

Term and Conditions

Drivers

All Drivers must hold a full current UK drivers licence (for a manual transmission) and have held this for more than three years. Drivers must disclose all accidents, claims, endorsements, convictions and disqualifications to Cornwall by Camper prior to signing this agreement as failure to do so will invalidate the insurance. Drivers must not have more than 2 current minor endorsements (six points) on their driving licence at the time of hire. Drivers must be aged between 25 and 70 years of age and of sound health. By sound health we mean the drivers must not have any medical or physical conditions that will in any way impair their ability to drive.

Our insurance company will only insure a maximum of three drivers providing they conform to the above requirements. We cannot insure students or undergraduates.

Only drivers who have been approved by Cornwall by Campers and are stated in the Motor Rental Agreement are permitted to drive the vehicle. All named drivers must have produced their photo driving licence together with paper counter-part and an additional proof of address (such as a utility bill less than 2 months old) on the day. Failure to do so will mean you cannot drive the vehicle and the cost of the rental will be forfeit. Cornwall by Campers reserves the right to take copies of these documents for security purposes. Your driving licence MUST display your current address.

Insurance – loss and damage

Insurer details

HIC

Policy Number NOV500394

Tel Number: 0844 888 4888

All the information supplied at the time of booking MUST be accurate and correct. If there are any changes between the time of booking and the time of hire, you must inform us immediately as failure to do so may invalidate the insurance. All of our vehicles are insured with fully comprehensive cover subject to conditions.

As mentioned earlier drivers must be between 25 and 70 years of age and have held a full UK driving licence for at least three years. Drivers must be of sound health. By this we mean no driver must have a disability (either mental or physical) that will affect their ability to drive. Undergraduates and students unfortunately will not be covered by our insurers.

Cornwall by Camper insurance will only cover the loss/damage of the vehicle, its fixtures and fittings. It does not provide cover for any personal items the hirer(s) bring with them. It is recommended that prior to hiring a vehicle from us, the hirer(s) take out Personal holiday insurance to cover any eventuality.

In the event of damage to the vehicle the hirer(s) agree to pay a £500 excess.

Booking and availability

Bookings will only be valid upon receipt of your completed / signed booking form, deposit and written confirmation from Cornwall by Camper. The final outstanding balance must be paid in full 4 weeks prior to the commencement of the hire period. Failure to do so will automatically cancel your booking and forfeit your deposit. Bookings less than 4 weeks before the hire period must be paid in full at the time of booking.

At the time of booking you will be given your choice of van subject to availability. In the event of your chosen van not being available due to accident or mechanical breakdown, Cornwall by Camper reserves the right to change your chosen van without notice. However, we will always endeavour to inform you of this prior to the commencement of the hire period. In the unlikely event that your chosen or replacement van becomes unavailable prior to the hire period Cornwall by Camper will refund the full monies paid.

Security deposit

On the day of the hire a returnable £500 security deposit will be required from the hirer. This is taken to ensure the vehicle is returned to Cornwall by Camper in the same condition as it went out. This security deposit will be returned upon completion of a satisfactory inspection of the vehicle's exterior/ interior and its fixtures and fittings by a member of Cornwall by Camper. This inspection will take place after the departure of the hirer whilst we prepare for the next customer.

The security deposit can be paid in cash or using a pre- authorised credit card payment. Following a satisfactory inspection of the vehicle the security deposit will be returned in full within 8-10 days. However, if the vehicle is returned damaged or with items missing/ damaged Cornwall by Camper will retain the full £500 deposit for necessary repairs or replacements. You will be informed in writing if this is the case. On completion of the repairs/ replacements Cornwall by Camper will send you invoices of all work carried out and refund you the remaining money from the deposit. In the event that the security deposit is taken and the hirer has used a pre-authorised swipe then the 2% card handling fee will be passed onto the hirer.

Cancellation

Cornwall by Camper reserves the right to cancel any booking at any time. In the event of a cancellation by us the hirer shall receive a full refund unless the cancellation is as a result of a breach of these terms and conditions by the hirer.

Should the hirer wish to cancel a booking, they must do so in writing. For cancellations more than 4 weeks prior to commencement of hire only the deposit will be forfeited. For cancellations less than 4 weeks prior to hire the full balance will be forfeited. Cancellations due to illness or extreme circumstances will be at Cornwall by Camper's discretion.

