

Terms & Conditions Valid for bookings

**From 1 April 2022 – 31 March 2023**

Head Office: *Hire&Go* Motorhome Rental Ltd  
21 Mailings Road  
Banton, Kilsyth  
G650QP

**Telephone:** 07523 946148

**Website:** [hireandgomotorhomerentals.com](http://hireandgomotorhomerentals.com)

**Email:** [services@hireandgomotorhomerentals.com](mailto:services@hireandgomotorhomerentals.com)

## INTRODUCTION

Welcome and thank you for choosing *Hire&Go* Motorhome Rental for your holiday of a lifetime. We wish you a safe holiday full of fun and adventure.

At *Hire&Go* Motorhome Rental, we pride ourselves on our product and experience. It is our intention to offer you the best possible Motorhome Holiday experience. Your safety is our priority, so to ensure that you have the best time, please read through *Hire&Go* Motorhome Rental's Terms and Conditions (T&Cs) so you are fully informed about our product range and value-added services.

**DEFINITION OF TERMS AND CONDITIONS** In the event of any discrepancy between these Terms and Conditions and any other *Hire&Go* Motorhome Rental literature, the provisions of these Terms and Conditions apply. '*Hire&Go* Motorhome Rental', 21 Mailings Road, Banton, Kilsyth, G650QP.

**RENTAL AGREEMENT** means the document read and signed by the hirer on collection and return of the vehicle.

It includes Rental Agreement Part A and Rental Agreement Part B. 'You / Your / Yourself / Hirer/ Driver' means any joint renters and any authorised drivers subject to the hire; or a person, firm, company renting the vehicle and includes any and all Joint Renters identified on the Rental Agreement Part A.

**VEHICLE** means the vehicle under hire as described under the heading 'Vehicle' under the 'Rental Agreement Part A' and includes tyres, tools, accessories, living equipment and any other special equipment, documents relating to the vehicle and any replacement or substitute vehicle provided by *Hire&Go* Motorhome Rental.

**SECURITY DEPOSIT/LIABILITY** means the amount payable by You in the event of accident resulting in loss or damage. 'Loss' or 'Damage' means any loss or damage to the Vehicle, including damage that is caused by theft of the Vehicle or any adverse weather events that requires repair or replacement including assessment fees, towing, recovery and reasonable storage fees.

**Third-Party** means another party that was directly involved in the incident that resulted in loss or damage and You provide the name, licence, registration, address, telephone number and name of insurer along with other reasonable requests to assist in any recovery or settlement attempt. Third party can also refer to a Third-Party Insurer, Broker or other Representative.

**Travel Restrictions** means restricted areas where the vehicles are not permitted to go or mode in which they cannot be driven.

