

Terms and conditions of motorhome hire. Updated 07/01/23

1. General

Northern Lights Motorhome hire, herein after referred to as 'The Company' offers their motorhome 'Swona', a Fiat Ducato, Swift Lifestyle 695, for hire according to the following terms and conditions. The hirer agrees and declares to have read and understood this document in its entirety. The hirer is legally deemed to have agreed and accepted all these terms and conditions.

2. Eligibility

All drivers must be aged 23-75, of good health and held a full driving licence for at least 2 years (exceptions to these rules are available upon request and may carry an additional charge). The licence must be free of endorsements for the past five years. Any driving convictions, accidents, insurance claims (in the past five years) disabilities and medical conditions must be declared prior to booking. The driving licence and 2 forms of proof of identity, 1 to be photo ID and the other to be proof of residence (i.e. passport, utility bill or credit card / bank statement) must be produced prior to vehicle collection. Visitors from abroad must hold a current international driving licence with the necessary UK permit. The final decision on suitability to drive rests with the company. No one other than the drivers named in the insurance proposal form may drive the hire vehicle.

3. Insurance / damage deposits

Comprehensive insurance for the UK is included in the hire charge for 1 driver only meeting the above eligibility criteria. Extra drivers may be added to the policy at an additional cost of £5 per person, per day. An insurance excess of £500 is applied to the policy by the underwriters. This excess applies to each and every incident and it includes any loss or damage to equipment, fixtures including damage to tyres, wheels and wheel trims, loss of roof lights or damage to third party vehicles or property. Hirers are advised to arrange their own personal effects and travel insurance. The vehicle is only insured for the hire period stated in the rental agreement and therefore the driving of the vehicle after the expiry of the contract period may result in the driver committing a traffic offence. Furthermore, the hirer is entirely responsible for any accidental damage, injury or consequential loss after the expiry of the hire period. The hirer is responsible to ensure that the total number of persons carried does not exceed the vehicle limit (5) and all passengers are wearing a seatbelt whilst the vehicle is in motion. A damage deposit of £750 will be charged and is payable by the hirer before collection of the motorhome. The damage deposit will be refunded in full if the vehicle is returned on time, clean and undamaged. Should the condition not be so, then the repairs, replacements and cleaning costs will be deducted from the balance. Unemptied toilets will be charged at £50 for emptying and vehicle interior cleaning at £50. The waste water tank must be emptied, a charge of £25 will be levied if this is not adhered to. Refunds are paid after our cleaning and inspection of the returned vehicle or within 7 days of the termination of the hire. European cover (EU member countries only) is included as standard. There is no daily mileage limit. By accepting our terms and conditions you are deemed to have accepted the insurance underwriters' terms and conditions also.

WE EXPECT THE MOTORHOME TO BE RETURNED IN THE SAME CONDITION IT WAS COLLECTED IN.

4. General exclusions

Whilst the vehicle is in your care, you are responsible for ensuring that all reasonable precautions are taken against damage to, 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 on your possession. 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 in the following cases:

- The vehicle has been left unlocked.
- The keys have been left inside 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.

In any of the above situations you will be 100% responsible for all losses to the company.

5. Booking deposit

A deposit of 20% is payable on reservation and will be deducted from the total hire charge. This deposit is non-refundable in the event of cancellation by the hirer.

6. Payment

The balance of the hire charge must be paid at least 4 weeks prior to the commencement of the hire, or at the time of booking if later. If the payment is not made on time, the booking will be regarded as unconfirmed, and provision of the vehicle is therefore not guaranteed.

A surcharge of 2% will be made for balances paid by credit card.

7. Cancellation

Cancellations must be in writing. Should you unfortunately need to cancel your booking the following charges will apply:

PERIOD TO START OF HIRE

More than 28 days (4 weeks) – Deposit only

Between 28 -15 days – 50% of hire charge

Between 14 days and day of hire – 100% of hire charge

Hirers are strongly advised to take out insurance against unavoidable cancellation. The company may cancel the hire if at the time of collection, the nominated drivers licences are invalid or not in accordance with the terms and conditions. In this event all monies paid will be forfeited (except for the damage deposit).

8. Availability

The company agrees to have the vehicle clean and available at the time and date required, but if for any reason the vehicle is not available, the company will return all monies paid. In this event the hirer shall have no claim of any kind against the company. The company reserves the right to refuse to enter into an agreement with the prospective hirer without giving a reason.

9. Collection and returns

The motorhome is available for collection at a predetermined time between 2pm and 6pm on the date of collection and must be returned between 9am to 12noon on the date of return. Please allow up to 1 hour for handing over the motorhome before and after the hire. Your cooperation in returning the vehicle at the arranged time is essential in order that the vehicle will be clean and available for the next hirer. No refund is available for early return of vehicle. Failure to return the vehicle within the agreed time on the last day of hire means the vehicle is not insured and renders the hirer liable to criminal prosecution. Failure to return the vehicle on time also incurs a penalty charge of £50 per hour or part thereof, together with any additional costs incurred by the company.

10. Breakdown and/or accident

In the event of a breakdown or accident, services are at the full disposal of the hirer. Instructions for repair or replacement, at a cost not exceeding £50 may be given by the hirer who will be reimbursed on the production of a receipted invoice at completion of hire. Company approval must be obtained in respect of repairs / replacements in excess of £50. The company will not be responsible for hotel or any other expenses subsequent to a breakdown but will refund the hire charges for any complete days loss of use of the vehicle, nor will they be under any liability for third party claims or damages with any accident or breakdown. In the event of an accident involving the vehicle, the hirer shall notify the company by telephone immediately after the event or as soon as practically possible, thereafter a completed accident report form must be handed to the company at termination of hire. The maximum height of the vehicle is clearly stated. Any overhead damage is the responsibility of the hirer over and above the excess. Damage to tyres (including punctures) wheels and wheel trims and damage to windscreens are not covered by the company's insurance and are therefore the hirer's responsibility. This must be reported on return.

11. Care and custody of the vehicle

The hirer shall only drive the vehicle while qualified to do so and whilst holding all necessary and current licences and permits and shall always drive the vehicle in a careful and skilful manner in accordance with all legal requirements. The hirer shall not use the vehicle for racing, pace making or any other purposes other than domestic and social purposes and shall not carry any passengers in the vehicle for hire or reward. They must use the vehicle in a reasonable and proper manner and the hirer is liable for any damage, fault or loss to or in the vehicle or its fixtures and fittings as a result of the hirers negligence or misuse of the vehicle. The maximum number of persons carried in the vehicle shall be no more than the maximum number of belted seats. The hirer shall at no time pass possession or custody of the vehicle to any other person. The vehicle must be locked at all times when left unattended.

12. Loss

No claims by the hirer will be considered in respect of any loss or damage to personal belongings or effects of the hirer or any person or persons.

13. Fuel, oil and coolants

These items are at the hirer's expense. Vehicles are supplied with all engine fluid levels correct and a full tank of fuel and should be returned full. If not, the company will charge a fee of £20 and 100% of the fuel cost. The cost of any shortfall will be borne by the hirer. The hirer is liable if incorrect fuel is used. The hirer will be responsible for maintaining the correct level of engine oil and coolants. Failure to do so may result in engine damage for which the hirer will be responsible.

14. Gas

The vehicle will have 2 propane gas cylinders, 1 x 13kg and 1 x 6kg, one partially full and one full. Should you require to replace the partially full cylinder before the end of your hire, please keep the receipt and the cost will be refunded. If you require to replace the second, full cylinder, this will be at your expense. A like for like replacement should be returned with the vehicle. The vehicle must be returned with one full bottle unused or there will be a charge of £30. If a cylinder is missing, a charge of £50 will be levied.

15. Equipment

In addition to the 2 x gas bottles, the vehicle is fitted with kitchen items (cutlery, crockery, glasses, pots and pans, kettle, cleaning products), first aid kit, fire extinguisher and fire blanket. Bedding and towels can be provided for a charge, but customers are welcome to bring their own if they prefer. Please inform the company at time of booking.

Bedding/towel charges for duration of hire:

For 2 people £10.00

For 3 people £12.50

For 4 people £15.00

For 5 people £17.50

For 6 people £20.00

16. Fines

All fines incurred by the hirer for infringement of traffic laws or regulations and tolls are the responsibility of the hirer and must be settled by that person. The hirer also agrees to reimburse the company in respect of any cost and expense incurred by the company in recovery of such fines and penalties from the hirer.

17. Pets

We do allow certain pets, but this is restricted to a max of 2 well behaved dogs due to the limited space inside the motorhome. A charge of £20 will be added to the booking for any pets carried. All damage caused by pets will be charged to the hirer in full over and above the excess on the policy. There will be an additional charge of £50 in the event the vehicle needs to be cleaned after carrying pets.

18. Smoking

The company operate a strict NO SMOKING policy in the motorhome.
ANY OFFENDER WILL FORFEIT THEIR DEPOSIT IN FULL.

19. Free parking

Customers are welcome to leave their vehicles at the companies address for the duration of their hire. Vehicles are left entirely at the owner's risk.

20. Exclusion and liability

The company shall not, under any circumstances, be liable to make any payment to the hirer in respect of or to indemnify the hirer against loss, injury or damage sustained by the hirer or any third party as a result of the presence or use of the vehicle or as a result of any defects therein and in taking delivery of the vehicle the hirer shall be deemed to have satisfied themselves that it is in all respects roadworthy and in proper and safe condition.

21. Covid-19 policy

The motorhome is thoroughly cleaned between hires. On collection and drop off, all persons involved can wear a mask and sanitise their hands before and after the handover if they prefer, but this is not essential. If customers are displaying symptoms related to Covid-19, please inform us at the earliest opportunity prior to the hire.

In the event of cancellation due to Covid-19, all bookings with a start date prior to 31st October 2023, will be refunded in the form of a credit voucher for the entirety of your motorhome hire holiday payment. This cancellation policy applies if the UK government imposes restrictions that cause the following:

UK government guidance causes closure of the company on the date of your hire.

UK government guidance advises a full UK lockdown resulting in a ban on non-essential travel over the dates you are due to hire.

In any of the above circumstances we will firstly offer a transfer to an alternative date, to be taken no later than 31st October 2024. You may transfer your booking to a higher or lower value season, but please note that you will be liable to pay any difference should the value be higher. If you transfer to a cheaper season, then you will be credited with the price difference.

Please note this flexible booking promise is available only in relation to any cancellation that arises as a direct result of any of the above scenarios. For all other cancellations, our standard terms and conditions apply.

If there is no availability for a transfer, we will issue a refund, less the booking deposit.

While you are away, if any of your party show any symptoms of Covid-19, you must inform the company immediately and make arrangements to self-isolate and return to the company’s address as soon as it is deemed safe. Instructions will be given in this event.

Unfortunately, we cannot offer partial refunds should a holiday be cut short due to illness, injury or instruction to self-isolate.

These terms are a temporary addition to our standards terms and are subject to change should government advice dictate. Any changes will be communicated ASAP.

I declare I have read and understood the terms and conditions of hire in full.

Customer name:

Customer signature:

Date:

This signature page is to be submitted to the company prior to handing over the vehicle