Collection and return of the van

Vehicles can be collected from our office address from 2:30pm onwards and must be returned by 10am (or the time agreed by Cornwall by Camper) on the return date as stated on your Motor Rental Agreement. Overnight rentals can be collected from our office from 10am and must be returned by 10am the following day. 'Day Tripper' rentals can be collected from 9am from our office and must be returned by 9pm. There will be no reduction in price for late pick up or early returns. All vehicles will be sent out with a quarter tank of unleaded petrol and must be returned in the same condition it left our premises.

Late returns

If you return the vehicle after the pre-arranged time as stated on your Motor Rental Agreement you will no longer be covered by our insurance unless this has been authorised by Cornwall by Camper and their insurers. If for any reason you are going to be returning the vehicle late you MUST contact us immediately. All late returns will be charged at £50 per hour. This will be deducted from your security deposit.

Rental restrictions

You must remain in Cornwall during your hire period unless you have prior written consent from Cornwall by Camper.

Title to the vehicle

The vehicle remains the sole property of Cornwall by Camper and must not be sub let to any third party.

Vehicle care & fuel

All our Vehicles are supplied to you in good working order please ensure the vehicles stay this way. On the morning prior to your hire the vehicles will have been topped up with oil and water and the tyre pressures checked. As part of this agreement it is your responsibility to check and maintain that the levels remain the same during your time with the vehicle. You must top these up if necessary. As all of our vehicles are nearly 40 years old they must be treated as such. The vehicles' top speed is 55mph. Please note this is a maximum speed not a target speed. You must not over rev the engine for long periods of time or put the engine through any undue stress as this will damage it. The vehicles must only be driven on sealed/ tarmac roads and must never be driven off road/ on the beach/ through water.

The vehicles run on unleaded fuel and must only be filled up using unleaded fuel. Any damaged caused to the vehicle as a result of misfueling by the hirer will be charged to the hirer.

It is the hirers' responsibility to check the height of the vehicle prior to entering any height restricted areas such as car parks, tunnels and under passes. Any damage caused to the vehicle or third party property will be the responsibility of the hirer.

The vehicles bodywork must not be altered in any way; this includes attaching items such as banners, posters, signs or any artwork, hirer(s) own bike racks and roof racks. This list is not exhaustive.

Road restrictions- do's and don'ts

Only use the vehicle on suitable roads, do not use the vehicle on sand, gravel or grass unless on a designated campsite. NEVER park the vehicle on a beach. The vehicle must be parked on a hard level surface at all times with the handbrake fully engaged and must not be put into contact with salt water. If the vehicle needs to be recovered as a result of the hirer(s) negligence when driving/parking, the hirer(s) will be liable.

The vehicle must not be used for any illegal purpose, for hire or reward, or used for racing, rally or other contest.

The vehicles are over 40 years old and should be treated as such. They must be driven in a responsible manner and must never exceed the maximum permitted speed of the vehicle .

Do not leave the ignition on without starting the engine as this will damage the vehicles ignition system.

The hirer(s) will be liable for all mechanical damages if it is found to be as a direct result of their negligence/driving/misuse of the vehicle.

The vehicle must not be used to tow any other vehicle or trailer. Health and safety

The driver (s) and passengers must strictly adhere to the health and safety guidelines as specified and explained to you at the time of hire. These are also displayed in the van guide within the vehicle.

Passengers

No more than 4 people can be transported in any of our vehicles. It is the hirer's responsibility to ensure that all passengers are suitably restrained using the seatbelts provided whilst the vehicle is in motion. By law children under the height of 135cm or under 12 years of age must be sat on a booster seat. It is the hirer's responsibility to provide their own booster/ baby seat. For further information please refer to www.childcarseats.org.uk

Smoking

By law smoking is prohibited in our vehicles and awnings. Please respect this. Smoking within the vehicle and/or awning is in direct breach of our terms and conditions. The hirer will be responsible for any damage or additional cleaning as a result of this.

Alcohol

Cornwall by Camper does not allow its vehicles to be driven by any person who is under the influence of alcohol.

Pets

Cornwall by Camper welcomes dogs in its designated dog vehicles. The maximum of 2 dogs are permitted into the vehicles with prior authorisation at an additional cost of £20 per hire. We specify that hirers must bring their own protective coverings for the upholstery as they will be liable for the costs of any damaged caused as a result of their pets.