- 1. CONTRACTUAL RENTAL AGREEMENT** Rental Agreement Part A and Rental Vehicle Agreement Part B forms your Hire Schedule Contract (Agreement) and these documents must be read in their entirety and in conjunction with each other. Together this documentation forms the Agreement between You and *Hire&Go* Motorhome Rental. To understand the T&Cs of this Agreement including all financial obligations, cover, features, and services, please carefully read the entire Agreement. This is a contract between You and *Hire&Go* Motorhome Rental. You are jointly responsible for acknowledging and understanding the terms of this Agreement. This Agreement has been designed to be written in plain language and if You have any questions regarding any content, please raise your questions with our customer service team. *Hire&Go* Motorhome Rental reserves its right to refuse any rental based on reasonable grounds and may refuse any rental at its discretion.
- 2. PAYMENTS** All prices quoted and charged in the local currency of the deposit. Payment is only accepted by Debit card or bank transfer Payment can either be made in full at the time of booking or where a deposit option is offered, a £250 deposit is due when booking with the balance required 28 days prior to pick up. A reservation is only binding after it has been confirmed by *Hire&Go* Motorhome Rental. *Hire&Go* Motorhome Rental terms and conditions and cancellation policy apply from this point onwards. Vehicles will not be released without full payment being received.
- 3. HIRE RATES INCLUDE**
  - Mid-Season (January – March £975 per 7day day hire)
  - Peak Season (April – September £1100 per 7day day hire)
  - Low Season (October – December £850 per 7day day hire)
  - Comprehensive Insurance for one named driver aged 25 – 75 and holding a full valid driving licence for more than 2 years\*
    - Full Breakdown & Roadside Assistance excluding any insurance loading. Extra charges may be incurred if the driver to be insured has a driving conviction or is in an occupation which is deemed high risk. These charges will be passed onto the customer. See Section 6 for full details. *Hire&Go* Motorhome Rental will supply full breakdown cover to cover any mechanical faults to the base chassis of the vehicle. Any call out charges necessitated by the client through operator error, e.g. a flat vehicle battery, will be the responsibility of the client.
- 4. HIRE PERIOD** ‘Hire Period’ refers to the dates agreed in the Rental Agreement. Rental is charged on a per night basis. Minimum hire charge is 3-5 nights depending on the season and hire location. Hires shorter than the minimum period may be available on a request basis and/or subject to a surcharge. *Hire&Go* Motorhome Rental reserves the right to increase the minimum rental period. Should You wish to extend the rental period. You must obtain authorisation from *Hire&Go* Motorhome Rental. Extensions are subject to the availability of the Vehicle. The extra cost of an extended rental must be paid by debit card over the telephone and/or Bank Transfer. Additional days will be at the daily standard gross rental charge for the Vehicle applicable at the time of the extension.
- 5. HIRER / DRIVERS** Driver(s) must hold a full valid manual driving licence for at least 24 months that entitles them to drive a European category B vehicle or equivalent up to 3500kg GMW. Drivers holding an automatic transmission licence only cannot drive any of our vehicles. If the driving licence is not in the language of the country of rental or issued in the UK or EEA or Switzerland, then an international driving licence is required. A certified translation may be accepted

depending on the country where the original licence was issued. If no suitable driving licence is shown at the time of pick-up, you can withdraw from the Rental Agreement at your cost. Age limits:

Standard driver insurance is available on all vehicles for drivers aged 25-75. All drivers must be present for collection of the motorhome. **No exceptions will/can be made.** All drivers must provide two separate forms of photographic identification on collection of the vehicle otherwise hire will be invalidated i.e.: valid passport and driving licence. Your driving licence must be at your current address. If not, then in addition to this we require 2 alternative proofs of identification i.e.: a utility bill and bank statement dated no more than 60 days old which has your name and current address listed. If you have a GB driving licence, we require you to log in to the DVLA website and send *Hire&go* an authorisation code and the last 8 digits of your license.

- (<https://www.viewdrivingrecord.service.gov.uk/driving-record/validate>)

Your rental will be cancelled without refund if we are unable to DVLA check your driving licence details. If you have a Northern Ireland driving licence, we require both the photo card and the paper counterpart. You must declare at the time of booking if there are any endorsements on your driving licence. *Hire&Go* Motorhome Rental may not be able to provide cover for you to drive the vehicle if you have certain endorsements imposed on your driving licence. Charges apply for penalty points. Failure to declare any accidents or driving convictions invalidates insurance. Drivers are liable for any legal penalties (including, without limitation parking fines and speeding tickets) incurred during the hire period. An administration fee of £45 applies to all penalties received by *Hire&Go* Motorhome Rentals. We are unable to offer driver insurance under the following circumstances and any bookings made in this respect will have to be cancelled:

- (a) Drivers under 25 and over 75 years of age.
- (b) Drivers who have not held a full valid driving licence as outlined above for at least 24 months.
- (c) Should any driver fail to present all of the correct documentation and identification on collection of the vehicle, or the documentation does not meet the driver requirements set out in the terms and conditions, then *Hire&Go* Motorhome Rental will be unable to release the vehicle. No refunds will be given.
- (d) Drivers holding only an automatic driving licence
- (e) Persons who have had their insurance declined and/or renewal refused and/or special terms imposed and/or have had their insurance cover cancelled or avoided by an insurer.
- (f) Persons who, whilst driving, have been involved in more than one fault motor claim during the past 3 years.
- (g) UK drivers who do not provide access to their driving licence counterpart.
- (h) Persons who have been disqualified from driving for a period exceeding six months in the last three years or drivers who have been disqualified for a period exceeding three months in the past year.
- (i) Persons engaged in any of the following acts, occupations or professions if hiring in the UK 1. Professional entertainment or theatrics if "in front of camera" 2. Professional sport 3. Jockeys or in connection with racing of any sort 4. Undergraduates or students under 25 years of age 5. Service personnel born outside of the United Kingdom if they have held their full driving licence for less than twenty-four months 6. Courier services, express mail or parcel delivery if the vehicle is to be used for business purposes 7. Fast food establishments (including food delivery) if the vehicle is to be used for business purposes 8. Motor factors if the

