

Motorhome Hire Terms & Conditions

Drivers

On collection of the Motorhome, the renter and main driver will need to present their drivers licence and a share code, and 2 additional forms of identification, one a photo I.D. e.g., passport and one a recent home id showing name and current address e.g., bank statement.

Drivers must be aged between 25 and 70 and held a full licence for a minimum of 5 years and be in good health. Any endorsements (points) showing on a licence will be considered on an individual basis, normally 3-6 points for speeding or traffic signal violations will not create a problem. If we are not informed of any endorsements in advance which prevent the hirer from driving, no refund will be given on the rental period. All drivers must inform us of any accidents within the last 5 years as this can affect our ability to provide insurance cover.

For visitors from overseas, licences need to be in English or an International driving permit needs to be presented with your original drivers licence. We cannot accept a photo or a photocopy.

We can insure additional drivers on production of acceptable licences. The cost for this is £65 per week, then £15 per additional day.

Insurance

Our Motorhomes have comprehensive insurance on the UK mainland for the named drivers listed on the hire agreement for the period of the rental. Please note this does not cover your personal property and you are advised to arrange appropriate travel insurance.

Rentals to Republic of Ireland or Europe are not a problem, however we must be made aware in advance and you will need to purchase our overseas travel pack for £300, which includes all documentation required, European insurance & breakdown cover, additional gas bottle and an overseas travel kit.

If you are late in returning the Motorhome, a penalty of £75.00 per/part hour will be charged, this is partly to cover extending the insurance to avoid you driving uninsured and as compensation for the administration and inconvenience caused to arrange a replacement vehicle for the next customer.

The driver is required to lock all windows, skylights and doors when leaving the vehicle unattended. The ignition key must be removed when the Motorhome is not being driven.

A £500 damage deposit will need to be paid before the start of the hire. If the Motorhome is returned undamaged with a full inventory, fuel replaced, reasonably clean with the wastewater and toilet empty the deposit will be returned immediately on return of the Motorhome.

In the case of accident or damage your liability is up to £2000 per accident or incident but in the case of theft or write off you will be liable for up to £2000.

Damage caused to tyres/wheels, wing mirrors, glass, underside of the vehicle or overhead damage (defined as over 6feet/1.85metres) or the filling up with the wrong type of fuel will be the hirer's responsibility.

Whilst moving, all windows, skylights and doors must be securely closed, and the gas must be switched off.

In the case of damage due to negligence or in the case of damage to the interior, the full cost of rectification will be charged. This also applies for damage caused by pets. Extra items are fully chargeable if damaged or broken.

We strongly recommend purchasing an excess waiver policy prior to the start of your booking – we cannot offer these.

Booking

Bookings can be made via email, by phone or in person, our booking form must be completed and a deposit of £200 will need to be paid to secure a booking. Confirmation of your booking will then be emailed.

The balance of the full rental amount will need to be paid 6 weeks before the start of your hire. If the balance of the rental has not been paid by this deadline, your booking will be cancelled, and your deposit will not be refunded.

Before Hire, the damage deposit of £500 will need to be paid by Credit Card.

If you are attending a festival of any type, you **MUST** inform us as insurance premiums apply. If you do not inform us, a retrospective penalty charge **WILL** be applied.

Cancellations

If the cancellation is more than 6 weeks prior to your booking, you will forfeit your deposit.

If you cancel less than 6 weeks before your booking you will forfeit any hire fees paid.

In the event of a pandemic or unprecedented circumstances, and it is not feasible for the rental to take place, we **do not** offer refunds, however we will move the booking to an appropriate time, which is agreeable to both us and the customer.

We recommend you take out adequate insurance to cover unforeseen cancellations by either party.

If, on arrival to collect the Motorhome, your licence is unacceptable due to endorsements, defacement or incorrect vehicle categories, no monies will be refunded.

Motorhome Collection and Return

Collections

The motorhome will be prepared prior to your arrival, and a member of staff will be available for the collection time arranged. Our handovers are made by appointment; we allocate one of our

team to be present at the pre-arranged time to ensure a smooth uninterrupted handover. Depending on your previous motorhome knowledge allow between 45 and 90 minutes for your motorhome hire handover. You will be provided with an emergency contact number for questions, queries, or emergencies for the duration of your Rental period.

