



coast2coast  
camper hire

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### coast2coast camper hire Terms & Conditions

coast2coast camper hire will only rent our campervans, (incorporating our booking form and subject to our rental agreement) to you the hirer, on the following terms and conditions.

When accepting our terms and conditions, you are agreeing to adhere to all of coast2coast camper hires terms and conditions completely and wholly.

When accepting and signing the following terms and conditions, an agreement is being entered in to between coast2coast camper hire and the person/persons completing and signing the terms and conditions and booking form.

Throughout the terms and conditions of coast2coast camper hire, the following shall apply:

**We/Us/Our** – coast2coast camper hire

**Hirer/You/Your** – Person/persons responsible for booking the coast2coast camper hire holiday and completing the booking and terms and conditions form

**Campervan/vehicle** – The VW campervan hired to you under this agreement, including any substitute vehicle hired to you (please see section 8).

#### 1. Booking

The hirer and all drivers must complete the coast2coast camper hire booking form and also sign a copy of our terms and conditions. Your chosen holiday dates will be provisionally booked until we have received your signed terms and conditions, booking form and a non-refundable deposit of £100.00. Once we have received the non-refundable deposit, your dates will be secured and a holiday confirmation email will be sent to you from coast2coast camper hire. The non-refundable deposit can be paid either by cheque or by card. (Please advise us if you wish to pay by card and an invoice with a link to pay will be sent to you via email).

Please note, if booking less than 42 days before the start of the hire period, 100% of the hire charge is due at the time of booking.

#### 2. Payment

The remaining balance of the hire cost must be paid in full at least six weeks prior to your hire dates.

#### 3. Cancellation

If once you have received your coast2coast camper hire holiday confirmation, you need for any reason to cancel your holiday, the following charges will apply:

Cancellation over 6 weeks before start of hire

- Loss of £100.00 deposit

Cancellation over 3 weeks, but less than 6 weeks before start of hire

- Loss of 50% of the total hire charge

Cancellation less than 3 weeks before start of hire

- Loss of 100% of the total hire charge

#### 4. Collection & Return times

Collection time for all vans is 3:30pm please allow approximately 30 minutes for the handover.

Your van must be returned by 10:30am on the last day of your holiday.

Please bear in mind that charges will be made for any campervan returned late and therefore, on the last night of your holiday, you are advised to stay somewhere with an appropriate travelling distance, giving yourself plenty of time to return your van to coast2coast camper hire.

#### 5. Late charges

coast2coast camper hire must be notified immediately, if you are going to be returning your campervan late.

As the late return of a campervan can severely impact on the next hirers holiday, the following late charges apply.

£30.00 charged for every hour, or part of hour that you are late.

eg. If you return a van late at 11:45am you will pay £60.00 in late charges.

#### 6. Petrol

Our campervans will leave coast2coast camper hire with a full tank of **UNLEADED** petrol and must be returned with a full tank, approximately £60 from the reserve. Please take care not to overfill the tank as this will result in a fuel leak.

Any shortfall in petrol will be taken from the security deposit, along with an additional £25.00 charge for the inconvenience caused. Please note that the nearest petrol station to coast2coast camper hire is located at Exeter services.

#### Mileage

Mileage is unlimited but travel is restricted to the counties of Cornwall, Devon, Somerset and Dorset while in your rental campervan.

Travel outside of these counties would be considered, please contact us for more information.

#### 7. Unavailability of your chosen van

In the event of your chosen campervan being unavailable for collection at the start of your hire period due to unforeseen circumstances, coast2coast camper hire will endeavour to find a suitable replacement vehicle, However, if it is not possible to get a replacement vehicle, or you are not satisfied with the alternative, our liability is limited to a full refund of the monies received for the hire charge.

We accept no responsibility for loss of money through travel expenses, accommodation or any other means.

If you decide to rebook your holiday for another date, you will be offered a discounted hire charge at the discretion of coast2coast camper hire.