vehicle is to be used for business purposes 9. Wholesale or daily newsagent deliveries if the vehicle is to be used for business purposes 10. General dealers or street and/or market traders if the vehicle is to be used for business purposes. On all cases, the insurance company has the final say.

- 6. A. INSURANCE** Fully comprehensive insurance is provided by *Hire&Go* Motorhome rental through our insurers for the driver(s) named on the rental agreement (provided all the personal informed supplied is correct). Named drivers are subject to the criteria outlined in section 5. Only persons named on the Rental Agreement are insured to drive the vehicle. The vehicle is insured for damage to the vehicle and the property of a third party but does not include any personal insurance for the customer including death or bodily injury to the driver nor does it cover any personal possessions. No other hire insurance is acceptable for the rental of a *Hire&Go* Motorhome Rental vehicle. Public Liability Insurance Public Liability Insurance is included in the nightly rental rate. The public liability insurance that covers the registered drivers is £5 million. Travel Insurance *Hire&Go* Motorhome Rental strongly recommends that You take out Your own Personal Travel Insurance.
- 6. B. SECURITY DEPOSIT AND LIABILITY OF THE HIRER** The hire is subject to a security deposit which covers both the liability of the hirer in the event of any first incident or reported incident and the proper return of the vehicle in the same condition as it was let out to the hirer. In the event of any additional incident(s), a second security deposit will be required in order to continue with the rental. The security deposit is taken as a pre-authorisation on the hirer's credit or debited from the hirer's debit card at the time of collection (Visa). No other form of payment is accepted, and pre-paid currency cards cannot be accepted. The card used for the security deposit should be in the lead driver's name and the amount will be held on your card immediately. In the event of any damage to the vehicle or third-party property, the hirer will be liable for the excess amount attributed to the hired vehicle. For drivers aged 25-75, the security deposit is £1000 are authorised in the currency of the hire depot. *Hire&Go* Motorhome Rental reserves the right to increase the security deposit. The security deposit is fully refundable within 28 days of return of the vehicle provided there are no outstanding claims or the following conditions: **6.b.1** This security deposit will be used to fund any loss or damage whatsoever to equipment, fixtures, fittings, windows, cleaning fees, tyres or negligent damage to the vehicle. **6.b.2** The security deposit will be used to fund any cleaning fees. A nominated valeting fee of up to £200 will be charged against the deposit if the vehicle is not returned with the interior in a clean condition. An additional fee of £200 will be charged against the deposit if the toilet and waste tank are not emptied and cleaned prior to the return of the vehicle. An additional fee of £500 will be charged if it is found that smoking has been permitted in the vehicle. An additional £200 will be charged if an unauthorised pet has been carried in the vehicle. **6.b.3** The security deposit will be used to fund any refuelling costs arising from not returning the vehicle with a full tank of fuel. **6.b.4** The costs of demurrage for the period the Vehicle is unavailable due to repairs. Any demurrage recovered from any negligent third party will be refunded to You upon its recovery. **6.b.5** The hirer agrees to pay *Hire&Go* Motorhome Rental any additional costs over and above the security deposit value should damages exceed the security deposit value within 28 days of your hire. The hirer irrevocably authorises *Hire&Go* Motorhome Rental to deduct from the security deposit any amounts due to *Hire&Go* Motorhome Rental arising out of this agreement. A £45 administration fee will be applied in addition to any costs to be deducted from the security deposit.
- 6. C. EXCLUSIONS** The hirer accepts that the limitation of liability to the contractually agreed security deposit does not apply to: **6.c.1** Damage caused to the Motorhome where the terms of Rental Contract have been breached **6.c.2** Any damage or loss caused by a negligent act/For damage or loss intentionally caused by You; **6.c.3** Mechanical problems E.g. clutch/gearbox due to driver negligence; **6.c.4** Replacement or repair of aerials, glass or wheels **6.c.5** Damage