Van contents – Gas

You should have enough gas to last for the duration of your holiday but should you run out, take the empty bottle to a Camping Gaz agent so the bottle can be refilled. The hirer(s) will pay for the re-fill. On return/end of the hire, Cornwall by Camper will reimburse the cost of the re-fill subject to production of a valid receipt.

Accident reporting

If the vehicle is involved in an accident you must not leave the scene until you have spoken to the other party's involved and exchanged details. You must never accept liability. The details you must give and receive are: Your name, the vehicle registration number, the insurance policy number our company details (name, address, phone number). You must inform Cornwall by Camper immediately and if necessary call the police. As soon as possible you MUST complete an accident report form which should be retained and given to Cornwall by Camper at the earliest opportunity.

Fines and penalties

The hirer(s) will be liable for any toll charges, parking tickets, speeding fines or moving traffic violations which are incurred during the duration of your hire, Subsequently if Cornwall by Camper receives notification that a fine or penalty was incurred during your period of hire we reserve the right to pass the fine/penalty on to you and if necessary, inform the relevant authorities of your name, address and driving licence number.

Tyres/changing wheels

Cornwall by Camper provides all camper vans with a serviceable spare wheel and tyre. However, in the event that a wheel requires changing the AA recovery service MUST be called to complete this work. Cornwall by Camper will accept no liability for any work carried out by the hirer which results in accident/damage to the camper van and/or third party property. If a tyre requires changing, then authorisation must be sought from Cornwall by Camper prior to any work being undertaken.

Charges- cleaning

If upon return of the vehicle(s) they require a special clean due to spillages/stains, the hirer(s) will be liable and the cost of a vehicle valet debited from the security deposit. In addition to this, the hirer(s) will be charged £20 per hour should the vans utensils, cutlery, appliances etc. require more than our standard clean.

Lost/damaged keys

At the time of hire you will be supplied with a full set of keys for the vehicle. Care must be taken to not leave the keys for the vehicle unattended or within the vehicle when parked as the hirer(s) will be responsible for replacement of keys lost/stolen. If the vehicle keys are lost, Cornwall by Camper must be contacted immediately as it may be possible that a spare set can be run out to the hirer(s), this may incur a small charge which will be deducted from your security deposit. If the hirer(s) suspect the vehicle keys to have been stolen, you MUST report the matter to both Cornwall by Camper and the police immediately.

If the keys become damaged due to misuse, the hirer(s) will be liable to cover the cost of replacement keys; this will be deducted from the security deposit.

Security

The vehicle must be secured at all times when parked and unattended. Any loss of items as a direct result of the vehicle not being secured will result in a deduction from the hirer(s) security deposit amounting to replacement value. If the vehicle is to be left unattended for any period of time, wherever possible the vehicle must be left in a well lit area such as a secure car park, items of value (including the CD player face plate) are to be stored out of sight.

Breaches of these Terms and Conditions

Once signed, if you breach these Terms and Conditions we will have the right to terminate your booking and may require you to vacate the vehicle or return it immediately. A breach of these Terms and Conditions includes, failure to comply with our instructions regarding use of the van or health and safety advice. In the event of you committing a breach of these Terms and Conditions no refund of the fees you have paid will be returnable to you. You will also be liable for any costs incurred in returning the van to our premises.

Our liability to you

Cornwall by Camper promises to supply you with a vehicle or replacement vehicle which is in sound mechanical working condition. Cornwall by Camper will not accept any responsibility for the loss or damage to any persons or property sustained unless it is due to our negligence. If Cornwall by Camper is deemed to have been negligent, then our liability will be limited to the loss or damage which is was a foreseeable result of such negligence. Excluding a case of death or personal injury, our liability will be limited to the amount agreed by the hirer(s) to pay for the right to use the vehicle for the hire period.

Variation and change

Cornwall by Camper reserves the right to change the chosen van without notice.

Data protection

Cornwall by Camper will only use the personal information supplied by the hirer(s) for the purpose of completing/fulfilling the booking/hire. We will not use it for any other purpose.

Our Terms & Conditions and prices are subject to change without notice and may vary.

I agree to the terms and conditions of the hire agreement

Name:

Address:

Signed:

Dated: