

VEHICLE HIRE CONDITIONS

Vehicles and Associated Equipment are leased to the hirer ("you", the "Hirer"), by Go Explore (Scotland) Ltd, a limited company registered in Scotland (company number SC593975), and having its registered office address at 253 Blairtummock Road, Glasgow, G33 4ED ("us", "we", "our", the "Lessor") subject always to these vehicle hire conditions (the "Conditions") unless otherwise agreed between you and us in writing. For the purpose of the Conditions, together, the "Hirer" and the "Lessor" are the "parties".

We can be contacted on 0141 773 1212, or by email at info@gorexplorescotland.com.

1) DEFINITIONS

Age Requirements	means persons over 25 or under 75 years of age in respect of any minibus or any private car with an ABI group rating from 26 to 39 inclusive. In respect of smaller vehicles, we may at our sole discretion allow for driver's aged 23 years or above to be an Approved Driver;
Approved Driver	means those drivers named on the Reservation as named drivers of the Vehicle, being individuals who; (i) have held a full and valid drivers licence for 3 years or more; (ii) are eligible under the Age Requirements; (iii) are authorised by law to drive the Vehicle and who have not been disqualified for a period exceeding (a) six months in the last three years; or (ii) three months in the past year; (iv) have not been involved in more than one fault motor claim in the last three years; (v) have not had an insurance declined and/or renewal refused and/or any special terms imposed and/or had an insurance policy cancelled or avoided by an insurer; and (vi) have not been convicted of, or have charges pending, for an offence relating to driving a vehicle (a) under the influence of alcohol or drugs; or (b) with a blood alcohol level over any legal limit, in respect of which the term of the penalty has not been fully served or served at all;
Associated Equipment	means any and all equipment included in the reservation and/or requested by the Hirer as an additional option within the Rental Agreement (including but not limited to kitchen utensils, cookware, crockery, cutlery, toilet cassette, outdoor furniture, water hose, electric hook-up cable, levelling blocks, bike rack, bedding and towels, child safety seats, GPS Satellite Navigation, BBQ Sets);
BVRLA	means the British Vehicle Rental and Leasing Association;
BVRLA Guidelines	means the BVRLA Fair Wear & Tear Guide issued by the BVRLA as to what constitutes fair wear and tear;
Check Process	means the Vehicle check process whereby the Hirer confirms a visual inspection of the Vehicle has taken place on Renter Pickup, and whereby we confirm that a visual inspection of the Vehicle has taken place on Renter Dropoff;
Driver Declaration	<i>means the Driver Insurance Declaration signed by the Approved Driver(s) and forming part of your Reservation and Rental Agreement with us;</i>
Habitation Area	means the area of the Vehicle intended for inhabiting - cooking, washing and sleeping area. Habitation Area includes all fixtures and fittings, soft furnishings, floor coverings, doors, windows, window coverings, access ladders, cupboards, dining table, seating area, kitchen, kitchen appliances, toilet and shower;
Late Return Payment	means the late return charge as detailed in the Rental Agreement, and calculated in accordance with condition 8 of these Conditions;

Rental Charges	means all applicable charges in respect of the Reservation, which charges will be outlined to the Hirer at the time of enquiry and before confirmation of Reservation, and which charges are thereafter payable by the Hirer to us, in accordance with these Conditions and the Rental Agreement;
Rental Period	means the agreed period of rent of the Vehicle (from Renter Pickup to Renter Dropoff), as detailed in the Rental Agreement;
Renter Dropoff	means the agreed drop off date and time of the Vehicle, as detailed in the Reservation and the Rental Agreement;
Renter Pickup	means the agreed pick up date and time of the Vehicle, as detailed in the Rental Reservation and Agreement;
Rental Agreement	means the supplemental agreement (including Driver Declaration) entered into between you and us, setting out the details of your Reservation with us, which supplemental agreement is deemed to include these Conditions (including the Schedule) in full, as if the Conditions are written in full within the Rental Agreement itself;
Reservation	means the agreed period of rental between you and us, from Rental Pickup to Renter Dropoff, and subject to the terms and conditions as outlined within the Conditions and the Rental Agreement;
Rules of the Road	means the rules of the road as set out in the Schedule 1 to these Conditions;
Seating Capacity	means the number equivalent to the maximum number of seatbelts within the Vehicle;
Security Deposit	is the amount paid at Rental Pick-Up. The value is the standard Insurance Excess or the agreed Insurance Excess if higher.
VAT	means value added tax, as defined by the Value Added Tax Act 1994;
Vehicle	means a Campervan or Motorhome reserved by the Hirer or their agent and includes all aspects of the Campervan and Motorhome including the Habitation Area;
Vehicle Preparation Process	means the process carried out by us after Renter Dropoff, preparing, checking and cleaning the Vehicle for another reservation;

2) YOUR UNDERTAKINGS

For the duration of your Reservation, you must: -

- Use/operate the Vehicle only in Great Britain unless previously authorised by us in writing. In the event that you take the Vehicle to any unapproved country, the following will apply: (i) You will not be covered under our insurance policy; (ii) a spot fine of up to £500 may be applied at our discretion per unauthorised country that you visit; (iii) any cost including and not limited to theft and damage incurred to us caused by your visit to an unauthorised country will be charged to you; and (iv) we reserve the right to terminate your Reservation immediately or request you to take the shortest and safest route back into a pre-approved country as authorised by us.
- Not be under the influence of alcohol, drugs or have a blood alcohol content that exceeds the legal limit in the country in which the Vehicle is driven.
- Not excessively load or permit the Vehicle to be excessively loaded.
- Ensure that the Vehicle is not used to carry a number of persons in excess of the Seating Capacity of the Vehicle.
- Not use the Vehicle to carry or store goods, products and/or equipment that may damage (and/or have reasonable prospects of damaging) the Vehicle in any way.
- Ensure that the Vehicle is always locked when unattended and shall take all reasonable steps to prevent loss of or damage to the Vehicle, or any Associated Equipment.
- Inform us immediately if the Vehicle develops (or you reasonably suspect the developing of) any fault or problem, and/or if you reasonably believe that the Vehicle requires (or may require) any servicing or repair. In such circumstances,

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you permit us to carry out any essential repairs or servicing that we (in our sole discretion following investigation) deem necessary.

