

## **Just Go Camper Hire Terms and Conditions**

### **Eligibility**

You can hire one of our vehicles if you are aged 21-79 years of age.

No one other than the drivers named in the proposal forms may drive the hired vehicles. All named drivers must be over 21 years old and hold a full valid driving licence for at least 2 years.

We allow up to 6 penalty points.

All licences must be produced on collection of the vehicle.

It does not automatically disqualify you from driving if you do not meet the criteria, but we would need to refer you through to our insurance company to see if they will offer you insurance cover for the period required.

We will need to see the following identification for each driver before the hire commences:

- Photo driving license front and back
- A DVLA check code
- Bank Statement
- Utility bill

\*2 proofs of address, dated within the last 6 months are required and all addresses must match the one on the driving license\*

### **Booking**

A 25% deposit of the full booking cost is required at the time of booking.

Final payment must be paid 4 weeks before your hire commences.

This payment will be made via the camplify app as all other booking protocols are.

PLEASE NOTE PAYMENT WILL TAKE 5-7 DAYS TO REFUND.

## **Cancellation of Bookings**

All cancellations must be made at your earliest convenience. The charges for cancellations are as below:

If you cancel no less than 45 days before your hire date, then a full refund less the cancellation processing fee.

Cancel between 45 and 20 days before the start of booking and receive a 90% credit.

Cancellations less than 20 days before start of booking will not be eligible for any credit or refund.

If you fail to turn up for commencement of hire you will forfeit any monies paid, which will total your full booking fee.

If you fail to turn up with the correct identification needed to take the hire of the vehicle and are not able to resolve this matter urgently then you will be charged the full and final hire cost of your booking.

## **Availability**

In circumstances beyond our control if the Camper Van booked by the hirer is not available due to accident, theft, weather conditions or any other reasons or circumstances then we will endeavour to supply a replacement Camper Van of similar size and specification. If this is not possible then we will refund all monies paid immediately.

## **Insurance**

Just Go Camper Hire can offer hire to people aged 21 years old – 79 years old. All

Campervans are fully comprehensively insured for the named drivers during the hire period as detailed on your booking forms.

In the event of an insurance claim, any dispute will be settled through camplify, with excess fees dependent on the package selected at the time of hire. Any damage to the vehicle that is not covered by the insurance cover that has occurred during the time of hire, will become payable and will be handled by camplify.

Every accident or incident must immediately be reported to Just Go Camper Hire by telephone on 01422 373532. This will ensure the team have the incident forms ready for the return of the vehicle.

Any damage to the tyres, windscreen etc and or any theft of personal property is not covered by our insurance and will become payable by the hirer. Just Go Camper Hire recommend the hirer takes out Personal Belongings Insurance for their trip.

We will try to rectify any damage to the vehicle without going through the insurance to keep the costs down, in the event of damage to the vehicle the amount the repair costs will be dealt with by camplify.

If the Hirer allows non named drivers to drive the vehicle, then the insurance becomes 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.

### **Limitations and Liabilities**

Just Go Camper hire accepts no responsibility for replacement vehicle costs, travel or accommodation costs or any other loss claims that arise from a breakdown or accident.

### **The Hirer**

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. The hirer must remember that even though these are leisure vehicles, it is still an offence to drink and drive. The hirer is liable for all overhead damage to the vehicle resulting from any accident. The maximum height of the vehicle is clearly stated. The hirer must not tow any trailer or vehicle behind the hired vehicle. The hirer must not carry more passengers than the vehicle seating capacity. The hirer must not allow the vehicle to be overloaded. The hirer must not use the vehicle to carry passengers or goods for hire or reward. The hirer shall not remove the vehicle from the UK mainland.

### **Breakdown & Accidents**

Just Go Camper Hire provides breakdown cover, this is included in your booking costs.

**Accidents and Breakdowns must be reported immediately on 01422 373532/07916 644127.**

### **General**

The Camper Vans and its contents remain the property of a Just Go Camper Hire at all times.

The hirer must ensure the vehicle is securely always locked when left unattended.

Just Go Camper Hire reserves the right to administer additional charges to the hire if additional deep cleaning or repair is required upon return of the vehicle due to Smoking, Pets (unless previously arranged) or any other animals.

Just Go Camper Hire reserves the right to vary rates and conditions at any time.

Just Go Camper Hire will ensure the vehicle you chose to hire is ready for collection at 1pm on the day of hire. Just Go Camper Hire would like you to return the vehicle by 1pm on the

day of return. This gives us plenty of time to valet and sanitise the vehicle ready for our next customers. Just Go Camper hire may be able to be flexible with the following times with prior arrangements, however, these are subject to additional charges.

Please don't hesitate to contact us regarding this and we will try accommodating you the best we can.

### **Vehicle Condition**

The hirer will acknowledge the state of the vehicle and its contents on collection, free from defects or damage, other than those specified from Just Go Camper Hire at the time of hire. The hirer is advised to check the vehicle thoroughly along with a team member from Just Go Camper Hire before leaving the premises. The vehicle must be returned in the same condition as when the hire commenced, with the interior and appliances clean. Just Go Camper Hire will make a charge of £50 should the vehicle have stained upholstery or carpets or should the vehicle be in a very unclean state on return.

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

The vehicles will be hired out with a quarter of a tank of fuel and the hirer is expected to return the vehicle with a quarter of a tank of fuel. There will be a surcharge of £25.00 plus the cost of the fuel for vehicle that is not returned with a quarter of a fuel tank.

The hirer will be charged for repair should they put the incorrect fuel in the vehicle.

The hirer will be responsible for checking oil and water levels throughout their hire. The levels will have already been checked prior to commencement of hire but the hirer is liable should they not check the levels regularly.

All our vehicles will be gas safety checked, there will be a gas bottle in the vans should the

bottles need refilling that will be at your cost.

### **Pets**

Just Go Camper Hire know how much taking your pets away means to you. This is why we have designated a Camper Van to be pet friendly. Please inform us at booking if you wish to take your pets away so we can ensure we provide you with one of our pet friendly Camper Vans.

### **Smoking**

It is against the law to smoke in all hire vehicles. Just Go Camper hire will charge the hirer a penalty charge of £200.00 if smoking in our Camper Vans is found.

### **ID Requirement**

A valid driving licence is required along with a DVLA license check when hiring a camper van from us. We also require 2 forms of further identification; these can be from the list below:

- Council tax bill/statement – Current year.
- TV, internet, and landline bill
- Bank statement
- Credit card statement
- Mortgage statement

All the above must be dated within the last 90 days prior to the hire date, the address on the above identification must match the driving licence address.

### **Severe weather**

In the event of high winds, please do NOT put the pop top up. This will cause

damage to the pop top, and you will be liable in such an event.

**WE WISH YOU AN ENJOYABLE ADVENTURE**