



Terms & Conditions for all New Forest Motorhome Hire

** Copies of these terms and conditions will be supplied as part of your rental agreement paperwork and copies will be in all our vehicles and on our website. Please ensure you read, understand and accept them before your rental period. Failure to do so may lead to financial penalties.

Definitions

Us or We – New Forest Motorhome Hire Ltd

You - The person hiring the vehicle who has made the booking and or payment for the rental of the Motorhome.

Hirer – The person who both made the booking and signed the rental paperwork.

Vehicle - The Motorhome that we have allocated for you to hire.

Driver – The person or persons who are entitled to drive the motorhome after supplying the correct Licence and paperwork.

*** COVID-19 Policy terms and conditions.

New Forest Motorhome Hire will offer a no quibble, 100% refund on your booking deposits or postponement without penalty if the UK government imposes restrictions that cause any of the following:

- Closure of our site on the date when your collection is scheduled
- The introduction of non-essential travel restrictions over the dates and areas you are due to travel
- Cancellation of your hire due to a positive Covid result (evidence will be required)

1. General

Our aim is to always deliver the best rental service to all our customers.

We naturally want your Motorhome to be ready, fully equipped and clean when you collect it from us. By reading, understanding and adhering to these Terms & Conditions, you can minimise any disruption and allow the same for the subsequent vehicle rentals.

Our Motorhome Rental prices include:

- Mileage limited to no more than 1000 miles a week. Any miles over this limit will be charged at £0.40p per mile
- Fully comprehensive insurance (subject to driver conditions, see Section 8. below)
- Breakdown cover
- Kitchenware – pots, plates, pans etc.



- Motorhome specific Satnavs – these will be pre-set to the vehicle characteristics to ensure only suitable routes are planned, no low bridges, narrow roads etc., although we do not take responsibility for any errors within the planned routes.
- Toilet tank chemicals
- LPG Gas (See section 20)
- Bedding as requested when booking your hire

2. Deposit & Hire Balance

At the time of booking, a non-refundable deposit of £100 is needed to secure your chosen Motorhome for the agreed hire period. We will send you a booking confirmation when the deposit is paid, at that time our contract is legally binding.

The hire balance is due no later than 30 days in advance of your rental date, or immediately for bookings made at short notice (less than 30 days).

3. Damage/Security Deposit

A **£1000** damage/security deposit must be paid prior to collection of the motorhome. The deposit will be fully refunded within 10 working days of the end of the hire period minus any costs as detailed in Section 4. below.

Please note that the security deposit is not a holding deposit and must be cleared funds before the Hirer can take delivery of any vehicle (this is a requirement of our insurance company). **The security deposit must be paid by bank transfer at least seven days before your collection date. Under the terms of our insurance we cannot accept cash for the security deposit.** Refunds will be processed using the same method, provided that the vehicle is returned complete and undamaged, clean and tidy on the inside, with an empty toilet tank and a full tank of diesel. On arrival back at our depot, the vehicle will be briefly inspected. A full inspection and inventory check will be carried out on return of the motorhome and if applicable, reasonable replacement / damage charges will be deducted from your Damage/Security Deposit (see Sections 4. & 6. below).

4. Damage & Cleanliness

Parts for Motorhomes are expensive and for the most part are not immediately available “off the shelf” locally. If the Motorhome sustains damage at any time during your hire, however minor, please inform us straightaway. If we know about it, we can start to make arrangements for repair before the vehicle returns in time for the next hire, potentially avoiding leaving us in a position of having to cancel or compensate another customer’s holiday.

We understand that accidents do happen and make no charge for the occasional broken small item. Please do let us know if anything is lost or damaged so that we can ensure the vehicle is fully stocked for the next Hirer.



You are required to return the vehicle in / with a:

- Clean interior and in an overall undamaged condition
- Empty waste water tank (Grey waste)
- Clean and empty toilet tank (Black waste)
- Full tank of diesel.

Exterior washing is not necessary. **A charge of £100** will be imposed for any vehicle returned with a dirty or unemptied toilet. Additional reasonable charges may be deducted from the security deposit for stain removal from upholstery or carpets, additional cleaning time if the motorhome is returned with an unreasonably dirty interior, or any other damage. In the event of damage resulting in a valid insurance claim the **Hirer is responsible for payment of the insurance excess of £500.**

The Hirer is responsible for payment for:

- Any damage to wheels, windows, mirrors, windscreen or tyres.
- Willful damage, neglect of care or accidental damage, e.g., (damaging a worktop).
- Any costs incurred due to the fault of the Hirer (e.g. keys locked inside the vehicle or wrong type of fuel used).

