



Terms & Conditions for Holiday Hire

Welcome to our Terms and Conditions. Please read these terms prior to entering into any Hire Agreement with I Do Campers. It is vital to be fully aware of the contents of this page, which in tandem with the terms set out on the Hire Agreement constitute the Terms and Conditions of Hire. Breach of any of these terms, depending on the nature of the breach, may give rise to: the loss of Your security deposit; a breach in the terms of the Vehicle's insurance leading to a lack of cover for an individual or occurrence; a criminal offence being committed.

It is a requirement for the Hirer/You to read, accept and sign a copy of these during our handover of the holiday Campervan.

YOUR CONTRACT WITH US

By taking the Hire Vehicle You are accepting these Terms and Conditions. Please read this Agreement carefully. If there is anything You do not understand or do not agree with, please ask Us.

GENERAL

- i) These Terms and Conditions shall be incorporated into and govern this Agreement made between the Owner and the Hirer whose names and addresses are set out within the booking form to the exclusion of all or any other terms and conditions.
- ii) Where the person signing this Agreement on behalf of Hirer is not Hirer, he or she represents and warrants to Owner that he or she is authorised to sign and to enter into this Agreement for and on behalf of Hirer and all agreements and obligations on the part of Hirer hereunder shall be deemed to be made by such person jointly and severally with Hirer.

Glossary Of Terms

'You/Your/Yours/Hirer'

Refers to the Hirer of the vehicle as recorded on this Agreement, and any additional drivers also recorded on this Agreement.

'We/Our/Us/Owner'

Refers to I Do Campers and its employees and agents.

'The Parties'

Refers to the Hirer of the Vehicle as recorded on this Agreement, any additional drivers also recorded on this Agreement, and I Do Campers and its employees and agents.

'Agreement'

Refers to the entirety of the Hire Agreement, to include the first page with details of the Hirer, the Vehicle and any Charges, and every part and page of these Terms and Conditions, all of which constitute the entire Agreement between the parties.

'Hire'

Refers to the provision to You of the Vehicle by Us in accordance with the terms of this Agreement.

'Vehicle/Campervan'

Refers to the Vehicle provided to You by Us in accordance with the terms of this Agreement.

'Charges'

Refers to any and all charges levied at You by Us in respect of the Hire of the Vehicle in accordance with the terms of this Agreement: mandatory, elective and/or refundable; to include deposits, daily rates, additional extras and penalty charges.

'Accessories'

Refers to any supplemental and/or additional item provided by Us to You as part of the Hire of the Vehicle according to the terms of this Agreement, that nonetheless does not form part of the Vehicle itself.

'Damage'

Refers to any loss or defect that arises while the Vehicle is in Your care, whether cosmetic, electrical or mechanical, that causes the Vehicle to no longer be in the same condition as it was when We provided it to You.

Hire Of The Vehicle

1). Booking Confirmation And Payment

An initial deposit payment of £150 (or 10% which ever is the higher) is required to confirm the booking, which is non-refundable and enters You into a binding contract for the Hire. The balance of Your Hire money is payable six weeks prior to the start date of Your hire, or at the time of booking if You book less than six weeks from the start date of Your Hire. Any documentation You are requested by Us to provide must be received six weeks prior to the start date of Your Hire or within two days of booking if less than six weeks from the start date of Your Hire. Failure to provide full payment and documents as above will result in the booking being cancelled and the loss of Your deposit payment.

2. Collection & Return Of Vehicle

a) Unless otherwise agreed, the Campervan will be available on the day of collection from the agreed location between 3pm and 5pm. Please allow at least 45 minutes to complete all Our Hire paperwork and to demonstrate the workings of the Vehicle and its Accessories. You / Hirer and I Do Campers will check together the condition of the campervan at the start of the hire/rental and on return of the campervan. I Do Campers will provide a record showing any agreed defects. During the hire/rental You acknowledge that You will be responsible for any damage or loss to the campervan, its documents, accessories or parts arising during the hire/rental. The campervan will leave I Do Campers with a full tank of fuel.

b) You must return the Vehicle by 11am on the final day that Hire is arranged for. The Vehicle must be clean and in the same condition as when it was collected, and must have a full tank of fuel. Should this prove not to be the case, a charge will be levied, which will in the first instance come out of Your security deposit including a 'collection of fuel fee' of £15.00.

