Rental Terms and Conditions

Confirming Your Booking

Name _____

Address: _____

Date of Travel: _____

Destination of Travel _____

How many Travelling: _____

Travelling with Pets….. Y / N… if so, how many _____

After owner approval, pay one £250.00 non-refundable booking deposit, included in the total hire cost. The remaining hire balance is due six weeks prior to picking up.

By securing a booking, it is taken as confirmation that you have read and understood the Terms & Conditions.

Security Deposit

Our standard security deposit of £850.00 and is required to be paid of day of departure and returned at the end of the hire period after satisfactory vehicle inspection normally within 24 hours back via bank transfer.

In the event that the following conditions are not adhered to the following charges will apply:

Toilet not emptied and cleaned - £100

Grey wastewater tank not emptied - £80.00
Unclean toilet/bathroom - £100.00
Unclean interior - £120.00

Pet hair and sand and mud will result in a charge of £180

Fuel not refilled will result in a charge of £25.00 plus cost of the fuel. Please make sure this is filled back up

Smoking / Vaping in the motor home £250.00. It is against the law to smoke anything in a rented vehicle This could also set of the smoke alarm

All of the above will be deducted from the security deposit if this has to be carried out.

Parking/speeding or any other actions that contravene the road traffic act, that are not limited to but include bus lane, traffic lights at red or any endorsable sections will be charged at £25.00 for administration purposes.

Any damages or breakages found that have not been reported will incur a £25.00 administration charge plus the cost of the broken/damaged item and an hourly rate of £50.00 to repair any damage. Please report any damage immediately and send photos.

Drivers Terms

Drivers must be aged 25–75 with full UK driving license and held driving license for minimum two years with category C1 to drive this motorhome. Any form of endorsements must be declared on booking form to consult with insurance company. If this is not declared, and then this arises that you do when we do our checks, you will not be allowed to rent the motorhome and shall lose your deposit.

Linen

Please bring your own , mattress protectors will be provided, aswell as 1 double bed sheet for overhead cabin and 1 for rear double bed.

Upon Collection You Must Provide

Valid photo card driving license of all drivers.
Valid UK DVLA check. This is to be no more than 5 days old. You are to do this and send to us before collection.
2 Proof of address (must be dated within 3 months of the hire date). The address & name on all documents must match. This can be bank statement, mortgage statement, utility bill, council tax bill, HMRC letter, etc.. BUT, must be 2 different documents.

We shall photo copy all of these and keep for our records.

All drivers need to attend the collection of the Motor home. If only 1 driver attends the collection, then, due to our policy, only that driver will be allowed to drive the motor home.

The driver agrees to inform Motorhome luxury that if their trip is going to defer to a different location or adding an extra location, Ie, travelling in the UK but deciding to go to Scotland or Ireland or you are travelling in the EU and your plans change direction, you must inform Motorhome Luxury before hand.

You shall be advised 1 week prior to payment that monies will be due on the confirmed date.

Collection And Drop Off

Collection and drop of times are: collection time is 6 pm latest and drop off time is 16.00. Please note charges apply for late drop off and collection unless previously been agreed by both parties, as this has a knock-on effect for other customers and pushing our time to get the motorhome ready for the next customer. If these delays are due to road traffic ie Accidents, road closures, we shall be willing to look at this.

Up to 30 minutes late: £15.00

30 to 60 minutes late: £30.00

Over 60 minutes late: £60.00 then £15.00 every 30 minutes late.

We can sometimes arrange an earlier collection time and later drop off time, but this will need to be agreed with Motor Home Luxury, in advance and it will depend on other bookings.

Insurance

All prices quoted include insurance, our excess is £750.00. All drivers must be listed on booking form and rental agreement and must be present at the time of collection of the vehicle.

On return of the vehicle an inspection will be done, and any damage noted and advised if any deductions would be required off the security deposit.

Any damage to the vehicle that is not covered by insurance claim would be deducted from security deposit taken, this includes any loss of equipment, and a charge of £50 per hour labour rate to any in house repairs required.

