

# Terms and conditions

## Drivers

On collection of the motor home the hirer /1st driver will need to present their driving license, (both parts) if new style photo card, and also 2 additional forms of identification, one a photo id e.g., passport and one a recent (within last 3 months) home id showing name and current address e.g. bank statement, phone bill, utility bill etc. We will require your consent to conduct any checks we deem necessary to confirm your identity and proof of your address. This may include contacting an information reference agency such as Experian. We will request this information from you on confirmation of booking, so that we can complete the paperwork before you arrive. You must also bring all originals with you when you come to collect the motor home.

Drivers must be aged between 25 and 70, and have held a full license for a minimum of 3 years and be in good health. Any endorsements (points) showing on a license will be considered on an individual basis, normally 3-6 points for speeding or traffic signal violations will not create a problem, but please check with us for confirmation of any additional insurance loading.

For visitors from abroad, licenses need to be in English or an International driving permit needs to be presented with your national license.

The final decision on suitability to drive resets with the insurance company. No one other than the drivers named on the insurance proposal form may drive the hire vehicle.

## Insurance

The motor home will have comprehensive insurance on the UK mainland for the named drivers listed on the hire agreement for the period of the rental. Please note this does not cover your personal property and you are advised to arrange holiday insurance.

Rentals to Ireland or Western Europe are not a problem; we need to know in advance so that we can obtain a green card and vehicle on hire certificate. Travel outside the EU is not permitted.

If you are late in returning the motor home, a penalty of £75.00 per/part hour may be charged, this is partly to cover extending the insurance to avoid you driving uninsured and as compensation for the inconvenience caused to arranging a motor home for the next customers holiday.

There are no refunds for early returns.

When the vehicle is unattended, it must be locked, deadlocked and alarmed. Keys must be removed from the ignition when the vehicle is stationary.

A £500 damage deposit will need to be paid before the start of the hire by card. If the motor home is returned undamaged with a full inventory, full of fuel, reasonably clean with the waste water and toilet empty the deposit will be refunded within a maximum of seven days by bacs to the hirers bank account provided.

This deposit can be paid by credit or debit card. If the deposit is paid by Credit Card, a 2.5% administration fee will be charged.

In the case of accident or damage your liability is up to £1,000 per accident or incident and in the case of theft or write off you will be liable for up to £1,000.

Damage caused to tyres/wheels, wing mirrors, glass, underside of the vehicle or overhead damage (defined as over 6 feet/1.85metres) or the filling up with the wrong type of fuel will be the hirers' responsibility and is not covered by our insurance.

In the case of damage due to negligence or in the case of damage to the interior, the full cost of rectification will be charged.

Ladycross Hire reserves the right to withhold all or part of the deposit to pay for any repairs, until such a time that the repairs may be completed.

You must inform Ladycross Hire immediately of any Issues, Accidents, Incidents or Faults with or relating to the Vehicle or Hire.

## Booking

Bookings can be made by phone or in person, our booking form must be completed and a deposit of 25% must be made immediately to secure your hire date. Confirmation of your booking will then be posted or emailed.

The balance of the rental costs will need to be paid 6 weeks before the start of your hire.

On collection the damage deposit of £500 will need to be paid by card.

## Cancellations

Should you need to cancel your rental we will endeavour to rehire the Motor home, if successful will refund the re-hire value less a £50 administration fee.

However if we are unsuccessful in re-hiring the Motor home;

If the cancellation is more than 6 weeks prior to your booking, you will forfeit your deposit.

If you cancel less than 6 weeks before your booking you will forfeit the deposit and any hire fees paid

We recommend you take out adequate insurance to cover unforeseen cancellation.

If, on arrival to collect the motor home, your license is unacceptable due to endorsements, defacement or incorrect vehicle categories, no monies will be refunded.

## Motor home Collection and Returns

We are quite flexible about collection days and times. It's your holiday so we will work with you. Please let us know and when you wish to go, and as long as it fits in with other hires, you should be able to collect your Motorhome at a time that suits you. We do ask that you stick to agreed times.

## On collection

If it's your first time with a Motorhome, we would like to spend at least an hour with you running through the workings, so you feel comfortable and if you feel you need longer that won't be a problem.

We will check your documentation and show you round the Motorhome to familiarise you with the vehicle and its workings. We will agree any damage already present and also the inventory of equipment supplied.

## Returns

When you make your booking, we will discuss a return time. If you are going to be late (or early!) for any reason, please let us know as soon as possible. Quite often the Motor home will be booked out for the following day (sometimes even the same day), so we do request that you try to stick to agreed times as much as possible. The hire insurance covers you until the agreed time, so if you are late and don't inform us, you may be committing an offence. We may also charge you for being later than the agreed time N.B If you return the Motor home when it is dark, we will be unable to do an outside check. This has to be done in daylight.

Sorry we do insist on you being punctual, as we want to make sure the vehicle is fully prepared for the next hirers to enjoy their holiday.

Late returns may incur fees at the rate of £75 per/part hour.

As with collection, it takes about an hour for us to check the Motorhome back in and complete the paperwork.

## On return

All of our Motorhomes are hired with a full tank of fuel, and need to be returned with a full tank. If this is not the case a £25 charge will be made plus the cost of the fuel.

The waste water empty.

The toilet must be empty and clean. If the toilet is not emptied, a service charge of £50 will be deducted from the deposit.

The Motorhome will be checked for damage and the inventory for any shortages, and evidence of damage photographed and provided.

## Mileage

1200 miles per week are included, any additional miles are charged at 15p per mile.

## Breakdowns

The motor home has full breakdown and recovery cover, in the case of breakdown or accident a 24 hour phone number is provided .

The hirer is authorised to spend up to £50 on repairs and will be reimbursed on production of a valid VAT receipt. For amounts above £50 authorisation will need to be obtained from Ladycross Hire.

In the case of breakdowns, which are the fault of the hirer (e.g. filling with the wrong type of fuel), any costs incurred will be the responsibility of the hirer

## Responsibilities and Liabilities

The hirer is responsible for any traffic offences committed against the road traffic act, parking fines or congestion charges whilst the vehicle is in their charge. Any charges becoming evident after the hire will be deducted directly for the customers' credit / debit card.

The hirer is responsible for damage to tyres windscreens and overhead damage (damage above 6ft/1.85m).

The hirer is responsible for locking doors and windows and setting the alarm when the vehicle is left unattended.

Ladycross Hire can accept no liability for replacement vehicle costs, travel or accommodation costs or consequential losses from a breakdown or accident.

Ladycross Hire will make every effort to make sure your reserved motor home is ready on time, but in circumstances beyond our control where the vehicle is not available and a suitable alternative is unavailable our liability will be limited to refunding the payments made.

When the vehicle is in motion passengers must be seated in the designated seats wearing the seat belt provided, the gas must be turned off and any items not bolted down made secure.

## Gas

Two gas cylinders are supplied with **at least one full**, subsequent refills are the responsibility of the hirer who should ensure that refilled bottles are **the same size and fitting** and returned with the vehicle. Missing bottles will be charged at full rate of a new bottle with gas

## Animals

At this time we do not allow pets in the motor home. If you decide to ignore this policy valeting charges will be incurred as will the cost of replacing any items damaged by or from the smell of animals. There will be a minimum service / cleaning charge of £100 if animals have been in the vehicle without prior arrangement. This will be deducted from the deposit or charged to the customers' credit / debit card.

## Smoking

You are not permitted to smoke in our vehicles. **IT IS AGAINST THE LAW.**

If you decide to ignore this policy valeting charges will be incurred as will the cost of replacing any items damaged by or from the smell of cigarettes, pipes or cigars etc.