caused due to use of incorrect or contaminated fuel **6.c.6** Missing wheel trims, tools or spares; **6.c.7** For damages caused by neglecting proper operating procedures, e.g. incorrect fuel type and quality, ignoring oil or coolant levels, air pressure; **6.c.8** Damage to the underside of the vehicle or the roof, which includes the overhead "Luton" area is deemed as gross negligence. Any such damage will be charged at cost (an estimate will be provided from an approved motorhome repair centre) plus the full security deposit on the vehicle; **6.c.9** The theft of the vehicle if the keys are left in the ignition or in or on the vehicle whilst unoccupied and the hirer shall be held fully responsible for a replacement vehicle; **6.c.10** Damage caused to mirrors and/or tyre damage **6.c.11** For damage caused by the incorrect use of snow chains; **6.c.12** Damage caused to the Motorhome when using the motorhome in contravention of any legislation or regulation controlling vehicular traffic **6.c.13** Damage caused by freezing/overheating e.g. unit not winterised, or overheating of motorhome or systems, e.g. plumbing or water systems.

**6.c.14** Damage and associated costs with recovery of a bogged vehicle **6.c.15** Damage caused due to a single vehicle roll over in these cases, You shall be liable for the full amount of damages. If You cause any damage during the agreed usage period due to gross negligence, You shall be liable to *Hire&Go* Motorhome Rental for an amount commensurate to the severity of the negligence, up to and including the full amount of the loss. The burden of proof that gross negligence has not occurred lies with You. *Hire&Go* Motorhome Rental is entitled to withhold the security deposit, until your liability and the amount of damage or loss has been finally determined.

- 6. D. TIMEFRAME FOR SETTLEMENT OF CUSTOMER LIABILITY CLAIMS** *Hire&Go* Motorhome Rental shall use best endeavours to ensure that any money due back to the hirer is released as quickly as possible, however third-party claims can take months or even years to resolve. *Hire&Go* Motorhome Rental cannot force the destiny of these claims, and the Customer acknowledges that the handling of these claims is up to *Hire&Go* Motorhome Rentals' insurers and the third party, whether they be insured or not. *Hire&Go* Motorhome rental is entitled to withhold the security deposit, until your liability and the amount of damage or loss has been finally determined. *Hire&Go* Motorhome Rental agrees to refund any security deposit as soon as reasonably practicable after receiving the final resolution and payment relating to third party claims. The hirer agrees to provide all reasonable assistance to *Hire&Go* Motorhome Rental in handling any claim including all relevant information and attending court to give evidence. For information regarding outstanding claims or security deposit refunds, the guest should contact [services@hireandgomotorhomerentals.com](mailto:services@hireandgomotorhomerentals.com) during office hours.
- 6. E. ADDITIONAL CHARGES** The following are subject to additional charges: **6.E.1** Additional driver(s). Maximum 3 additional drivers. **6.E.2** An additional premium (each case will have to be referred to the insurance company for additional premium) applies to any driver with more than 6 penalty points/convictions on their driving licence dated within 5 years from the commencement of the hire.
- 7. EXTRAS.** The vehicle must be returned with the LPG gas bottle full or a charge will apply.
- 8. VEHICLE COLLECTION AND RETURN** Collection and return of the Vehicle is to the agreed location specified at time of booking as set out under 'hire period' in the Rental Agreement Part A. Collection of the vehicle is usually 3PM, unless otherwise agreed by *Hire&Go* Motorhome Rental and any additional premiums paid. The hirer should allow up to 1 hour in order to complete the pickup process. One security deposit payment is payable by credit or debit card only on collection. This covers standard liability, refuelling and cleaning deposit. All drivers must be present on collection of the motorhome and must present their full valid driving licence (as outlined in section 5 of these terms and conditions), passport and credit/debit card for the security deposit. Photocopies will not be accepted. Vehicles will not be released without 2 forms of valid photo identification, 2 utility bills that must be dated in the last 90days and funds for the security deposit being available on collection. *Hire&Go*

Motorhome Rental will supply the Vehicle in a clean, safe and road worthy condition which meets *Hire&Go* Motorhome Rentals' quality assurance program along with all regulatory and registration requirements and You acknowledge that: **8.1** The Vehicle was delivered to You in a good operating condition and You agree to return the Vehicle without alteration or addition, in the same condition, except for ordinary wear and tear (having regard to the period of hire excluding windscreen or tyre damage) together with all tools, tyres, accessories and equipment to the Return Location on the Return Date as specified in Rental Agreement Part A. **8.2** You inspected the Vehicle at the commencement of the hire and agree that the Vehicle was in good operating condition and fit for the hire; and **8.3** The Vehicle remains at all times the sole property of *Hire&Go* Motorhome Rental. *Hire&Go* Motorhome Rental will make every effort to have your vehicle ready for collection at the appropriate time, however, during busy periods there may be some delays which are out of our control. Should this be the case, no refunds will be due to you and no extension of your hire can be made as the motorhome will still be required to be returned in accordance with the details set out in your rental agreement. Return of the vehicle is between 9AM-11AM unless otherwise agreed and additional premiums paid. The hirer should allow 1 hour to complete the return documentation and check the vehicle. The Vehicle must be returned undamaged, with the required level of fuel as per the rental agreement, with an empty and clean toilet cassette, empty wastewater tanks (if applicable), LPG gas bottle full, a clean interior that is completely free of mud, rubbish and pet hair, and in the same condition as it left the depot otherwise charges will apply. *Hire&Go* Motorhome Rental reserves the right to charge a cleaning fee of up to £200 if the vehicle is returned in an unclean condition. The toilet cassette must be emptied prior to the return of the vehicle, or an additional £200 will be charged to the hirer/you. The vehicle must be returned with the same of fuel equal to that at the time *Hire&Go* Motorhome rental provided the vehicle. If the vehicle is returned with less fuel, the difference will be charged at £2 per litre and a service fee of £30 needs to be paid. The exterior of the vehicle does not require cleaning unless it is covered with excess mud or dirt making it difficult for our team to see the return condition. There are no refunds for early returns. Charges apply for late returns. Should for any reason, the hirer fails to return the vehicle to the agreed *Hire&Go* Motorhome Rental depot, the hirer accepts that he or she is liable for the full cost to recover the vehicle back to the *Hire&Go* Motorhome rental depot and for any daily rental fees for the vehicle for the period which it is off the road as the result of not returning the vehicle to the depot by the agreed return time. Late Returns *Hire&Go* Motorhome rental must be notified immediately to prevent any prosecution for driver(s) driving whilst uninsured. Late returns will be charged at one day's rental cost regardless of circumstances.

**9. DRIVING IN MAINLAND EUROPE** Vehicles are not permitted to travel outside of the UK or Ireland. (Unless *Hire&Go* have giving permission)

**10. A. CANCELLATION BY HIREANDGO MOTORHOME RENTAL** *Hire&Go* Motorhome Rental reserves the right to cancel a reservation before, on or after the commencement of hire as follows: **10.A.1** Hirer does not provide a valid passport/identity card and driving licence as proof of ID. **10.A.2** If Named Driving Licence is not produced or valid in accordance with stated conditions. **10.A.3** If a UK driver fails to provide access to information on the counterpart driving licence. **10.A.4** Hirer fails to provide funds for security deposit payment by credit card or debit card. **10.A.5** Over occupancy of vehicle in accordance with the provision of seatbelts. **10.A.6** The address on driving licence does not match billing address where additional proof of ID is not supplied. **10.A.7** Due to operational issues affecting rental fleet. **10.A.8** Hirer is in breach of any term in this agreement. **10.A.9** The hirer obtained the vehicle through fraud or misrepresentation. **10.A.10** If any statement, representation, or warranty made by the hirer in respect to himself or additional drivers is incorrect. **10.A.11** The vehicle appears to be abandoned. **10.A.12** In the event of any damage to the vehicle regardless of fault. **10.A.13**