Any accident must be reported to us immediately.

Any damage to tyres, wing mirrors and windscreen and any theft of personal property is not covered by our insurance, this would be at your expense. We suggest travel insurance for your personal property.

Interior furniture and fittings are not covered for any loss or damage, these items will be charged at the cost of replacement, unless damage directly caused by accident.

Any person driving the motorhome who is not listed on the booking form and rental agreement will invalidate the insurance.

Any damage occurred will be sent to body shop for assessment and costing prior to any charge being made. If damage to roof section, anything above the windscreen level will be charged at the full cost of repair as this is classed as negligent and is not covered by the insurance, and these can be expensive repairs.

In the event of charges exceed your security deposit you will be charged the additional amount, and this payment is due immediately.

Any damage to the engine due to fluids not being checked correctly or regularly, or incorrect fuel will be charged at full costs of repair.

Any event which deems the vehicle unusable through an accident or misuse of the vehicle and its components, caused by yourself, you will be liable for any loss of earnings of Motor Home Luxury which will be charged at the nightly rate.

Motor Home Luxury will not be responsible for hotel or any other expenses subsequent to a breakdown but will refund the hire charges of any complete day’s loss of use of the vehicle, nor will they be under any liability for third party claims or damages with any accident or breakdown.

All our vehicles come with All Season 3 Peak tyres. It is down to the hirer to ensure that these tyres are suitable for the needs and conditions to where they are travelling to.

Motor Home Luxury cannot be held responsible for any weather conditions which you encounter. No refunds will be made due to you deciding to return the vehicle earlier than the return date because of adverse weather conditions or of your own choice.

Motorhome Hire Excess Insurance

When hiring out a motorhome from us, you shall be responsible for the excess of £750.00, should the vehicle be damaged or stolen. To save the worry of a potential bill at the end of the hire, which would cover loss of earnings etc.. you could take out an Excess Insurance Policy, this will reimburse you for the excess cover you would have to pay, this also covers you for other damages. For peace of mind we suggest visiting Moneymaxim, the are fully regulated by the FCA and they will be happy to help.

www.moneymaxim.co.uk/compare-cheap-motorhome-hire-insurance.

This is totally up to the hirer..

Loss

No claims by the hirer will be considered in respect of any loss or damage to personal belongings or effects of the hirer or any person or persons.

We advise you take out your own travel insurance to cover any personal items.

Cancellation Charge

If in the unfortunate event you require to cancel the following applies:

All booking deposits are non-refundable.

More than 6 weeks before travel we will only charge your deposit.

Between 6 weeks and 4 weeks before travelling you will forfeit 50% of the total hire cost.

4 weeks and less you will forfeit 100% of the cost of the hire.

Failure to pay the balance six weeks prior to picking up will be treated as cancellation and you will forfeit the deposit.

We are happy to look at each cancellation individually due to differing situations of cancellation.

Pet Policy

Pets are subject to approval based on size and breed and are charged at £15.00 per day. Cleaning costs apply as set out above. They are not allowed to be on any of the furniture and the vehicle needs to be returned as though there was never an animal in the vehicle. Failure to return the vehicle free of pet hair will result in a charge of £180.00

Hire Details

Minimum stay outside of high season is 3 nights this can be 2 nights but this is subject to agreement with Motor Home Luxury

5 nights minimum stay in high season, June to early September (1 June to 7 September inclusive).

EU and Scotland mileage costs are at the owner's discretion; please contact us to discuss. EU travel requires a route itinerary, prior approval and confirmation of insurance.

Pets are calculated at £15.00 per day and an extra cleaning cost may be applied. Please see above.

I/We confirm that I/We have read the Terms and conditions and agree to all the above. I/We agree to send this form all signed back to Motorhome Luxury

Driver signature(s): _____

Motorhome Luxury signature: _____

Driver date: _____ Motorhome Luxury date: _____