

## CAMPERVAN HIRE AGREEMENT

THIS AGREEMENT is made on the day stated on the booking form BETWEEN:

- (1) QUEST CAMPERS, whose registered address is The Firs Platt House Lane, Wrotham, Sevenoaks, England, TN15 7LX, and is the registered owner and keeper of the hire vehicle.
- (2) THE MAIN HIRER named on the Quote and Booking form, whose registered address is that shown on the hirer's driving licence and proofs of address.

### Eligibility

No one other than the drivers named in the proposal forms may drive the hired vehicles.

All named drivers must be over 25 (Drivers over 75 need to contact us first for confirmation), of good health and have held a full/valid driving licence for at least two years. We are unable to cover any driver/s under the age of 25 or over the age of 75 unless pre-arranged with QUEST CAMPERS directly.

All named drivers' licence/s must have at least 2x years driving experience. They also must be clear of any endorsements apart from up to six points for Speeding Offences, if there are any other current endorsements special conditions may apply. You must make QUEST CAMPERS aware of any extra points or special endorsements at the time of booking or as soon as possible.

Visitors from abroad/EU are advised to inform QUEST CAMPERS of any intention to place a booking BEFORE doing so. All bookings which have a named driver as a foreign national (with a foreign driving licence) must make QUEST CAMPERS aware at the time of booking or as soon as possible after. This does not automatically disqualify you from driving, but we shall need to refer you to our insurance company to check eligibility.

All named drivers must produce their drivers' licence/s at vehicle collection or we will be unable to hand over the vehicle. A photo copy of these will be taken on collection.

All named drivers must produce 2x PROOFS OF ADDRESS from separate sources (must be dated within **90 DAYS of the hire date**) at vehicle collection or we will be unable to hand over the vehicle. A copy of these will be taken on collection. You must provide 1x PRIMARY and 1x SECONDARY, or 2x PRIMARY proofs of address from the below list:

#### Primary Proof of Address:

- Electricity
- Water
- Gas
- Broadband/Landline
- Council tax
- TV licence
- Bank Statement
- Credit card bill / statement
- Mortgage statement
- Polling card
- HMRC self-assessment / tax credit

#### Secondary Proof of Address:

- Student loan
- Shotgun licence
- Payslip
- Mobile Phone Bills
- Pension letters
- Car Finance Statement
- Loan Statement
- Property deed

An annual council tax bill will be accepted. The address & name on each named driver's licence/s must match both documents.

QUEST CAMPERS has the right to refuse to handover the campervan 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. QUEST CAMPERS will have no obligation whatsoever with regard to refunding any monies paid for campsites booked, events booked, travel booked, or any other circumstances.

### **Bookings**

All bookings are subject to confirmation by QUEST CAMPERS and will only be confirmed once availability has been checked. You will receive an email either confirming your booking, or declining the booking for a reason made aware to you in the email.

All booking payments are processed through our online booking system. The total booking cost can be paid in installments up to 30 days in advance of the booking start date.

The booking deposit is non-refundable and shall be deducted from all hire charges. This is calculated at 20% of the total booking charge, and is displayed at the time of booking.

All bookings will require a REFUNDABLE security/breakage deposit. This is added to your booking charge and is displayed in all email booking confirmations. You will receive an email requesting the deposit to be authorised (which is done through your online account), and is returned to you within 1 week of the hire vehicle's return and end of booking date. This deposit is £500 if the main driver is between the ages of 25 and 75, and is £1000 if the main driver is between the ages of 76 and 79.

The security/breakage deposit refund is subject to any transaction fees, plus any deductions QUEST CAMPERS deems necessary. This may involve costs to cover any damages to the van or its' contents, lost contents, or to cover insurance excess in the event of an accident. These will be explained to you either; at vehicle drop-off or once the vehicle has been checked during maintenance/cleaning between bookings.

QUEST CAMPERS are able to process up to 115% of the security deposit authorisation to cover any damages or costs incurred during your use of the vehicle. If it is deemed necessary, QUEST CAMPERS may contact the hirer following a booking to request additional funds to cover any damages, insurance premiums, costs or fees incurred.

All UK bookings ARE NOT subject to any mileage limit/s. All EU bookings ARE subject to a mileage limit which will be explained to you at the time of booking. Extra mileage charges are applicable to all EU bookings if it exceeds the pre-agreed mileage limit.

