



DRIVERS

- 1.1 Only persons named on the insurance policy at time of hire may drive the vehicle.
- 1.2 Drivers must be over the age of 25 and under 70 and held a valid licence for at least two years.
- 1.3 Driving licences with endorsements maybe subject to a surcharge and must be declared before hire.
- 1.4 Driving licence to be produced on collection of vehicle.
- 1.5 BEFORE collection of vehicle, the hirer will need to provide COPIES of a form of ID, scanned and emailed or sent by post; (copy of Passport, Military or Police ID, National Identity Document), along with a recent Utility Bill as proof of home address And all originals to be brought along for start of rental period.
- 1.6 The Driver must have a Valid Full UK license (Australian, Canadian, United States and New Zealand are also valid) or a license from another country that has been approved by our insurers. If you are from another country, please check with us first re amount of security deposit required and provide both paper license and Photo ID license prior to hire commencement plus 2 items of residential proof of the main Driver (2 Utility bills from separate companies less than 3 months old is acceptable.) If the Driver does not have a Photo License ID, the paper license and a passport is required.
- 1.7 The terms of our Insurance Policy may exclude the rental of our vans to certain categories of person. While it is possible that Insurance cover can be arranged, this must be cleared in advance and you must let us know when you submit the Booking Form if you or any Additional Driver;
 - 1.7.1 are under 25 or over 70 years of age;
 - 1.7.2 have held a full driving licence valid in the United Kingdom or EU for less than 24 months;
 - 1.7.3 In the last 5 years 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 (but please note that parking offences, "spent" convictions under the Rehabilitation of Offenders Act 1974 and not more than two speeding offences in the past 3 years may be disregarded);
 - 1.7.4. suffer from any mental or physical defect or infirmity or from fits, diabetes or any heart complaint;
 - 1.7.5 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.
 - 1.7.6 are engaged wholly or partly in professional entertainment or are professional sports persons.
 - 1.7.7. are connected with racing of any sort (including horseracing);
 - 1.7.8. have been involved in more than one accident whilst driving during the past 5 years; or
 - 1.7.9. are foreign service personnel other than persons born in the United Kingdom.
- 1.8 Before the start of your Hire Period, a further 3 Additional Drivers (up to a maximum of 4 drivers in total), may be permitted to drive the hired Campervan. If you require an Additional Driver to be added to your booking at any time during your Hire Period, we reserve the right to make an additional charge for this.
 - 1.8.1 All drivers must be present at Booking Hire start time/ pickup.

PAYMENT

- 2.1 **Full payment is due 4 weeks prior to the start of your holiday. Your refundable £500 (£750 for overseas visitors) damage Security Deposit is due 1 week prior to your rental start.**
- 2.2 Payments can be made by electronic transfer into our nominated bank account, PayPal, cheque or postal order. It may be possible to pay by phone Banking App transfer – but please discuss with us first.
PLEASE NOTE WE CANNOT ACCEPT ANY FORM OF CASH PAYMENT OR PAYMENT OVER THE PHONE FOR CAMPERVAN HIRE OR SECURITY DEPOSIT.

BOOKING DETAILS

- 3.1 Reservations can be made either by telephone or online but will only be held once a completed booking form has been received with a deposit of 25% of the entire hire cost with a minimum amount of £150.00 (non-refundable due to cancellation).
- 3.2 Confirmation will be posted within 7 days.

CANCELLATIONS AND NO SHOW

- 4.1 All cancellations in writing by post or email.
- 4.2 **Should you cancel your confirmed booking more than 4 weeks prior to the start of your hire you will forfeit your 25% deposit.**
- 4.3 **If you cancel your booking between 1 and 4 weeks weeks prior to the start of your rental, you will forfeit 50% of the total rental fee.**
- 4.4 **Cancellations less than 1 week before rental start and no shows will forfeit the entire 100% of rental cost.**

