

Motorhome Hire Contract / Agreement



Mid Norfolk Motorhome Hire, Manor Farm, Weasenham, Norfolk, PE32 2TF

PLEASE NOTE. YOU ARE REQUIRED TO HAVE READ AND FULLY UNDERSTOOD THE TERMS AND CONDITIONS AS PER OUR WEBSITE BEFORE SIGNING THIS CONTRACT. IF YOU CANNOT ACCESS THESE ON THE WEBSITE, THEN PLEASE ASK FOR A COPY TO BE SENT TO YOU, VIA EMAIL/POST. IN SIGNING AND AGREEING TO THIS CONTRACT, YOU ARE ACKNOWLEDGING OUR TERMS AND CONDITIONS AND AGREE TO BE FULLY BOUND BY THEM. DO NOT SIGN THIS CONTRACT IF YOU HAVE NOT READ AND FULLY UNDERSTOOD THESE.

Driver eligibility

Only persons that have been named in the proposal form are permitted to drive the hired motorhome. This refers to both on the highway and on private land. Any other persons driving will be doing so without insurance and will be liable to prosecution. All named drivers must be over 23 years of age and under 75 years of age. Drivers over 75 need to contact us first for confirmation of acceptance of insurance. All named drivers must be of good health and have held a full/valid driving licence for at least two years. The licence must be clear of any endorsements apart from up to six points for Speeding Offences, if there are any other current endorsements special conditions and extra costs may apply. For more than six penalty points, we will have to refer you to our insurers. There may be a charge for this.

All named drivers **MUST** produce their driving license at the time of vehicle collection; photo-card
Persons with serious convictions within the last seven years may not be permitted to drive the hire vehicles (including drink driving offences). In this instance we will refer the information to our insurers for approval. Visitors from abroad (does not apply to EU Countries) are advised to obtain an International driving licence. It does not automatically disqualify you from driving if you do not meet the required criteria, but we shall need to refer you to our insurance company to check if they will offer insurance cover.

Bookings

A booking/reservation deposit of £200 p/w of hire to be paid at time of booking confirmation with the full balance to be paid 3 months prior to the start of hire, unless the booking is placed within 3 months of the start of hire, then the full balance is required at the time of booking. If payment cannot be made, MMNH reserves the right to cancel the booking without notice.

Payment is only accepted by credit or debit cards (Visa or MasterCard only) or BACS transfer.

Upon booking you must disclose your itinerary if you are planning to visit a festival, concert, major sporting event etc , as some festival /event/ major sporting events dates are priced differently. Failure to disclose your travel plans / destinations / events / festivals ETC upon booking will result in the total loss of the £1250 security deposit. Breakdown cover may not active at major sporting events, festivals, concerts and other events. Please check before booking.

The booking deposit is NOT refundable and shall be deducted from all hire charges.

Bookings for EU travel add £100 for EU breakdown/Insurance.

If your travel plans take you outside the UK, you MUST inform us at point of booking as a VE103R document must be obtained for the motorhome by us prior to your collection date.

PLEASE NOTE WE ONLY ACCEPT PAYMENT BY CREDIT CARD (IN PERSON) DEBIT CARD OR BANK TRANSFER

Unlimited mileage for UK travel and a Maximum of 2000 miles for European travel.

A charge of £1.50 per mile will be charged for any mileage exceeding 2000 miles on EU trips only unless otherwise agreed in writing by Mid Norfolk Motorhome Hire in advance

Cancellation of Bookings

Cancellations must be in writing, and are charged as follows:

- Should you cancel your confirmed booking more than six weeks prior to commencement of hire you will forfeit 25% of the full hire charge.
- Should you cancel your confirmed booking six to four weeks prior to commencement of hire you will forfeit 50% of the full hire charge.
- Should you cancel your confirmed booking with less than four weeks to commencement of hire, you will forfeit the full hire charge.
- This will also apply if, upon inspection of named drivers' licences, they are found to be invalid or do not comply with the information stated on the booking form, or you do not supply requested paperwork/information at collection time.
- Mid Norfolk Motorhome Hire recommend that the hirer takes out their own travel insurance.

Payment

To reserve your booking, we require a booking/reservation deposit of £200 p/w of hire is to be paid at time of booking confirmation with the balance to be paid 3 months prior to the start of hire, unless the booking is placed within 3 months of the start of hire, then the full balance is required. If payment cannot be made, MMNH reserves the right to cancel the booking without notice.

Payment is only accepted by credit or debit cards (Visa or MasterCard only) or BACS transfer.

We DO NOT accept cash payments.

A damage excess/Security deposit will be taken upon collection of the vehicle of. This is £1250 and is fully refundable upon safe return of the vehicle on the agreed date and time unless otherwise agreed by Mid Norfolk Motorhome Hire. This payment can ONLY be made by credit Card or Debit Card, in person, by the named hirer. NO EXCEPTIONS.

