

# Terms and conditions

## Drivers

The Insured Vehicle shall not be let out on hire to or be driven by:

- a) Hirers under 23 or over 75 years of age, unless otherwise agreed by the Insurer.
- b) Hirers aged 23 or over, unless a full, valid UK/EU driving licence has been held for 24 months.
- c) Persons who have been convicted of an offence in connection with the driving of a motor vehicle or motorcycle and/or have had their driving licence endorsed, suspended or penalty points imposed. Parking and not more than two speeding offences in the past 3 years may be ignored.
- d) Persons who have had their licence revoked by DVLA due to medical grounds or convictions.
- e) Persons who have had their insurance declined and/or renewal refused and/or special insurance terms imposed as a result of claims experience and/or have had their insurance or cover cancelled by any Motor Insurer.
- f) Persons engaged wholly or partly in professional entertainment or professional sports.
- g) Jockeys and persons connected with racing of any sort.
- h) Undergraduates and/or students under 23 years of age.
- i) Persons who, whilst driving, have been involved in more than one accident during the past 3 years.
- j) Foreign Service Personnel other than persons born in the United Kingdom.

Please note that if any of the above apply to any proposed driver of the vehicle, this may prohibit you from hiring the campervan. For insurance purposes, you must declare ANY endorsements, motoring accidents, or physical or mental conditions.

The campervan shall be driven only by the Hirer or another permitted driver who has completed and signed the booking form immediately prior to any hire and has provided all required identification.

The Insured vehicle shall not be used for the carriage of goods of an explosive, dangerous or hazardous nature or for the carriage of goods or passengers for hire and reward or any other form of profit or remuneration.

## Driver Identification

All drivers must provide the following, which will be requested 7 days before the hire start date:

- A scanned copy of each driver's photo card driving licence
- Each driver's DVLA licence check code, so we can view your licence details before you arrive. [Click here](#) for instructions on how to do this.
- Two other proofs of address for each driver that show the driver's name and address as shown on the driving licence. The following are acceptable:
  - Utility bill received within the last 90 days

- Bank or credit card statement received within the last 90 days

When you collect the van, please bring your photocard driving licence with you and original copies of the other forms of ID. Wild River Campers cannot be held responsible for any lost holiday time as a result of your forgetting to bring the correct documentation.

Please note that the campervan is not insured outside the hire contract.

### **Insurance Excess**

The hirer is responsible for a standard excess of £500 in the event of any damage to the vehicle or third-party property, fire, or theft; the hirer will be liable for the excess. The hirer will also be fully liable for tyre or alloy damage. Insurance cover provided is Fully Comprehensive.

### **Security Deposit**

A **£1,000 security deposit** will be taken at the start of the hire period by **card pre-authorisation**. This means the funds will be temporarily reserved on your card rather than debited as a payment, subject to your card provider's terms and available funds.

The pre-authorisation will be released after the end of the rental period, provided the campervan is returned in line with the terms of hire and subject to a final inspection. Please note that the time it takes for funds to be released may vary depending on your bank or card provider.

The following conditions must be met:

- The campervan is returned with a full tank of diesel.
- The campervan is clean inside and in the same condition as when it was hired out.
- The toilet, if borrowed, has been emptied and cleaned.
- All cooking appliances and utensils are returned clean and ready for use.
- The campervan is returned at the agreed time.
- All equipment provided with the campervan is returned undamaged.

Where these conditions are not met, the following charges may apply:

- a **cleaning charge of £15 per hour** for any additional cleaning required;
- a **late return charge of £50 per hour** if the campervan is returned after the agreed time.

If any loss, damage, cleaning costs, missing items, late return charges, or other breaches of the hire terms result in costs exceeding the security deposit amount, the hirer will remain responsible for paying any outstanding balance.

If the total cost of any loss or breach is less than the security deposit, **Wild River Campers** will only charge the amount reasonably required to cover those costs.

