



New Forest VW Camper Hire

HIRE AGREEMENT AND TERMS & CONDITIONS OF VW

CAMPER HIRE FROM NEW FOREST VW CAMPER HIRE

DOCUMENTATION

The hirer shall be required to present their UK driving license on commencement of the hire (Original photo card & paper license required). The license must be free of endorsements except for minor speeding offences (SP30) with no previous disqualifications. Drivers with a history of accidents & or convictions may be refused hire or may have to pay an additional insurance surcharge. Drivers incurring fines during their hire (i.e. parking/speeding offences/congestion charges) shall be personally liable, and an additional administration fee will be charged of £25. Any driver who has incurred a license ban or endorsement in the last 5 years, other than that of an 'SP30' type of misdemeanour must declare this prior to the hire period. This is to enable us to obtain a special decompensation from the DVLA and our insurance company. Please note that the insurance company reserve the right to refuse the acceptance of any license or impose an additional excess supplement of up to £500 Pounds which must be paid in advance of the hire.

FOREIGN DRIVING LICENSE

Foreign driving licenses may be accepted by prior agreement from our insurance company. This will be subject to the country of origin and the UK driving endorsement rules will apply. An additional £500 excess supplement may apply.

INSURANCE

The Insurance cover provided is Fully Comprehensive. The rate includes a standard excess of £500; in the event of any accident or damage the hirer will be liable for the first £500 subject to a clean driving license. The hirer is liable for replacement of damaged windscreens, tyres or engine (following damage). Personal effects are not insured through this cover. It is the responsibility of the Hirer to provide their own insurance to cover personal items; we would recommend travel/holiday insurance is purchased from a reputable company.

SECURITY DEPOSIT

On signing New Forest VW Camper Hire Rental Agreement you agree to pay £500 security deposit. If the vehicle is returned at the agreed time, without damage, clean and fully fuelled with a receipt, the security deposit will be refunded in full, within 7 days. If the vehicle is subject to damage whilst in the care of the Hirer (interior damage, theft of radio, vandalism etc.) the Hirer will be liable for all repairs. If the cost of repair exceeds the Security deposit, the balance of repairs shall be passed on to the Hirer. The vehicle (interior & exterior) must be returned clean and ready for the next user. If additional cleaning is required, charges will be made to the Hirer at a rate of £25 /hr or part of. Late return of vehicles will automatically render the Hirer liable for an additional charge of £10 for each late hour or part of. If vehicles are returned without a full tank of unleaded fuel, £50 will be deducted from the hirer's security deposit. The Hirer is responsible for the care, security and condition of the campervans throughout the hire period.

BREAKDOWN, ACCIDENTS & INCIDENTS

New Forest VW Camper Hire will hand over the vehicle in good mechanical condition but the Hirer must be aware that the vehicle is not modern and cannot be as reliable as a newer vehicle. In the event of a mechanical breakdown, the Hirer is to inform New Forest VW Camper Hire immediately. If mechanical breakdown results in a shortened holiday New Forest VW Camper Hire will refund each complete day of non-use. New Forest VW Camper Hire shall not be held liable for any losses incurred e.g. missed ferry crossings, booked accommodation/activities, replacement vehicle costs or any other consequential loss claims arising from campervan breakdown or accident.

Road Traffic Accidents and theft must be reported to the nearest Police Station and New Forest VW Camper Hire immediately and where necessary a 'supplied' accident report form completed. In the event of theft a Police Incident number must be obtained. Incidents caused through negligence; wrong fuel, loss of keys or overhead damage will automatically be charged to the Hirer. Minor repair goods (i.e. replacement bulbs, wiper blades or fuses but NOT including the water system, refrigerator, audio equipment) may be purchased by the Hirer maximum spend £50 without prior consultation; only on presentation of valid VAT receipts will New Forest VW Camper Hire reimburse the Hirer.

FUEL, OIL AND GAS

The Campers use ordinary unleaded petrol. Vehicles are hired out and are to be returned with a full tank. (See Security Deposit) The Hirer is responsible for checking oil & water fluid levels during hire time; top up as required using the provided fluids. One Camping Gas tank will be provided to the Hirer.

MILEAGE

Travel and mileage is limited to Hampshire, Dorset and the Isle of Wight unless authorised by prior agreement. An additional mileage charge will be levied subject to mileage and/or destination.

SMOKING POLICY

New Forest VW Camper Hire operates a strict NO SMOKING policy in all their vehicles. Signs of smoking incur a charge of £500 deducted from your security deposit.

PET POLICY

New Forest VW Camper Hire welcomes pets for a charge of £40 per Hire Period. This is for additional cleaning. Pets must be disclosed to New Forest VW Camper Hire on the Booking Form and only pets that are confirmed acceptable may be brought into the Vehicle. We ask all pet owners to ensure that their pets do not foul or climb onto any of the interior furnishings of the campervan. Pets are NOT to be left unattended at any time in the vehicle. All damage, however caused by pets, will be charged to the Hirer and any costs associated with such damage shall be deducted from the Security Deposit.

COLLECTION & RETURNS

Please allow 30-40 minutes for both collections and returns. Vehicle hire is available Monday to Friday (unless otherwise agreed) and vehicles are available for collection at 2:00pm (unless otherwise agreed). The Hirer is advised to check the vehicle thoroughly before leaving New Forest VW Camper Hire premises. The breakdown or malfunction of equipment, after the vehicle has left the premises will not be accepted as reason to abort or cancel the New Forest VW Camper Hire Rental Agreement; any such fault will be rectified as soon as possible.

Vehicles must be returned by 10.00am unless previously arranged & agreed. Failing to comply with these times will result in the Hirer being charged. No refund is given for an early return of the vehicle.

CANCELLATION POLICY

Cancellations must be made in writing and are charged at the following rates:

- More than 6 weeks before: £125 (Non-refundable booking deposit)
- 6 weeks – 2 weeks: 50% of total hire charge
- 2 weeks- No Show: 100% of total hire charge

The £500 Security Deposit will be refunded in full provided no other sums are unpaid by way of deposit or otherwise.

The Company reserves the right to cancel the hire if at the commencement of the hire the driver's license is invalid or not in accordance with the conditions set out above. In these circumstances the total hire charge will be forfeited.

New Forest VW Camper Hire reserves the right to refuse hire to any person without explanation or prior warning.