c) If You do not bring the Vehicle back on time You are breaking the conditions of this Agreement. You may be charged for every day or part day or hour (up to 2 hours) You have the Vehicle after You should have returned it. A £25 charge will be payable per part or full hour. If two hours is exceeded, until the Vehicle is returned You will be charged the daily rate (pro rata of weekly rate) of Your Hire plus 50%. If it becomes clear that You will be late returning the Vehicle, You must advise Us immediately, as any failure to do so may mean that You are driving the Vehicle while uninsured, which may in turn give rise to Your prosecution. Any late fee penalties will be taken from Your security deposit.

d) If You lose the use of the Vehicle for any reason during the period of hire, We have no obligation to refund You any money paid to Us, and We are not required to provide You with a replacement Vehicle.

e) Gas is provided for the gas rings and cooker/oven. Should you need to change the gas bottle whilst within the hire period, I Do Campers will meet the cost of one additional gas cylinder of the same size on production of a valid VAT receipt.

3. Cancellations

All cancellations must be notified in writing to Us, but please call Us immediately to inform Us as this will improve the chances of rehiring the Campervan. If notification of your cancellation is received more than six weeks before the start date of Your Hire You will be refunded in full less the initial deposit payment.

If notification of Your cancellation is received less than six weeks before the start date of Your Hire, all monies paid and due are not refundable and You are still liable for any sums not yet paid. However, We will do all We can to rehire the Campervan and if We are able to do so, You will be refunded up to a maximum of your total Hire less Your initial deposit payment, subject to the amount We are able to rehire the Campervan for. Gift Vouchers are non-refundable including any unspent sums.

Unfortunately events beyond our control may occasionally affect bookings. I Do Campers cannot accept responsibility or pay any compensation, costs or

expenses where the performance of Your contract with Us is prevented or affected or You otherwise suffer any damage or loss as a result of events no matter whom they are caused by or how. However if for any unforeseen reason/circumstance I Do Campers has to cancel Your booking We will offer you the choice of an alternative campervan (if available) or refund of monies received by I Do Campers. We will not have any other liability to You / Hirer.

No refunds are payable on accommodation or vans not being available where a Hirer changes, cancels or seeks to vary agreement after departure. I Do Campers takes no responsibility for loss, damage, any detention, that a Hirer might experience no matter whom it is caused by or how.

4. Driver / Drivers

a) All drivers must be aged between 21 and 75 years old, and have held a full valid driver's licence for at least two years. We reserve the right to refuse the Hire of a Vehicle to any driver We see fit without explanation. Drivers aged between 21-24 are subject to additional checks / approval and higher security deposit fees.

b) Details of any additional drivers will be required at least 7 days in advance of the commencement of Hire.

c) A valid driver's photographic licence and paper license must be produced by all drivers at the commencement of Hire. Copies/scans of both licenses to be sent to Us via email or post in advance of the day of Hire commencement.

d) Each driver must also provide a secondary form of identification which must be utility bill, bank statement or council tax bill that matches the driving license address and is dated within the last three months.

e) You / Hirer drivers will be held personally liable for any and all legal penalties (eg: fines, charges or illegal activities undertaken), which are incurred during the period of Hire, except where those penalties can be proven to reflect upon the condition of the Vehicle at the point of Hire. You / Hirer will pay to Owner on demand: All fines, penalties, costs, Charges and liabilities relating to parking, road traffic or other offences or contraventions or restoration Charges and loss of income if the Vehicle is seized by Customs and Excise incurred in relation to Vehicle by Hirer or Owner (except where caused through fault of Owner) from the commencement of this Agreement until Vehicle is returned to Owner in accordance with the terms of this Agreement by the nominated payment method as otherwise stated regardless of the time lapsed between offence and notification of offence to Owner, and You / Hirer will allow Us / I Do Campers to process electronic CNP transactions for these amounts plus a reasonable administration fee not less than £25.00.

f) At any time and including collection of the Campervan, We have the right to refuse to hand over a Campervan to any person who, in our reasonable opinion, is not suitable to take charge. In such cases, all Hire charges paid will be refunded in full but We have no further liability.

