

## **Vanlife Rentals – Hire Terms and conditions:**

Upon checking the availability of the camper via the live calendar on the Van Life website, please call us or use the online booking system to make your payment and secure the booking on your chosen dates.

Vanlife Rentals will only rent our vehicle, (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 Vanlife rentals terms and conditions completely and wholly.

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

Throughout the terms and conditions of Vanlife Rentals, the following shall apply:

We/Us/Our - Vanlife Rentals

Hirer/You/Your - Person/persons responsible for booking the Vanlife rental and completing the booking and terms and conditions for Campervan/vehicle – The van hired to you under this agreement.

### **1. RATES, BOOKING AND PAYMENT CONDITIONS.**

- Once we receive your booking online, full payment is required and this will be taken via paypal, if you book on the website. If booked in person, this can be paid via Paypal, debit card or credit card.
- Payment is due immediately for the standard hire cost. Any extra drivers or pets will be taken for when the vehicle is collected.
- We accept cleared online banking transfers, Paypal and card payments.
- Prices and conditions quoted on our website and documentation are subject to change without notice.
- All prices are quoted and payable in UK pounds sterling. We are not responsible for any currency exchange rate charges or fees incurred.
- Once you have made your booking and paid your deposit, it is unlikely that the cost of your hire will change. This does not apply to invoice errors or omissions.

If you have to make changes to your booking we will do our utmost to accommodate any changes, but it may not always be possible. The price of your hire could be subject to change.

### **2. CANCELLATIONS**

- You may cancel your booking by contacting us by phone or email.

- Cancellations more than 8 weeks before your arrival date - 25% of total cost is payable
- Cancellations between 8 and 4 weeks before your arrival date - 50% of total cost is payable
- Cancellations between 4 and 2 weeks before your arrival date - 75% of total cost is payable
- Cancellations less than 2 weeks before your arrival date - 100% of total cost is payable
- We strongly recommend that you take out travel insurance at the point of booking to cover the event that you may have to cancel your booking or that your booking is cancelled due to an unforeseen event out of our control.
- In the unlikely event, due to any unforeseen circumstance such as an accident, damage, theft or “force majeure”, we reserve the right to make any necessary changes to your booking. We will aim to offer you another vehicle as close to your specification as possible if one is available. If the replacement vehicle is smaller or less well equipped, we will refund the difference in price. If the vehicle is larger than your original booking you will not be held liable for any higher rental charges. We will not be responsible for any costs or charges that you may incur from having a larger vehicle (such as increased ferry charges). If it is not possible to provide you with a suitable replacement vehicle we will refund your hire in full. We regret that we cannot accept responsibility or pay any compensation or expenses where we have not been able to provide a suitable alternative for reasons beyond our control.

**3. COLLECTON AND 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 camper van 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 Vanife Rentals.

**4. LATE CHARGES** Vanlife Rentals must be notified immediately, if you are going to be returning your camper van late. As the late return of a campervan can severely impact the next hirers holiday, therefore the following late charges apply. £30.00 charged for every hour, or part of hour that you are late.

**5. FUEL** The vehicle will leave Vanlife Rentals with a full tank of DIESEL and must be returned with a full tank. Any shortfall in fuel 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 Vanlife Rentals is located at Asda, Brade Drive, Walsgrave, Coventry, CV2 2PN.

**6. MILEAGE** Mileage is limited to 1000 miles per hire period, unless it is over one week, where it is then limited to 1000 miles per week. Excess mileage will be charged at 15p per mile.

**7. UNAVAILABILITY** of your van In the unlikely event of the vehicle being unavailable for collection at the start of your hire period due to unforeseen circumstances, Vanlife rentals 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 Vanlife Rentals.

**8. SMOKING** All Vanlife rentals vehicles have a strict no smoking policy. Under no circumstances should smoking take place in either the vehicle 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 vehicle 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** - We welcome pets. We charge £30 per pet, per week. This is for additional cleaning. Pets must be disclosed on our Booking Form and only pets that we confirm are acceptable may be brought into the vehicle. All damage, however caused by your animals, will be charged to the hirer.

