a **£50 valeting charge**.
- **Empty toilet / waste tanks and fill diesel tank.** A **£25 emptying charge** will be made for unemptied toilet and waste water tanks. A **refuelling charge of £25 + cost of diesel** will be made for vehicles returned only partially refuelled. These charges will be made against the security deposit.
- **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, the pop-top roof, 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.northallertonmh.moonfruit.com/book-now or phone us on (01609) 760513 to check availability, advise us of any special requests and place a booking. Your booking will be held for 3 days.
- **Pay a deposit** of £200 per booking, by cheque or bank transfer to confirm your booking. This is non-refundable and enters you into a contract for the hire.
- **Check the Booking Confirmation** which will be emailed to you, along with a Hire Agreement to sign.
- **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. This is an insurance requirement and must be paid by cheque or internet 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 days.

Collection and returns

- **Before collection**, hirers should check that their £500 security deposit has cleared. A driving licence and online 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:** Hirers can usually collect the motorhome after **1300hrs** (earlier by arrangement). In the unlikely event of a delay, the hirer will be notified as soon as possible, and a new time arranged.
- **Return:** The vehicle must be returned before **1100hrs** (unless otherwise arranged). 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.
- **When returning the motorhome**, the hirer will deliver the vehicle **clean, free from damage** and **complete** as specified on the inventory. **The hirer is advised to check the vehicle thoroughly before leaving the owners' premises.** We will carry out a thorough vehicle inspection and keep a record.
- 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 a local charity.

Cancellations

- All cancellations must be notified in writing but please call immediately as this will improve our chances of re-hiring the campervan. If 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 notification of your cancellation is received **less** than 6 weeks before the start of your hire all monies paid and due are not refundable and you are still liable for sums not yet paid. However, the Hirer will endeavour to rehire the campervan and if successful you will be refunded to a maximum of your total hire less your initial deposit of £200.00.
- **Hirers are advised to obtain holiday insurance to safeguard against such eventualities.** We reserve the right to cancel the booking before commencement of hire if the named driver's licences are invalid or do not comply with the requirements in the terms and conditions. In this case you will forfeit the booking deposit and hire charges already paid.

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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