

# Terms and Conditions

Your contact is with:

'Cumbria Campers'

Pomona,

Lowick Green

Ulverston,

Cumbria LA12 8DX

- Proprietor: Steve & Linda Neill
- The hire agreement forms part of these terms and conditions.
- The term 'Cumbria Campers' or 'us' or 'we' refers to Cumbria Campers.
- The term 'you' or 'hirer' or 'driver' refers to you the hirer.
- Please be advised if you do not adhere to the Terms & Conditions regarding Driver Age, Payment, Driving Licenses & history, Identification required and Rental Payment Terms when collecting the camper our Cancellation Policy will be enforced.
- Please read this agreement carefully. If there is anything you do not understand or do not agree with, please contact us at Cumbria Campers

## Insurance

- Drivers must be aged between 25-70.
- Must have a clean valid UK license and held for at least 2 years.
- Drivers with up to 6 points for speeding will be considered but a surcharge will apply. Please note that some occupations may also incur a surcharge.
- Before the day of hire you (and any additional drivers) need to provide a photocopy or scanned image of front and back of photocard driving licence. Please also provide a PDF of your on-line driving record available at <https://www.gov.uk/view-driving-licence> and a photocopy or scanned image of 1 utility bill.
- On the day of hire you (and any additional drivers) will need to bring your photocard driving licence, printed driving record and 2 original utility bills within the last 3 months with proof of address.
- Insurance only covers road liability and the van itself. This does not cover the contents or personal belongings. (Please take additional travel insurance to cover theft/loss of any belongings and personal injury of any kind).
- Insurance is only valid for the named driver/drivers for the duration of the hire.

## Excess

The hirer is responsible for a standard excess of £950 in case of accidental damage, fire, theft or third party damage. The hirer is fully liable for windscreen and tyre damage. Payment for the above will be charged to the credit/debit card used for payment to hire the vehicle.

(The hirer may want to take out insurance to cover this excess.)

## Fines and Liability

Drivers are responsible for any legal penalties e.g. parking fines, speeding tickets, incurred during the hire period.

## Additional costs

Will apply under the following circumstances

- Additional drivers.
- Driver with motoring convictions.
- Non UK driving license.

(These eventualities must be discussed at time of booking)

## Security/Damage deposit

A full inventory will be carried out prior to the rental in the presence of the hirer to cover both parties.

At the time of collection a security/damage deposit of £800 must be paid by credit card. This will

be returned to you in full after the rental provided the camper is returned on time, undamaged, fully fuelled, with a complete inventory and with a satisfactory clean interior and equipment. - Deductions will be made honestly and fairly for making good any damage to the vehicle and equipment that has occurred during your hire of the camper and the remainder will be returned within 7 days.

#### **Terms of rental are:**

- Collection -between 3.00pm & 5.00pm - please allow at least 30 minutes for the check in process and a run through the operating instructions. The camper must be returned by 11.00 am.
- The bus must be returned by the stated time, if not a late charge of £50 per hour will apply. It would be unfair to be late for the next hirer. Please note that the bus is NOT insured outside the contract of hire.
- Bus returned with a full tank of petrol, failure to do so will result in a charge for the fuel and also a £25.00 filling charge.
- Bus is clean and in the same condition as when rented out.
- Cooking appliances and utensils clean for use (a cleaning charge of £12.00 per hour will be applied to rectify).
- All items stated on the inventory are present and undamaged.

#### **Payment and Cancellation**

All prices include VAT at the standard rate. A non-refundable deposit of £150 is required at the time of booking. The balance is due 6 weeks prior to rental start date, or the full amount if within 6 weeks.

- If a cancellation is made between 6-3 weeks prior to rental 50% of the total rental cost (less deposit) will be refunded.
- If a cancellation is made within 21 days or under no refund will be given.
- There will be no refund in the eventuality of early return of vehicle e.g. illness, accident, theft.

Please make sure you have appropriate holiday insurance to cover any eventualities.

Cumbria Campers cannot be held responsible for adverse weather conditions affecting any hire.

#### **Rental restrictions**

- No one-way rentals.
- No smoking.
- One small dog permitted by prior arrangement, to be discussed at booking. Please note there will be an additional cleaning charge of £20.
- The number of passengers is limited to the capacity of the vehicle. (The number of seat belts ie. 2 inertia real in front and 2 lap belts in rear)
- Unleaded fuel only.
- Must not be driven over Hardnott or Wrynose Pass, or any other steep hill, please remember this vehicle is over 40 years old, not a modern car.
- There is a mileage restriction of 100 miles per day calculated on No. of days hire, excluding day of return. Example: pick up Friday drop off Monday, 3 days- 300miles. This is more than adequate for touring Cumbria and the Yorkshire Dales. If you wish to travel further, that's fine but there will be excess mileage charge of 75pence per mile thereafter.

