

# **Campers In Cornwall LLP**

## **Standard Terms and Conditions of Hire**

We aim to run the business to provide people with the best vehicles we can for their holiday. To do this we need time to clean and check the vans before they go out again, therefore we need the campers back by the agreed time of .....

If the van is not returned by the above time you will incur late return fees of £100 for a split screen and £75 for a bay window. A late return will invalidate your insurance and you will be fully liable for any costs.

We require the van to be returned with a full tank of petrol. There is a petrol station less than 3 miles away as shown on the map in van. If the van is returned without a full tank we will withhold the cost of the petrol plus £20 for our time.

The damage deposit of £750 covers the excess on the insurance, this will be due if you damage the van, or the contents, or someone else does whilst you have the van out on hire. The excess will become due at the time of the damage. We suggest that you take out personal travel insurance as our insurance does not cover your personal possessions. You can reduce the excess to £200 by paying a damage reducing fee of £5.50 per day (or part thereof), this is due before you start your holiday.

I/We will pay the £750 / £200 insurance excess in the event of each accident or incident causing damage to the van or to a third party during the hire period.

If you are leaving a vehicle on our premises, we cannot accept any responsibility for any damage or loss to your vehicle or its contents. Vehicles are left at owners risk.

You must inform us in writing prior to renting the van if you are intending to travel outside of the UK. You will be required to purchase European roadside assistance with recovery back to Meadow Cottage, Menagissey, Cornwall at your own expense.

You must inform us verbally if you are intending to travel outside of Devon and Cornwall.

The non refundable deposit of £150 reserves the van for a period of 1 week or less for the dates agreed.

The balance will be due 28 days prior to the hire period and will be non refundable if the customer cancels their holiday. We suggest that travel insurance is taken out to protect against illness or unforeseen circumstances as Campers in Cornwall cannot accept liability for any change in holiday plans once the balance has been paid.

If the balance is not paid prior to 28 days before the holiday then we assume that the reservation is cancelled with the deposit of £150 being forfeited by the customer.

The price agreed includes insurance for one driver aged between 25 and 70 with a clean UK licence.

Campers in Cornwall warrant that the vehicle is fit for hire and road worthy. In the event of a breakdown or any issues please report these immediately to Campers in Cornwall. We will attempt to make running repairs, failing that we will offer a substitute vehicle for the remainder of the hire, if a substitute is unavailable we will refund the hire costs for the outstanding unused rental period. We will not be liable for any additional costs incurred such as travel or accommodation costs. Campers in Cornwall must authorise, prior to expenditure, any repair bill in excess of £50, we will refund any repair bill less than £50 when you produce a valid VAT receipt.

We will not refund any monies where the vehicle is bought back early due to factors outside of our control, ie weather, accident, theft or your personal circumstances.

You agree that the vehicle will only be driven by those persons authorised by us and those persons will be fit to drive as prescribed by current road traffic legislation. The authorised drivers will drive in a cautious, prudent manner on sealed tarmaced roads unless you are on the campsite grounds where you are staying the night.

Any fines or points incurred whilst the vehicle is on hire will be the responsibility of the hirer, except where caused by the fault of Campers in Cornwall.

You agree that the vehicle will only be alone when it is left locked with the key not left in the vehicle (with the steering wheel security lock applied), with all windows secured and valuables hidden away and with the radio face plate removed. You will be liable for any loss or damage incurred as a result of negligence in securing the vehicle, this will not be limited to the damage excess.

The hirer will be liable in full for any costs associated with the use of incorrect fuel or damage to the vehicle or third parties caused by failure to assess the height of the vehicle and striking overhead or hanging objects, or not attaching luggage, cycles or boards securely.

Smoking is not permitted anywhere inside the vehicles or awnings, pets are allowed at the discretion and with the prior knowledge of Campers in Cornwall. Any additional cleaning costs or replacement of upholstery due to pets or smoking will be recharged.

Campers in Cornwall reserve the right to refuse to release the vehicle if the hirer appears to be unfit to drive or fails to produce the required paperwork (paper version of the driving licence). If we become aware that you, or your guests, are negligent or abusive to the van during the hire period we reserve the right to retrieve the van, at your cost, with no refund for loss of hire days to you.

Our insurance policy protects us and any authorised driver against legal claims from any other person or death or personal injury or damage to any other person's property caused by the use of the vehicle on the road, on condition you report all such incidents to us during the hire period or on return of the van (and you are using the vehicle within the terms and conditions and those of our insurance company). In the event that any third party suffers death, personal injury or damage to property caused by use of the vehicle which involves a breach by you or any authorised driver of any of the terms and conditions of this agreement, and that of our insurance policy, you agree to reimburse us if we are obliged to compensate (a) the insurers for any payment they make to a third party on your behalf and / or (b) any third party.

The hirer agrees to sign our insurance companies standard terms and conditions prior to taking a van out, these can be viewed on line or are available on request.

We reveal your identity to our insurance company.

Please sign below to indicate you have read and agreed to our terms and conditions.

Signed ..... Date .....

Campers In Cornwall LLP

Registered in England and Wales Company Number OC316225

Registered Office: Meadow Cottage, Menagissey, Mount Hawke, Truro TR4 8DQ