5. Use of the Vehicle

a) The Vehicle is not to be:

- driven in an unsafe, reckless or dangerous manner ;
- driven off the road or on unsafe road surfaces ;
- used in a manner which could cause Damage to the Vehicle, its passengers or third parties or their property ;
- driven in an area prohibited by law, by Us or on private property to which access is excluded ;
- driven by a person in any way under the influence of alcohol or drugs, or with a blood alcohol level above the legal limit ;
- driven by any person not authorised by Us to do so (see Condition 4 - Driver / Drivers) ;
- driven by any person under the age of 25 (21-24 with additional approval) ;
- driven by any person not legally entitled to drive a motor vehicle ;
- driven by any person not legally entitled to drive a motor vehicle of this type;
- driven by any person not in possession of a full valid driving licence ;
- left unoccupied with any of the keys in or on the Vehicle ;
- submerged in water, or put into contact with salt water ;
- used for any illegal purpose, or for any race, rally or contest or teaching someone to drive;
- used to tow any other vehicle and/or trailer ;
- used to carry passengers/property for hire and reward ;
- used to carry more passengers/property than is permitted by the specific Hire Agreement entered into;
- used to carry volatile material (including but not limited to liquids, gases, explosives or corrosives, excluding gas supplied for cooking use) ;
- used in any way that would breach Your obligations under the Hire

Agreement ;

- smoked in or around the Campervan or awning ;
- Carry any object(s) or substance(s) in which because of its smell or condition may harm the campervan and/or delay I Do Campers ability to rent/hire the camper van again ;
- lent or Hired to a third party ;
- used to carry more passengers than the permitted capacity of the Campervan ;
- moved without the written consent of I Do Campers out of the permitted counties on the UK mainland ;
- used on adverse road or weather conditions ;
- overload the Vehicle ;
- Towed. Should the Campervan be fitted with a tow bar, all towing including trailers, caravans, trailer tents, motorbike and car trailers must meet with the approval of I Do Campers who will then issue written consent. Without approval, You must not use the Campervan for towing.

The total number of people that can be carried in the Vehicle is limited to the total number of seatbelts fitted. This is a legal requirement – You must not carry anyone that is not using a seatbelt. You / Hirer is legally responsible for using and obtaining a child/baby seat. You must also use a booster seat for each child under 135cm.

6. Smoking In The Vehicle

Smoking of any kind is banned in or near Our Vehicles/awnings. There will be a deduction from Your security deposit should there be evidence of smoking having taken place within the Vehicle upon its return to Us.

7. Taking Pets

a) We reserve the right to refuse to allow Your pet or pets at Our own discretion and without explanation. The acceptance of pets in the Campervan is not generally allowed unless by prior agreement with Us. Please check before booking.

b) Should Your pet cause damage to the Vehicle's interior and/or Accessories, the cost of rectification will be deducted from Your security deposit in the first instance. We also reserve the right to charge professional and full valeting costs which are deductible from Your security deposit should We feel it necessary to return the Campervan and optional awning back to a satisfactory standard and rentable condition, should Your pet have caused staining and smells to upholstery, flooring and side walls of the Campervan and optional awning.

8. Modifications To The Vehicle

You will not make any modifications of any kind to the Vehicle's exterior, interior, mechanical or electrical workings or accessories and any Hired options without Our prior consent.

9. Maintenance Of The Vehicle / Your responsibilities

a) You will ensure that the Vehicle is properly maintained whilst in Your care, within a reasonable limit. This is to include checking oil and water levels on a daily basis, and ensuring that the Vehicle's tyres are safe before moving off.

b) Regular checks of the battery are also essential. Do not continue to run the battery for an extended period in order to run electrical equipment or Accessories. This can easily drain both the Vehicle and leisure battery and can prevent the Vehicle from starting. Regular running of the engine is essential to keep the battery(s) from going flat.

i. You must look after the Vehicle and the keys to the Vehicle. You must always lock the Vehicle when You are not using it, and use any security device fitted to or supplied with the Vehicle. You must always protect the Vehicle against bad weather, which can cause damage. You must make sure that You use the correct fuel. You are responsible for any Damage to the Vehicle and its contents caused by hitting low level objects, such as car park entrance barriers, bridges or low branches.