All bookings, whether confirmed or pending confirmation, are subject to cancellation or re-arrangements if QUEST CAMPERS deems it necessary to do so.

Full payment of all bookings must be made a minimum of 30 days prior to collection of the hire vehicle. If the booking is confirmed with dates within 30 days of collection, the full booking charge will be required at the time of booking.

In circumstances beyond our control if the vehicle booked by the hirer is not available due to accident, theft, weather conditions, or any other reason or circumstance, then we will endeavor to supply a replacement vehicle of similar size and specification. If this is not possible then we will refund all monies paid immediately. QUEST CAMPERS will have no obligation whatsoever with regard to refunding any monies paid for campsites booked, events booked, travel booked or any other additional arrangements made.

## Booking Cancellation

All booking cancellations must be made to QUEST CAMPERS in writing via email. Relevant charges are as follows:

- (1) Should you cancel your confirmed booking more than 28 days prior to commencement of hire, you will forfeit the booking deposit.
- (2) Should you cancel your confirmed booking BETWEEN 15 – 28 days prior to commencement of hire, you will forfeit the booking deposit, plus 15% of the booking charge.
- (3) Should you cancel your confirmed booking BETWEEN 8 – 14 days prior to commencement of hire, you will forfeit the booking deposit, plus 50% of the booking charge.
- (4) Should you cancel your confirmed booking 7 days or less prior to commencement of hire, or fail to collect the hire vehicle, you will forfeit the booking deposit, plus 100% of the booking charge.

All booking charges, refunds and cancellations are subject to the relevant payment processing fees.

If there are circumstances that require the need to move your confirmed booking to a later date, it may be possible at the discretion of QUEST CAMPERS. Your cancellation fees will still apply to the relevant timescales shown above, and continue to follow the remaining cancellation policies thereafter.

*(Example: You need to move your booking within the 8-14 days cancellation period. You will stay liable for the non-refundable deposit and 50% booking charge if you cancel anytime between the original and new date of booking. Cancellation within 7 days of your new date will then apply accordingly).*

If a booking is cancelled by QUEST CAMPERS after paying for the deposit but BEFORE the booking is confirmed by us, the deposit will be refunded to you. QUEST CAMPERS will contact the booking party in the event that this does happen, and will endeavor to arrange another suitable date for you.

## Insurance

All vehicles are comprehensively insured for the named drivers during the hire period only as detailed on the booking form.

Up to TWO additional drivers can be added at an additional charge of £5.00 per night/per driver.

In the event of an insurance claim against a 3<sup>rd</sup> party, the FULL security/breakage deposit (plus up to 15% extra – depending on costs involved) will be required to cover insurance excess charges. Any damage to the vehicle during the hire period that is not covered by an insurance claim will be deducted from the security/breakage deposit; including any loss/damage of equipment. QUEST CAMPERS may request additional funds to cover any damage repairs, fees or costs etc. If the deposit does not cover this.

It is required that the hirer contacts QUEST CAMPERS directly following any accident or damage involving the hire vehicle. If the hire vehicle is involved in an incident, it is required that the hirer documents all relevant information at the time (photographs of the incident, 3<sup>rd</sup> party members' information, time/date/location of incident etc.).

Any theft of the hirer/s personal property is not covered by our insurance. QUEST CAMPERS recommends that the hirer/s take out their own personal belongings insurance for the duration of their booking. All hire vehicles are tracked and monitored for the security and safety of QUEST CAMPERS and persons hiring the vehicle.

### **Limitations & Liabilities**

QUEST CAMPERS accepts no responsibility for replacement vehicle costs, travel or accommodation costs or any other loss claims arising from a vehicle breakdown or accident.

The hirer:

- (1) Is liable for any cost incurred for speeding or parking fines, congestion charges or any other offences committed against the road traffic act regulations (*see fines section for more information*).
- (2) Must remember that although these are leisure vehicles, it is an offense to drink and drive.
- (3) Undertakes responsibility for the control of the vehicle on hire to you.
- (4) Is liable for any damage to the vehicle or contents during the hire period.
- (5) Shall not tow any trailer or vehicle behind the hired vehicle (unless arranged in advance with QUEST CAMPERS).
- (6) 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.
- (7) Shall ensure that the driver and all passengers required by law to do so shall, and at all times when the vehicle is being driven, wear the seat belts provided.
- (8) Shall not use the vehicle to carry passengers or goods for hire or reward.
- (9) Shall not, without written consent from QUEST CAMPERS, remove the vehicle from the UK mainland.
- (10) Shall not take the hire vehicle off paved roadways, paths or tracks (unless on a dedicated campground, events site or piece of land made for the movement of vehicles).
- (11) Shall follow the vehicle manual to ensure all equipment is used correctly.

