

Terms and Conditions February 2024
Camper van self drive camping hire

Definitions

The Company - Suffolk VW Campers Limited.

Hirer – The primary driver using the Vehicle over the hire period

Security deposit – £600 deposit is the sum that must be paid before the vehicle hire can commence.

1) Who are we and what is our service

We are Suffolk VW Campers. Luxury VW retro camper van hire for Suffolk and Norfolk. Bespoke hire dates. Festivals. Excellent customer service.

You may collect for hire Harold any day of the week and any time of the day that is mutually convenient during our opening hours of 8 am to 6 pm.

Our hire period runs for 24 hours.

- **Our pricing includes fully comprehensive insurance for the driver aged between 25 and 70 years.**
- Unlimited mileage within Suffolk and Norfolk.
- Royal Traveller 3 drive away awning included with the cost of your self drive rental.
- Breakdown and Recovery cover and a considered list of spares, carried on board. just in case.
- High standards of personal safety and service for our clients.
- Through briefing and demonstration of the camper vans features and optional extras.
- Option of up to an extra 8hrs early collection or late drop off, to fit in with your arrangements.
- Safe off road parking at our premises for your vehicle during your hire.
- We are dog friendly.

Your hire is between the Hirer and Suffolk VW Campers Limited.

2) Hire charges 2024

	Weekend daily rate. Fri and Sat night	Weekday daily rate. Sun to Thur night	Weekly rate Seven nights plus	(equivalent daily rate where) (seven nights plus booked)
April	£155	£112	£665	(£95)
May	£168	£118	£693	(£99)
June	£193	£144	£816	(£117)
July	£211	£150	£847	(£121)
August	£211	£150	£847	(£121)
Sept	£180	£135	£742	(£106)
October	£166	£117	£686	(£98)

- a) Early collection/late drop off option. Up to an extra 8hrs on top of your booking, for the fixed price of £69.
- b) Latitude Festival package requires a minimum of 4 nights per booking. NOW SOLD OUT.
- c) Where a hire period crosses two months, with different rates a pro rata hire charge will apply.
- d) Maximum hire time is 28 days.

3) Prices quoted include

- a) Fully comprehensive insurance for the driver aged between 25 and 70 years.**
- b) Unlimited mileage within Suffolk and Norfolk.
- c) Breakdown cover and recovery service.
- d) Full tank of E5 super unleaded petrol. (required to be returned with full tank at end of hire).
- e) Mains 240v Hook Up lead.
- f) Cooking gas.
- g) Proplex gas heater.
- h) Goodmans blue tooth Ipod ready entertainment system.
- i) 2 Pioneer speakers and 2 front speakers.
- j) Leisure battery.
- k) 2 x Coleman Led Classic rechargeable lanterns.
- l) Large Gelert roll-up camping table.
- m) Small Gelert roll-up camping table.
- n) 4 x luxuriously comfortable Ambassador Commander folding chairs. 1 chair takes up space of 4 x Tesco camping chairs as below.
- o) All necessities for a VW Camper Van holiday including utility equipment, hob, fridge, crockery, pots and pans, utensils and first aid kit.
- p) 4 x Tesco folding camping chairs as alternative to Ambassador Commander chairs.
- q) Internal thermal foil blinds with suction pads for with windscreen and front windows.
- r) Curtains and Thermo mats throughout the living space.

- s) Flamma levelling chocks and spirit level.
- t) Pair of wheel chocks.
- u) Goodyear Cargo grade all season tyres.
- v) Road map.
- w) Books, "The Camper Van Coast".
- x) Royal Traveller Drive away Awning.

*Due to the limited storage space in the camper van you do not have to utilise all the equipment for your hire. Non required items can be stored at our premises.

*Personal belongings should be kept to a minimum particularly if you are more than two persons or not utilising the hire of the awning.

*Personal bedding/sleeping bags and pillows are required unless hired as an optional extra.

4) Optional extras and charges per rental

- a) One/two well behaved dogs. (Cost to cover extra cost for cleaning with allergy spray). £15
- b) Luxury pillows plus duvet with cotton linen and luxury towels by "The White Company" for two people. £25
- c) Luxury pillows plus duvet with cotton linen and luxury towels by "The White Company" for four people. £50
- d) 1 or 2 x Quest Premium 5 pole burgundy check windbreaks. £5 each
- e) 1 or 2 x large adult sleeping bags that can be linked together. £5 each
- f) 1 or 2 x double adult sleeping bags £12 each
- g) Detachable sun canopy. (ideal if moving around and not taking the drive away awning). £10
- h) Domestic (cassette) type chemical toilet including Kampa Toilet tent and chemicals for your trip. £25
- i) Two person quick pitch tent with built in groundsheet, (ideal for storage if not taking the awning). No pegs required. £5
- j) 1 or 2 x large Royal Easy camp folding camp beds. £10 each.
- k) Additional driver £15 per driver.
- l) Nine inch screen DVD player. £8
- m) Halfords tow bar fitted four cycle rack up to 60kg in total weight. £20