ii. You must not sell, rent or dispose of the Vehicle or any of its parts. You must not give anyone any legal rights over the Vehicle.

iii. You must not let anyone work on the Vehicle without Our permission. If We do give You permission, You will only receive a refund if You have a receipt for the work.

iv. You must let Us know as soon as You become aware of a fault in the Vehicle so that We can start to make arrangements for any repairs / replace of items prior to you returning the Campervan to Us. This will enable Us to

repair any breakages before the Campervan goes back out on Hire to the next Hirer.

v. You must bring the Vehicle back to the place agreed, at the time agreed and remain responsible for the Vehicle until this time. We must see the Vehicle to check that it is in good condition.

vi. You will have to pay for repairs if:

- The Vehicle needs more than Our standard valeting (cleaning);
- You have Damaged the Vehicle, inside or out.

vii. Before You bring back the Vehicle You must check that You have not left any personal belongings in the Vehicle.

viii. You are responsible for any loss or damage to the Campervan including that caused by neglect, misuse, accident or not Your fault.

ix) When cleaning the outside of the Campervan, do not use car washers with rollers. This can damage roof components and other externally fixed items. Any damage caused will be payable by the Hirer in full including full use of the security deposit. In addition, any Damage caused by jet washers, including the Damage/removal of signage/body graphics, will be payable by the Hirer in full, including full use of the security deposit.

x) Should the Campervan get stuck in mud or sand, for example, do not attempt to remove the Vehicle by towing from another Vehicle without the approval of I Do Campers. This includes using members of the public, camp-site owners, farmers and event organisers. Any Damage caused to the Vehicle as a result of being towed when stuck will be payable by the Hirer in full including full use of the security deposit.

10. Bed Linen And Towels

Bed linen, pillows and towels are not provided with the Campervan as standard. If You specifically require these items or are travelling from abroad please enquire about availability.

11. Hiring additional items from Our Available Options

a) Damage / theft caused to any options Hired such as bike racks and awnings will be paid by You / Hirer in full at current up to date 'like for like' replacement value.

b) You / Hirer must not attach / fit Your own bike rack or awning to Our Campervan. These items can very easily Damage bodywork and any such Damage is payable immediately by You / Hirer including full use of security deposit.

c) You must not erect Our awning in unsuitable weather. Advice will be provided at hand over and supplied with Our awning. Any Damage caused to Our awning by unsuitable weather conditions such as storms, high winds can be chargeable to You / Hirer. Replacement / repair costs are deductible from your security deposit.

Charges And Payments

12. Making Payment

a) We must confirm the availability of Your chosen Vehicle with Us at the time of booking. A booking is only fully confirmed once a non-returnable booking deposit of £150.00, or 10% which ever is higher, has been received, at which point Our confirmation email will be sent. The balance of the Hire charges must then be paid at least 6 weeks before Hire commences.

b) Should booking occur within 6 weeks of the date that Hire is due to commence, the full Hire Charges will be payable immediately upon booking, and upon receipt the confirmation email will be sent.

c) For cancellation Charges, please refer to condition 3. Cancellations.

d) Charges are based on Our price list at the time of booking. You will be charged for:

i The rental and any other charges We work out according to this Agreement.

ii A charge for any loss or damage to the Campervan including that caused by neglect, misuse, accident or not Your fault, subject to the cover provided by the Hire insurance.

iii Any charge for loss or damage resulting from You not keeping to Section, 'Hire of the Vehicle'

iv The Vehicle will be supplied with a full tank of fuel – The Vehicle must be returned with a full tank of fuel. A refuelling service Charge if You have used, and not replaced, more fuel than was supplied originally. The Charge is based on the cost of the fuel plus £15.

v Gas is included, but should You need to replace an empty bottle during the course of Your Hire, this is Your responsibility but we will meet the cost of one additional gas bottle of similar size on production of a valid VAT receipt.

vi All fines and costs (including court costs) for parking, traffic or other offences, congestion charges, (including any costs which arise if the Vehicle is clamped). You must pay the appropriate authority any fines and costs if and when the authority demands this payment. A deposit for £150 will be required on paying the balance of monies owed and will be held on account for a period of 6 weeks after the end of the hire period. The amount will be refunded to You after this time if no charges become apparent.

vii Any charges arising from Customs and Excise or Immigration Authorities seizing the Vehicle, together with a loss-of-income charge while We cannot rent out the Vehicle, if and when We demand this payment.

viii Any published or agreed rates for delivering and collecting the Vehicle

ix Interest which will be added every day to any amount You do not pay on time, at the rate of 4% a year above the base lending rate of Barclays Bank from time to time.

x Should VAT be applicable, value added tax and all other taxes on any of the charges listed above, as appropriate. You are responsible for all charges, even if You have asked someone else to be responsible for them.

xi A security deposit of (dependent of drivers age, minimum of £500 as described under section 13), is required upon payment of balance owed to cover any Damage, loss or claim. You agree that the deposit is payable in full as a condition of Hire. The deposit will only be used in the event of any loss, Damage to the Campervan (externally or internally) costs or insurance claims as described in these terms and conditions. The balance of the deposit (if any) will be refunded to You. The deposit is refundable where no claim for Damage is made.

13. Your Security Deposit

a) A security deposit for UK Hire is payable before Hire can commence, before or on collection of the campervan. This is to /must be done to cover the possibility of negligent damage to the camper van or to the fixture and fittings therein or any equipment included in the rental whilst the camper van is in your possession. This deposit is fully refundable upon the return of the Vehicle within 5 working days, provided the Vehicle and any Accessories are delivered on time and in the same condition as when they left. This must include a full tank of fuel. The security deposit is £500 (£750 for non UK residents), should the Hirer be aged between 25-75, £750.00 for drivers aged between 23-24 and £1000.00 for drivers aged 21-22 years of age. For European Travellers aged between 25-75, the security deposit is increased to £750.00. Any damage or breakages to the campervan interior or exterior, costs for any repair, special cleaning or replacement will be taken out of this bond. You the Hirer, must irrevocably authorise I Do Campers to deduct from the security deposit/bond any amounts owed by you, from this agreement.

b) The security deposit will be refunded to You within 5 working days of these conditions being met.

c) You will be charged if the Vehicle is returned past the agreed time, Ref to Condition 2. Collection & Return Of Vehicle.

d) Should any Damage to the interior of the Vehicle and/or the Accessories exceed the security deposit, You will be liable for settling these additional costs.

e) Should the Damage not exceed the security deposit then We will only charge You for the amount required to set right the Damage, and will return the remainder of the deposit to You.

14. Chargeable Insurance Extras

Insurance for an additional driver is charged at a variable rate dependent on the driver status. Confirmation of second driver costs will be provided prior to rental, with a maximum of two drivers allowed. We reserve the right to refuse Hire of a Vehicle to any driver We see fit without explanation.

Insurance

Subject to Our acceptance, our Terms and Conditions and unless stated otherwise, the Campervan is fully insured for the period of the Hire and a copy of the insurance policy is available from Us on request. By signing the attached form You are accepting the conditions of the Hire insurance policy.

15. Vehicle Insurance

a) Comprehensive insurance cover is included in the stated price, with a standard excess of £500.00 (£750.00 for non UK residents) for drivers aged between 25-75, £750.00 for drivers aged between 23-24 and £1000.00 for drivers aged 21-22 years of age payable in the event of any accident Damage to either the Vehicle or third party property. You will be liable for this excess, as well as for the replacement or repair involved in any Damage to the windscreen or tyres.

b) The driver, or drivers, must be a minimum of 21 years old in order for them to be covered, and as a consequence We will not allow any additional driver below this age. Where drivers are aged between, 21-24, additional authorisation/approval from Our insurers is required. The campervans must only be driven by those insured to drive it. Two named drivers can be insured to drive the campervans.

c) Repair costs which are less than the Insurance Excess will be invoiced directly to the Hirer. An insurance claim will only be made if the total repair cost exceeds £500 (£750 for non UK residents), should the Hirer be aged between 25-75, £750.00 for drivers aged between 23-24 and £1000.00 for drivers aged 21-22 years of age.

d) Hirers cannot be insured under I Do Campers Insurance policy in the following circumstances:

- Hirers under 25 or over 75 years of age unless otherwise agreed by the Insurer.

- Hirers aged 25 or over unless a full driving licence valid in the United Kingdom, or International equivalent has been held for a minimum of 24 months.

- 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 (without prior approval).