### **Breakdowns & Accidents**

In the event of a breakdown or accident, roadside assistance services are provided for all our hire vehicles. Details of which will be made available to you at the time of booking, or provided inside the vehicle.

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

### **Fines / Fixed Penalties**

By signing this agreement, you understand that you are liable for any fines or charges incurred during your booking period. This includes but is not limited to; speeding and parking fines, congestion charges, penalty charge notices, charges for travelling through restricted zones, drink-driving penalties and offenses committed against the road traffic act regulations. You are also liable for any fines or charges incurred while travelling in the EU. QUEST CAMPERS are required by law to provide the charging company with the primary named driver's details to ensure the fine/charge notice is redirected correctly.

The hirer understands and agrees that if they use any toll crossing OTHER THAN the Dartford Crossing, they are responsible for ensuring that the toll is paid in advance. In the event that the hirer fails to make the payment and the toll charge and/or any related fines are subsequently directed to QUEST CAMPERS, the hirer acknowledges that they will be invoiced for the payment at the end of the hire period or this charge will be deducted from the security/breakage deposit.

For Dartford Crossing tolls, QUEST CAMPERS have a DartCharge account and all crossings will be automatically paid for. The hirer does not need to pay for this toll crossing in either direction but QUEST CAMPERS requests that payment for these crossings is either provided during handover or is left in the vehicle at the end of the hire period. Depending on usage, QUEST CAMPERS may invoice the hirer for these crossings or the charge will be deducted from the security/breakage deposit.

### **Vehicle Conditions**

The hirer acknowledges delivery of the vehicle and its contents, free from any defects or damage, other than as specified by QUEST CAMPERS at the time of collection.

Before the commencement of hire, the hirer is advised to check the vehicle thoroughly before it is left in their possession.

The vehicle must be returned in the same condition as when hired, with the interior and appliances clean.

QUEST CAMPERS reserve the right to charge a £50 cleaning charge, if a vehicle is returned in a dirty/untidy or unkept state. This charge will be deducted from the security/breakage deposit.

Hire vehicle keys must never be left unattended. The vehicle must be securely locked when unattended. All reasonable measures must be taken by the hirer to ensure the safety and security of the vehicle. Loss of the vehicle ignition key will result in a replacement charge of £300. This will be deducted from the security/breakage deposit.

### **Fuel, Oil & Gas**

The hirer will be liable if incorrect fuel type is used, and is liable to cover any/all costs involved in rectifying any misfuelling. It is advised that if the incorrect fuel is used, to NOT start the vehicle.

The hire vehicle should be returned to QUEST CAMPERS with the same level of fuel, as what was shown to you when the vehicle was collected.

The hirer will be responsible for the regular checking of oil and water levels, and the use of the correct type of fluids. All hire vehicles are fitted with refillable gas bottles, which can be replaced at any fuel station supplying LPG (charges may apply). All hire vehicles are supplied with a gas bottle which will be filled to a level which we expect the hirer to use during their booking duration.

If you require additional gas, the bottles can be replaced at most fuel stations or camping supply stores. Keep a receipt of the purchase and we will reimburse you of the cost at the end of the booking.

### **Pet Cover**

We do allow Dogs/pets dependent on age and breed, so long as they sleep in their own beds and you use your own throws to protect the upholstery. We charge a £5 per pet / per night fee, and you must ensure that the vehicle interior is pristine and shows no sign of a pet having been in it upon its return. The next hirer may be allergic to pets, so it is at your discretion to clean the van if you decide to bring a pet.

QUEST CAMPERS may charge the hirer a cleaning fee if we find the vehicle in an untidy/dirty state on drop-off.

### **Smoking**

It is against the law to smoke in all hire vehicles. A charge of £250 will be imposed if customers are found to have been smoking in our hire vehicles, or a maximum fine of the full security/breakage deposit could be imposed if damage is caused by smoking.

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***The Hirer agrees to take on the hire of the vehicle subject to the terms and conditions contained herein, 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.***

NAME OF INSURED DRIVER/HIRER –

ADDRESS OF HIRER –

SIGNED –

DATE -