4) Hire dates

- a) Minimum Short break weekend - 2 nights. Minimum Friday, Saturday nights.
- b) Minimum Short break midweek - 3 nights. Sunday, Monday, Tuesday, Wednesday, Thursday nights.
- c) Hire period is up to 24 hours from the "booked" time of collection.*
- d) **We try to be as flexible as possible with the collection and return times. The hire rates are based on periods of 24hrs. You must allow at least an hour at the end for traffic etc. as our insurance cover is booked in blocks of 24 hours. This is to ensure you remain insurance covered and legally entitled to drive during your period of hire with us.**
- e) *For example, arrive to collect the vehicle at 3pm on the first day of your hire then you have until 2pm on the final day of your hire to return to our premises.
- f) If this still not enough, then we also offer an 'early collection/late drop off' option giving you up to an extra 8hrs on top of your booking, for the fixed price of £69.
- g) Where seven nights plus are booked then reduced cost weekly rates will apply.
- h) Maximum hire time is 28 days.
- i) Collection and return is between 8am and 6pm. Should you arrive after 6pm we will charge you a late fee of £18 to cover the overtime booking out process unless the collection is agreed in advance when the overtime charge will apply on arrival after the agreed arrival time.

5) Latitude Special. July 2024 **JULY 2024 STILL AVAILABLE**

- a) For this special event a minimum of four nights rental required.
- b) Daily festival rates are charged at weekend July rates including Wednesday, Thursday and/or Sunday.
- c) For longer period of hire, charges revert to July short break daily rates outside the above festival dates.
- d) We provide an additional fully charged 12V leisure battery, chemical toilet/toilet tent included in the price.
- e) Ticket prices are not included.

6) Booking

- a) Once we have agreed the dates we will contact you via email with the information to be completed. A 20% booking deposit by bank transfer is required to confirm the booking.
- b) Cheques for bookings are not accepted. It is a condition of our Terms and Conditions that payment must be credited to our account by bank transfer to provide a audit trail in the event of theft/fraud by the hirer.
- c) If a booking is made with less than 28 days prior to the hire period, then the balance must be paid in full by bank transfer. The bank account used for payment must be in the name of the Hirer with the same address as the Hirers driving licence as a fraud prevention measure.
- d) On receipt of the required information and your deposit, we shall confirm the hire by email. The contract comes into effect when we email the receipt and booking confirmation to you.
- e) You must inform us in writing before the start of the rental period of the names and ages of all the people who will occupy the Vehicle during your hire.

7) Security deposit

- a) A fully refundable £600 security deposit, payable by bank transfer or cash is required before the hire commences. Bank transfers must be cleared within our account before the hire commences. Cash security deposit is payable on the day of hire.
- b) This is fully refundable on return of the vehicle on the agreed date and time, in the same condition as it was let out, with a full tank of unleaded petrol. Then the security deposit will be refunded to you on the day you return the Vehicle.
- c) Our insurance policy cover has a standard excess of £1000. Should any damages exceed the security deposit of £600, Suffolk VW Campers Limited will be responsible for settling the additional costs up to the £1000 insurance excess limit only. Similarly if the damages do not exceed the security deposit, Suffolk VW Campers Limited will only charge for the necessary amount, plus a discretionary £15 administration fee.**
- c) If the Vehicle is returned damaged, we reserve the right to withhold the entire security deposit awaiting costs for the damage to be repaired. We understand that accidents happen. When they do, we will always do our utmost to conduct repairs at the minimum cost to you and refund as much of your damage deposit as possible. Once the damage has been repaired, the excess balance will be returned to the hirer within 7 days.
- d) If the Vehicle is returned past the date and specified time, Hirer's render themselves liable to an overtime charges of £15.00 an hour or part thereof. This is charged to prevent other clients holidays being affected.

8) Payment

- a) All transactions are made in Pounds Sterling.
- b) 20% deposit - Must be made via bank transfer within 10 days of the hire agreement being sent out.
- c) The outstanding balance of the hire charge must be paid at least 28 days before the start of the hire period, by bank transfer that has cleared through our account. Failing this, we reserve the right to rent out the vehicle to someone else and keep your booking deposit.
- d) To prevent fraud it is a requirement for payment of the hire to be made by bank transfer from the Hirers bank account to the Suffolk VW Campers Limited bank account.
- e) Security deposit - Must be made via bank transfer that must be cleared within our account before the hire commences. £600 cash security deposits can only be made on the day of hire.

