

How to hire Harold for Self Drive Camping Holidays in 2023

To ensure a smooth stress free hire process for our clients, we do not take booking enquiries within two weeks in advance of the hire period. Please confirm your hire dates at the earliest opportunity.

Harold is a fully restored luxury VW Bay air-cooled two litre camper van designed from 1970's technology but fitted with power steering, precise gear change, back see viewer and reversing sensors, gas heater and modern iPod ready entertainment system to bring the camper van experience up to date as is possible.

We are committed to providing excellent customer service, value for money and meeting your expectations. For this reason we only specialise in self-drive hire **within the counties of Suffolk and Norfolk**, where we are able to offer our clients support should the need arise.

CONFIRMING HIRE DATES

- Once you have selected your desired dates that fulfil our minimum two night weekend and minimum three night midweek policy, please check the calendar on our website to establish if these dates are available for hire.

<https://www.suffolkvwcampers.com/availability-calendar.html>

- Please visit our contact page and submit your request to us with sufficient information for a reply, including your desired collection and return times. If you prefer, please e-mail us at suffolkvwcampers@btinternet.com or phone us leaving a message on 01728 688456 if no reply.

<https://www.suffolkvwcampers.com/contact-us-in-snape.html>

PAYMENT AND ADMINISTRATION

- When the proposed hire availability is confirmed, we will email an invoice, including the hire dates and times and the total cost of your hire. We add any optional extras requested, plus a copy of our Terms and Conditions. These are standard requirements of any camper van hire company.

- **The invoice includes our bank account details. It is a requirement of our insurance that payment must be made by bank transfer from the account of the Hirer who will be the driver of the vehicle during the period of the hire, to our company bank account as a fraud precaution. Depending on the time in advance of the hire period, a 20% deposit is required or the full payment if the booking is within 28 days of the hire.**

- Once the payment is complete and a copy of the signature page of our terms and conditions that include the specific period of hire has been returned to us by post or email, the booking is confirmed.

- We will email to you a receipt, together with a copy of our Vehicle Care & Safety Briefing Document, which explains in detail, the workings and function of the camper van that will be explained to you in person on the day of your hire. Please read this document in advance. We will provide a full briefing and have a copy available to sign, during the booking process.

We will also provide you with a copy of Harold's inventory. This includes all equipment available for your trip. You have the option to select what you need specific to your requirements and return to us up to 14 days in advance of your hire, so we can equip Harold, before you arrive. **For bookings where the inventory document has not been returned, we equip Harold with our considered list camping equipment for four people.**

- A fully refundable £600 security deposit payable by bank transfer in advance or cash on the day of hire is required. Bank transfers must be cleared within our account before the hire commences. We will be provided you with a receipt.

DRIVING LICENCE AND INSURANCE

- Harold can be driven on a **standard UK DVLA category B car driving licence** that has been held for **three years**.

- **Parking and not more than two speeding SP offences and/or TS offences not exceeding 6 penalty points in total in the past 3 years comply with our standard insurance cover without referral to our insurance company.**

Codes can be identified using the link

<https://www.gov.uk/penalty-points-endorsements/endorsement-codes-and-penalty-points>

- **Licence holders must be over 25 and under 70 and be able to produce their driving licence and passport and 2 utility bills/bank or credit card statements less than three months old with the same name and address as the hirer recorded on their driving licence.**

- As of the 8th June 2015, DVLA have changed the UK driving licence requirements. The paper counterpart will no longer be valid or necessary, as all endorsements will now be stored on a central database. The hirer has the options of provide the following, to enable Suffolk VW Campers Limited to check driving licence endorsements.

- **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.

- **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 licence. Then download a PDF of your licence and email, post or provide us in person 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 of the camper van.

ON THE DAY OF COLLECTION.

-We are located only 500 metres from Snape Malting's, www.snapemaltings.co.uk in the middle of Snape village, post code IP17 1SJ and only a ten minutes drive from Aldeburgh on the Suffolk Heritage coast.

- On arrival at our premises you will be able to park off road in our private enclosed parking area for the duration of your hire period. We will check your identification and take copies, If you are able to provide copies of the documents, this will speed up the booking process. When the necessary documents have been checked and the Vehicle Care & Safety Briefing Document has been signed, you will be able to load your belongings.

- You and your party will have all the safety features and functions of Harold explained within our safe enclosed private off road parking and turning area, where you will be given the opportunity to practice manoeuvring.

- Only when you are happy with everything, you will be asked to note any damage on our agreed damage template document. A signed copy will be provided via email and you will be on your way to your destination. Have a great trip.

Please view our full Terms and Conditions for more detailed information.

January 2023.doc

Suffolk VW Campers Limited

Company Number 8773191

Suffolk VW Campers © 2015-23