#### 8. Smoking

All coast2coast camper hire campervans have a strict no smoking policy. Under no circumstances should smoking take place in either the campervan itself or in the drive away awnings. Any damage found to be a result of smoking in the vehicle or awning, will be paid for by the hirer. This includes any extra cleaning and valeting costs that subsequently may be incurred.

#### 9. Candles

Under no circumstances are candles to be used in either the campervan itself or the awning. Any damage found to be caused by the use of candles will be paid for by the hirer, including any extra cleaning and valeting costs.

#### 10. Pets

All coast2coast campervans have a strict no pets allowed policy.

#### 11. Cleanliness

All campervans will leave coast2coast camper hire clean and tidy. It is your responsibility to return your van in the same condition, if your van is returned and requires more than our standard level of cleaning (e.g. Professional valeting to remove stains etc), you will be charged £50.00 to cover these costs.

#### 12. Care and maintenance of the campervan

#### 13. Use of your campervan on the road

\* Whilst driving your coast2coast camper hire van you are expected to drive in a careful and considerate manner, obeying all aspects of the highway code, observing height/weight/speed restrictions and showing respect to other road users.

- \* You must only carry the same number of passengers as there are seatbelts.
- \* Children and babies must be in the appropriate car seats for their age/group, as required by law. (Please note, we do not provide car seats)
- \* Always ensure the keys are removed from the ignition and all doors locked when leaving the vehicle. You will be liable for any losses resulting from failure to do this.
- \* You must not exceed 60mph in the van at any time. Failure to observe this speed restriction can result in overheating and damage to the engine, both of which you will be liable for.
- \* You must look after the keys. If you lose them, you will be liable for the cost of obtaining replacements and any costs incurred if the van is stolen or any of the contents belonging to us.
- \* You will be responsible for any damage caused to the campervan because of failure to assess the height, length and width of the vehicle.
- \* You must not drive off road, on unsurfaced roads, or on roads unsuitable for the vehicles (recognised campsite roads being the exception to this).
- \* Vans with a "pop top" roof, must only have their roof elevated when the vehicle is stationary. Under no circumstances must the vans be driven with the roof elevated.

#### **14. Use of the equipment in the van**

You will use all equipment on board with due care and respect, strictly adhering to the operating instructions for the cooker, fridge and 12v electric hook up. Please refer to the vehicle handbook found in your van. Any damage caused by the misuse of the cooker or fridge must be paid for by you.

coast2coast campervans come fully equipped for your ease and enjoyment. Please respect all equipment in your van, and on return, make us aware of any damage or breakages. You will be liable for any costs incurred.

#### **15. Breakdown**

All coast2coast campervans are covered by AA breakdown relay. In the event of a breakdown, please refer to the vehicles on board handbook for information on what to do.

In the unlikely circumstance of your campervan breaking down and the problem being unable to be repaired within a realistic time scale, we will endeavour to bring you a replacement vehicle to enable you to continue with your holiday. However, if this is not possible, our liability is limited to refunding you for any remaining full days holiday that you have.

Please note, we will only give a refund/replacement vehicle if the breakdown is not due to the actions of the hirer. For example, if the breakdown is found to be caused by exceeding 60mph, no refund will be given.

We will not be liable for any of your costs in the event of a breakdown, eg, telephone calls, accommodation, travel etc. These costs will remain your responsibility.

#### **16. Accident**

In the event of an accident, you agree to co-operate with coast2coast camper hire and our insurers in handling any claim or subsequent legal proceedings, arising from the accident, including providing any necessary evidence and information, and attending court if required.

Please note coast2coast camper hire are not liable for any of your costs incurred as a result of an accident, e.g. telephone calls, accommodation, travel etc. These costs remain your responsibility.

