



# Motorhome Hire

## Hire Terms and Conditions

**You** means: the person hiring the vehicle who has made the booked and paid for the hire.

**Us or We** means: Go-Tour Motorhome Hire.

**Vehicle** means: the Motorhome that we have allocated for you to hire.

### General

Our aim is to consistently deliver a high quality hire service to all of our customers. You naturally want your Motorhome to be ready, complete and clean when you collect it from us. The next hirer expects and deserves exactly the same standard. By reading, understanding and complying with these Terms & Conditions, you can minimise distress if unforeseen events occur and show consideration for the next hirer.

### Collection

Go-Tour will contact you during the week before your collection date to arrange a collection time convenient to both parties. Please be on time for your vehicle collection as vehicles are dispatched on an appointment schedule. Arriving early does not necessarily mean we can facilitate early departure. If you arrive late you may have missed your dispatch slot and have to wait until we are available. If you are likely to be late, please inform us as soon as possible. Please allow at least 1½ hours for your collection, during which time we will demonstrate proper use of the vehicle systems and equipment.

**We will need to see both parts of your driving license and take your Damage Deposit of £750 and road Traffic Offence Deposit of £150. The Damage Deposit will be returned to you within 10 working days of return of the vehicle to us, the Traffic Offence Deposit within 8 weeks of return.**

### Return

It is imperative that you return the vehicle at the date and time specified in your Hire Agreement. You must contact us immediately if you are in doubt about the time of your return. If you are late and we are not informed, your insurance will expire, leaving you uninsured, liable to prosecution and wholly responsible for any costs incurred. Late returns will be surcharged at £40 per hour or part thereof. By arrangement, we can take a vehicle in at an earlier time than specified, however no refund of unused hire will be made and you must call to make an appointment.

You are required to return the vehicle in a clean and undamaged condition, with an empty waste-water tank and empty and clean toilet. A charge of £40 will be imposed for any vehicle returned with a soiled or unemptied toilet.

On return, we will carry out a vehicle inspection and an inventory check. Please allow 1 – 1½ hours for unloading the vehicle, our inspection and signoff.

## Drivers

The vehicle may only be driven by the Designated Driver(s) specified in the Hire Agreement/Insurance document. If one driver only is specified and this person is unable to drive, you must contact us to insure another driver (except for emergency or recovery services drivers), we will take the details required for the new driver and arrange the insurance cover, you must allow time for a delay as we can not guarantee cover immediately. All drivers must drive the vehicle with due care for the vehicle, their passengers and other road users. The vehicle is intended for leisure transportation on made up roads only. It must not be used for any other purpose, such as racing, rallying, or trials. Particular care must be taken entering/exiting gateways, negotiating around buildings and steep inclines (e.g. roll-on/roll-off ferries, where there is risk of grounding the rear). It must not be driven through deep fords, or saltwater.

## Offences

You are wholly responsible for any offences of any kind that may occur while the vehicle is in your care, including (but not limited to) parking tickets, congestion charges, speeding fines and road traffic violations. Any fines or charges incurred during the Hire period that arrive after return of the vehicle will be deducted from your Traffic Offence Deposit, or, if this has been returned, passed on to you.

On collection of the Motorhome we will take a Traffic Offence Deposit of £150, which will be returned within 8 weeks after return of the Motorhome, provided that the vehicle is returned complete, clean and undamaged, inside and outside.

## Damage

Parts for Motorhomes are expensive and for the most part are not “off the shelf”. If the Motorhome sustains damage at any time during your hire, please inform us immediately. If we know about it we can start to make arrangements for repair before the vehicle returns, rather than having no time to effect repairs prior to the next hire, potentially leaving us in a position of having to cancel or compensate another customer’s holiday. Willful damage, neglect of care or accidental damage that is not part of a road accident (e.g. a tin falling out of a cupboard and puncturing a table or worktop), is not covered by insurance. For valid claims, the Insurance Excess (the amount of any claim that you must pay) is £1250.

On collection of the Motorhome we will take a Damage Deposit of £1000 (£1200 if travelling to the EU), which will be returned within 48 hours after return of the Motorhome, provided that the vehicle is returned complete, clean and undamaged, inside and outside. On return, the vehicle will be inspected. If applicable, damage or breakage charges will be deducted from your Damage Deposit.

## Security

Whilst the vehicle is in your care, you are responsible for ensuring that all reasonable precautions are taken against damage to, or theft of or from the vehicle. When you leave the vehicle, ensure all windows and roof lights are closed, doors are locked and you have the keys. Do not give the keys

to anyone else or permit unauthorised persons to drive the vehicle. Your insurance does not cover theft of or from the vehicle if:

- The vehicle has been left unlocked,
- The keys have been left in the vehicle,
- Window(s) and or door(s) have been left open,
- You have allowed someone else to drive it and they take it away.

Do not leave valuables on display, or leave the vehicle in a vulnerable position, such as on a junction or street corner, poorly lit or unsuitable areas. Taking these basic precautions will help reduce the risk of unwelcome attention and the distress this can cause.

## Drivers

Drivers must have held a full UK license for at least two years, be aged between 25 and 70 and have driven regularly in the last 12 months. Drivers who passed their driving test on or after 01/01/1997 must hold a Category C1 License to drive certain hire vehicles that are over 3,500 kg GVW (Gross Vehicle Weight), we will advise on the vehicle weight at the time of booking. Endorsements on your license may result in an insurance company surcharge or insurance being declined, in which case any reservation deposit taken will be refunded. At the commencement of hire, each driver must present their driving license (both parts of a photo card license are required) along with two proofs of identity.

## Car Parking

By prior arrangement only, we can provide free car parking, at owner's risk, in our secure storage site for the duration of your holiday.

## Smoking

For the benefit of the majority of hirers, smoking is not permitted in any of our vehicles. Any evidence of smoking will result in a £75 cleaning charge.

## Animals

Unlike many other hire companies, we do permit dogs in our Motorhomes by prior agreement. If you intend taking your dog with you, you must inform us at the time of making your booking as we reserve the right to refuse hire if at a late time we discover you are taking your dog.

Do not leave your dog in the vehicle without adult supervision and any costs incurred for damage caused by your dog will be taken from your Damage Deposit. You must not use the shower to clean your dog as the waste pipes are narrow in places and the dirt can block the pipes.

## Payment

We accept payment by Switch, Maestro, Visa and MasterCard via PayPal. Cheques or Bankers Drafts will be accepted in advance only (please allow 10 working days for clearance). We also accept cash.

At the point of reservation, a 25% deposit is taken to reserve an agreed Motorhome for the agreed hire period. On receipt by us (within 7 days) of the completed and signed Booking Form, Terms & Conditions, and photocopies of driver(s) license(s), we will submit your details to our Insurance

Company. If insurance is accepted without condition, we will send you a booking confirmation – only then is our contract binding. If our Insurers levy an additional premium we will advise you of this as to how you wish to proceed. If insurance is declined we will inform you and return your deposit. The remaining balance of hire charges must reach us no later than 6 weeks prior to commencement of hire.

## **Base Vehicle (Chassis) Breakdown**

In the unlikely event of vehicle breakdown, details for recover are provided in each vehicle, these will be pointed out to you during your collection. Please also advise us so that we can monitor and assist as necessary.

## **Habitation Equipment or Accessory Breakdown**

Breakdown of an item of on-board equipment does not render the vehicle unusable or necessitate in the curtailment of your holiday. In the first instance, please contact us so that we may establish whether the problem can be resolved during the hire period. This may mean a visit to a Motorhome dealership or repair centre. Reasonable agreed costs up to the value of £50 including VAT, supported by a VAT receipt, will be reimbursed. Please do not attempt DIY repairs.

## **Vehicle Maintenance**

The driver is responsible for the roadworthiness of the vehicle and the safety of the passengers. Each vehicle is checked prior to dispatch and you are required to monitor oil, engine coolant, windscreen washer fluid level and tyre pressures whilst the vehicle is in your care. If consumable items such as oil or coolant are required, please contact us to authorise reimbursement of purchase.

## **Gas**

At least one full gas bottle will be supplied with the vehicle (Calor Propane 13kg). Two bottles will be fitted; the second will be connected and partially full. When this runs out, connect to the full bottle and purchase another full gas bottle from any Calor outlet. In this way, the vehicle leaves with a full gas bottle and returns with a full gas bottle, if one gas bottle is found empty, lost or incorrectly changed, the hirer will be liable for the costs up to £35.

## **Fuel**

All of our vehicles run on diesel fuel and are dispatched with a full tank. The vehicle must be returned with a full tank. Any fuel required on return will be charged at the prevailing rate per litre plus a £25 refueling charge, which will also mean delay in completion and sign-off. If necessary, the charge will be taken from the Damage Deposit.

## **Cancellation**

Once a vehicle has been reserved for you it cannot be hired to someone else for the same period. As the commencement date of hire approaches, the likelihood of us being able to rebook the vehicle, should you cancel, reduces. Therefore, the following cancellation charges apply:

- More than 6 weeks prior to commencement of hire – reservation deposit

- 4 - 6 weeks prior to commencement of hire – 60% of hire cost
- Less than 4 weeks or non-arrival for collection – 100%

However, if we successfully replace your booking, you are entitled to a full refund minus £50 for administration.

If, under the unlikely event we have to cancel your booking, a full refund will be provided.

## **Ownership**

The vehicle you hire belongs to Go-Tour Motorhome Hire. You must not attempt to sell, rehire, or make representation of the vehicle to any other party.

## **Substitution**

Occasionally circumstances outside our control can result in us having to substitute an alternative vehicle from our fleet if one is available. In this event, the substitute vehicle will be of comparable or higher specification, with the correct number of berths and seatbelts to meet your needs. If a substitution vehicle is not available we will give you a full refund.

## **Amendments**

These Terms & Conditions may be amended at any time without notice. If an amendment is made prior to the commencement of hire you will be issued with revised Terms & Conditions.

## **Customer Commitment**

Upon signing the booking form the hirer is legally deemed to have agreed and accepted these terms and conditions.