



RENTAL AGREEMENT

“Great Escape Campers” - Terms and Conditions for Vehicle Hire

Definitions

'Great Escape Campers' = Darren & Tammy Barnes or their representative's

'The Vehicle' = The VW Camper Van, DA69YZM

'This Agreement' = Great Escape Campers Terms and Conditions

'Rental Agreement' = Document listing terms of rental which hirer must adhere to.

'The Customer/Hirer' = The person or persons signing this agreement

'Security Deposit' = £500 (unless stated otherwise) which is equal to the insurance excess fee.

Booking and Reservations

To make a booking please contact us to check availability and price, this can be done in three ways

- E-mail
- Phone
- On-line booking enquiry form

We will send you confirmation of the booking with dates, costs, booking form & our Terms and Conditions. All customers are required to complete the booking form and return a signed copy of our terms and conditions to Great Escape Campers by either e-mail or post. At this stage a non-refundable booking deposit of £150 is payable by cheque, credit/debit card or bank transfer.



A security deposit will be required before departure (See section on Security Deposit)

- The balance of the hire charge is due 28 days (4 weeks) before the first day of hire. Should a booking be made with less than 28 days before hire, full payment will be required at time of booking.
- Once a booking has been confirmed our cancellation policy will apply (see section on Cancellation)
- Before customers can depart with the camper van on their day of hire, they must review and sign the Rental Agreement.
- By signing the Rental Agreement customers accept the conditions set out in the document which include, but are not limited to, conditions with regards to 'Your Responsibilities', 'Conditions for Using the Vehicle', 'Charges', 'Insurance' 'Maintenance' and 'Collection and Delivery of the Vehicle'.

Driver Requirements

All drivers must be aged between 23 and 70 and have held a full UK driving license or its International equivalent for a minimum of 2 years. Some exceptions to age can be made to these conditions by the insurer at time of booking and may incur a higher security deposit due to higher insurance excess.

All drivers must declare any driving convictions, accidents, insurance refusal, endorsements, disabilities or medical conditions prior to booking. In certain circumstances insurance may be refused or a surcharge be applied.

This is a manual vehicle and all drivers must have a license to drive manual transmission vehicles.

International visitors, it is your responsibility to enquire whether an international driving licence is required.

On collection of our camper van all drivers must be present & provide the following to verify driver's identity and validate the insurance criteria.



At least 7 days prior to the hire of our Campervan each driver must provide the following documentation.

- A copy of their driving licence (address & ID must be up to date)
- An online DVLA licence check. All drivers will need to provide proof of licence, permitted categories and any endorsements to their licence 21 days prior to travel. This can be obtained by the following link www.gov.uk/view-driving-licence
- Two proof of addresses from separate sources. An annual council tax statement will be accepted. All other documents must be dated within 90 days of the hire. The address on your licence must match both documents.

This is in addition to Drivers Licence

- A cleared traceable security deposit (BACS, Credit/Debit Card etc.)
- A signed rental agreement

Additional Criteria

- Must meet the specified age limits (23– 74yrs) and have at least 2 years driving experience (Full UK or EU licence types).
- Two, three-point convictions are acceptable (i.e. 2 x SP 30's, 3 pts each) without referral.
- No more than one fault or outstanding incident/claim in the last 3 years.

All decisions to provide cover rest with the insurance provider

Security Deposit

A security deposit is taken before departure to cover any damage, loss to the campervan or its equipment. The campervan and equipment must be returned in the same condition as it was on departure.

A security deposit of £500 (campervan excess) is payable 5 days prior to departure. In some cases, a security deposit greater than £500 could be requested due to driver age or the intended use of camper van, however this will have been discussed at the time of booking.



The security deposit will be refunded within 1 week (7 days) provided the vehicle has been returned on time, in a clean state with all contents accounted for and free of damage to both interior and exterior.

In the event of an insurance claim being made the security deposit will be charged pending the outcome regardless of fault.

The following charges will apply and be taken from the security deposit for the following

Cleaning -£100 to cover general valeting should the camper van be returned in an unsatisfactory state

Smoking - £250 smoking is prohibited in our camper van

Fuel Costs – The vehicle on collection will have a full tank of fuel, should the vehicle be returned with fuel below the full mark a fee of £50 will be charged along with fuel costs

Late return – This will incur a day's rental cost (season dependant) unless agreed with Great Escape Campers prior to departure.

Insurance

Insurance is included within the hire charge. However, in the event of any accident, loss or damage you will be liable to pay the first £500 or amount set by the security deposit.

The insurance excludes claims for loss or damage to personal possessions and Great Escape Campers strongly suggests Travel Insurance for the duration of your hire.

2 drivers are included in our hire as standard

European Travel can be covered but is not included as standard, this can be arranged and notification at time of booking is required. European Travel insurance will be charged at an additional £15 per day.



Drivers must not have more than 6 penalty points and no more than 1 claim in the last 3 years, no serious motor convictions that carry 6 penalties within the last 5 years are allowable.

Some occupations will be considered high risk by the insurance provider, this will be discussed at time of booking.

By signing the Rental Agreement, you will authorise Great Escape Campers to carry out a full DVLA licence check.

European Travel

Great Escape Campers permits European Travel at an additional cost of £15 per day, all insurance and breakdown cover will be included. Great Escape Campers must be advised of all countries to be visited at time of booking, travel outside of the EU is not covered. Great Escape Campers will provide a basic European Driving Kit however it is the drivers responsibility to ensure all items required for driving are present.

Accidents

In the event of an accident you are obliged to report this to Great Escape Campers as soon as possible and no later than 24hrs regardless of fault.

The hirer is required to obtain the name, address & contact details of all third-party witnesses

The hirer is required to obtain the name, address, contact details, vehicle registration and insurance details of any other vehicle involved.

The hirer must inform the police of the accident or incident in line with the laws of the country they are in.

****No admittance of liability should be made by the hirer and or driver, nor any offer to settle claims****



The hirer will assist Great Escape Campers in resolution of any claim or investigation.

The hirer acknowledges the security deposit is retained pending the outcome of any insurance claim, regardless of fault.

Where criminal enquiries relate to the campervan during the Hire Period, Great Escape Campers will assist the relevant authority with the investigation and the hirer will also assist as necessary.

Collection/Return

The camper van is collected from Great Escape Campers from 3pm on the first day of hire.

The camper van is to be returned to Great Escape Campers by 11:30 on the final day of hire.

Great Escape Campers will where possible consider slight adjustments to these times however advance notice must be given and agreed.

Late return of the camper van will incur a charge as stated within the security deposit section.

There will be no refund should you choose to return the vehicle early

Please allow 1hr for the handover of the camper van – we want you to enjoy your time away and this will help you familiarise yourself with the camper van ensuring you maximise your holiday.

On street parking is available near although Great Escape Campers accepts no responsibility for any damage that might occur.

Breakdown

In the unlikely event of a breakdown

24 hr Breakdown & roadside assistance comes as standard

All faults or damage to the campervan must be reported to Great Escape Campers as soon as possible, but no later than 24hrs after it is noticed or incurred.



The driver will take reasonable care of the vehicle whilst under hire.

This campervan runs on diesel and liability is with the driver if the incorrect fuel is used.

The driver/hirer may instruct repairs up to the value of and not exceeding £100. Receipts must be kept for any or all repairs if you wish to be refunded for the costs. All repairs in excess of £100 must be authorised by Great Escape Campers prior to any work undertaken.

Fines and Penalties

The driver will be responsible for all expenses incurred as a result of offences against the road traffic act. This includes all fines (including parking) incurred during the entire hire period.

What's Included

Hire rates as specified on booking

Unlimited Miles

Full Comprehensive Insurance

Break down cover

European Insurance & Breakdown cover (incurs additional cost of £15 per day prior arrange required)

Cutlery & Crockery (full inventory can be viewed)

Bike Rack

Drive Away Awning (incurs additional cost of £50 prior arrangement required)

Exclusions

The following are not covered under the insurance and will be the responsibility of the hirer

- Mechanical problems due to driver negligence
- Damage caused by a negligent act
- Replacement of aerials, glass, wheels or fixings
- Incidents of incorrect fuelling



- Missing wheel trims, tools or spares
- Damage to the underside of the campervan or extendable sleeping area
- Theft of the camper van if keys were left within the vehicle or the vehicle was left unattended.

