

## Clan Calder Motorhome Hire (Scotland)

### Terms and Conditions

Please read the terms and conditions carefully as they set out your agreement with us. If you have any queries please get in touch.

#### 1. Definitions

- Driver means only the person or persons named as the driver(s) on the booking form
- Hirer means the person or persons who hire the vehicle from Clan Calder Motorhome Hire (Scotland)

#### 2. Booking and Payment

To secure the rental of the Motorhome for a requested rental period, a deposit of 25% of the total rental cost must be paid after confirmation of availability. Four weeks prior to the commencement of the rental period, the remaining balance must be paid. Where bookings are made within four weeks of commencement of the rental period, the full rental price must be paid at the time of booking. The Motorhome will not be released before payment of the full rental cost is received.

Payment can be made by bank transfer/Paypal/Credit Card/Debit Card

#### 3. Security Deposit

On renting the Motorhome a security deposit of £750 will be taken. This will be held until the vehicle is returned and checked over for damage/breakages. The security deposit will be returned to the hirer within 7 days of the Motorhome being returned providing that the vehicle is returned on time, to the correct location, undamaged, with a clean interior, empty toilet cassette, and a full fuel tank.

We reserve the right to retain monies from your security deposit as follows:

- Additional valeting cost if the interior is not clean £50
- Toilet emptying fee £50
- Fuel surcharge if the tank is not returned full £100 for full tank £50 for half tank

In the event of an accident being reported we will charge the full security deposit. This will be returned if the claim outcome is not the fault of the hirer.

Cheques and cash are not accepted for security deposits. Security deposit should be made by bank transfer/Paypal/Credit Card/Debit Card.

#### 4. Collection and Return of the vehicle

The Motorhome will be ready for collection from 2pm - 5pm on the first day of hire. Please allow up to 1hr for the handover and completion of all paperwork.

The Hirer acknowledges delivery of the vehicle free from any defects or damage other than those as specified on the inventory sheet agreed at the date of commencement of the Motorhome rental.

The Motorhome must be returned between 9 -11am on the final day of hire.

The vehicle must be returned clean and undamaged, otherwise Clan Calder Motorhome Hire (Scotland) reserve the right to apply charges.

Collection and returns out with the times stated above must be agreed with Clan Calder Motorhome Hire by prior arrangement and may incur additional charges.

Late Return: If you will be late returning, Clan Calder Motorhome hire (Scotland) must be notified immediately. Failure to contact us may result in additional charge per hour.

## **5. Drivers**

- Drivers must be between the age of 25-79 years old
- Hold a full and valid United Kingdom
- All drivers must have held a full UK driving licence for 2yrs or more that entitles them to drive a UK category B vehicle up to 3500kg GMW.
- Drivers should not have been convicted of an offence in connection with the driving of a motor vehicle or had their driving licence endorsed or suspended. The maximum penalty points acceptable for hire on the UK licence is six (6). Spent convictions, covered by the Rehabilitation of Offenders Act 1974 may be disregarded.
- Have not been involved in more than one accident during the past 3 years.
- All drivers must be declared at the start of the hire period and be named on the booking form.
- Production of a full, valid driver's licence, as well as a valid passport (or other photographic ID) are required from each driver at the start of the hire.
- Each hirer will need to provide two forms of proof of address that match up to the address which appears on their driving licence.
- All drivers must be present at pick up of Motorhome with no exception.
- A DVLA driver's check is required for each driver. You will need a photo card UK licence and your NI (National Insurance) number to check your licence details on the DVLA's online system. We are unable to insure you if we have not DVLA checked your licence details.
- Should any driver fail to present all correct documentation and identification on collection of the Motorhome or do not meet the driver requirements stated in our terms and conditions, then Clan Calder Motorhome Hire (Scotland) will be unable to release the Motorhome and no refunds will be given.
- Endorsements on licences must be declared at the time of booking. We can accept up to 6 speeding points that occurred in the last 3 years. For more than 6 points we may be unable to cover you.
- Insurance claims. If you made or had a vehicle insurance claim made against you within the last 3 years you must declare this at the time of booking. We may not be able to get insurance cover for you if you have 2 or more insurance claims within the last 3 years.

