

Julian Carpenter t/a South West Camper Hire
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TERMS AND CONDITIONS

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BOOKING

Telephone, fax or email us to confirm availability - we will then send you a booking form. Please complete and return one booking form per driver. We will confirm any adjustments to the hire rate in the event of previous convictions or accidents. We also require a non-refundable booking deposit of £150.00 per week of hire to secure the vehicle.

We will send you a Confirmation and Invoice for the Balance. **Full payment is required no later than 6 weeks prior to departure.**

Proof of Identity is required on Collection - in the form of a Utility Bill no more than 3 months old, showing the Hirer's current address, and a valid Driver's Licence.

A damage deposit will be taken upon collection in the form of a Credit Card or cash transaction for £500. This will apply to every incident including loss or damage to the Van, its equipment, fixtures and fittings or to any Third Party vehicles.

ELIGIBILITY

Drivers must be over the age of 25 and under the age of 70, in good health, and must have held a full UK driving licence for a minimum of 2 years. Drivers from overseas must possess a valid International Driver's Licence. Previous accidents or convictions may give rise to an adjustment to the hire rate.

FIXED PENALTY NOTICES

In the event of a Fixed Penalty Notice being issued during the Period of Hire, the costs incurred will be forwarded to be paid for by the Hirer.

MINIMUM / MAXIMUM HIRE PERIOD

The minimum hire period is three days. Please also note that during Peak Season (May to September) it may be that we are unable to offer you a vehicle for less than one week owing to demand. We will however try to oblige where possible, as there may be cancellations, so please contact us for further details.

For extended Hire periods we are able to offer the following discounts:

3 weeks - 5%
4 weeks - 10%

INSURANCE

The van is Comprehensively insured for the contracted Hire Period only. Hirers should note that they are not covered should the van not be returned at the stipulated date and time.

Please note that the insurance is for the van, its equipment, fixtures and fittings only. Personal possessions are not covered and **we strongly recommend that Hirers arrange their own travel insurance to separately cover effects.**

COLLECTION AND RETURNS

Vehicles are available for collection on a Friday from 3pm.

Hirers are expected to return vehicles by 10am latest on a Friday, unless agreed otherwise. Late returns will be charged as an extra day at our prevailing daily rate.

No refunds will be made for vehicles returned earlier than the Hire Period.

DEPOSIT REFUNDS

Security Deposits will be returned in full provided the vehicle is returned clean and tidy with full inventory, without damage, on time, and with a full tank of fuel. Refunds will be made within 24 hours of the return of the vehicle following cleaning and full inspection.

CANCELLATION

In the event that you wish to cancel a booking:

6-4 weeks prior to departure – 50% hire charge will be refunded.

Less than 4 weeks prior to departure – no hire charge will be refunded.

Hirers are advised to arrange their own holiday insurance to safeguard against such losses.

In the event of cancellation by South West Camper Hire:

South West Camper Hire will offer a full refund if a vehicle reserved is not available due to accident, breakdown or other circumstances beyond our control. In this event the Hirer shall have no claim of any kind against the owners. **You are advised to take out holiday insurance to cover these eventualities.**

South West Camper Hire reserve the right to cancel the Hire in the event of invalid driving licences, or if our Terms and Conditions are not met. The cost of the Hire will not be refunded in this instance.

VEHICLE CONDITION

In accepting delivery of the vehicle the Hirer shall be deemed to have admitted at the commencement of the hire term that the vehicle is in good repair, running order and clean, and to have undertaken to return it to the owners in the same condition (excluding fair wear and tear). There shall be no refund or abatement of the hire charge for any period that the vehicle shall be out of service during the hire period, nor will the owners be responsible for the cost of a replacement vehicle, alternative accommodation or transportation of any kind.

FUEL, OIL AND TYRES

Vehicles are supplied with a full tank of fuel and should be returned full. The Hirer is responsible for maintaining the correct level of engine oil and coolant. Failure to do so may result in engine damage, for which the Hirer will be responsible. Tyre damage of any kind is the Hirer's responsibility.

ACCIDENTS

In the event of any accident, the Hirer must notify South West Camper Hire immediately. An accident report form must be completed and returned to the owners at the end of Hire Period. The Hirer is not authorised to instruct any repairs without the permission of the owners.

BREAKDOWN

We provide AA Repair and Recovery Services in the unlikely event of an accident or breakdown. We will advise you of this procedure when you collect the van.

Whilst we make every effort to ensure our vehicles are in full working order – we cannot accept liability for consequential losses or claims arising from breakdown, accident or other cause. We will, however, do our utmost to provide you with a replacement vehicle, subject to availability.

DAMAGE

Damage to the interior of the vehicle, living or cooking equipment, window blinds, elevating roof and any equipment on hire will be charged to the Hirer in all cases, howsoever caused.

LOSS

No claim by the Hirer will be considered in respect of any loss or damage to personal belongings or effects of the Hirer or any person or persons.

THE HIRER

Shall not carry more passengers than the seating capacity of the vehicle, or allow it to become overloaded.

Shall not use the vehicle for carrying passengers or goods for hire or reward.

Shall not, without written consent from the owners, remove the vehicle from the UK mainland.

Will be responsible to the owners for the cost of making good any damage caused to the vehicle by improper treatment.

South West Camper Hire reserve the right to vary the rates, terms and conditions of hire, and to refuse to hire to any person without explanation or prior warning.