On collection

If it is your first time with a motorhome, we like to spend at least an hour with you running through the fitting, controls, and processes, so you feel comfortable and if you feel you need longer that won't be a problem. We will check your documentation and show you around the motorhome to familiarise you with the vehicle. We will agree any damage already present, also the inventory of equipment supplied.

Returns

Your motorhome **MUST** be returned at the time agreed.

We do insist on you returning on time, as we must ensure the vehicle is fully prepared for the next rental. Late returns will incur fees at the rate of £75 per/part hour. If the delays cause a problem with the next booking, you will be liable for any costs incurred.

On return, the fuel tank needs to be returned at the same level provided when you collect your motorhome. Additionally:

- The waste water empty
- The toilet and cassette empty and clean.
- The motorhome needs to be cleaned to a reasonable standard i.e." how you would expect to find it". A cleaning charge will be made if this is not done.

The Motorhome will be checked for damage, and the inventory for any shortages. Missing or broken items will be charged for.

Breakdowns

All our Motorhomes have breakdown and recovery. In the case of breakdown or accident a 24-hour phone number is provided on your Rental Agreement, and an emergency mobile number on your vehicle check sheet. Unfortunately, we cannot guarantee a replacement vehicle in the event of a breakdown.

The hirer is not authorised to make any repairs to the motorhome without consulting us first.

In the case of breakdowns, which are the fault of the hirer (e.g. filling with the wrong type of fuel, punctures etc.), any costs incurred will be the responsibility of the hirer.

Responsibilities and Liabilities

The hirer is responsible for any traffic offences committed against the road traffic act, parking fines or congestion charges whilst the vehicle is in their charge.

The hirer is responsible for daily checks to the Motorhome of fluid levels, bulbs and tyre pressures. Damage caused to tyres/wheels, wing mirrors, glass, underside of the vehicle or

overhead damage (defined as over 6feet/1.85metres) or the filling up with the wrong type of fuel will be the hirer's responsibility.

The hirer is responsible for locking doors, windows, and skylight when the vehicle is left unattended.

Cando Motorhome Hire accept no liability for replacement vehicle costs, travel or accommodation costs or consequential losses from a breakdown or accident.

When the vehicle is in motion passengers must be seated in the designated seats wearing the seat belt provided, the gas must be turned off and any items not bolted down made secure. We will not accept responsibility for vehicle damage, or personal injury caused by unsecured items or personal belongings.

Motorhomes are recreational vehicles and as such we expect the mileage to be covered in the rental to be reasonable for the time the Motorhome is on hire. Our free mileage of 100 per day will be stated on your Rental agreement, excess mileage will be charged at 25pence per mile + VAT.

Cando Motorhome Hire will make every effort to make sure your reserved Motorhome is ready on time, but in circumstances beyond our control where this is not possible and a suitable alternative is unavailable, our liability will be limited to refunding the payments made.

Animals

Pets may be permitted to travel in our motorhomes, subject to the type of the animal and approval prior to booking the motorhome. Charges apply for taking pets in the motorhome as it will take us longer to prepare the vehicle for the next customer. Animals must NOT be left in the vehicle unattended at any time. If the vehicle incurs damage, mess or dirt caused by animals, full valeting and refurbishment charges will be applied. If we suspect a vehicle to have carried pets and we were not informed prior to hire, we reserve the right to charge a premium valeting fee.

Smoking

Cando Motorhome Hire operate a strictly enforced no smoking policy. If you decide to ignore this policy valeting charges will be incurred as will the cost of repairing or replacing any items damaged by or from the smell of cigarettes, vapes, pipes, or cigars etc. If there is ANY evidence of the motorhome having been smoked in, a minimum £150 will be charged.

I CONFIRM THAT I HAVE READ FULLY AND ACCEPT THE TERMS AND CONDITIONS OF RENTAL.

NAME.....

SIGNED.....

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