#### **Using the bus**

The hirer

- Must not leave keys in the ignition or the CD fascia in view when not attended to prevent theft.
- Will be responsible for loss of keys.
- Will be responsible for using the correct fuel (unleaded petrol) and will incur any costs to rectify.
- Is responsible for not driving under the influence of alcohol and or drugs according to the law.

- Must not drive the bus off public roads.
- Must not drive the bus into rivers or the sea.

### **Breakdown**

- We have maintained the vehicle to recommended standard. We assure you that the vehicle is roadworthy and suitable for renting at the start of the rental period.
- In the unlikely event that you break down, all our vehicles have the benefit of full roadside breakdown cover.
- All our vehicles are in full working order and are regularly serviced by a VW specialist.
- We will not accept any liability for loss or claim as a result of a breakdown, accident or any other cause.
- If an unfortunate event, such as a breakdown, does occur, we will use our best endeavours to try and repair or replace the vehicle.
- Unless the vehicle shows any obvious signs of abuse we will refund you for any days hire lost as a result of a breakdown. Such refunds are entirely at our discretion.
- We cannot be held responsible for any other loss or cost incurred as a result of your trip being cut short for any reason.
- Due to the age of the vehicle(s), in the unlikely event of breakdown where the camper cannot be repaired for use, every effort will be made to provide a similar vehicle so that the journey can continue. If this cannot be done we will offer a partial refund (equal to the remaining days of the hire period). Cumbria Campers cannot accept responsibility for missed connections and/or functions however caused.
- Theft of the bus or equipment must be reported to the police and Cumbria Campers within 24 hours.

### **In the event of a puncture or damage to tyres or wheel.**

- You are liable for the cost of any wheel damage tyre damage or punctures.
- In the event that a tyre is returned damaged, at the end of your hire, it will be at our discretion whether to repair or replace it.
- If you have a puncture during your hire you may use the breakdown service to replace the tyre.
- You will arrange for the puncture to be repaired, or the tyre replaced, as soon as possible after the incident.

### **In case of an accident**

If you are involved in a motor Vehicle accident the following procedures should be followed:

- Obtain the names and addresses of third parties and witnesses. Report the accident to the police, regardless of estimated cost.
- Do not accept blame or insist the other party is at fault
- If possible photograph damage to all Vehicles involved and registration numbers.
- Phone our office within 2 hours. Tel: 01229 885399 or 07890 211637.
- At our office hand over any police reports or photographs, pay the damage excess charge (if applicable). We will ensure that an Accident Report is completed clearly and signed by the customer.
- Depending on availability, and at our discretion, we will endeavour to provide a substitute vehicle, subject to location, accident liability & remaining hire duration. Charges may be incurred by the client:
- You are responsible for making your own way to our depot to pick up a replacement vehicle, if we are able to offer one.
- We will endeavour to ensure any money due back to you is forwarded as quickly as possible, however 3rd party claims can take a long time to resolve.
- You agree to provide all reasonable assistance to Cumbria Campers in handling any claim including providing information and attending Court to give evidence.
- Note: under no circumstances should you attempt to start or drive a Vehicle that has been involved in an accident, roll over or submersion without our permission.

- Cumbria Campers cannot accept liability for any cost arising from any accident, theft or vandalism.

### **Care of the vehicle.**

The Volkswagen Camper is a classic vehicle. They are over 40 years old and should be driven with this in mind. Part of the attraction is the change of pace a Cumbria Camper imposes - acceleration comes eventually and top speed should be regarded as 55 mph! It may be tempting to exceed this given a downhill run and a following wind but please - don't. The engines will be reliable and go on and on provided they are not over stretched or over heated. We are now used to modern cars with huge service intervals but these old vans benefit from a daily check on the oil level and fan belt, please.

### **Maintenance**

- The hirer is responsible for conducting minor maintenance checks, throughout the hire period.

- Maintenance check includes:

- i. Correct tyre pressure
- ii Daily oil and a fan belt check.

- If you are unfamiliar with the location of any of the above parts or the correct procedure for checking, you should request a demonstration from us prior to departure. There is an information booklet within the camper.
- Please react immediately to any red warning lights illuminated on the dashboard. Pull over in a safe place and seek assistance. See roadside assistance documentation for details.
- The hirer is responsible for regular vehicle checks, failing to do so may result in damage to the vehicle. Any cost incurred as a result of neglect will be charged to the hirer.

### **Contact us**

In the event of any problems contact:  
Steve or Linda 07890 211637 or 01229 885399.

### **Governing Law**

This agreement is governed by the Laws of England. By signing the booking form I hereby accept the terms, conditions, rules and procedures specified in this document.