**11. CLEANLINESS** All vehicles will leave Vanlife rentals clean and tidy. It is your responsibility to return the van in the same condition. If the van is returned and requires more than our standard level of cleaning (e.g. Professional valeting to remove stains etc), you will be charged a minimum of £50.00 to cover these costs.

## **12. CARE AND MAINTANENCE**

Use of your vehicle on the road; Whilst driving the Vanlife rentals vehicle 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 seat belts.

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 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 camper van 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).

If the vehicle is fitted with an elevating roof, this must only be elevated when the vehicle is stationary. Under no circumstances must the vans be driven with the roof elevated.

You must pay due care and attention to your van whilst driving and stop immediately if there appears to be any sort of problem, e.g. warning lights on the dashboard or unusual noises and call Vanlife rentals immediately.

**13. USE OF EQUIPMENT IN THE VEHICLE** You will use all equipment on board with due care and respect, strictly adhering to the operating instructions for the appliances and 240v electric hook up. Please refer to the vehicle handbook found in your van. Any damage caused by the misuse of the appliances must be paid for by you. Vanlife rental vehicles 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.

**14. BREAKDOWN** All Vanlife Rentals vehicles are covered by breakdown assistance. In the unlikely event of a breakdown, please refer to the vehicles on board handbook for information on what to do.

In the unlikely circumstance of your camper van 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 70mph, 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. If you incur any minor repair bills we will give you a refund of up to £50, subject to prior approval from us. You must produce your valid vat receipt on the completion of your hire. All repairs costing in excess of £50 must first be authorised by Vanlife rentals PRIOR to the work being undertaken

**15. ACCIDENT** In the event of an accident, you agree to co-operate with Vanlife Rentals 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.

You must not admit to any liability, release any party from liability, settle any claim or accept any disclaimer in the event of the accident, but should take the names and addresses of everyone involved, including witnesses. Please note Vanlife Rentals 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. Please refer to the vehicles on board handbook for information on what to do in the event of an accident.

**16. SECURITY DEPOSIT** A security deposit of £1200 must have been paid by card or bank transfer when you collect your vehicle. The security deposit can also be paid by cheque, but in this circumstance, 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 Vanlife Rentals terms and conditions have been met. Vanlife Rentals reserve the right to withhold any monies from the deposit for late charges, lack of fuel, broken/missing items, damage 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.

**17.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 £15.00 per extra driver, per hire for additional drivers to be covered by the insurance.

On collection of the vehicle, 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 proof of address eg. recent utility bill (no more than 60 days, not a mobile phone bill and not insurance). The driving license will also be checked online, so we will also need you to provide you National Insurance number.

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

- Hirers under 21 or over 79 years of age or as otherwise agreed by the insurer.
- Hirers aged 21 to 22 unless a full, valid UK or EU license has been held for 2 years and prior authority has been given by insurers.
- 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 more than 6 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 had there insurance declined and/or renewal refused and/or special terms imposed as a result of claims experience and/or had had their insurance or cover cancelled by any motor insurer.
- Persons who have any mental or physical defect or infirmity or suffers from fits, diabetes or any heart complaint.
- 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.
- Foreign Service Personnel, other than persons holding a full UK/EU license for 2 years or more.

The Insured vehicle shall not be used for the carriage of goods of an explosive, dangerous or hazardous nature or for the carriage of goods or passengers for hire and reward.

The insured vehicle(s) shall be driven only by the Hirer or other permitted driver who has completed and signed a hirer drive proposal (by each hirer or other permitted driver). Such proposal shall be forwarded on request to the Insurers. The proposal must be fully completed by the Hirer or other permitted driver in all respects. In addition to the usual declaration and warranty contained in the proposal, the following declaration shall appear on the proposal, namely: - "I further agree to be bound by the terms and conditions of the Insurance which I have seen and read or have had the opportunity to see and read". If the statements and particulars in the proposal are in the handwriting of any person other than the Hirer or other permitted driver, such person shall be deemed to have been the Hirer's or other permitted driver's agent for the purpose of completing the proposal form.

**Please Note If an insurance claim is made, you are responsible for a £1000 excess.**

**18. CUSTOMER CAR PARKING** You are able to leave your car at our vehicle collection/drop off point for the duration of your holiday rental period. However, Vanlife Rentals accept absolutely no responsibility for your vehicle and it is left entirely at your own risk and keys must be left in case of an emergency.

**19. TITLE OF VEHICLE** The hirer acknowledges that Vanlife Rentals retains title to the vehicle. The hirer does not have any right to pledge Vanlife Rentals 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 vehicle, 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** Vanlife Rentals 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.

**22. TRACKING DEVICE** All vehicles on the Vanlife rentals fleet have a tracker fitted for theft purposes. This can also be used to check the live vehicle location. This will only be used in the event of an accident, breakdown or if the vehicle is not back by the return time/date.

**23. TOWING/OTHER USES** It is not permitted to tow or push any vehicle, trailer or other object or take part in any race, rally, test or other contest

**24. PROPERTY LEFT IN THE VEHICLE** The hirer understands that Rising Sun Camper hire are not liable to you or any authorised driver or passenger for loss of or damage to property left in the vehicle either during or after the hire period unless such loss or damage results from our negligence or breach of this Rental Agreement. Such property is entirely at your own risk.

**25. GAS** - Gas is provided for the appliances on board. We will meet the cost of one additional cylinder of gas on production of a valid vat receipt.

**26. LOSS OR DAMAGE** You will be liable to us for all losses and costs incurred by us in the event of loss, damage to or theft of the vehicle, its parts or accessories, while on rental if this damage, loss or theft involves deception of the hirer or another party, or as a result of the keys remaining in the vehicle whilst it is unoccupied, or was caused intentionally by you or your party. Your liability may include the cost of repairs, loss in value of the vehicle, loss of rental income, towing and storage charges and an administration charge, which recovers our costs for handling any claim arising from damage caused to the vehicle unless responsibility for the damage lies with us or has been determined by a third party or their insurers to lie with the third party. You will be liable for the loss or damage to any in car entertainment equipment - cover for these items (i.e. the CD player) is not provided by our insurers.

**27. LIABILITIES** Hirers are personally liable for all road tolls, fines and legal penalties (e.g., parking tickets, speeding) which are incurred during the period of the hire. Any charges subsequently notified to us, will be immediately invoiced to the hirer and we will require payment within 14 days. If we are still holding your security deposit at this time, we will deduct this sum from that or charge it to your credit card. By signing this agreement, you agree to accept this.

**28. COMMON SENSE** You must use the vehicle and its contents responsibly and comply with our instructions and health and safety guidelines. Where no instructions or advice or guidelines are given you must assume that 'normal' and 'common sense' rules apply.

**29. TRAVELLING ABROAD** Vehicles on hire from Vanlife rentals are permitted to travel into Europe, as long as prior authorisation is given.

This is limited to: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, [Romania](#), Slovakia, Slovenia, Spain, Sweden, Andorra, Iceland, Norway, Serbia and Switzerland.

**30. PHOTOGRAPHS** Any pictures of vehicles owned by Vanlife rentals shared on social media can be used by Vanlife rentals for marketing purposes. Please state at the time of booking if you do not wish us to use them.

**31. WHOLE AGREEMENT** These Terms and Conditions override and supersede all previous versions and any previous course of dealing between the parties and incorporate the whole agreement together with any insurance conditions notified to you at the time of hire or collection. In the event of any inconsistency between these Terms and Conditions and any other of our literature, whether found in our brochure or on our website or otherwise, the provisions of these Terms and Conditions will prevail.

**32. RIGHTS** The rights and obligations contained in these terms and conditions govern your use of our vehicle and are not transferable by you. You acknowledge that the vehicle is owned by us and that any attempted transfer or sub rent of the vehicle by anyone other than us is prohibited and a criminal offence. We permit you to use the vehicle on the terms and conditions of this rental agreement only.