INSURANCE

- 5.1 **Fully Comprehensive Insurance** is provided within the hire charge and for the hire Period only, driving outside this period of cover would deem to be an offence under the Road Traffic Act. In the event of an accident, loss or damage, the hirer will be liable to pay the first £1000 of any incident resulting in a claim.
- 5.2 A **Damage Security Deposit** of between £500 and £750 is required. Amount is dependant on the individuals circumstances. This covers any damage to the vehicle which is not covered by the insurance policy.
- 5.3 The damage deposit will be refunded on the satisfactory return of the vehicle, being on time and in the same condition it was hired. Deductions will be taken from this deposit in respect of any damage to the vehicle or upholstery including spillages, late returns and equipment replacement costs. (inventory will be completed when unlifting and dropping off vehicle.)
- 5.4 Any damage to tyres, windscreen and any theft or loss of personal effects is not covered by our insurance and shall be entirely at the expense of the hirer.
- 5.5 If you are involved in an accident involving the Campervan, you must:-
 - 5.5.1. not admit guilt or liability or do/say anything which may be treated as an admission of guilt or liability;
 - 5.5.2 take a record of the names, addresses and (as appropriate) insurance details of all 3rd parties involved and any witnesses; – see accident report form in vehicle.
 - 5.5.3 notify the police if there is any damage or injury to property, people or animals;
 - 5.5.4 complete the Accident Report form supplied with the Campervan, including sketches and photographs if possible;
 - 5.5.5 contact us as soon as possible so we know what is happening and can establish whether we can help;
 - 5.5.6. do not abandon the Campervan without taking all reasonable steps to prevent any further damage or loss;
 - 5.5.7. do not drive the Campervan without our permission;
 - 5.5.8 return the fully completed accident report form to us when you return the Campervan; and
 - 5.5.8 pay the excess due under the Insurance Policy to us. – we will use the security deposit as payment towards the full amount of excess due.
- 5.6 If the Campervan cannot be repaired or made roadworthy within a period of 24 hours, we will try our best to make an alternative Campervan available to you, unless we in our sole discretion consider that your act or omission has caused the accident. However, this may not always be possible and we cannot guarantee that a replacement Campervan will be available. We will not refund any of the Hire Price, or other ancillary charges, if we are unable to provide you with a replacement Campervan.
- 5.7 **If you damage the Campervan in any way (for example, smash a headlight, break an interior door handle, or break the tap fitting), it is very important that you contact us as soon as possible to let us know. This is particularly important to allow us to help you fix the problem if possible, and also if we need to order any replacement parts for refitting on the day you return the Campervan at the end of your hire so it is ready for use again.**
- 5.8 Overhead damage – **All drivers must be aware of the 2.2 metre height of the campervan (with the roof down!)** and are responsible for all damage if driven under an obstruction that is too low for it to clear – the obvious examples are low bridges and height restrictions into car parks etc. **For ANY overhead damage, neither the basic insurance nor collision damage waiver will apply and THE HIRER WILL BE RESPONSIBLE FOR THE COST OF REPAIR FOR ALL OVERHEAD DAMAGES.**

VEHICLE COLLECTION AND RETURN

- Weekly period hire is from collection Saturday at 3pm and return Saturday before 10:30am.
- 5 day hire collection: Monday 3pm – return Friday 10:30am.
- Weekend hire period is from collection Friday 3pm – Monday 10:30am.
 - a) Other vehicle collection and return times are open to negotiation at our discretion.
 - b) We reserve the right to change the collection time at any time up until 48 hours before the commencement of the hire period
 - c) You can park free of charge at our premises for the duration of the hire period but please note your vehicle is left at our premises entirely at your own risk and the Wild Thistle Campervan Company will not accept liability for any loss, damage or theft suffered to any car or its contents.
- 6.1 Late returns will be subject to a charge of £40.00 per hour.
- 6.2 No refund is given for early vehicle returns.
- 6.3 On return of the vehicle all hirers are to ensure the vehicle is in the same state as when it was picked up; clean and tidy and the chemical toilet is clean and free from waste. Each carries an additional charge of £100.00 deductible from the Security Deposit.
- 6.4 It is entirely the hirers responsibility to check that on collection the vehicle is free from damage and defects.