#### **17. Security Deposit**

On collection of your campervan, a security deposit of £500 must be paid by cash or cheque. If you wish to pay the security deposit by cheque, we will require the cheque 14 days before the commencement of hire, in order for the funds to clear. The security deposit will be refunded to you within 7 days of the end of hire, if all coast2coast terms and conditions have been met. coast2coast camper hire reserve the right to withhold any monies from the deposit for late charges, lack of petrol, broken/missing items, extra valeting etc.

You irrevocably agree to us deducting the charges from the security deposit. A full list of any charges will be forwarded to you, and if the security deposit does not cover the cost of these charges, you agree to pay any additional costs.

#### **Insurance**

All vans have comprehensive insurance for the first driver on the insurance form. Any additional drivers included on the insurance form will also have comprehensive insurance; there will however be a charge of £5.00 per extra driver, per day for additional drivers to be covered by the insurance.

On collection of the van, all drivers named on the insurance/booking form must present both the paper and laminate card parts of their driving licence, along with one further form of identification, e.g. utility bill or passport.

\*The van shall **not** be let out or driven by:-

Hirers under 25 or over 75 years of age or as otherwise agreed by the insurer.

Persons who do not hold a full valid British or EU Driving Licence for at least 24 months, unless otherwise agreed by the insurer.

Persons who have less than 24 months recent regular driving experience of a motor vehicle, unless otherwise agreed by the insurer.

Persons who have been convicted of a motor offence in connection with the driving of a motor vehicle or motorcycle and/or have had their driving licence endorsed or suspended or penalty points imposed. (Parking and not more than two speeding offences in the past three years may be ignored. "Spent" convictions, covered by the Rehabilitation of Offenders Act 1974 may be disregarded.

Persons who have any mental or physical defect or infirmity or suffers from fits, diabetes or any heart complaint.

Persons who have had their insurance declined and/or renewal refused and/or special insurance terms imposed as a result of claims experience and/or have had their insurance or cover cancelled by any Motor Insurer.

Persons who are not British or EU citizens, unless they have had three years recent and regular driving experience of a motor vehicle, other than a motorcycle, in the United Kingdom.

Persons engaged wholly or partly in professional entertainment or professional sports person.

Jockeys and persons connected with racing of any sort.

Undergraduates and/or students under 25 years of age.

Persons who, whilst driving, have been involved in more than one accident in the past three years.

Service Personnel, other than persons born in the United Kingdom.

\*The insured vehicle shall not be used for carriage of goods of an explosive, dangerous or hazardous nature, or for the carriage of goods or passengers for hire and reward and any other form of profit or remuneration.

\*The insurance on the van is limited to 50% of any claim as a result of fire caused by either cooking or heating. In these circumstances, you will be responsible for the remaining 50% of any claim in the above circumstances.

**Please Note** If an insurance claim is made, you are responsible for a £500 excess.

18. **Customer car parking**

You are able to leave your car at our campervan collection/drop off point for the duration of your holiday rental period. However, coast2coast camper hire accept absolutely no responsibility for your vehicle and it is left entirely at your own risk.

19. **Title to vehicle**

The hirer acknowledges that coast2coast camper hire retains title to the vehicle. The hirer does not have any right to pledge coast2coast camper hire credit in connection with the vehicle, agreeing not to sell, assign, sublet, lend, pledge, let, hire or part with vehicle.

20. **Personal data**

When you book your campervan, we obtain personal information such as name, credit/debit card number, email address, home address and other information. We may notify you of special offers or promotions. If you don't wish to receive such information, please contact us to have your details removed from our database. Your details will not be passed to any other company, other than for the purposes of the insurance cover.

21. **Breach of terms and conditions**

Coast2coast camper hire may terminate your hire agreement and repossess the vehicle, charging the hirer, if you are found to be in breach of any terms and conditions and/or if you have obtained the vehicle through fraud or you fail to return the vehicle on the due date. In these circumstances, no refund of the rental charges or security deposit will be made.

**PRINT NAME:** \_\_\_\_\_

**SIGN:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**Once completed please return to:**

coast2coast camper hire,  
Exmouth,  
Devon  
EX8