9) Drivers

- a) Details of additional drivers are required in advance.
- b) Production of a valid standard driver's licence is required from all drivers at start of hire. The plastic photo card must be provided.-
- c) Option one. Within 21 days of the rental, contact the Share Driving Licence service on 0300 083 0013 or on-line at <https://www.gov.uk/view-driving-licence>. Provide the National Insurance Number, Drivers Licence Number, Post Code on the drivers licence. Then provide us with the generated code and the last eight letters and numbers of the driving licence number.
- d) Option two. Within 21 days of the rental, contact the Share Driving Licence service on 0300 083 0013 or on-line at <https://www.gov.uk/view-driving-licence>. Provide the National Insurance Number, Drivers Licence Number, Post Code on the drivers license. Then download a PDF of your licence and email, send or provide us with the document.
You do not need these to book, but the check is a requirement before the camper van will be released for hire. Early provision of the information within the 21 days will speed up the collection procedure within the camper van. A reminder email will be sent prior to camper van collection.
- e) The vehicle can be driven on a standard DVLA category B car driving licence.**
- f) If on arrival to collect the Vehicle, your licence is unacceptable due to endorsements or defacement, you will be unable to hire the Vehicle and no monies will be returned to you.
- g) The hirer who is the primary driver must provide 2 separate forms of photo identification plus 2 forms of additional address documentation.**
 - Passport and/or other official photo identification, (if using old style driving licence).
 - Photo driving licence containing the same address as the provided utility bill/bank debit or credit card statements.
 - 2 Current utility bill/bank debit or credit card statements with your full name & address that are no more than 3 months old. (These may be printouts of internet accounts. Mobile phone bills are not accepted).
- h) If during the booking process through no fault of Suffolk VW Campers Limited it is established the hirer is unable to fulfil the requirements of the booking, (for example is unable to produce the the required addressed utility bills or bank statements or is not covered by our insurance due to exemption) we will do everything we can to facilitate the transfer of the booking to someone else in your party who can fulfil the booking conditions. We will charge you a £18 administration fee to facilitate this.
- l) if on arrival to collect the Vehicle, your required identification documents are unable to comply with our terms and conditions, you will be unable to hire the Vehicle and no monies will be returned to you.
- M) Additional drivers are allowed for an additional administration fee of £15 each and must provide their photo driving licence plus 1 forms of additional address documentation.**
 - Photo driving licence containing the same address as the provided utility bill/bank debit or credit card statements.
 - 1 Current utility bill/bank debit or credit card statements with your full name & address that are no more than 3 months old. (These may be printouts of internet accounts. Mobile phone bills are not accepted).

10) The Insured Vehicle shall not be let out on hire to or be driven by

- a) Hirers under 25 or over 70 years of age unless otherwise agreed by the Insurer subject to an increased insurance excess and security deposit.**
- b) Hirers unless a full valid UK licence has been held for 3 years.**
- c) Persons who have been convicted of an offence in connection with the driving of a motor vehicle or motorcycle and/or have had their driving licence endorsed or suspended or penalty points imposed. Spent convictions covered by the rehabilitation of offenders Act 1974 may be disregarded. **Parking and not more than two speeding SP offences and/or TS offences not exceeding 6 penalty points**

shown on the driving licence record may be ignored. Codes can be identified using the link <https://www.gov.uk/penalty-points-endorsements/endorsement-codes-and-penalty-points>

d) Persons who have had their driving licence revoked or any terms or restrictions imposed by DVLA due to any medical condition or convictions.

e) Persons who have had their insurance declined and/or renewal refused, and/or special insurance terms imposed as a result of claims experience and/or have had their insurance or cover cancelled by any Motor Insurer or has had an increased premium imposed.

f) Persons engaged wholly or partly in professional sports, gambling, gaming industry, modelling or entertainment other than as a classical musician.

g) Jockeys and persons connected with racing of any sort.

h) Students and persons engaged wholly or partly in hawking, or general dealing, street or market trading,

i) Persons who, whilst driving, have been involved in more than one fault/no fault accident during the past 3 years (claim/no claim).

k) Foreign Service Personnel other than persons holding a full UK licence for three years or more.

l) Any person who suffers from any loss of limb, loss of eye, defective hearing or vision (not corrected by spectacles or hearing aid) a heart/diabetic/epileptic condition or for any infirmity that should be disclosed to DVLA.

m) Has been convicted or has a prosecution pending of any criminal act.

****It may be possible to obtain insurance cover outside the restrictions, subject to an additional charge if approved by our Insurance Underwriters. Please contact us if you wish us to make an enquiry on your behalf. We will not make any additional charge above the quote provided by the insurance Underwriters. This relates to convictions or prosecutions pending under Road Traffic Act legislation.**

11) Insurance

a) Our insurance policy protects us and the named Hirer/Drivers against legal claims from any other person or for death or personal injury or damage to any other person's property caused by use of the Vehicle on the road, on condition that you are using the Vehicle within the terms and conditions and the terms and conditions of our insurance company. Please refer to the motor insurance policy documents for detailed wording of the cover provided for this and other conditions of the insurance. (summary below is not an exhaustive list).

b) You must report all incidents/collisions in accordance with these terms and conditions.

c) The Vehicle is insured fully comprehensively for the named Hirer/Drivers for the term on hire.

d) The standard insurance excess is £1000, This is due to the high value of the Vehicle. In the event of any incident/collision arising out of a single incident, the first £600 will be paid for by the Hirer. Suffolk VW Campers Limited will risk manage and accept liability for the excess payment between £600 and £1000 only.

e) The insurance on the Vehicle is limited to 75% of cover for theft or attempted theft of the vehicle. In this instance you will be liable for the outstanding 25%.

f) Failing by the Hirer/drivers to provide accurate information or where any material information has been withheld or misrepresented when completing the hire agreement may invalidate your insurance and render you liable for all losses, howsoever sustained including claims by third parties. The hirer and/or the driver will be indemnified but only to the extent required to meet obligations under the applicable Road Traffic Acts.

g) The Hirer will not have any insurance cover and will be responsible for the total cost of any damage if any of the terms of this agreement are breached. The terms and conditions of our insurance company are included.

h) You may wish to consider your own specialist insurance to reduce the insurance excess. We do not recommend any specific insurance product. This option is entirely your choice and responsibility. Please note Harold's year of first registration is 1976.