If the vehicle is returned late or dirty or damaged in any way the cost to clean/repair will be deducted from the security deposit. PLEASE VIEW AND FULLY FAMILIARISE YOURSELF WITH THE TERMS AND CONDITIONS OF HIRE ON OUR WEBSITE, OR PLEASE ASK FOR A COPY. IN ACCEPTING THIS HIRE, YOU ARE FULLY AGREEING TO OUR HIRE TERMS AND CONDITIONS. IT IS VERY IMPORTANT THAT THESE ARE READ AND FULLY UNDERSTOOD.

Availability

In circumstances beyond our control if the Motorhome previously booked by the hirer is not available due to accident, theft, weather conditions, or ANY other reason or circumstance, then we will endeavour to supply a replacement motor home of similar size and specification. If this is not possible then we will refund all monies paid immediately. Mid Norfolk Motorhome Hire will have NO obligation whatsoever regarding refunding any monies paid for campsites booked, events booked, travel booked or any other circumstances.

Insurance

All Motor homes are comprehensively insured for the named driver/s during the hire period only as detailed on the booking form.

Additional drivers can be added to the policy at an additional charge of £10 p-day p-driver, depending on circumstances. **A refundable damage/security deposit of £1250 is payable upon vehicle collection, by Credit Card or Debit Card, in person.** In the event of an insurance claim against a 3rd party, the full £1250 deposit WILL be retained and may be taken to cover our insurance excess charge. Any damage to the vehicle during the hire period that is not covered by an insurance claim will be deducted from the security deposit; this will include any loss/damage of/to equipment.

Every accident or any damage or defect MUST be reported to Mid Norfolk Motorhome Hire immediately by telephone 01328 838484. An accident form will have to be completed by the end of the hire period.

Any damage to tyres, windscreen and any theft of personal property is not covered by our insurance, and any such damage or loss shall be at your expense. Mid Norfolk Motorhome Hire strongly recommends that the hirer takes out their own personal belonging's insurance.

Driving of the motorhome by non-named drivers or the late return of Motor home renders the insurance invalid and the driver therefore commits an offence under the road traffic act, and will be solely responsible for any damages or personal injuries incurred and the full security deposit will be retained.

Limitations & Liabilities

Mid Norfolk Motorhome Hire accepts no responsibility for replacement vehicle costs, travel or accommodation costs or any other loss claims arising from a Motor home breakdown or accident, however, will do our best in the event of this occurrence to allow you to continue on your journey.

The Hirer:

- Is liable for any cost incurred for speeding or parking fines, congestion charges or any other offences committed against the road traffic act regulations.
- Must remember that although these are leisure vehicles, it is an offence to drink and drive.
- Undertakes responsibility for the control of the vehicle on hire to you.
- Is liable for any damage to the vehicle or contents during the hire period.
- Shall not tow any trailer or vehicle behind the hired vehicle, unless prior arrangement with Mid Norfolk Motorhome Hire has been sought.
- Shall not carry more passengers than the seating capacity of the vehicle, as defined in the vehicle specifications or allow the vehicle to be overloaded, 3.5 tons gross.
- Shall ensure that the driver and all passengers required by law to do so shall, at all times when the vehicle is being driven wear the seat belts provided.
- Shall not smoke, vape, participate in consumption of illegal drugs whilst in the motorhome.
- Shall not use the vehicle to carry passengers or goods for hire or reward.
- Shall not, without written consent from Mid Norfolk Motorhome Hire, remove the vehicle from the UK mainland.
- Shall not submerge the vehicle in water of ANY kind, or drive the vehicle on unmade roads or tracks, or off-road unless on an authorised camping site

Breakdown & Accidents

- In the event of a breakdown or accident a recovery service is provided for all our motor homes (details inside vehicle in the welcome folder). This service is supplied by the RAC, and any issues or complaint reference the service given should at first be taken up with the RAC.

You are authorised to spend £50 on any necessary repairs and/or replacement parts, and we will reimburse you against a valid VAT receipt. Please inform us before having works carried out. Any repair above £50 will have to be authorised by Mid Norfolk Motorhome Hire.

Any breakdown, malfunction or damage caused by your negligence must be repaired/made good at your own expense.

General

The motorhome and its contents remain the property of Mid Norfolk Motorhome Hire at all times. The hirer is required to keep the vehicle securely locked at all times when it is left unattended, and to refrain from any action or omission which may prejudice Mid Norfolk Motorhome Hire rights to the vehicle. Mid Norfolk Motorhome Hire reserves the right to retain in part or whole the security deposit if additional deep cleaning or repair is required upon return of the vehicle.