- Parking and not more than two speeding offences in the past 3 years may be ignored.

- Persons who have any mental or physical defect or infirmity or suffers from fits, diabetes or any heart complaint.

- 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.

- Persons engaged wholly or partly in professional entertainment or professional sports persons.

- Jockeys and persons connected with racing of any sort.

- Persons who, whilst driving, have been involved in more than one accident during the past 3 years.

- Foreign Service Personnel other than persons born in the United Kingdom.

e) The following items are **not** covered by I Do Campers Vehicle Insurance, the Hirer will be fully liable for all:

- Overhead (including , elevating roof, fabric bellows, roll out sun canopy (if applicable)), undercarriage windscreen, glass wheel & tyre Damage or losses to items stowed externally, including bike rack and awning. In the event that keys are damaged or lost you will be liable for the reasonable costs of obtaining a replacement and further costs if directly related to theft of the camper van.

- Minor Damage to exterior Vehicle paintwork, and with total repair costs less than £500 (£750 for non UK residents) should the Hirer be aged between 25-75, £750.00 for drivers aged between 23-24 and £1000.00 for drivers aged 21-22 years of age.

- Loss/Damage/theft to the radio, stereo equipment, sat nav systems, TV and aerials.

- Personal effects within or from the Vehicle. You, the Hirer is advised to take out personal effects and travel insurance. I Do Campers are not responsible for any loss from the campervan nor are we responsible for any damage in connection with any breakdown or accident.

- Interior Damage including burns, to seats, flooring and living or cooking equipment.

- Any equipment on Hire.

- Any consequential expenses or additional costs incurred in Hiring alternative Vehicles.

- Missed transport, accommodation, travel expenses or any third party claims in connection with a breakdown or accident.

- The Hirer shall be liable to pay the full cost of repair of any Damage, which the Campervan may suffer as the result of accidental Damage, or wilful or negligent action of the Hirer.

f. I Do Campers insurance policy protects Us and any authorised driver against legal claims from any other person or death or personal injury or damage to any other persons property caused by use of the campervan on the road, on condition you report all such incidents to I Do Campers during the hire period or on return of the campervan , and you are using the campervan within the terms and conditions and those of our insurance company.

In the event that any third party suffers personal injury, death or damage to property caused by use of the campervan which involves a breach by you or any other authorised driver, of any of the terms and conditions of this Agreement and that of our insurance policy, You the Hirer agree to reimburse I Do Campers 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.

g. Where Hirer has elected personally to insure Vehicle (evidence provided to owner), Hirer undertakes to insure and keep insured Vehicle during the term of this Agreement under a fully comprehensive motor insurance policy (including windscreen Damage) to its full replacement value, free from limitation or excess, with reputable insurers approved in writing by Owner. Hirer agrees to observe all the Terms and Conditions of the said policy. Hirer shall at Owner's request supply full details of such policy to Owner and shall ensure Owner's interest in Vehicle is endorsed upon the said policy. Hirer shall procure that any money paid by Hirer's insurers under the said policy is paid directly to Owner, and Hirer shall compensate Owner for any loss or Damage suffered by Owner in excess of any monies received by Owner.

h. Each driver will need to provide I Do campers with BOTH parts of their driving licence – the Photo Card and the Paper Counterpart, or Passport and Paper Licence. Two forms of proof of address no older than 60 days of booking, such as utility bill / credit card statement / council tax / bank / savings account. You must have/provide ALL these documents for Our insurance purposes or You will not be able to Hire the Campervan. All drivers must disclose any endorsements (including pending endorsements).

16. Cleaning

a) As part of the Hire Agreement the Hirer is expected to sweep out any debris in the Campervan and wipe down all internal surfaces before returning the Vehicle.

b) The Hirer also agrees to bring the Campervan back in a condition that is not unreasonably dirty on the outside. Any stains or Damage to both exterior/interior must be pointed out and explained to I Do Campers when returning the Vehicle.