The vehicle is not returned at the agreed date or *Hire&Go* Motorhome Rental reasonably believes the vehicle will not be returned on the agreed return date. **10.A.14** *Hire&Go* Motorhome Rental considers on reasonable grounds that the safety of passengers or the vehicle is in danger. The hirer understands that in the event of such termination or repossession that the hirer has no right to a refund or any part of the rental charges or the security deposit. In the event of cancellation, *Hire&Go* Motorhome Rentals' liability is limited to the refunds of all monies paid by the hirer. No compensation is available for additional arrangements booked by hirer (e.g.: flights, concert tickets). *Hire&Go* Motorhome Rental reserve the right to amend our cancellation policy for certain events.

- 10. B. CANCELLATION OR CHANGE BY HIRER** In the event of a cancellation by the hirer the following charges shall be incurred: **10.B.1** If cancelled more than 30 nights prior to pick up: 30% of total hire cost or booking deposit (whichever is greater) **10.B.2** If cancelled 15 to 30 nights prior to pick up: 50% of the total hire cost **10.B.3** If cancelled 14 nights or less prior to pick up, or no-show: 95% of the total hire cost debit card charges are non-refundable. In the event the hirer wishes to make changes to this contract with regards to change their vehicle type, dates of hire or pickup/drop-off location requests should be made in writing and agreed by *Hire&Go* Motorhome rental and the hirer.
- 11. RIGHT TO CHANGE OF VEHICLE** Vehicles are booked by vehicle category and not by make or model. Acting reasonably, *Hire&Go* Motorhome rental reserves the absolute right to change your vehicle type or its specification in the event of unforeseen circumstances such as accidents, operational issues or other losses. The hirer is not liable for any increased rental charges from the substitute vehicle. The hirer is liable for any additional running costs pertaining to the substitute vehicle. In the event of a downgraded vehicle type, the hirer may be eligible for a partial refund. In the event of no alternative vehicle being available to you, *Hire&Go* Motorhome Rentals' liability is limited to a refund of the hire charge. In all cases, no other refund will be available including compensation for additional arrangements booked by hirer (e.g.: flights, hotels, activities). The substitution of an alternate vehicle due to unforeseen circumstances is not a breach of contract and does not result in a refund, however a refund entitlement will be provided by *Hire&Go* Motorhome Rental where there has been a breach of the contract giving rise to the right for a refund. If You decide to rent a Vehicle of a lesser class than the one booked, You are not entitled to a refund.
- 12. MOTORHOME SYSTEMS** Prior to the collection of your vehicle, *Hire&Go* Motorhome Rental carry out a full inspection of all onboard components to ensure they function correctly. On collection, you will be shown how each component operates and what to look for if a system fails during the hire. *Hire&Go* Motorhome Rental will do everything possible to resolve the issue without having to return to the depot, however, this is not always possible, and *Hire&Go* Motorhome Rental cannot be held responsible should any loss of function happen and are not liable to refund any monies nor provide an alternative vehicle. In the case of winter hire, *Hire&Go* Motorhome Rental cannot be held responsible in the event of any damage or inconveniences caused by freezing conditions. This is the responsibility of the hirer.
- 13. HOLIDAY DISRUPTION COVERAGE** Should the hirer's motorhome holiday be disrupted by a mechanical breakdown/motorhome system malfunction (which does not extend to accident or damaged caused by the hirer), for more than 48 hours after reporting to *Hire&Go* Motorhome Rental, the renter will be reimbursed up to a maximum of the gross nightly rental rate for each night affected until the problem is rectified. Failure of mechanical and motorhome systems which includes cabin heating/hot water, water pump, shower, toilet, refrigerator, gas hob/oven must be assessed by the depot or an authorised repairer. Reimbursement is only possible when *Hire&Go* Motorhome Rental has been contacted to rectify the problem and the hirer cooperates to do so. Failure to notify *Hire&Go* Motorhome Rental acknowledges that the issues are of such a minor nature that the hirer makes no claim for loss of time in respect to the rental. Defects and repairs of radio/CD player, reversing

camera, cruise control etc are considered minor and are excluded from the Holiday Disruption Coverage.