Fuel Policy

The camper van is supplied with a full tank of fuel at the start of the hire. Customers must return the vehicle with a full tank of fuel. Should customers return the vehicle with fuel below the full mark will be charged a fuel collection fee of £50 plus fuel costs. This will be taken from the security deposit.

Pets

We welcome 1 small dog which must be discussed at time of booking and will incur a £25 charge for the duration of your hire.

Any damaged caused by your dog will be charged from the security deposit.

Dogs must never be left unattended in the Camper Van.

Smoking

Great Escape Campers operates a strictly No Smoking/Vaping policy within our camper van and awning. Failure to comply or any damage caused by smoking will result in a minimum deduction £250 from the security deposit for cleaning, damage will incur a £500 taken from security deposit.

Rental Restrictions

- Smoking/Vaping is strictly not permitted inside the camper van and awning.
- We welcome dogs but this must be discussed with us in advance, hirers found to have taken a dog without permission will be charged by taking the dog fee out of the security deposit.
- Maximum number of passengers is 5



- The hirer must not leave keys in the ignition or anywhere in view to prevent theft.
- The hirer will be responsible for the loss of keys.
- The hirer will be responsible for using the correct fuel (diesel) and will incur any costs to rectify.
- The driver must not drive the camper van off public roads and only drive on sealed/bitumen roads/camp sites. Great Escape Campers reserves the right to restrict vehicle movements in certain areas due to adverse road or weather conditions or any other reasonable cause.
- Theft of the camper van or equipment must be reported to the police and Great Escape Campers as soon as possible or within 24 hrs.

Cancellation by Hirer

Cancellation by the hirer the following will apply

4 weeks prior to rental: 100% of total charge

4-6 weeks prior to rental: 50% of total charge

6 weeks or more prior to rental: £150 security deposit

All cancellations should be made in writing by either

- E-mail
- Post

Cancellation by Great Escape Campers

Great Escape Campers aims to honour all bookings and ensure the camper van is available for you at the correct time. If, due to circumstances beyond our control and hire is not possible our liability is limited to the refunds of all monies paid by you as the hirer for the hire of the camper van alone.

Great Escape Campers reserves the right to cancel the hire if at the commencement of the hire the driver's licence(s) are invalid or not in accordance with the conditions set out previous. In these circumstances the



total hire charge will be forfeited. If the customers information is found to be false during the hire Great Escape Campers reserves the right to repossess the camper van. In this event all charges of repossession and all other associated costs of this process will be passed onto the hirer and deducted from the security deposit.

Great Escape Campers strongly suggests Travel/Holiday insurance is taken out at time of booking.

Privacy Policy

During the enquiry and reservation process Great Escape Campers will collect personal information, including but limited to, your name, e-mail address, postal address and telephone number. This information is necessary for booking and for insurance purposes. None of your personal information will be passed on to any third-party companies (other than the insurance company that Great Escape Campers uses). Payment details including credit and/or debit card numbers, card expiry date and security code will be processed through a secure system.

Your Agreement

This section needs to be completed and posted back to Great Escape Campers 7 days, prior to hire at the following address:

Great Escape Campers, 216 John O' Gaunts Way, Belper, Derbyshire, DE56 0DF

By signing this document I confirm that I have read and agree to all the Great Escape Campers Terms and Conditions (1 to 16).

Date (DD/MM/YY):.....

Full Name of Hirer (printed in caps):.....



Signature of Hirer:.....

Full Name of Additional Hirer (printed in caps):.....

Signature of Additional Hirer:.....

By signing this document we Great Escape Campers confirm we have carried out necessary checks set out by the insurance provider to ensure the validation of the insurance policy as outlined in the Terms & Conditions and Rental Agreement.

Date (DD/MM/YY):.....

Great Escape Campers representative (printed in caps):.....

Signature of Great Escape Campers
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