DELAYS

- 7.1 While we will endeavour to make every effort to ensure the vehicle is ready at the agreed time, circumstances may arise out of our control and we accept no liability other than, the refund of the day or days lost.

AVAILABILITY

- 8.1 Wild Thistle Campervans reserve the right to offer alternative models with the same or similar specifications to those advertised or booked.

BREAKDOWNS AND ACCIDENTS

- 9.1 In the event of a breakdown or accident AA services will be at your disposal 24 hours a day 7 day a week.
- 9.2 You are authorised to spend up to £50.00 on necessary repairs and we will reimburse you against a valid VAT receipt
- 9.3 Any repairs above £50.00 need to be authorised by us.
- 9.4 Any breakdown, malfunction or damage caused by hirers negligence will be made good at your expense.
- 9.5 Every effort is made to ensure the vehicle is in a roadworthy and safe condition prior to each and every hire. And any responsibility for hotel or other consequential expenses following a breakdown, is at the hirer's expense/to be covered by their insurance.
- 9.6 The maximum height of your vehicle is clearly stated as 2.2 meters. Any damage is the responsibility of the hirer.

FUEL, GAS AND WATER

- 10.1 A full tank of diesel is supplied with the vehicle at commencement of hire and it is expected to be returned with a full tank. A £30.00 charge will apply for any fuel shortage plus the amount needed to fill tank. This will be taken from the £1000.00 deposit.
- 10.2 It is the hirers responsibility to check and maintain oil and water levels to vehicle specifications.
- 10.3 Two gas cylinders will be supplied at commencement of hire; at least one will be full. The cost of refills thereafter will be the responsibility of the hirer and on return of vehicle at least one of these should be full. Any cylinders lost or incorrectly exchanged will be charged to the hirer.

GENERAL

- 11.1 The hirer must ensure that all passengers wear seat belts provided.
- 11.2 The hirer is responsible for all parking/motoring offences during the hire period.
- 11.3 The hirer is liable for all overhead damage to vehicle
- 11.4 The hirer must ensure the vehicle is not overloaded and carries only the correct number of passengers as per vehicle specifications – each vehicle is fitted with only 4 seatbelts therefore maximum of 4 per person can be carried in the vehicle.
- 11.5 The hirer must not use the vehicle for hire or reward.
- 11.6 The hirer will not tow any vehicle or trailer behind vehicle.
- 11.7 The hirer is responsible for ensuring the vehicle is locked when left unattended.
- 11.8 The hirer will ensure all hatches and doors are securely closed/ fastened, and all electrical and other cables/hoses are detached and properly stowed during transit.
- 11.9 The hirer must ensure the roof unit is lowered and secured closed with the latches and straps, and canvas sides are properly stowed to prevent damage when vehicle is underway, for ANY distance.

PETS

- 12.1 WildThistle Campervans do not allow pets in their vehicles. There will be an additional cleaning charge levied if any evidence of pets on board is found.

SMOKING

- 13.1 **The company operates a strict policy of no smoking within our campervans. Failure to comply with this could result in part or full loss of your security deposit.**

WE RESERVE THE RIGHT TO VARY RATES AND CONDITIONS AT ANY TIME. WE RESERVE THE RIGHT TO REFUSE HIRE TO ANY PERSON(S) FOR ANY REASON AND NOT HAND OVER THE VEHICLE IF IT FEELS THE HIRER IS NOT SUITABLE FOR WHAT EVER REASON. WE RESERVE THE RIGHT TO REPOSSESS THE VEHICLE AT ANY TIME, DUE TO MISUSE, DAMAGE OR ACCIDENT.

On submission of Booking Form the hirer is legally deemed to have agreed and accepted these Terms and Conditions and I further agree to be bound by the Terms and Conditions of the insurance policy which I have seen and read or have had the opportunity to see and read.