I) The Use of the Vehicle section below in part highlights the general exceptions of the insurance in respect of any accident, injury, loss or damage.

j) There is an exclusion to insurance cover for any accident, injury, loss or damage caused directly or indirectly by war, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil unrest, riot, revolution, insurrection, coup, military or military or usurped power, earthquake, ionising radiations or contamination from nuclear fuel or nuclear waste or from the burning or explosion of nuclear fuel. The radioactive, toxic, explosive or other dangerous properties of any nuclear installation, reactor, or other nuclear assembly or its component part. Any weapon or device using atomic or nuclear fission or radioactive force or matter. Pressure waves caused by aircraft and other flying objects. Terrorism as defined in Part 1 of the Terrorism Act 2000 or subsequent amendments thereto or successors. Directly or indirectly caused by pollution or contamination by pollution unless directly caused by an incident which occurs at a specific time and place during the period of insurance and is sudden, identifiable, unintended and unexpected.

k) Insurance cover is not provided for loss or damage when the vehicle is left unattended if the last person in possession of or in charge of the vehicle prior to the loss or damage is not included to drive under the terms and conditions.

l) Insurance cover is not provided for mechanical, electrical, electronic, computer failures or breakdown and breakages.

m) Insurance cover is not provided for loss or damage caused by an inappropriate type or grade of fuel being used or loss or theft of fuel.

n) Insurance cover is not provided for animals carried within the Vehicle.

o) Insurance cover is not provided for death, injury or damage occurring beyond the limits of any carriageway or thoroughfare caused or arising in connection with the loading or unloading of the Vehicle.

p) Insurance cover is not provided for exemplary, aggravated or punitive damages.

q) Insurance cover is not provided for legal costs which are covered under any other insurance policy.

r) Insurance cover is not provided for liability incurred by anyone who is insured against the same liability under any other insurance.

s) In the event of a claim the insurance company will be entitled to take over and conduct in the name of any person covered by the insurance the negotiation, defence or settlement of any claim or take legal proceedings to recover for their own benefit any payment made under this insurance as they feel appropriate in the circumstances.

t) Fire claims that derive from cooking or heating equipment are covered as standard and subject to the standard policy excess. There is no co-insurance clause, however the item that causes the fire is not covered.

u) The windscreen or windows glass damage excess is reduced to £25 if the damage can be repaired or £80 towards any replacement. Where replacement is carried out by our insurers approved supplier, cover is limited to £300 or limited to £75 if a non approved glass supplier is used.

v) The £200 radio insurance cover does not apply for the Vehicle as a replacement non manufacturer device has been fitted.

w) £200 insurance key and lock replacement cover for loss of or theft of keys is provided, so long as they were not left in or on the vehicle while it was unattended. This cover is not subject to any excess that would otherwise apply to theft claims.

x) Third party property damage liability is limited to £2,000,000. The claim limit for the property of a third party person is £500,000.

12) Personal Travel Insurance

- a) It is the Hirer's responsibility to provide their own insurance to cover personal items, belongings or effects and personal injury in the event of an accident and to advise any persons in their party who are passengers. The insurance cover may be subject to a claim for emergency medical treatment fees if there is an accident involving the vehicle that is required by law under the Road Traffic Acts who is injured while they are in the vehicle and where no other cover is in force. **The insurance will only pay the compulsory Emergency Medical Treatment fee, for each person for any medical treatment they receive.**
- b) Death or injury to the person driving the insured vehicle is specifically excluded from our insurance cover.
- c) Liability for death, injury or damage when loading or unloading when not on a public road is specifically excluded from our insurance cover.