### **Fines and Liability**

Drivers are responsible for any penalties, such as parking fines and speeding tickets, during the hire period.

### **Checking in and out procedure**

Upon collection of the campervan, we will jointly inspect its condition and sign it out. Upon return of the campervan, the van will be inspected to ensure it is in the same condition as at the beginning of the hire period.

### **Payment**

Availability is on a request-and-confirmation basis at the time of your reservation. A reservation is binding only once Wild River Campers confirms the booking by email, and a non-refundable deposit of 20% has been received. Payment of the remaining balance is due six weeks prior to departure. Payment is accepted by bank transfer, PayPal, or over the phone with a debit or credit card. Vehicles will not be released without full payment being completed.

### **Cancellation**

#### **For cancellation**

- 5 weeks or less before the rental date, 30% will be retained
- 4 weeks or less before the rental date, 40% will be retained
- 3 weeks or less before the rental date, 60% will be retained
- 2 weeks or less before the rental date, 85% will be retained
- 1 week before the rental date, 100% will be retained

We advise all hirers to take out their own holiday insurance to cover any eventualities. There will be no refund in the event of an early return, e.g., due to illness or accident.

### **Breakdown/Accidents/Incidents**

In the event of the van breaking down and being undriveable, we will provide you with details for contacting AA breakdown assistance, who will attempt to fix the vehicle or take you back to the camp/recovery back to us for recovery. Also, contact us immediately, and we will see what we can do. If you are without the van, you will be refunded on a pro rata basis. We cannot accept responsibility for missed functions due to breakdown, nor for adverse weather conditions affecting any hire.

### **Unforeseen Cancellation**

In the unfortunate event that the campervan is damaged and undrivable, or stolen and we cannot provide a replacement vehicle, a full refund of all monies paid will be issued. We cannot accept responsibility for missed functions or other commitments, such as campsite bookings,

due to breakdown or theft, and we cannot be held responsible for adverse weather conditions affecting any hire.

### **Personal Travel Insurance**

It is the hirer's responsibility to provide their own insurance to cover personal items and belongings, and personal injury in the event of an accident.

### **Rental restrictions**

- Smoking is strictly not permitted inside the campervan
- We welcome dogs, but this must be discussed with us in advance.
- The maximum number of passengers is 3
- 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 campervan off public roads and only drive on sealed / bitumen roads/camp sites. Wild River 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 campervan or equipment must be reported to the police and Wild River Campers immediately

### **Use of the Vehicle**

The Vehicle is not to be driven otherwise than in a cautious, prudent and normal manner; used in a manner which could cause damage; driven in a prohibited area or in an area other than the areas indicated to me by **Wild River Campers**; driven by a person under the influence of alcohol or drugs or with a blood alcohol level in excess of that permitted by law; left with the ignition key in the vehicle while it is unoccupied; valuables concealed; driven by persons under the age of 25 years or who is not authorised by law to drive the Vehicle or named in the agreement; damaged by submersion in water; put into contact with Salt Water; used for any illegal purpose for any race, rally or contest; used to tow any vehicle or trailer; used to carry passengers or property for hire or reward; used to carry more persons than is permitted by any relevant authority or detailed in the Vehicle manual or on the Vehicle or specified in this agreement; used to carry volatile liquids, gases, explosives or other corrosive or inflammable material; or otherwise used in breach of the Hirers obligations under this Agreement. The hirer also agrees not to carry more passengers than the seating capacity.

### **The Hirer will pay Wild River Campers the following**

All rental charges; there may be a cleaning fee of £50.00 if the Vehicle is not returned with the interior in a clean condition, or if there is any damage to the Vehicle or to the property of any third party, subject to the insurance cover. All government fees and duties etc; All parking fines,

other fines or penalties, and/or accidents including third party property damage not reported on return of the Vehicle, and associated administration costs incurred in relation to the Vehicle during the Rental Period; Any other fees or charges payable by the Hirer pursuant to this Agreement. This includes any costs incurred by Wild River Camper as a result of any breach by the Hirer of the terms of this Agreement. The cost of recovering a Vehicle that has become bogged.

### **Alterations to the Vehicle**

The Hirer shall not make any alterations or additions to the Vehicle without the prior written consent of Wild River Campers.

### **Maintenance**

The Hirer shall take all reasonable steps to properly maintain the Vehicle, including daily checks of oil and water levels, tyres and batteries, and shall stop and respond to any dashboard warning lights. In the event of any problems, please contact **Marie on 07356 037447**. Wild River Campers will reimburse the Hirer for expenditure up to £50 reasonably incurred in rectifying any mechanical failure to the engine of the Vehicle, provided that the Hirer produces relevant receipts at the end of the hire period and have received the prior consent of Wild River Campers, and that the damage is not due to any fault or breach of this Agreement by the Hirer.

### **Responsibility if an accident occurs**

In the event of any accident, loss or damage arising out of the use of the vehicle, the Hirer will notify Wild River Campers, obtain the names and addresses of third parties and any witnesses and report the event to the nearest police station. The Hirer undertakes to assist **Wild River Campers** in handling any claim arising from any event, including providing all relevant information and attending Court to give evidence.

### **Terminating the Agreement**

The Hirer acknowledges that Wild River Campers may terminate this Agreement and repossess the Vehicle at any time, without notification to the Hirer, and that the Hirer will pay the reasonable costs of repossessing the Vehicle, including towing charges if the Hirer is in breach of any term of this Agreement, has obtained the Vehicle through fraud or misrepresentation, the Vehicle appears to be abandoned, the Vehicle is not returned on the agreed return date or Wild River Campers reasonably believes that the Vehicle will not be returned on the agreed return date, Wild River Campers considers on reasonable grounds, that the safety of passengers or the condition of the Vehicle is endangered. In the event of such termination or repossession, the Hirer has no right to a refund of any part of the rental charges or the Security Deposit.

### **Change of Vehicle**

Wild River Campers reserves the right, at its absolute discretion, to substitute a comparable or similar Vehicle for the Vehicle.

### **Release and indemnity of Wild River Campers**

Subject to its obligation to deliver the Vehicle or an appropriate substitute vehicle, the Hirer releases Wild River Campers, its employees and agents, from any liability to the Hirer (regardless of who is at fault) for any loss or damage incurred by the Hirer by reason of this Agreement, including but not limited to any loss or damage caused by breakdown, mechanical defect, accident or the Vehicle being unsuitable for the hirer's purpose, any loss or damage to any property left in or on the Vehicle, in any service vehicle or on any Wild River Campers premises or recovered or handled by Wild River Camper. Subject to any insurance arrangements agreed with Wild River Campers, the Hirer hereby indemnifies and shall keep indemnified Wild River Campers, its employees and agents against any claims, demands and expenses (including legal costs) incurred or sustained by them or any of them by reason of the Hirer's use and/or possession of the Vehicle.

### **Title to Vehicle**

The Hirer acknowledges that Wild River Campers retains title to the Vehicle and that the Hirer possess the goods as a mere bailee only and do not have any right to pledge Wild River Campers credit in connection with the Vehicle and agree not to do so and shall not agree, attempt, offer or purport to sell, assign, sublet, lend, pledge, mortgage, let on hire, or otherwise part with or attempt to part with the personal possession of or otherwise deal with the Vehicle.

### **Pick up & Parking**

We have off-road parking for your car. However, please note we do not hold any liability for your vehicle whilst parked on our premises.

### **Privacy Policy**

We will not store any of your financial details, e.g. bank details.

### **Please note**

This agreement shall be governed by English Law. This agreement constitutes the entire agreement of the parties, and there are no other oral undertakings, warranties or agreements between the parties relating to the subject matter of this agreement. Wild River Campers reserves the right to add or amend any rental charges without prior notice.