Security deposits will be refunded in full provided that the vehicle is returned with the interior clean, undamaged and on time.

Examples of circumstances where deductions may be applied to this deposit are:

- Where there is damage to the vehicle or contents. Charged at retail replacement part(s) cost plus an hourly labour rate for time spent on repair if necessary.
- Where the vehicle is returned in an unacceptable condition internally. Charged at an hourly rate for any excess cleaning time required.
- We do not have provision on our site to empty Toilet tanks, unemptied toilet tanks will be **charged at £100** for emptying and cleaning.
- Fines or any offences of any kind which occur while the vehicle is in your care, including (but not limited to) parking tickets, congestion charges, speeding fines and road traffic violations.

5. Collection

All motorhomes are to be collected from and returned to our business address unless prior arrangements have been made otherwise.

Please be on time for your vehicle collection from **10am earliest to 2pm latest** and allow between 30 minutes and one hour for a full vehicle induction, during which time we will demonstrate full, proper and safe use of the vehicle systems and equipment. Please contact us to see if an earlier pickup time is



possible, but this will be dependent on the time the previous Hirer returns the vehicle and cannot be guaranteed.

We will walk around the vehicle with the Hirer before you leave our premises taking notes of any damage to the vehicle before you leave, it is the Hirer's responsibility to point out any damage and ensure we note this on the paperwork before you sign for the vehicle. Failure to do this may result in loss of part or whole of your deposit on return of the vehicle.

We will need to see legible copies of the driving licences for each driver and proof of address for the named Hirer (e.g. council tax, telephone or utility bill dated within the last 3 months).

One week before collection please supply by email to info@newforestmotorhomehire.co.uk

- 1. A clear, legible copy of your Driving Licence**
- 2. Licence summary - please log on to gov.uk/view-driving-licence**
- 3. Second proof of address such as a bank statement or utility bill dated within the last 60 days**

Please remember that we require the above documents for all named drivers in your party and that anyone intending to drive the motorhome must also be present on collection.

Please quote your booking reference on all correspondence and remember to use the booking enquiries email address info@newforestmotorhomehire.co.uk

6. Return

It is important that you return the vehicle on the correct date and at **12pm latest**. Please plan your return journey to allow for foreseeable delays due to traffic. Late returns may be surcharged at £50 per hour or part hour. By arrangement, we can take a vehicle in at an earlier time than specified during business hours; however, no refund of unused hire will be made. If you are delayed for any reason beyond your control (such as a major accident) please telephone to let us know so that we may inform the next Hirer of any delay.

On arrival back at our depot, we will carry out a brief vehicle inspection. Please expect to allow up to 20 minutes for our inspection and sign-off. A full inspection and inventory check will be carried out and if applicable, reasonable replacement / damage charges will be deducted from your Damage/Security Deposit (see sections 3. and 4. above).

7. Safe and Legal use

The Hirer and all additional drivers are responsible for the safe and legal use of the vehicle on hire.



It is also the responsibility of the Hirer to ensure that they have the relevant category on their driving licence to drive our vehicle. All our vehicles are less than the 3500kg gross weight limit and therefore anyone between **25 and 75 years old**, with a full car driving licence can drive them legally.

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.

We only authorise the use of any motorhome to the stated number of passengers permitted by the number of seatbelts fitted. Seat belts should be used at all times whilst the vehicle is in motion.

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 or catching the vehicle sides, also be aware of road conditions, narrow roads, sharp bends, low trees, branches etc). The vehicles must not be driven through deep fords, or saltwater.

All drivers must be aware of the overhead height of the vehicle and are responsible for all damage due to hitting an overhead obstruction, such as height restrictions into car parks. Such damage is not covered by the insurance and the Hirer will be responsible for all repair costs.

8. Drivers

Only the named driver on the booking form is initially allowed to drive the Motorhome, one additional driver can be added for a £5.00 per day charge by completing an additional drivers form and supplying the documents listed below one week before the rental period.

Each driver must have held a full UK/EU licence for at least two years, be aged between **25 and 75**, with no motoring convictions and not more than two speeding offences in the last three years with a maximum of 3 points per conviction. Spent convictions as covered by the Rehabilitation of Offenders Act 1974 may be disregarded.

One week before collection please supply for all drivers:

- 1. A clear, legible copy of your Driving Licence/s**
- 2. Licence summary/s - please log on to gov.uk/view-driving-licence**
- 3. Second proof of address such as a bank statement or utility bill dated within the last 60 days**

Insurance may be declined or an additional insurance surcharge may be payable for drivers who meet any of the following:



- You have any medical condition which may affect your ability to drive safely which you are required by law to inform DVLA about. If you are involved in an accident and it is found that your health condition was a contributing factor, you may be prosecuted and your insurance may not be valid if you have not informed DVLA.

For more information see:

www.direct.gov.uk/en/Motoring/DriverLicensing/MedicalRulesForDrivers

- Persons who have had insurance cancelled/declined and/or insurance renewal refused and/or special insurance terms imposed as a result of a claims experience.
- Persons engaged wholly or partly in professional entertainment or professional sports.
- Jockeys and persons connected with racing of any sort.
- Persons who whilst driving have been involved in more than one accident during the past three years.
- Foreign Service Personnel other than persons born in the UK.

If any of the above criteria apply to you, please contact us as you may still be allowed to drive a motorhome but there may be a surcharge to pay. 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.

9. European Travel (EU countries only)

NO COVER IS PROVIDED.

10. Offences

The Hirer is wholly responsible for any offences of any kind which 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 which arrive after return of the vehicle will be deducted from your Damage/Security Deposit or, if this has been returned, charged to the card used to pay the security deposit, or passed on to you. An admin fee of £25 will be added for each offence. If requested, we will pass on the hirer name and address details to the relevant authority/company to forward details of the offence to them directly.

11. 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 rooflights 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.



The Motorhome insurance does not cover theft of or from the vehicle if:

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

Do not leave valuables, Sat-Nav on display, or leave the vehicle in a vulnerable position, such as on a junction or street corner, poorly lit or unsuitable areas. If you have hired bikes ensure that they are securely locked at all times. If you have failed to follow the simple precautions above you may be liable for any associated costs for replacement and repair.

The theft of customers personal property is **not** included in the hire vehicle insurance policy. As for any holiday we recommend that you take out your own personal holiday insurance to cover personal effects and early cancellation of your holiday etc.

12. Accidents

In the event of the Motorhome being involved in an accident arising out of the use of the vehicle you must obtain the names, addresses and contact details of any third parties involved or witnesses and report the accident to the local Police. If at all possible, please take as many photographs as you can of the whole scene from several angles and close ups of any damage to all vehicles/property. You must contact us at the earliest reasonable opportunity and complete an accident report form, as supplied. Do not make any admission of liability, settlement offer or other like offer.

13. Car Parking

Free car parking in our compound is included and free of charge, at the owner's risk for the duration of your holiday. New Forest Motorhome hire ltd will take all reasonable precautions to ensure the safety of your vehicle but are not liable for any damage or theft of or from your vehicle whilst on our site. Please note only one vehicle per booking can be accommodated.

14. Smoking

Smoking is not permitted in any of our vehicles. Any evidence of smoking will result in a **£75** cleaning charge.

15. Pets

If you wish to take pets with you on your travels, please contact us via email or telephone prior to booking. Please note the following terms and conditions will apply if we accept your pets:



- Please note we have the right not to fulfil your booking should you not declare your pet(s), the number of pets or the correct size of pets.
- No more than two, medium or smaller sized well behaved pets per motorhome.
- **Toy - up to 12 pounds**
- **Small - 12 to 25 pounds**
- **Medium - 25 to 50 pounds**
- Please do not leave pets, especially dogs, unattended in the motorhome at any time.
- You have the sole responsibility for ensuring adequate safety and legal restraint of the pets when travelling.

Failure to comply with these terms and conditions may result in the cancellation of your booking and loss of deposit or subsequent forfeit of the Security Deposit in part or full. Additional reasonable costs resulting from damage to the motorhome and furnishings, caused by your pets, may also be incurred.

16. Payment

We accept payment of reservation deposit and damage/security deposit by Bank transfers in UK Sterling.

17. Base Vehicle (Chassis) Breakdown

Our vehicles will be less than 2 years old when replaced and will be serviced by the main dealers so in the unlikely event of a vehicle breakdown, please contact us first as soon as is reasonable so that we can assist as necessary, before phoning for Recovery:

Please see contact details within your vehicle information pack (**'Motorhome user instructions'**) for contact telephone numbers for your UK wide breakdown and recovery policy for your vehicle.

18. Habitation Equipment or Accessory Breakdown

Full breakdown cover is provided for mechanical faults of the base chassis of the Motorhome (see Section 17. Above). On board equipment (such as the cooker, heater and fridge) are also covered by warranty. Breakdown of an item of on-board equipment may not render the vehicle unusable or necessitate the ending 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 and advise you what to do. This may mean a visit to a Motorhome dealership or repair centre. Reasonable agreed costs, supported by a VAT receipt, will be reimbursed but please contact us for authorisation first. Please do not attempt DIY repairs.

19. Vehicle Maintenance

The driver is responsible for the roadworthiness of the vehicle at all times and also the safety of the passengers.



Each vehicle is checked prior to dispatch and you are required to monitor via the dashboard warning lights and messages oil level, engine coolant levels, windscreen washer fluid level and tyre pressures.

20. LPG Gas

At least one full gas bottle will be supplied with the vehicle (Calor Propane 6kg). Two 6 kg bottles will be fitted; the first will be connected and at least partially full. When this runs out, connect to the spare (full) bottle, if this is also used, you must purchase any additional LPG bottles via an approved Calor gas supplier. The vehicle must be returned with at least one partially full LPG bottle. Failure to do so may result in the cost of a full bottle being deducted from your security deposit.

21. Motorhome Fuel

The vehicle runs only on road legal diesel fuel (**No red diesel**) and will have a full fuel tank when you pick the vehicle up. The vehicle must be returned with a full fuel 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.

YOU WILL BE LIABLE FOR ANY COSTS IF YOU REFUEL THE VEHICLE WITH THE WRONG FUEL – ONLY USE ROAD LEGAL DIESEL!

22. 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 policy applies:

- The £100 booking confirmation deposit is non-refundable.
- More than 30 days prior to commencement of hire – the remaining balance of any Final balance fee paid will be refunded in full. (Not deposit)
- 14 – 29 days prior to commencement of hire – 50% of any Final balance hire fee paid will be refunded. (Not deposit)
- Less than 14 days prior to commencement of hire period or non-arrival for collection – no refunds will be made.

We recommend that you take out holiday insurance to cover cancellation costs etc.

23. Ownership

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



24. Substitution

Occasionally circumstances outside our control can result in us having to substitute an alternative vehicle. In this event, the substitute vehicle will be of comparable specification, with the correct number of berths and seatbelts to meet your needs. We will do our utmost to provide you with a similar vehicle to the one you booked but if the same layout is not available you may be provided with an alternative layout motorhome. (See also clause 26)

If a suitable replacement is not available, we will provide you with a full refund of all monies paid, but we will not be held liable for any other associated costs re your holiday arrangements.

25. 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.

We reserve the right to:

- Vary rates and conditions at any time prior to your booking.
- Refuse to hire to any person(s) for any reason and not to hand over the vehicle if we believe the Hirer is not suitable for any reason.
- Terminate the contract and repossess the vehicle at any time due to breach of these terms and conditions, misuse, damage or accident.

26. Force Majeure

We will make every effort to ensure that the reserved Motorhome is available for collection for you at the correct time. If, due to circumstances beyond our control this is not possible, and an alternative Motorhome is not available our liability is limited to the refund of all monies paid by you.

When an event beyond our control happens, we cannot accept any responsibility or pay any compensation, costs or expenses where the performance of your agreement with us is prevented or affected, or you otherwise suffer any loss or damage as a result. This includes delay to and/or restrictions to your hire.

The Hirer will indemnify New Forest Motorhome Hire Ltd against any personal or third-party losses outside the terms and conditions of the insurance policy.

The Hirer accepts that New Forest Motorhome Hire Ltd decision on any issue in relation to these terms and conditions is final.

Hirer full name:

Hirer signature:

Date: