1. BOOKING PROCEDURES

a. At the time of booking, a deposit of 50% of the hire charges is required to secure the said dates required. This amount will be deducted from the total hire charge. In the event of cancellation this deposit is non-refundable. All further charges are due 4 weeks before said date. (We strongly advise that you take out appropriate travel/holiday insurance to cover any cancellations)

b. Bookings can be made by telephone or email, but deposit must be made on the day of booking, to secure said dates required. A booking confirmation will be sent to the hirer reflecting balances paid and balances due.

c. The insurance security excess deposit / bond of one thousand pounds (£1000) must be paid seven days before the hire date failure to do this will result in terminating your hire.

d. Payment can only be made via bank transfer

e. Berkshire Campervan Hire (also referred to as "The Company" in this agreement)) reserves the right to rent the campervan described on the website, via phone or viewed in person, or any substitute campervan subject to all of the terms and conditions of this agreement.

2. INSURANCE

a. Included in the price of hire is full comprehensive insurance, covering the campervan and its internal equipment only. Equipment excludes Kayaks, child seats, sat nav, bike rack and any other optional equipment. Please note your own personal belongs are at your own risk (see section g)

b. The insurance is only valid for the period of hire. The period of hire is from the collection date and time to the specified return date and time. Any late return or driving by non-named drivers would invalidate the insurance and constitute a traffic offence under the Road Traffic Act in which the driver may be liable to prosecution. The hirer and any driver will also be personally liable for any damage to the campervan, any personal injuries, third party property damage, third party injuries and other related liabilities after the insurance expiry date and time.

c. It is the driver's responsibility to provide full information on any driving convictions, previous accidents or health restrictions. Please note there may be insurance surcharges dependant on any of the above being applicable. Please also note that the insurance policy will be invalidated if the hirer or any driver misrepresents or withholds driving conviction or health restriction information. Should an insurance policy become invalidated for any reason, The Company will hold the hirer responsible for all fines, losses, damages and other costs.

d. The insurance deposit (section 1.c.) is held against any and all damage to the campervan. In the event that any damage to the campervan is greater than this deposit, the hirer will be charged any additional costs (see below)to meet the deductible requirements of the insurance company.

e. The Hirer shall be responsible for any and all of The Company's uninsured losses, which may arise as a result of the hire.

f. The insurance security deposit will be returned to the hirer within 14 days after the end of the hire period providing that hirer(s) return the campervan under the following conditions:

- Clean.
- Undamaged.
- With all tyres, tools, accessories and equipment in the same condition as when received.
- Returned to the place and on the date and time specified, or sooner if demanded by The Company and
- Returned having used campervan in a reasonable manner, set out in the said conditions. (See Campervan Use.)

CHARGES WHICH MAY BE DEDUCTED FROM THE INSURANCE SECURITY DEPOSIT:

- Fridge/Freezer not clean - £50
- Cooker hob and grill not clean - £50
- Shower and toilet compartment not clean - £50
- Toilet cassette not cleaned and emptied - £75
- Smoking in the campervan – see 7
- LCD TV damage - £250
- Punctured tyre - £45
- Damage of tyres - price of a new tyre, refit and any other associated costs
- Windscreen damage - cost of replacement
- Returning the campervan later than the specified time – see 10a

g. Personal possessions are not covered by the company's insurance. The Company shall not be liable for loss or damage to any property left, stored or transported by hirer or any other person in campervan either before or after the return to The Company. Hirer hereby agrees to hold The Company harmless from and indemnify The Company against all claims based upon or arising out of such loss of damage. Hirers are strongly advised to take out holiday insurance.

3. DRIVER

a. Must have held a full licence for a minimum of three (2) years.

b. Must be between the ages of twenty-five (25) and seventy (70).

c. All drivers must be present at time of collection and produce a photo driving licence., photographic identification in the form of a passport must be provided.

d. Visitors from abroad must produce a valid unendorsed domestic driving licence or international driving licence as well as a passport.

e. In addition to the driver's licence requirements, two other form of identity, such as a utility bill or a bank building society statement dated within the last three months, is required.

f. Licence offences must meet the driver eligibility requirements of the insurance company.

g. Only named drivers that have met the insurance company eligibility requirements are permitted to drive the campervan.

h. The vehicle is not to be used for commercial use, only pleasure purposes. It is also not to be used for Music Festivals unless agreed before pick up in writing by the company

i. The hirer/named driver shall be liable for all costs and expenses incurred for speeding, parking fines, congestion charges. This includes any other offences committed against the Road Traffic Act or traffic regulations and indemnifies The Company from any liability.

4. FUEL, GAS AND DAILY CAMPERVAN MAINTENANCE

a. The campervan will be provided with a full tank of fuel when it is collected. The campervan must be returned with a full tank of fuel. If the campervan is not returned with a full tank of fuel, a charged a refueling cost surcharge of Twenty Five Pounds plus the rate of fuel at the time of purchase required to bring the tank to full will be made to the hirer. These costs will be removed from the security deposit.

b. A full gas cylinder will be supplied with the campervan a long with a part used cylinder. If gas needs replenished during hire period, (not normally needed) the hirer may refill/replace the gas cylinder but this is at the hirer's cost.

c. The responsibility of checking oil/water levels on a daily basis in the engine and other necessary campervan components, such as checking tyre pressure, are the responsibility of the hirer while on hire.

