



## South Manchester CamperVan Hire

### Terms and Conditions

Please read through the following terms and conditions. Sorry it's a bit wordy, but we want you to know exactly how everything works! Rest assured, we're very friendly in real life. By booking with South Manchester CamperVan Hire you agree to these terms and conditions:

- 1. Rental Contract.** Your rental contract is with South Manchester CamperVan Hire, proprietor Bryan Cosgrove.
- 2. Drivers.** Our tariff includes insurance for two drivers. Additional drivers can be added for an additional fee paid by the hirer. All drivers must be between 23 and 75 years old. All drivers must have held a full UK or European driving licence for a minimum of two years. Any licence endorsements or at fault accidents must be declared at the time of booking. Our insurer may require additional fees or increased excesses for some endorsements or accidents. It is a condition of the insurance that you must present your photocard driving licence and a [DVLA Check Code](#) at the time of collection. You will not be able to hire the vehicle until these conditions have been met.
- 3. Booking.** The hirer and all drivers must sign a copy of these terms and conditions prior to any vehicle being driven. The balance of the hire charge must be paid 6 weeks prior to the start of the hire. Payment can be made by cheque, by credit or debit card, or by BACS transfer. Cash payments are not permitted. A minimum payment of **£150** is needed to secure your booking.
- 4. Cancellation Policy.** In the unfortunate event that you need to cancel your booking, the following charges will apply: If you cancel your booking more than 6 weeks prior to your hire, we will refund all payments, less the £150 deposit. If you cancel within 6 weeks of your hire, you will not be entitled to a refund. However, in the event of a cancellation we will always try to re-book the vehicle, and if this is successful, we will give you a refund of the balance paid, minus the deposit. In the event that you lose your deposit, you will be able to apply this to another booking. We strongly advise that you take out appropriate travel insurance to cover the cost of any cancellation.
- 5. Collection.** Your camper van can normally be collected between 3:00 pm and 8:00pm on the first day of hire. Please allow up to an hour for us to show you how everything works on the van. If you haven't driven a van before, please ask us to take you for an accompanied drive to make sure you are comfortable driving the vehicle. Remember to bring your photocard driving licence, a Check Code from the DVLA, and 2 proofs of address (e.g. recent utility bill or council tax bill) with your name and address on it. Without these the insurance isn't valid, and you won't be able to drive away! Your vehicle will be ready in a

clean and roadworthy state, with a full tank of diesel. Any minor scratches or defects will be pointed out on the day. Please note that we don't have parking available here, but you are welcome to park nearby at your own risk. We can also collect you from Manchester Airport or any local train station, by prior arrangement.

- 6. Return.** The vehicle must be returned in the same clean, roadworthy state as it was on collection, with a full tank of diesel. Any damage or defects must be reported to us. The vehicle must be returned to us by 11am on the last day of hire, other than by prior agreement. Failure to return by the agreed time could impact on someone else's hire, and as a result could lead to a deduction from your security deposit to compensate the next hirer.
- 7. Security/Damage Deposit.** Before collection a security/damage deposit of £500 must be paid. This will be returned to you in full after the rental provided the campervan is returned on time, undamaged, with a full tank of fuel and in a clean condition. Deductions will be made fairly and honestly for making good any damage to the vehicle or equipment that has occurred. A cleaning charge of £100 will be levied if the vehicle or equipment and contents are not returned in a clean state. A late return charge of £100 per day will be levied in addition to compensation for the next hirer where applicable. Where charges are levied, we will discuss these with you and provide you with an itemised invoice detailing any charges. Excess protection can be taken out with a separate insurer.
- 8. Insurance Conditions.** The vehicle and our contents are insured with fully comprehensive self-drive hire cover subject to the following conditions: Drivers must be aged between 23 and 75 years old. Drivers must have at least 2 years driving experience. Drivers must have a full UK or European driving licence. Insurance and hire cannot be provided for anyone who has been banned from driving, have been convicted of any motoring offence or have a prosecution pending other than parking or one speeding offence. Drivers must have fewer than 6 penalty points. Drivers must not have been involved in more than one motoring accident or claim within the preceding three years, and must not have been refused motor insurance at normal rates and terms, been declined insurance or had any insurance policy cancelled by an Insurer. Hire can not be arranged for anyone who is engaged in professional entertainment, racing or sports, hawking or general dealing, street or market trading, or modelling. Drivers must be in good medical health and have no medical condition which could affect your ability to drive; any medical conditions that require notification to DVLA should have been duly referred, and authorisation granted by DVLA. You must not drive the vehicle under the influence of drugs or alcohol. The vehicle is not to be taken outside the United Kingdom unless by prior arrangement. The vehicle may not be used by the hirer for hire or reward. The vehicle must not be used to carry more than the designated number of passengers or to carry more than the permitted weight. The vehicle must be driven in a safe and careful manner in accordance with the Highway Code. Seat belts are fitted and must be used. Damage to tyres, windows, or internal equipment is not covered and will be charged to the hirer. The policy excess of £500 is the responsibility of the hirer. In the event of an accident you are required to take details of all individuals and vehicles involved, as well as photographic evidence if possible. You must complete a report on return to Manchester. You must contact us as soon as possible. Any fines or fixed penalties incurred, such as speeding or parking tickets, are the responsibility of the hirer, and details of the hirer will be passed to the relevant authority if requested.
- 9. Breakdown.** In the event of a breakdown the hirer is permitted to spend up to £100 on minor essential repairs, although prior approval should always be sought from the proprietor. Any costs incurred by the hirer will be reimbursed by South Manchester CamperVan Hire on the production of a valid receipt. Your vehicle is covered by Volkswagen Breakdown Assistance, and information is carried on board the vehicle. We are available to be contacted 24 hours a day during your hire, so please contact us with any queries. If you lose a day's holiday due to breakdown, we will refund you the cost of a day's hire, providing the vehicle has been cared for and driven in accordance with the above.

**10. Other conditions.** Please respect that our vehicles and awnings are all fully non-smoking. A Charge will be applied for repairs and cleaning caused by smoking. Pets are not allowed in the vehicle, except by prior arrangement, and will incur a £25 valeting charge. Please ensure adequate ventilation when using cooking or heating equipment to prevent damage to the interior. The hirer is responsible for providing any child/booster seats. Isofix points are not available, but all seats use three-point seatbelts. You are not permitted to sub-rent the vehicle or drive it in any restricted areas.

**11. Data Protection.** Any personal information you give us will be kept confidential and will only be used by ourselves or our insurers in connection with your hire. We may occasionally send you information about South Manchester CamperVan Hire offers or news, but we will not disclose your details to other third parties. If you submit stories or photos to us in connection with your trip, you grant us permission to use such content on our website and in any other publications or online presence. Vehicles may be fitted with a tracking device in order to ensure the hire conditions are adhered to, or for use in emergency.

**12. Variation.** South Manchester CamperVan Hire reserves the right to vary tariffs, conditions, and specifications at any time.