13) Use of the Vehicle

- a) The Vehicle is not to be driven otherwise than in a cautious, prudent and safe manner or used in a manner which could cause damage.
- b) The Vehicle is not to be driven in a area or outside of the counties of Suffolk and Norfolk, without the express written permission of Suffolk VW Campers Limited.
- c) The Vehicle must not be driven by a person under the influence of alcohol or drugs.
- d) The Vehicle must not be left with the ignition key in the Vehicle while it is unoccupied. All windows, doors and other openings must be closed and locked even for short periods, For example, at a petrol station. Failure to comply means there is no insurance cover for damage to or loss of the vehicle or its accessories.
- e) The Vehicle must not be left unoccupied without the radio face plate removed.
- f) The Vehicle must not be left unoccupied without the steering lock applied and valuables concealed. A safe is provided for your use.
- g) The Vehicle must not be driven by persons under the age of 25 years who is not authorised by law to drive the Vehicle or named in the agreement following a referral and approval by our insurance underwriter and subject to an increased security deposit payment.**
- h) The Vehicle must not be damaged by submersion in water or put into contact with salt water.
- l) The Vehicle may only be driven on sealed / bitumen or concrete roads except where directed on a registered camp site or at a managed festival or event.
- j) The Vehicle must not be used for any illegal purpose, for rallies, trials, competitions, racing, pace making, or any speed contest or being driven in a match whether or not for wager.
- k) The Vehicle must not be used to tow any vehicle or trailer.
- l) The Vehicle must not be used to carry passengers or goods for hire or reward or any other form of profit or remuneration or as a tool of trade.
- m) For each child under 135 cm (4'5" inches approx) or under 12 years of age you must use a booster seat or baby seat as required by law.
- n) No candles or naked flames are to be used near the Vehicle and the awning.
- o) The Vehicle is not to be used for the carriage of explosives, chemicals, chemical by-products, acids or goods of a generally explosive, dangerous or hazardous nature, volatile liquids, gases, or other corrosive or inflammable material, or otherwise used in breach of the Hirer's obligations under this Agreement.
- p) The Hirer also agrees not to carry more passengers than the seating capacity and the Vehicle must not be used to carry more than five passengers plus one driver.
- q) Suffolk VW Campers Limited, reserves the right at any time, at its sole discretion, to restrict the Vehicles movements in certain areas due to adverse road or weather conditions or any other reasonable cause.
- r) The Vehicle must not be driven by any person who is disqualified from driving or who by law is prevented from holding or getting a driving licence.
- s) The Vehicle shall not be used whereby items are transported or stored with any external load on the roof storage area above the driver and passenger area. The carrying of a insecure load is excluded from the insurance cover for any liability to others or loss or damage to any vehicle.
- t) The Vehicle must not be driven by the hirer and/or driver as a tool of trade.
- u) The Vehicle must not be used in or on any airports, airfields or military bases.
- v) The Vehicle must not be used to carry passengers or goods in a way likely to affect the safe driving and control of the Vehicle.

14) Vehicle Height

- a) The height of the Vehicle is 2.23 metres when driven with the "Penthouse rooftop" secured. Under no circumstances should the Vehicle be driven with the rooftop elevated.
- b) It is the responsibility of the Hirer to ensure damage does not occur to the roof by passing under bridges, car park barriers, low tree branches or hitting the roof by any other means. The Hirer shall be liable for this damage.

15) Engine care and personal safety

- a) The Hirer will be required sign our Vehicle Care and Safety Briefing Document upon collection of the Vehicle, confirming the understanding of their responsibilities and compliance with the document.
- b) Before driving the Vehicle, every day, Engine oil and brake fluid levels must be checked, refilling as necessary before driving and checking other gauges. (Oil temperature and any warning lights whilst driving).
- c) An explanation on how to do this will be carried out when the Vehicle is collected. It is also explained in our Vehicle Care and Safety Briefing Document provided with the rental.

- d) When on hire it is the responsibility of the Hirer to ensure the Vehicle is in a safe condition to be driven. Included in the Vehicle is a jack, tyre repair/inflate kit, spare bulb set, wheel chocks and fluorescent jackets including child sizes, in case there is a puncture the Vehicle is equipped with the latest technology self inflate puncture repair kit which is good for 50 plus post puncture miles. Suffolk VW Campers keep a spare tyre at our premises and will attend your location to change the wheel, between the hours of 8 am and 6 pm.
- e) The Hirer will be liable for any costs associated with the incorrect use of fuel.
- f) If there is damage or breakdown caused by your own actions, you will be liable for the cost of repair/replacement. This could be by pushing the engine too hard, or putting diesel in a petrol engine. This list is not exhaustive.

16) Safety Equipment

- a) Barbecues and gas appliances. Your safety is paramount to us and we felt it necessary to highlight the issue of risk of death from carbon monoxide poisoning.
- b) The Vehicle is annually gas safety certified in compliance with current regulations and has two battery operated carbon monoxide detectors within the living compartment and also a carbon monoxide detector supplied the drive away awning.
- c) We require you to sign that all you party are aware of the risks associated with carbon monoxide poisoning.
- d) A battery operated smoke alarm is also fitted within the living space of the Vehicle with leaving a smouldering barbecue in a awning and the risk of death and you will ensure the carbon monoxide detector is used.
- e) Vehicle/engine top up fluids and portable toilet liquids harmful to children and dogs if consumed are stored within the vehicle. These are stored in a locked metal box to hide them from view. The key is supplied with the Vehicle keys. It is your responsibility to ensure the security of these chemicals and the key for the metal box. Please note spilt brake fluid on paint work will cause substantial damage.
- f) Other safety issues are highlighted within the Vehicle Care and Safety Briefing Document.

17) Responsibility if a collision or incident occurs including Theft and Criminal Damage

- a) In the event of any collision, loss or damage arising out of the use of the Vehicle which may give rise to a claim, the Hirer/driver **must as soon as you can call the Claims Department, Markerstudy Limited, PO Box 420, Tunbridge Wells, Kent TN2 9LT. claims Helpline on 0844 873 8183, available 24 hours a day, 365 days a year.** You must also notify Suffolk VW Campers Limited on 07733351610 or 01728 688456 or by e-mail to suffolkvwcampers@btinternet.com as soon as practicable and in any case within 12hrs of the happening of the event, obtain the names and addresses of the parties involved in the incident/collision and names and addresses of any witnesses. A n accident record form is stored in the passenger glove box for your use.
- b) You must report the incident/collision as soon as possible and in any case within 24 hours to the Suffolk or Norfolk Police on 101 or other county depending in which county the incident occurred and obtain a reference number.
- c) The Hirer/driver undertakes to assist the insurance company and Suffolk VW Campers Limited in handling any claim arising from any incident/collision/theft/damage, including providing all relevant information and attending court to give evidence if required.
- d) You must report the incident involving loss by theft or damage caused as a result of attempted theft or vandalism immediately to the Suffolk or Norfolk, Police on 101 or other county depending in which county the incident occurred and obtain the officer's name, number, constabulary and crime reference number.
- e) **You or any person covered by this insurance must not negotiate, admit liability or make any offer, promise or payment without the prior written consent of the insurance company or act in any way to prejudice the insurance company interests.**
- f) You must tell Suffolk VW Campers Limited and the insurance company as soon as you know of any impending prosecution proceedings, Coroners inquest or Fatal Accident Inquiry in connection with any occurrence for which there may be a liability under this insurance and **immediately sent to Claims Department, Markerstudy Limited, PO Box 420, Tunbridge Wells, Kent TN2 9LT, every relevant letter, Claim, Summons, Writ or process.**
- g) **If your claim is for glass, you can also call the 24 hour claims helpline on 0844 873 8183.**

18) Fuel Costs and Penalty Charges

- a) The Vehicle runs on super unleaded E5 petrol. No additives are required.
- b) The tank holds 60 litres of fuel. The range for a full tank of fuel is no more than 200 miles.
- c) The Vehicle will leave our premises with a full tank of fuel. The fuel gauge will indicate less than a full tank. If the Vehicle is returned without a full tank of petrol this will be charged at £2.00 per litre.
- d) The minimum penalty charge will consist of a quarter of a tank and will be charged per ¼ tank £30.00, ½ tank £60.00, ¾ tank £90.00 empty tank £120.00.
- e) **Following the introduction of greener unleaded fuel in 2021, E10 fuel is not suitable for classic cars and will cause damage to the engine. It is a requirement of our terms and conditions that a receipt is provided upon return to our premises confirming the more expensive SUPER UNLEADED "E5", 97 or 99 octane fuel has been used to refuel the vehicle. Failure to provide a receipt will incur a penalty charge of £50.**
- f) Chemical toilet. Please return the chemical toilet empty and flushed of chemicals with water. These can be emptied at any camping site you visit. Failure to return the toilet empty and flushed will result in a £30 fine.
- g) Incorrect replacement Gas cylinder. Returning a incorrect size or make of gas cylinder. £75.
- h) Late return overtime charges. £25.00 an hour or part thereof.
 - l) Additional internal cleaning up if the frying pan, saucepans, grill pan, cooker, fridge, utensils etc. requiring washing/extra cleaning or the interior is returned in an excessively dirty internal condition £20. *The supplied frying pan guard should be used to prevent cooking oil from splashing onto the leather seats and wooden cabinets.
- j) Returning the Vehicle in an excessively dirty external condition. £35.
- k) Minor damage repairs carried out by Suffolk VW Campers Limited. For example, replacing or repairing smashed/damaged windows, doors, plastic covers, light lenses. (This is not an exhaustive list). £6.00 per 15 minutes or part thereof.
- l) Replacement items or parts, accessories, crockery, cutlery etc., carried out by Suffolk VW Campers Limited. Charged at cost plus £6.00 per 15 minutes or part thereof if fitting time is required.
- m) Professional repairs. Damage repair that cannot reasonably be repaired by Suffolk VW Campers Limited. Charged at cost plus a

discretionary £18 administration charge.

n) £18 administration charge where through no fault of Suffolk VW Campers Limited the Hirer is unable to comply with the terms and conditions of hire but it is possible to complete a new booking with another nominated Hirer booking the same hire dates and times.

19) Mileage

a) The Vehicle hire comes complete with unlimited mileage within Suffolk and Norfolk only.

20) Breakdowns

The Hirer should initially make us aware of any breakdown. We are registered with "National Breakdown" for breakdown and recovery at the roadside and 24 hour location assistance. The cost of this service is paid at the time of the assistance requirement by Suffolk VW Campers Limited. If the breakdown and recovery service is unable to repair the Vehicle, they will transport you, your passengers and the Vehicle to our premises.

21) Tyres

a) You are liable for the cost of any damage caused by breaking, punctures cuts or bursts unless resulting from an accident to the vehicle. In the event that a tyre is returned damaged at the end of your hire, it will be at our discretion whether to repair or replace it.

22) Seat belts, booster seats, etc.

a) The law requires the use of seat belts when the Vehicle is in motion. You must carry no more people than there are seat belts. The Vehicle is equipped with standard three point seat belts for the Hirer and front seat passenger. Two further three point seat belts and two lap belts are available for passengers travelling in the rear.

b) You are legally responsible for obtaining and fitting and using a child or baby seat as required by law.

23) Smoking

a) No smoking is allowed in the Vehicle, the awning or the toilet tent.

b) Any damage caused by the hirer as a result of smoking, may be render you liable to loss of some or all of the security deposit.

24) Camping Gas

a) You will be supplied with one camping gas, (Gaz) cylinders in the Vehicle.

b) This bottle will be in use and its gas level is checked. One full gas bottle should last 2 weeks unless the Proplex heater is left on overnight, so you will be supplied with sufficient gas for your trip. Heating is rarely required in high season June, July and August.

c) If you do feel the need to re-fill the empty bottle we will meet the cost of one additional cylinder of gas on production of a valid vat receipt. We will not pay for an incorrect size or make of gas cylinder and will charge you £75 for replacing the incorrect size or make of gas cylinder.

25) Speeding/parking tickets

a) Drivers are personally liable for all legal penalties, speeding, parking fines, which are incurred during the period of hire.

b) We have a legal obligation to disclose your details to a lawful authority. If we are contacted by any agency with regard to any of the above whilst the Vehicle is on hire, the details of the person hiring the Vehicle will be passed onto the relevant agencies asking for the information.

c) We will also send a copy of the offence to the person who hired the Vehicle over that period.

26) Cleaning

a) The Vehicle should be returned internally in a clean state.

b) Externally mud splashes should be hosed off whilst the mud is still wet or removed with copious amounts of water and a soft sponge.

c) On no account must the Hirer put the Vehicle through a car wash, submit the Vehicle to a pressure wash or any rotary brush or similar car wash system.

d) Rectification costs for damage to the paint work caused by the Hirer ignoring this instruction will be passed on in full to the Hirer.

e) A cleaning charge of £35 will be levied against the Hirer for returning the Vehicle in an excessively dirty external condition.

f) A cleaning charge of £20 will be levied if the interior items within the Vehicle require extra cleaning.

27) Damage

a) Please notify us of any damage to the Vehicle at the earliest opportunity.

b) With the Vehicle let for hire we would like the opportunity to repair any damage before hiring it out to the next person as soon as possible, so any parts required to effect a speedy repair can be ordered.

c) Prompt reporting of damage saves you money as it avoids the need for expensive same day/next day courier charges for replacement parts.

28) Personal Data

- a) Suffolk VW Campers Limited have assessed our data controls and policies to make sure we continue to safeguard your information and meet all the requirements of the General Data Protection Regulations (GDPR). The General Data Protection Regulation (GDPR) data privacy laws provides consumers with more control over their personal data and transparency over the way that data is used, and places certain obligations on businesses that process this information. For the personal data we do collect, we are committed to your right to privacy and to being transparent about how and why we store your data. We want you to be confident that your information is safe with us. We collect, store and use your personal data only to fulfil our legitimate interest in communicating with you regarding our services and in a manner that you might reasonably expect. When you book the Vehicle, we collect personal information such as your name, email address, date of birth, home address, telephone number, and banking details. This allows us to book the Vehicle and insurance for you. Additionally, our website provider collects non-personal data via cookies and website analytics to optimise our website platform performance and details of visitor behaviour patterns whilst on our website.
- b) Any banking details will be securely destroyed when the security deposit is returned to you following the end of the hire agreement.
- c) We never sell or market your information to third party organisations. Your information is completely safe. Suffolk VW Campers Limited are registered with the Information Commissioners Office on the Register of Data Controllers in relation to car rental. Registration reference ZA193021.
- d) We have a GDPR compliant privacy policy. Please contact us via suffolkvwcampers@btinternet.com should you wish to view our detailed General Data Protection Regulation privacy policy. A copy will be available to our self drive hire clients for viewing during our booking in process on arrival at our premises.
- e) We have a Facebook and Google page. Should you add your personal information to these social media platforms you are agreeing to their company privacy policies.
- f) It is a requirement of our insurance company that we keep copies of hire agreements, your proof of identity and address documents and other related documents for a four years or, if there is a claim for any further period the insurance company require.
- h) We do not send general unsolicited emails for marketing purposes. You do not need to do anything. The changes automatically apply to you.

29) Non availability of the Vehicle

As the Vehicle is on constant hire, there is a risk that the previous Hirer has damaged the Vehicle and it is unable to be rented out to you. In this case both the full hire charge paid and any deposit(s) paid will be returned in full to you on the day your hire was due to commence.

30) Cancellation

- a) Cancellations may be made with a full refund up to 28 days before the hire period. Cancellations will incur the loss of the 20% deposit.
- b) Cancellations may be made between 28 days and 14 days before the hire period. Cancellations made during this period will incur a loss of 50% of the hire charge.
- c) Cancellations may be made within 14 days before the hire period. No hire charges will be refunded.

31) Lost Keys/Immobiliser Key

In the event that keys are lost or damaged, you will be liable for the reasonable costs of obtaining replacement keys and locks subject to the successful claim of up to £200 insurance cover for loss of or theft of keys, provided they were not left in or on the vehicle while it was unattended.

32) Car Storage

- a) Off road parking is available at our premises up to the size of our VW Bay Camper van.
- b) Your vehicle will be parked on our enclosed parking area and must be left at your own risk.
- c) Although we do live in a very low crime area. We cannot accept responsibility for the loss of, or damage to your vehicle or its contents unless caused by us.
- d) Please do not leave any valuables on display in your vehicle.

33) Dogs

The Hirer is fully responsible for any damage caused by their dogs or their parties dogs to the Vehicle during the hire period. Animals carried within the vehicle are not covered by our insurance. You should review your own pet insurance cover. A £15 fee is charged per rental to cover the cost of cleaning the camper van with dog allergy spray.

34) Credit and debit cards

We do not accept credit or debit cards for Self Drive Camping Hire.

35) European travel

European travel is not offered.

36) VAT

VAT where applicable is already included in the hire charges.

37) Title to the Vehicle

I acknowledge that Suffolk VW Campers Limited retains the title to the Vehicle and that I possess the goods on hire only as per the hire agreement.

38) Governing law

This agreement shall be governed by the law of England and Wales in which this agreement was signed.

39) Terminating the agreement

- a) I acknowledge that Suffolk VW Campers Limited, may terminate this agreement and repossess the Vehicle at any time, without notification to me, and that I will pay the reasonable costs of repossessing the Vehicle, including towing charges if,
- b) The Vehicle appears to be abandoned.
- c) You have obtained the Vehicle through fraud or misrepresentation.
- d) The Vehicle is not returned on the agreed date or Suffolk VW Campers Limited reasonably believes that the Vehicle will not be returned on the agreed return date.
- e) Suffolk VW Campers Limited considers on reasonable grounds, the safety of passengers or the condition of the Vehicle is endangered. I understand that in the event of such termination or repossession, I have no right to a refund of any part of the rental charges or the security deposit.
- f) I am in breach of any term of this Agreement.

40) Release and Indemnity of Suffolk VW Campers Limited

Subject to its obligation to deliver the Vehicle, I release Suffolk VW Campers Limited, its Director and Employee, from any liability to me (regardless of who is at fault) for any loss or damage incurred by me by reason of this agreement, including but not limited to, any loss or damage caused by any accident, breakdown, mechanical defect, or the vehicle being unsuitable for my purpose. Any loss or damage to any property left in the Vehicle, or at the Suffolk VW Campers Limited premises or otherwise in the possession of Suffolk VW Campers Limited. Subject to any insurance arrangements agreed with Suffolk VW Campers Limited. I hereby indemnify and shall keep indemnified Suffolk VW Campers Limited, its Director and Employee against any claims, demands and expenses (including legal costs) incurred or sustained by them by reason of my use and/or possession of the Vehicle.

41) Whole agreement

These terms and conditions override and supersede all previous versions and any previous course of dealing between the parties and incorporate the whole agreement together with any insurance conditions notified to you at the time of hire or collection. In the event of any inconsistency between these terms and conditions and any other of our literature or on our web site or otherwise, the provisions of these terms and conditions will prevail. If any provision of these terms and conditions is prohibited by law or judged by a court to be unlawful, void or unenforceable, the provision shall, to the extent required, be severed from this agreement and rendered ineffective as far as possible without modifying the remaining provisions of this agreement, and shall not in any way affect any other circumstances of or the validity or enforcement of these terms and conditions.

Please complete page 10 below.

42) To be completed by the Hirer

a) In the event that any third party suffers death, personal injury or damage to property caused by use of the Vehicle which involves a breach by you or any authorised driver of any of the terms and conditions of this agreement and that of our insurance policy, or our health and safety guidelines, you agree to reimburse us if we are obliged to compensate the insurers for any payment they make to a third party on your behalf and/or any third party. The terms and conditions of our insurance company are supplied and can be viewed at our premises.

b) I irrevocably authorise Suffolk VW Campers Limited to deduct from the Security Deposit any amounts due by me to Suffolk VW Campers Limited arising out of this Agreement.

c) I agree I have read and comply with the terms and conditions listed in this document.

d) I agree to be bound by the terms and conditions of the Insurance which I have seen and read or have had the opportunity to see and read.

43) Collection times

These depend upon the agreed dates and arrival time you have chosen. They are confirmed here.

Enter collection time here once agreed.... Time..... Date.....

***Please allow an hour when collecting the vehicle to complete the checks of the Vehicle and to pay the security deposit and sort the relevant paperwork.**

44) Return times

These depend upon the agreed dates and return time you have chosen. They are confirmed here.

Enter return time here once agreed.... Time..... Date.....

***Please allow an hour when returning the Vehicle to complete the checks of the Vehicle. (For example rental ends 2pm, return by 1pm) This is to ensure you remain covered by our insurance should a unexpected event occur delaying your return.**

Pages 1 to 10 above.

February 2024.doc

Hired by

Address

.....

.....

Signature

Date

Suffolk VW Campers Limited

Company Number 8773191

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