Accidents, Theft And Breakdowns

17. In The Event Of An Accident

a) No responsibility can be accepted by Us for any loss or Damage or expense which occurs as a result of any accident. If You have an accident You must not admit responsibility. You should get the names and addresses of everyone involved, including witnesses. You should also:

i) Make the Vehicle secure;

ii) Tell the police straight away if anyone is injured or there is a disagreement over who is responsible;

iii) If possible, take photographs;

iv) Contact Us immediately after an accident or in the event of Vehicle theft. You will need to return to I Do Campers premises, at your own cost, but preferably with our recovery service returning Your original/Hired Campervan. A theft or accident report form must always be completed and submitted to I Do Campers when you return the Campervan. You must return the keys to I DO Campers in the event of theft.

b) Any theft, road traffic accident or Damage to third party property arising out of Your use of the Vehicle must be reported by You to the local police. Names, addresses and contact telephone numbers for any and all third parties and witnesses must be obtained by You, even if the matter appears to be straightforward and/or the Damage minimal.

c) By signing this agreement, You undertake to assist Us and Our representatives in handling any claim arising from any accident, incident or event occurring while the Vehicle is in Your care, including but not limited to the completion of report forms and witness statements, interview by Our representatives or their agents and attending Court to provide evidence.

18. Breakdown & Recovery

a) In the event of a breakdown rendering the Vehicle immobile, You must immediately telephone Us in order that We can instruct Our nominated breakdown service to arrange for recovery to Our own local Volkswagen-approved repair centre. No responsibility can be accepted by Us for any loss or Damage or expense which occurs as a result of any defect or breakdown unless it is due to a proven reason of our failure to adequately maintain the Campervan in a fit state and condition. e.g. travel, accommodation, replacement vehicle costs etc. I Do Campers liability extends to either replacing Your Campervan or refunding Your Hire charge for any days You may lose the total use of the Vehicle. You will need to return to I Do Campers premises at Your own cost, but preferably with Our chosen recovery service returning Your original Campervan. If You are not returning with the recovery service You will have to hand the keys for the Campervan to Our recovery vehicle driver of choice.

b) If You arrange for the Vehicle to be recovered to any other location, You will meet the cost of recovery to Our own local Volkswagen-approved repair centre.

c) Accident and breakdown instructions are also provided to You at hand over and can be located within the Campervan at all times.

d) In the event that keys are damaged or lost You will be liable for the reasonable costs of obtaining a replacement.

19. Windscreens and tyres

You are responsible for any Damage to windscreens and windows, punctures or other Damage to tyres during the period of the Hire. Where possible it should be repaired or replaced as appropriate and paid for by You at the time. You should contact Us to seek instructions before carrying out the repair. Failing this, an amount will be deducted from Your deposit against Damages for the cost of the repairs. This includes replacing items You have replaced without Our knowledge which do not meet Our approval.

Rights Of The Parties

20. Road & Weather Restrictions

We reserve the right at Our discretion to restrict Hire in certain locations, at certain times or in certain circumstances due to adverse or unsafe road or weather conditions.

21. Substitution Of Vehicle

We reserve the right to substitute the Vehicle booked with an alternative vehicle at Our discretion and without consultation with You.

22. Ending The Hire Agreement

a) We may end this Agreement and take back the Vehicle from You at any time, for any reason and without notice.

b) Such reasons may include, but are not limited to, the following:

- if any part of this Agreement is found to have been breached by You ;
- if You are found to have misrepresented Yourself or Your circumstances in providing information to Us relating to the Hire, deliberately or in ignorance of the facts ;
- if the Vehicle is discovered abandoned ;
- if the Vehicle is not returned to Us on the agreed date or We have reasonable cause to believe that it will not be returned on the agreed date ;
- if We consider that there is reasonable cause to believe that the Vehicle is being used in an unsafe or dangerous manner;

- if You are a consumer We will end this Agreement straight away if We find out that Your belongings have been taken away from You to pay off Your debts, or a receiving order has been made against You. We will also end this Agreement if You do not meet any of the conditions of this Agreement.

c) Should this Agreement be ended prematurely in such a fashion and/or for such a reason, You will be entitled to no refund of any part of the Hire charges or security deposit from Us.

d). If You are a company, We will end this Agreement straight away if:

- You go into liquidation;
- You call a meeting of creditors;
- We find out that Your goods have been taken away from You until You pay off Your debts;
- You do not meet any of the conditions of this Agreement.

e). If We end the Agreement it will not affect Our right to receive any money We are owed under the conditions of this Agreement. We can also claim extra costs from You if You do not meet any of the conditions of this Agreement. We can repossess the Vehicle and charge You if We do this.

23. Availability

Occasionally Campervans are not available as agreed, which is almost always due to events beyond Our control (see below). If Your booking has to be cancelled (which We have the right to do) We will offer You the choice of an alternative Campervan or, if no suitable replacement is available, provide a full refund of all monies You have paid for Your booking.

24. Events Beyond The Operator's Control

Unfortunately, events beyond Our control occasionally affect bookings. When reference is made to such events in these Conditions of Hire, this means any event(s) or circumstance(s) which We could not, even with all due care, foresee or avoid.

We cannot accept responsibility or pay any compensation, costs or expenses where the performance of Your contract with Us is prevented or affected or You otherwise suffer any loss or Damage as a result of events beyond Our control. This includes any delays to and/or restrictions to Your Hire to which You may be subject. However, if Your booking has to be cancelled as a result, We will of course offer You the choice of an alternative Campervan (if available) or refund as described above.

25. Title To The Vehicle and Options

a) You acknowledge that We continue to hold title to the Vehicle and that You act as bailee only. You acknowledge that no part of this Agreement provides You with a right of any kind to pledge Our credit or cooperation in connection with the Vehicle, and You agree not to do so.

b) You will not offer or attempt to offer to sell, lend, Hire or assign of any part of the Vehicle and/or its Accessories and any Hired options or this Agreement to any party of any kind, or otherwise deal with the Vehicle and/or its Accessories in any way other than that allowed by this Agreement.

26. Release & Indemnity & Liabilities

a) Subject to Our obligation to deliver the Vehicle or an appropriate substitute Vehicle to You, You release Us, Our employees, servants and/or agents, from any liability to You (regardless of who is at fault) for any loss or Damage incurred by You or a third party by reason of Your use and/or possession of the Vehicle, including but not limited to:

- any loss or Damage caused by breakdown, mechanical defect, accident, or the Vehicle being discovered unsuitable for Your purposes.
- any loss or Damage to any property left in or on the Vehicle, in any service Vehicle, or on any part of Our premises, or recovered or handled by Us.

b) Subject to any insurance arrangements agreed with Us, You hereby agree to indemnify Us and continue to indemnify Us, Our employees and agents against any claims, demands and expenses (including legal costs) incurred or sustained by You or by a third party by reason of Your use and/or possession of the Vehicle.

c) You (Hirer) are liable for all fines, all road tolls, legal penalties e.g. parking

tickets, speeding, which are incurred during the period of the Hire. Any charges subsequently notified to I Do Campers, will be immediately invoiced to You (the Hirer) and We will require payment within 14 days. You are liable for any damage above cab height, You are fully responsible for damage caused by failure to access the height of the Vehicle and striking overhead or overhanging objects. The Hirer will indemnify I Do Campers from any liability, caused by damage to overhanging or overhead objects and subsequent damage to third parties and their property.

You (the Hirer) must use the Campervan and its contents responsibly and comply with Our instructions and health and safety guidelines. Where no instructions or guidelines or advice are given You must assume that 'normal' and 'common sense' rules apply. By signing this Agreement You agree to accept this/all terms of above.

27. This Agreement

- a) Any alterations and/or amendments to this Agreement must be made in writing and must be signed by the parties.
- b) This Agreement will in all instances be governed by English law, and this Agreement, including the Terms and Conditions, constitutes the entire Agreement between the parties. No additional oral undertakings, warranties or Agreements between the parties relating to the subject matter of this Agreement can supersede the terms of this Agreement without the prior consent of the parties.
- c) We reserve the right to add or amend any Charges referred to in this Agreement without prior notice to You.

28. Customer Parking

- a) When parking has been arranged by I Do Campers, regardless of any location, You / Hirer's car(s) are parked entirely at their own risk. We are not responsible for any loss or Damage what so ever.

29. Governing Law

This Agreement is governed by the laws of the country in which it is signed. Any dispute may be settled in the courts of that country.

Signed _____ Date _____

Print _____ Date _____
Hirer/Driver 1

Signed _____ Date _____

Print _____ Date _____
Hirer/Driver 2

**Delete the word 'Driver' if the signatory will not be driving the Campervan*