ALL OF OUR MOTORHOMES ARE FITTED WITH STATE OF THE ART TRACKING AND MONITORING SYSTEMS

Mid Norfolk Motorhome Hire reserves the right to vary rates and conditions at any time.

Mid Norfolk Motorhome Hire offer secure parking for one vehicle whilst you are away, however, vehicles and contents are left entirely at the **Owners Risk**.

Vehicle Conditions

The hirer acknowledges delivery of the vehicle and its contents, free from defects or damage, other than as specified by Mid Norfolk Motorhome Hire and the hirer on the vehicle appraisal form.

Before the commencement of hire the hirer is advised to check the vehicle thoroughly before leaving the premises of Mid Norfolk Motorhome hire. The hirer is advised to report any discrepancies, damage or defects before leaving the premises, as errors will not be entertained once the motorhome has left the premises.

The vehicle MUST be returned in the same condition as when hired, with the interior and appliances clean. Mid Norfolk Motorhome Hire will make a charge of £50 for the cleaning of un-emptied/cleaned chemical toilets and an extra MINIMUM charge of £100 for the cleaning of dirty or stained floors and mats, upholstery or if the motorhome is not returned in a clean condition.

Fuel, Oil & Gas

The hirer will be liable if incorrect fuel type is used.

The motorhome will be supplied with a FULL tank of fuel. On returning the motorhome, the fuel tank must be FULL, as it left our premises. Failure to do this WILL result in a standard £125 charge, regardless of the amount of fuel in the vehicle. This is non-negotiable.

The hirer will be responsible for the regular checking of oil and water levels, and the use of the correct type of fluids.

Our vehicles are fitted with two Calor propane gas bottles which can be exchanged at any fuel station, garden centre or outlet supplying Calor gas bottles. A list of your nearest one is available on the Calor website. The vehicles are supplied with one full and one-part full gas bottle. If you require additional gas, it will be at your own cost. Please be advised, the motorhome must be returned with one gas bottle in a FULL state. Failure to do this will result in a £75 charge to the hirer.

Suitable Persons

Mid Norfolk Motorhome Hire has the right to refuse to handover the Motorhome upon arrival of the hirer to any person who in our opinion is not suitable to take charge of the vehicle, due to any concerns we have for the safety of the vehicle or its occupants or other road users. Mid Norfolk Motorhome Hire will have no obligation whatsoever with regard to refunding any monies paid for the hire, any campsites booked, events booked, travel booked, or any other circumstances in this instance.

Vehicle keys

Vehicle Keys must never be left in unattended vehicle. The motorhome must be securely locked when unattended and keys should never be left unattended in the vehicle when not in use and all reasonable measures must be taken by the hirer to ensure the safety and security of the vehicle. Loss of vehicle ignition key will result in a replacement charge of £500 and all other costs involved in the recovery of the vehicle. Loss of any other key will result in a separate £100 charge.

Vehicle Weight

It is the hirer's responsibility to ensure the gross vehicle weight, 3500KG, is not exceeded when fully loaded and must ensure contents are secure at all times.

Pets

We do allow Dogs/pets, by prior arrangement, dependant on age and breed, so long as they sleep in their own beds and you use your own throws to protect the upholstery. Pets must NEVER be left in the motorhome unattended at any time. We make an extra charge of £10 per pet per day and you must ensure that the Motorhome interior is pristine and shows no sign of a pet having been in it upon its return for the next hirer as there may be a possibility that future hirers have an allergy to pets. We reserve the right to charge an extra fee for cleaning if we feel the motorhome has not been thoroughly cleaned. We will carry out a thorough disinfecting of the motorhome if a pet has been present. Any damage caused by pets is not covered by the insurance, and hirer is fully liable for all costs incurred to repair any damage.

Smoking / Vaping

It is against the law to smoke or vape in all hire vehicles. A charge of £300 will be imposed if customers are found to have been smoking/vaping in our Motor home. If any damage to the motorhome has been caused by smoking/vaping, the deposit will be forfeited, and any further costs required to repair the damage will be paid to Mid Norfolk Motorhome Hire by the hirer.

Name of Insured Driver/ Hirer –

Address of Hirer –

HIRE PERIOD -

The Hirer agrees to take on the hire of the vehicle subject to the terms and conditions contained herein, and has read and fully understood the full terms and conditions as listed on our website and in the hire motorhome. I hereby acknowledge during the currency of the hire agreement I shall be liable for any offence for all fixed penalty notices under the Road Traffic Offenders act 1991, including any parking/ excess parking notices.

I accept the terms and the conditions contained herein (pages 1-6), and have read and fully understand the terms and conditions of hire as listed on the company website.

NAME:

SIGNED:

DATE: