

# Motorhome Terms & Conditions

## DRIVING REQUIREMENTS

1. All drivers must be aged between 25-70 years of age. Certain exceptions can be made subject to additional insurance terms, requirements and charges.
2. All drivers must produce their full drivers licence plus two other forms of identification, one should bear their signature and full address details, all must be present at time of hire. Signature of the insurance documents and hire agreement will also be required. Failure to produce these documents by the hirer will result in a cancellation of the hire by Rising Brook and under such circumstances no monies will be refunded.
3. All drivers must have held a full drivers licence and had driving experience of three years or more.
4. Visitors from abroad must produce a full driving licence, passport and address identification.
5. 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
6. Failure to produce the required documents by the hirer or to declare driving licence endorsements, convictions, accidents, insurance refusal, disability or medical conditions may result in a cancellation of the hire by Rising Brook and under such circumstances no monies will be refunded.
7. Only Drivers named on the hire agreement are permitted to drive the hired vehicle.

## INSURANCE

Comprehensive insurance is provided by Rising Brook and is included in the hire charge. The hirer must provide a £650 security deposit in the form of a credit or debit card payment or cash payment on collection of the hired vehicle. The excess payment will be refunded, subject to the terms and conditions laid out in this and the hire agreement being adhered to and subject to the return of the vehicle in the same condition as at the commencement of hire. In the event of any collision, traffic incident or accidental damage caused to internal or external parts of the vehicle including fixtures and fittings, any costs arising including 'off road' costs will be deducted from the insurance excess. Each motorhome is insured for the contract period, therefore driving the motorhome outside the contract period may result in a road traffic offence, in the event of which the hirer would be totally responsible for any accidental damage, injury and consequential loss thereafter; the Hirer will also risk legal action under such circumstances.

## BOOKING

A booking reservation deposit of 25% of the total hire charge is payable at the time of making the reservation and will be deducted from the total hire charge. The deposit is non-refundable in the event of cancellation. The balance of the total hire charges will be due for payment six weeks prior to the commencement of hire. Should the hire be cancelled after this time the balance payment will not be refunded unless the vehicle is re-hired for the same dates and for an equal or higher value. It is strongly recommended that adequate travel insurance is taken out to protect against any financial losses that may be incurred by cancellation of hire under any circumstances.

## COLLECTION & RETURN

Please allow approximately one hour for the handover of your motorhome on the day of collection. This collection time will be specified at the time of booking and will be in the afternoon of the start date of your hire unless other arrangements have been specifically agreed in writing. On the date of return the motorhome will be due for return in the morning at a time specified at the time of booking unless other arrangements have been specifically agreed in writing. Your co-operation in returning the motorhome within the specified times at the end of the hire period is essential in order that the motorhome can be prepared for the next hirers. Returning the motorhome later than the designated time will incur a surcharge of £50 per hour, which is not covered by the insurance excess. The motorhome must be returned in a clean and undamaged condition. Additional charges will be made if the vehicle is returned in an unsatisfactory condition, for example Rising Brook reserve the right to charge £50.00 for the emptying of any onboard waste material. Any costs resulting from misuse of or vandalism to the vehicle, any of its components or onboard equipment will be chargeable to the hirer these charges are not covered by the insurance excess.

## **DIESEL, OIL , WATER & GAS**

Hired vehicles will be supplied with a full tank of diesel and LPG. Should a hired vehicle be returned with less than a full tank of diesel and /or LPG a refuelling charge will be made to the hirer. The hirer is responsible to carry out daily checks on tyre pressure, oil and water levels. Any costs arising from damage to tyres or windscreens including punctures or stone chips must be met by the hirer and is not covered by the insurance excess .

## **CAR PARKING**

Free car parking is provided to the hirer for the duration of the hire period at the owner's risk.

## **AVAILABILITY**

If due to circumstances beyond our control the motorhome is not available Rising Brook will reserve the right to offer a suitable alternative. Should a suitable alternative vehicle not be available the liability will be limited to a refund of monies paid and the hirer shall have no claim against Rising Brook. Travel insurance is recommended to cover cancellation costs, personal effects, money loss, personal accident and injury.

## **FINES**

Any and all fines incurred by the hirer for the infringement of traffic laws or regulations shall be paid in full by the hirer.

## **SMOKING**

Smoking is not permitted inside the motorhome. Evidence of smoking will result in additional cleaning charges and is not covered by the insurance excess.

## **PETS**

Rising Brook operate a strict policy of no pets within our motorhomes unless this has been specifically agreed in writing at the time of booking.

## **MILEAGE**

There is no charge for mileage.

## **TRAVEL OUTSIDE OF MAINLAND UK**

Travel outside of mainland UK is not permitted unless specifically agreed in writing at the time of booking and additional charges will apply.

## **GENERAL**

The Hirer is responsible for any costs arising from roof damage.

It is strongly recommended that hired vehicles are parked only on hard standing. The hirer will be responsible for any assistance costs or damage resulting from parking a hired vehicle on soft ground.

The Hirer must ensure that passengers wear seatbelts provided.

The Hirer must ensure that the vehicle is locked and valuables are secured when unattended for any reason. .

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.

The hirer must ensure that all hatches and doors are securely fastened during transit.

The hirer must ensure that the vehicle is not overloaded and carries only the correct number of passengers as per vehicle specifications.

## **RIGHTS**

Rising Brook reserve the right to vary rates, conditions and specifications without notice. Rising Brook also reserves the right to refuse hire to any persons. Agreements are subject to the standard terms and conditions

## **BREAKDOWNS AND ACCIDENTS**

1. In the event of a breakdown or accident Rising Brook must be notified immediately.
2. Breakdown and recovery services will be at your disposal 24 hours a day 7 day a week.
3. In the event of an accident the hirer must, where possible note all necessary third party details and gather photographic evidence.
4. You are authorised to spend up to £50 on necessary repairs and we will reimburse you against a valid vat receipt.
5. Any repairs above £50.00 need to be authorised by a member of staff at Rising Brook Car & Van Hire
6. Any breakdown, malfunction or damage caused by hirer's negligence will be made good at your expense.
7. Every effort is made to ensure the vehicle is in a roadworthy and safe condition prior to each and every hire. Therefore Rising Brook dissolves any responsibility for hotel or any other consequential expenses subsequent to a breakdown. We will, however refund the loss for any complete days lost for the use of the vehicle providing you have documentation to support this claim.