- 14. USE OF THE VEHICLE** Prohibited use of the vehicle – Travellers Only Persons identified in Rental Agreement Part A as either the renter or authorised driver may drive the Vehicle. Even when identified in the Rental Agreement Part A, persons who must not drive the Vehicle is;  
**14.1** anyone who provides a false, fake or counterfeit licence; **14.2** anyone who has given, or for whom You have given, a false name, age, address or any driver licence detail; **14.3** anyone whose driver licence is currently expired or has been cancelled or suspended within the last two years; **14.4** anyone who is a learner, provisional or probationary licence holder or has not held a full driver's licence for any class of Vehicle for at least two years; **14.5** anyone under 25 or over 75 years of age; **14.6** anyone who uses or intends to use the Vehicle for illegal purposes; **14.7** anyone whose blood alcohol concentration or level of drugs exceeds the lawful percentage; and **14.8** anyone under the influence of or impaired by a drug, intoxicating liquor or any other substance.
- 15. Prohibited use of the vehicle** – Travel Prohibited use of the Vehicle is based on both the safety of You and the preservation of our vehicles. Prohibited use includes, but may not be limited to: **15.1** as a result of natural disasters, weather-based events or other major circumstances; **15.2** for carrying persons for hire, gain or reward, or to carry any inflammable, explosive or corrosive materials; **15.3** for pushing or towing any vehicle, trailer, boat or other object unless authorised by *Hire&Go* Motorhome Rental; **15.4** for carrying any greater load and/or more persons for which the Vehicle is not designed; **15.5** for racing, pace-making, speed trials, driving in a dangerous, wilful or reckless manner; **15.6** for carrying illegal substances or product either for commercial purposes, financial gain or delivery of such goods; and **15.7** driving the Vehicle in an unsafe or unroadworthy condition; **15.8** driving the Vehicle on unsealed and non-public roads; **15.9** driving the Vehicle on any and all unnumbered roads and highways; **15.10** driving the vehicle other than in a cautious, prudent and normal manner or used in a manner which could cause damage. **15.11** leaving with the ignition key in or on the vehicle or unlocked while it is unoccupied (invalidates Insurance); **15.12** submersion in water or in contact with salt water; **15.13** journeys into areas at war I understand that *Hire&Go* Motorhome Rental reserves the right at any time, at its sole discretion, to restrict vehicle movements in certain areas due to adverse road or weather conditions or any other reasonable cause.
- 16. BREAKDOWN AND VEHICLE MAINTENANCE** 24-hour Roadside Assistance is provided under the hire contract. All faults or damage must also be reported to *Hire&Go* Motorhome Rental Guest Support within 24 hours. The hirer will take all reasonable steps to properly maintain the vehicle whilst on hire including checking oil, coolant and AdBlue levels, tyre pressures and batteries every 500 miles/kilometres. The hirer must report to *Hire&Go* Motorhome rental as soon as possible, where the oil is above or below the recommended level or the warning indication light is illuminated. The hirer must add water/coolant to the cooling system and use a licenced mechanic to perform any tasks necessary subject to the manufacturer's specifications. The hirer agrees to maintain the Vehicle to these conditions and acknowledge that any mechanical damage occasioned as a result of Your failure to maintain the Vehicle in accordance with this clause must be paid by You. *Hire&Go* Motorhome Rental understand that while on holiday the vehicle may require small repairs or small items included in the kitchen kit may need replacement. So as not to disrupt the road trip any further, if the damage was not caused by the hirer, repairs up to £100 can be completed without authorisation and will be reimbursed on production of a valid receipt. If repairs over £100 are needed, the hirer must obtain *Hire&Go* Motorhome Rentals' authority before any work is carried out. Should the matter be of a more serious nature, *Hire&Go* Motorhome Rentals will make every attempt to rectify the situation immediately. This will include contacting nearby repairers, mechanics and other necessary suppliers to assist in addressing the issue and direct

the hirer to the nearest supplier or Branch when required. The hirer will be liable for any costs associated with the incorrect use of fuel. All *Hire&Go* Motorhome Rental vehicles run on diesel.