## **6. Cancellation of your booking**

- more than 8 weeks before the arrival date, no cancellation fee
- 4-8 weeks before the arrival date, cancellation charge is 25% of the total price of the booking
- 2-4 weeks before the arrival date, cancellation charge is 50% of the total price of the booking
- Less than 2 weeks before the arrival date or a no show on the arrival date, cancellation charge is 100% of the total price of the booking

You may cancel at any time. Your notice of cancellation must be in writing and will only take effect on the date it is received by us. Where a refund is due we will make this within 28 days of receiving notice of cancellation.

Note if the reason for cancellation is covered under the terms of your travel insurance policy, you may be able to reclaim these charges. We strongly recommended that you take out travel insurance. It is your responsibility to ensure you have adequate travel insurance in place.

## **COVID cancellation**

A full refund will be given if your hire is unable to go ahead due to COVID government regulations  
As much notice as possible must be given.

## **7. Changes to your booking**

If after confirming your booking, you wish to make changes we will do our utmost to accommodate these changes, however it may not always be possible.

## **8. Gas**

One full gas cylinder will be provided with each hire. The Hirer is responsible for buying replacement gas cylinders as and when required.

## **9. Use of the vehicle**

- Only the named drivers at time of booking are permitted to drive the vehicle.
- Do not leave the vehicle unlocked while unattended or fail to secure the keys.
- The vehicle can accommodate 4 people and is fitted with 4 seat belts, you must not carry any additional passengers.
- You must not remove the vehicle from the UK without prior permission. Additional insurance would be required for this. The vehicle is fitted with a tracking device which will record your journey.
- The Motorhome will be supplied with a full tank of fuel and must be returned with a full tank of fuel. Failure to do so will result in the cost of filling the tank as detailed under Security Deposit.
- The Motorhome should be returned with the toilet cassette empty and clean. There will be a charge of £50 if the toilet cassette is not returned empty and clean.
- The interior of the vehicle should be returned in the same condition as it was collected at the start of the hire. An additional charge of £50 will be made for valeting and cleaning if necessary.
- The engine oil, water levels and tyre pressures must be checked by the Hirer at least once per week during the rental period

## **10. In the event of a breakdown**

In the event of a breakdown or accident, the Hirer may contact the roadside assistance company detailed within the rental documents. The Hirer should contact Clan Calder Motorhome hire to inform us of the breakdown/accident and obtain approval before any repairs commence.

## **11. In case of an accident**

In the event of an accident, loss or damage arising out of the use of the motorhome, I will

- notify Clan Calder Motorhome Hire (Scotland) within 24hrs of the event
- Obtain the names and addresses of third parties and any witnesses and report the event to the nearest police station
- Complete an accident claim form as supplied

## 12. Our liability

We cannot accept liability for any personal injury you or any member of your party sustain except where any such injury arose as a result of our failure to use reasonable skill and care.

You must take all necessary steps to safeguard your personal property. No liability is accepted by us in respect of damage or loss of personal property.

A car parking space is available for one vehicle during the course of your hire period. The vehicle will be left at your own risk and no liability will be accepted by us in respect of any damage to, or loss of, your vehicle or any personal belongings held within your vehicle during the hire period.

We do not provide any child car seats. The Hirer will be responsible for providing child car seats and installing them correctly.

## 13. Force Majeure

We will make every effort to ensure the Motorhome is available for you at the booked dates. If, due to circumstances beyond our control this is not possible our liability is limited to the refunds of all monies paid by you.

Additional holiday/travel insurance is recommended to cover any cancellation costs or damage to your personal property.

## 13. Road traffic act

You are entirely responsible for any speeding, parking, toll charges or other road fines and penalties incurred during the hire period.

There will be an administration fee of £30 per incident.

## 14. No Smoking

Smoking is **NOT** permitted in the Motorhome at any time. An additional valeting charge will be made if there is evidence of smoking within the Motorhome

## 15. Pet Policy

- You are very welcome to bring one or two well behaved pets with you. Your pet(s) must be added to the booking form at time of booking.
- You must ensure you transport your pet(s) safely, Clan Calder Motorhome Hire (Scotland) will not be responsible for the safety and transportation of any pet.
- You will be responsible to cover costs of any damage made by your pet(s).
- Your pets **must not** be left in the Motorhome alone and unsupervised at **any** time.