5. BREAKDOWNS AND ACCIDENTS

a. Seatbelts must be worn by all forward facing passengers. This is the hirer's responsibility.

b. The Company will not be responsible for any third party damages or claims in connection with or as a consequence to any accident or breakdown.

c. Should a breakdown or accident occur, The Company will not be held responsible for any hotel, replacement vehicle or consequential expenses connected to breakdowns or accidents.

d. Great effort is made to ensure the hire campervan is in a roadworthy and safe condition before hire commencement. The Company shall not be liable for any consequences arising from any defects or mechanical failure of the campervan although all reasonable precautions have been taken to prevent such happenings.

BREAKDOWNS – Specifics

e. 24hr breakdown coverage the phone number is located on the campervan windscreen.

f. The hirer may authorise repairs and replacements up to fifty pounds (£50) and will be reimbursed on supply of a valid receipt.

g. The hirer must obtain permission from The Company for repair and replacement costs above fifty pounds (£50).

ACCIDENT – Specifics

h. In the event of an accident:

1. Call the Police and Do NOT admit guilt/fault or liability.
3. Fill out an Accident Report.
4. Notify The Company immediately – 07802911112
5. Please take pictures of the accidents road position and all damaged vehicles

i. Should the campervan be involved in an accident, however small, the full details must be filled out on an Accident Report form

j. A diagram should be drawn.

k. Hirer participates as an insured under a comprehensive campervan insurance policy. Hirer agrees further to protect the interest of The Company and the insurance company in the event of accident during the hire term by:

1. Notifying the police immediately if there is property damage, if people are injured and in order to determine fault for insurance purposes.
2. Not admitting guilt or liability.
3. Obtain names and address of parties involved and witnesses.
4. Not abandoning the campervan without adequate provisions for safely guarding and securing same.
5. Notifying The Company (07802911112) immediately, including holidays, of any loss or damage occurring to campervan, and of any fault. Please indicate if the campervan is not roadworthy or is liable to cause danger to any person or property.

l. The campervan should not be used until damage has been repaired, corrected and fault determined.

6. ANIMALS

We love animals. However, all animals are strictly prohibited in the campervan. We offer our campervans allergen free.

7. SMOKING

Smoking is strictly prohibited inside the campervan. Any infringement of this rule will incur a minimum charge of £100.

8. CAMPERVAN USE

a. The Campervan **shall not be used**:

1. For the carriage of passengers for hires for reward, delivery's or any commercial use.
2. Knowingly for any unlawful purpose.
3. To propel or tow any other campervan or trailer.
4. For racing, pace making, reliability trials, speed testing or driver tuition.
5. To carry a greater number of passengers and/or more baggage than recommended by the campervan manufacturer.
6. By any person who has given a fictitious or false name.
7. By any person other than the hirer who signed the rental agreement or who have been named as a driver and approved by The Company, or by an authorised campervan repairer in the event of an accident or breakdown.
8. By any person who is under the influence of alcohol or drugs.
9. For travel/use to rock festivals or unauthorised sports events.

b. Campervan Keys and Control

1. The hirer is required to keep the campervan under their control throughout the hire period.
2. The campervan must be locked and alarm set at all times when unattended.
3. The keys for the campervan must be kept safe at all times. All costs to replace keys will be the responsibility of the hirer. Duplication of campervan keys is expressly prohibited.

9. COLLECTION AND RETURN

a. The collection of the campervan must be made between 1pm and 5pm The campervan must be returned between 9am and 11am. Failure to comply with the return time will result in the hirer being surcharged at the rate of fifty pounds (£50) per hour, or any part thereof, for the first 3 hours and the balance of the deposit thereafter, together with any additional costs incurred by The Company.

b. There is no refund for early return.

c. The hirer acknowledges delivery of the campervan and the contents free from any defect or damage and complete other than as specified by The Company. The hirer is advised to check the campervan thoroughly before leaving The Company's premises. Upon return the condition of the campervan will be checked for damage, cleanliness, fuel levels, tyres, any hired options, conditions that affect the security insurance deposit and other general conditions. The company hold the right to check the campervan up to and including 24 hours after return.

The campervan must be returned with following items completed: • Fuel tank of full • Waste tanks and toilet emptied

10. CANCELLATIONS

a. All cancellations must be submitted in writing. It is strongly advised that hirers take out their own insurance against any unavoidable cancellations.

b. The following fees apply in the event of cancellation prior to the hire date. • More than four weeks before start of hire – loss of 50% deposit • After Four weeks or less - 100% of total hire charge

11. WEATHER CONDITIONS

The Company cannot be held responsible in the event of any damage or inconvenience caused by inclement weather.

12. CUSTOMER VEHICLE(S) STORED AT OWN RISK

Parking is provided free to the hirer for the duration of the hire period at the vehicle owner's risk.

13. AVAILABILITY

All effort is made to insure that the reserved campervan, or a suitable replacement, is available. However, if circumstances beyond our control prevent The Company from honoring a reservation that is booked, The Company will in no way be held responsible and all payments which have been made to The Company will be refunded.

14. CHANGES IN TERMS AND CONDITIONS

The Company reserves the right to vary the rates and conditions at any time. The Company also reserves the right to cancel or refuse hire to any person without prior warning or explanation. Additions to or alterations of the terms and conditions of this agreement shall be null and void unless agreed upon in writing by all concerned parties.