- 17. RESPONSIBILITY WHEN AN INCIDENT OCCURS** In the event of any accident, loss or damage arising out of the use of vehicle including damage to a third-party vehicle, the hirer will: **17.1** Notify *Hire&Go* Motorhome rental within 24 hours of the event **17.2** Obtain the names and address of third parties and any witnesses and report the event to the nearest police station **17.3** Complete the incident reporting form supplied in the vehicle **17.4** Not make any admittance of liability or make a settlement offer to other parties **17.5** Assist *Hire&Go* Motorhome Rental in handling any claim arising from the event **17.6** Acknowledge that the excess or other amount due in respect of any damage arising from an accident, loss or damage is payable at the time of reporting the event and not at the completion of the rental period, regardless of which party is at fault. **17.7** Will pay any costs relating to a change of vehicle as a result of an incident regardless of which party is at fault. **17.8** Accept that no security deposit/excess will be refunded until the claim is settled.
- 18. VIOLATION OF TRAFFIC LAWS AND REGULATIONS** Driver(s) are personally liable for all legal penalties and fees pertaining to any traffic violation infringements under the current Road Traffic Legislation applicable in the country of travel. If any traffic violation infringements are presented to *Hire&Go* Motorhome Rental for your hire period which the hirer is liable for, *Hire&Go* Motorhome Rental will charge to the hirer, the full cost along with an administration fee of £45 for each infringement.
- 19. CONDITIONS OF HIRE** The company's camper van rental agreement is the sole contract for hiring the vehicle between *Hire&Go* Motorhome Rental and the hirer(s), driver(s) and/or passenger(s). The company takes no responsibility for any delay, loss, damage or injury that a hirer might experience no matter how it is caused or by whom. No refunds are payable on accommodation or other arrangements by *Hire&Go* Motorhome Rental where a hirer or passenger changes, cancels or seeks to vary this agreement. These conditions cannot be varied or altered or waived by any employee or representative of *Hire&Go* Motorhome Rental or by anyone providing services or facilities. The company cannot be bound by any representative or statement unless it is confirmed in writing by *Hire&Go* Motorhome Rentals' management.
- 20. SMOKING** Smoking is strictly prohibited in or within 5 metres of the *Hire&Go* Motorhome Rental vehicles and a penalty fee of £500 will be imposed for smoking inside the vehicle to cover the costs of sanitizing and cleaning.
- 21. PETS** All *Hire&Go* Motorhome Rental vehicle types are pet friendly. Domestic pet dogs only may be carried (maximum of 2 dogs) and only following express consent of *Hire&Go* Motorhome Rental and the additional premium paid. You are solely responsible for ensuring compliance with the corresponding animal protection, carriage, vaccination, and transit/entry requirements. Cleaning costs incurred due to non-compliance or infringement of said regulations and any loss of profit consequently incurred by *Hire&Go* Motorhome Rental due to the extended downtime required shall be borne by you.
- 22. VEHICLE ILLUSTRATION DISCLAIMER** *Hire&Go* Motorhome rental brochures, websites and advertising material contain only representations of our vehicles. Pictures, illustrations, descriptions and measurements of the vehicles may be different to the Vehicle offered to You due to modifications and/or upgrades. *Hire&Go* Motorhome Rental is not liable for any such variance.
- 23. EXCHANGE RATE/CURRENCY FLUCTUATIONS/REFUNDS** Transactions under this Agreement are conducted in the currency of the hire location. Due to exchange rate fluctuations, in some instances there may be some variance between the amount initially debited against Your credit card and the amount refunded. Any such variation does not entitle You to a refund. Refunds by credit card including security deposit refunds can take up to 28 days.

**24. COMPLAINTS** All faults or damage must be reported immediately to Guest Support or at the latest on return of the vehicle. In the event that a complaint is not satisfactorily resolved upon return, the hirer must inform *Hire&Go* Motorhome Rental by email to [services@hireandgomotorhomerentals.com](mailto:services@hireandgomotorhomerentals.com) within 14 days of returning the vehicle.