

TERMS AND CONDITIONS

This agreement is between the supplier and you as specified in your booking confirmation (owner, we us, our) and the hirer (you, your). The following definitions apply throughout this agreement. Please read this carefully. This is a long document and you may wish to print off and read offline.

BOOKINGS AND RESERVATIONS

Weekly bookings are generally from Friday to Friday, unless otherwise agreed in writing. Collection and drop offs are not normally available at weekends or bank holidays. Mini breaks can start on Monday, Tuesday or Friday.

1. To make a booking please first make a booking enquiry to check availability and to get a price for the hire. You can do this by the following.

- Email
- Phone
- Online booking page

2. We will send you a quotation with a firm price and availability details and we will also answer any queries you have asked

3. If you are happy with the details and wish to make a booking please contact us again and complete the rental agreement form. This can then be emailed or posed to you and return.

4. At the point of completing this rental agreement we will take a booking deposit of £150.00. This is to secure your booking and is not refundable but will be reduced from your total hire invoice.

5. Forms may be sent via email or conventional post

DRIVERS

All drivers must be 21-75 years of age and have held a full uk driving license or its international equivalent for a minimum of 2 years.

Any driving convictions, accidents, insurance refusal, endorsements, disabilities or medical conditions must be declared prior to booking. In certain circumstances insurance may be refused or a surcharge be payable.

Visitors from abroad should obtain a valid international permit in addition to their domestic one.

All drivers must produce their full domestic driving license (if photo license both parts paper and card must be provided) plus a recent utility bill with a matching address to that on the license.

On arrival at our premises drivers are also required to sign the motor rental agreement that incorporates the hire agreement and insurance cover

No one other than the hirer(s) named in the motor rental agreement may drive the vehicle

INSURANCE AND EXCESS

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 £1000.00 (£1500 for festivals, concerts, sporting events and European travel) of any incident

The insurance excludes claims for loss or damage to personal possessions. In this respect you are advised to take out additional personal holiday/ travel insurance for the duration of the hire period.

Additional drivers will incur additional premium costs (please request details if you wish to have additional drivers)

Travel in Europe will incur an additional premium for European breakdown cover. For foreign travel please contact us with details of your journey for full price quotation

WHAT'S INCLUDED

Hire rates quoted include:

- UK breakdown cover
- Cutlery and crockery
- Full inventory as stated
- In some cases the supplier will incur additional charges if the driver to be insured has a traffic conviction, is using a non uk
- driving license or is in an occupation which is deemed high risk. These charges will be passed on to the customers

VEHICLE COLLECTION

Please allow at least 1 hour for the handover of the vehicle. We want you to enjoy your holiday to the full- time spent in familiarization with your new 'home' will help ensure that you get the maximum benefit from your hire

You are advised to check the vehicle thoroughly before leaving our premises. Customer's vehicles can be left at our premises although the supplier accepts no responsibility for any damage that might occur.

VEHICLE RETURNS

All vehicles must be returned to the supplier by 10am on the final day of your rental period unless there has been a prior agreement of an alternative time. If the vehicle is returned after 10am or the agreed time you will be charged an additional days rental (or £50 per hour or part thereof)

Upon return, we will check the vehicle for damage, cleanliness etc. including the condition of the tyres and windscreen which are not included in the company's insurance cover and any damage to which is the hirers responsibility.

OPTIONAL AIRPORT PICK UP/TAXI SERVICE

If you are arriving by plane or train we can arrange collection and return. Please ask for details and costs.

BREAKDOWN

In the unlikely event of a breakdown the supplier asks you to refer to the motor breakdown cover booklet. Your breakdown cover includes 24 hour national breakdown roadside rescue with recovery to our depot (full details with the vehicle). You may instruct any repair up to the value of and not exceeding £100. Receipts must be kept for any or all repairs made if you wish to be refunded for their costs. All repairs in excess of £100 must be authorised by the supplier prior to the work being undertaken.

CONTINENTAL TRAVEL

The supplier must be informed of all countries intended to be visited at the time of booking. Travel outside the EC is covered. The supplier will inform you of any additional requirements prior to the confirmation of booking.

FINES AND PENALTIES

You are 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 period of hire. There will be a charge of £25.00 admin fee for any management of documents/ fine paperwork as a result of notified traffic offences.

FUEL AND TYRE PRESSURES

The vehicle is supplied with a full tank of diesel fuel and must be returned with a full tank of diesel fuel.

Fuel oil windscreen wipers and tyres (and any damage to them) are your responsibility and you must check and maintain the pressures, condition and levels. Any damage to these items (including punctures) will be rectified at your cost.

PARKING

You may park one car free of charge at your own risk at the base of the supplier for the hire period.

PETS

Animals other than guide dogs are not allowed in any of the vehicles without express permission in advance. Dogs must be declared at the time of booking.

CANCELLATIONS

All cancellations must be in writing and should be sent by:

- Email
- Post

Cancellations will be charged as follows:

- 4 weeks- 75% of total hire charge
- Between 4 weeks and a no show- 100% of total hire charge
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- You are advised to insure against unavoidable cancellations to protect yourself in the event of cancellation costs.

SMOKING

the supplier operates a strictly no smoking policy within all hired vehicles. Failure to comply or any damage caused by smoking will result in a minimum fine of £500.00

INVENTORY

An inventory is supplied with your hire. Any loss or damage to items as listed upon the inventory will be charged at replacement cost on a like for like basis.

CLEANING

the supplier vehicles are delivered for the hire in excellent condition. It is the responsibility of the hirer to return the vehicle cleaned

inside and outside. The toilet must be cleaned or a £50 cleaning fee will be deducted from your deposit.

If the vehicle is returned and needs cleaning inside a charge of £70 will be applied.

FORCE MAJEURE

We will make every effort to ensure that the reserved vehicle is available for you at the correct time. If, due to circumstances beyond our control, this is not possible and if an alternative or acceptable vehicle is not available our liability is limited to the refunds of all monies paid by you.

The company reserves the right to cancel the hire if at the commencement of the drivers licenses are invalid or not in accordance with the conditions set out in condition 3. In these circumstances, the total hire charge will be forfeited.

The company reserves the right to vary rates and conditions at any time.

TARIFFS

An increase may be applied at special peak times or events

All prices include insurance, full breakdown cover, unlimited miles, cooking utensils and crockery

Discounts are available for periods of hire over 21 days