

MOTORHOME STAYCATIONS TERMS & CONDITIONS – MAY 2023

Thank you for your booking with Motorhome Staycations. We want to ensure that your trip is as stress-free as possible so please take time to read our terms & conditions plus our motorhome manual for further information.

“You” or “hirer” means the hirer of the vehicle and “us” or “we” means Motorhome Staycations. Vehicle means the vehicle you are hiring for your trip. Hiring party means you and any extra drivers.

INSURANCE REQUIREMENTS FOR BOOKING A MOTORHOME – PLEASE READ THIS BEFORE MAKING THE BOOKING

Before you make a booking with Motorhome Staycations, please ensure you read the following.

- The minimum age for driving is 25 up to the age of 70.
- If driving in Europe, you will need to have a VE103 Certificate which is the only legal requirement needed to drive a leased vehicle abroad.
- The Hirer must have a valid driver’s licence and be recognised in the country where the motorhome is to be driven to. Plus, the driver’s licence permits driving the rented vehicle. You also need 2 years of driving experience for a manual vehicle.
- The hirer has not been convicted (nor have they been convicted in the 5 years prior to registering as a hiring party) from driving under the influence of alcohol and or narcotics, reckless driving, driving without insurance or insurance fraud or any other reason.
- The hiring party has not been involved in more than 1 fault or damage claim/incident by a fault in the 5 years prior to the hire date. If you have either fault or non-fault, please provide details.
- The hiring party has not excluded/voided or refused any insurance for any reason, not just due to convictions. There is no time period for this as we have to be made aware of any policies that meet this criteria.
- Anyone driving the vehicle does not use any medication that could affect their ability to drive and does not suffer from any disabilities or conditions with may impair their ability to drive or the legality of doing so. Any medications or medical conditions that are legally bound to be reported to the DVLA, also need to be declared to us. This could occur additional costs due to a higher insurance premium.
- MOTORHOME STAYCATIONS reserve the right to check any driver’s licences with the DVLA and will request a share code. This information will be destroyed 2 weeks after the booking date has finished and the vehicle has been returned.
- If you have up to 6 points you are covered. Over 6 points you will be liable to a further £500 excess. Please declare this to us.
- MOTORHOME STAYCATIONS LTD reserves the right to decline a booking from the hiring party based on failure to meet the above terms and terminate any booking without a refund.

RENTAL AGREEMENT OBLIGATIONS

The rental agreement applies once a booking has been made and the deposit has been made to the owner. Once this has been received by the owner, the following terms become applicable.

- A complete itinerary will be carried out before your departure date and again once the vehicle has been returned, to be signed by the hirer and the owner.
- The owner will go through all the necessary information you require to ensure you are able to use the equipment.
- The hiring party will ensure the motorhome is operated solely by those with permission to do so by the owner. The hiring party will not exceed the number of passengers that can be legally seated in the vehicle.
- No smoking is permitted in the vehicle.
- Seatbelts are to be worn at all times and young children should be in the correct car seat.

- Please note that there is a tracker on the vehicle and MOTORHOME STAYCATIONS reserves the right to check the tracker. The tracker will also inform us off any speeding.
- Although MOTORHOME STAYCATIONS will ensure the vehicle has oil and coolant etc, it is your responsibility to ensure these levels are maintained on your trip. Please check the tyres, oil, etc.
- Should there be any damage to the vehicle it is your responsibility to notify the owner.
- If you wish to take a dog, we will only allow small dogs. Dogs are not allowed on the furniture or bedding.
- The owner reserves the right to prevent the hiring party from taking possession of the motorhome in the event that the owner has reasonable suspicion that the hiring party does not meet the terms listed above, is unable to operate the motorhome safely, is unable to produce a valid driver's licence.
- Should you be involved in an accident regardless of fault, you will need to take photographs, provide us with a statement, take the details of the other driver involved and any witness statements. Make a note of the name of the road where the accident occurred. Once everyone is safe, please ring MOTORHOME STAYCATIONS as soon as possible. Failure to fill out and obtain the correct information could result in the hirer being liable for the full amount of the damage.
- We suggest the hirer and group have their own personal travel insurance.
- MOTORHOME STAYCATIONS is not liable for any loss or damage to your personal property.
- You must not drive the vehicle "off road" other than using a reasonable access to a campsite. Should you become stuck at any time, you will be responsible for recovery costs, as breakdown cover is for roadside assistance only.
- You must not sell, rent lend or dispose the vehicle or any of its parts, you must not give anyone legal rights over the vehicle. The vehicle remains the property of MOTORHOME STAYCATIONS at all times.

Once you have booked a vehicle, to secure this for your holiday dates you will need to pay a 25% deposit. Once the deposit is received, the contract is binding. The deposit can only be paid via BACS. The remainder of the balance needs to be paid 14 days before the collection date. Failure to make the final payment will result in the termination of this contract. After the deposit has been received by us, we will require some documentation to be filled out by you, stating your holiday dates, destination, etc. We shall also require a Damage/Security deposit which will be refunded to you, no later than 72 hours after you have returned the vehicle.

DAMAGE/SECURITY DEPOSIT

DAMAGE/SECURITY DEPOSIT IS £1500 FOR ALL VEHICLES TRAVELLING IN THE UK ONLY / £1850 FOR ALL VEHICLES TRAVELLING TO EUROPE

The hirer agrees that the security deposit, can be used after the rental agreement has expired, to pay any additional costs to the owner. This can also be used in the event of a claim or damage to pay the vehicle excess. The damage security deposit is fully refundable 72 hours after the vehicle has been returned to us. In some cases, we may make certain deductions which are as follows:

- Damage to exterior bodywork, windows, mirrors, tyres. Should the vehicle be in an accident, and you are at fault you will lose the entire deposit. In this case we need to be notified immediately. You may need to pay extra costs if your deposit does not cover the repairs/costs to us.
- Undue care or accidental damage to the interior of the vehicle, you will be charged the cost to replace and labour costs.
- Failure to leave the vehicle clean and tidy, in an acceptable state, will incur extra charges of £50.
- The owner shall make sure there is a full tank of fuel for the booking date, and you will make sure the vehicle is returned with a full tank of fuel. Failure to fill the tank will cost a £100 admin fee plus a full tank of fuel.
- Please empty the toilet cassette otherwise a charge of £100 is applied.

- You are liable for any parking fines, speeding tickets, congestion charges. If the security deposit has been repaid to you, we reserve the right to charge you plus an admin fee of £25. Failure to pay the fines, will result in us informing the correct authorities with your contact details.
- Replacing lost keys / replacement locks will be charged in full should you lose the keys plus recovery of the vehicle if the keys cannot be found.
- If you are delayed in returning the vehicle, we reserve the right to charge you £50 per hour, starting 30 minutes after the agreed drop off time. To avoid this charge please let us know if you are running late.
- If motorhome keys are left unattended by the hirer resulting in the theft of the motorhome, then the hirer is liable for the total retail value of the motorhome,
- If you do not use the wheel clamp/steering lock clamp and alarm and the vehicle is stolen, you are liable for the total retail value of the motorhome.
- Cylinders will be provided and must be returned. Failure to do so will cost the replacement of the cylinder plus a £25 admin fee.
- Cylinders will be provided and must be returned. Failure to do so will cost the replacement of the cylinder plus a £25 admin fee.
- You are responsible if the vehicle is impounded for any reason and will be liable for all costs.
- There is a charge for loss of keys and any costs to recover the vehicle should the keys be lost.
- Mattress protectors are provided – soiled mattresses will be charged at £100 per mattress.
- If a deduction is to be made, MOTORHOME STAYCATIONS, will provide evidence via, signed agreements, paperwork and photographs. In some cases, we may need to submit an invoice to you for any damage charges caused by your group.

CANCELLATION CHARGES

- The security deposit will be refunded in full if you cancel your booking.

Within 1 day prior to departure:	100%	of the rental fee
Within 1 week prior to departure:	90%	of the rental fee
Within 2 weeks prior to departure:	70%	of the rental fee
Within 6 weeks prior to departure:	50%	of the rental fee
Within 10 weeks prior to departure:	25%	of the rental fee
Between 10-24 weeks prior to departure:	15%	of the rental fee
More than 24 weeks prior to departure:	10%	of the rental fee

ADDITIONAL TERMS

- MOTORHOME STAYCATIONS reserves the right to vary rates and conditions at any time.
- Terminate the contract and repossess the vehicle at any time due to breach of these terms and conditions, misuse, damage or accidents.
- In any event, beyond our control, i.e., theft of a motorhome, accidents or weather conditions or any other reasonable or circumstance, if we cannot supply you with the motorhome, we will endeavour to contact you straight away. If we cannot

supply the vehicle, you will be entitled to a full refund of all monies paid, but this will not apply to any campsites, events or travel bookings or any other bookings made by you.

- **GDPR/DATA PROTECTION** For the purpose of the Data Protection Act 1984, MOTORHOME STAYCATIONS or any subsidiary thereof may hold and process the information given to or obtained. We reserve the right to retain certain personal documentation for a period of no more than 12 months, after which all documents will be destroyed in line with the GDPR policies.

HIRER

I “the hirer” have read, understood and agree to the above terms and conditions above. I understand that if I do not fulfil the terms stated I may lose some or all of my security deposit. I agree that the “owner” has been through the terms and conditions with me, and we have carried out an inspection of the vehicle on the inside and outside and have signed documentation to verify this.

Name (print) Signed Date

OWNER

I confirm that I “the owner” have read through the terms and conditions with “the hirer”. An itinerary has been carried out following an inspection with “the hirer” as well as an inspection of the motorhome inside and out. Any prior damage will be logged and signed by “the hirer” and “the owner”.

Name (print) Signed Date