- h) Neither alter (nor attempt to alter) the specification of the Vehicle nor alter or deface (or attempt to alter or deface) its paintwork or markings.
- i) Ensure that the Vehicle is maintained in a clean and roadworthy condition. Check that the correct tyre pressures, engine oil level, battery fluid level, screen wash levels, coolant levels and automatic transmission oil level (where fitted) are maintained throughout the Reservation. It is also the Hirers sole responsibility to ensure that AdBlue is maintained at the appropriate level during the Reservation, and to replenish AdBlue (at your cost) for the Vehicle as and when required.
- j) It is the responsibility of the Hirer to replenish Vehicle fuel. The Hirer must use the correct inlet and fuel. Fuel and Water Contamination ("Contamination") is gross negligence, and the Hirer will be liable for all damage caused. In the event of Contamination it must be notified to us immediately so that the level of damage can be minimised.
- k) Notify us promptly of all defects of faults (or suspected defects or faults) in the Vehicle and, in the event of any defect or fault that shall affect the roadworthiness of the Vehicle then such notice is to be given to us immediately.
- l) Notify us immediately of every incident involving loss or damage to the Vehicle (including details of any third parties involved) and when required to do so by us, complete an Accident Report Form giving the names and addresses of witnesses wherever possible. In such circumstances, you acknowledge that any Insurance Excess or other amount due by you to us in respect of any damage arising from any accident, loss or damage (however caused) is payable by you to us at the time of reporting the event, and not at the completion of the Reservation (regardless of whether you are at fault or not). For the avoidance of doubt, where you fail to notify us of an accident and/or we receive notification from a third party claiming to have been involved in an accident with the Vehicle during your Reservation, we reserve the right to recover immediately any and all associated costs of such claim from you (whether directly or from funds held on Security Deposit).
- m) Safeguard our interests in the event of any accident involving the Vehicle by obtaining the names and addresses of all relevant drivers and witnesses, securing the Vehicle, and where appropriate notifying the police.
- n) Make the Vehicle available at both a reasonable and convenient time and place to us so that repairs or replacements can be properly effected by us to maintain the Vehicle in serviceable and roadworthy condition or at any reasonable time that we shall require the Vehicle.
- o) Not sell, charge, lend or re-hire the Vehicle.
- p) Reimburse to us within 14 days of our written request, the cost of any taxes, fines, custom duties or charges levied on us as a result of your use of the Vehicle.
- q) At the commencement of the Reservation, check to ensure that the Vehicle is fit for its purpose and in good condition, and complete and sign the Check Process as appropriate. In the absence of any defect being confirmed to us by you in the Check Process on Renter Pickup, you are deemed to accept the Vehicle, is fit for its purpose and in good condition (and free from any defects, unless defects have been detailed and acknowledged by us on the Check Process).
- r) On Renter Dropoff return the Vehicle to our depot, in the condition prevailing at Renter Pickup (fair wear and tear expected in accordance with BVRLA Guidelines), and in a clean and tidy condition (traffic grime expected). When the Vehicle is returned to us we will carry out a brief inspection of the Vehicle. A thorough inspection of the exterior and Habitation Area and all Associated Equipment will be carried out during our Vehicle Preparation Process and any damage found will be notified to you. Any associated costs to rectify such damage will be claimed by us from your Security Deposit. If the Vehicle is not returned to our depot on Renter Dropoff, you shall pay the amount expended by us in arranging its return to our depot.
- s) Pay our current tariff for rental and fuel, shall pay for any accessories, tyres, tools or equipment lost, stolen or damaged; pay us the cost of recovering the Vehicle in the event that you fail to return it to us in accordance with these Conditions. Pay any penalties, fines and court costs incurred in the use of the Vehicle before it is returned to us and which we are obliged to pay (save when caused by the fault of us); and shall pay VAT where appropriate at the current rate.
- t) Not use the Vehicle for any unlawful purpose or for any commercial use, racing, pace making, competitions or speed testing, or in any unlawful manner.
- u) Not suffer or permit the Vehicle to be driven by any person who is not an Approved Driver or is not approved by the insurer of the Vehicle.
- v) Ensure that all Approved Drivers are present on Renter Pickup (and that all Approved Drivers bring their full valid licence and secondary form of identification (which can be a passport, utility bill or bank card). Digital Licences and photocopies of identification documents will not be accepted.
- w) Not drive or take the Vehicle; (i) on any road which is closed or restricted; or (ii) on beaches or through streams, dams, rivers or floodwaters; or (iii) to any other area which we have, in our discretion, advised you not to enter.
- x) Comply at all times with Schedule 1, the Rules of the Road.

3) OUR UNDERTAKINGS

During the Reservation, we shall:

- a) Lease the Vehicle to you on the terms and conditions set out in these Conditions and the Rental Agreement.
- b) Use reasonable endeavours to supply to you, a replacement vehicle, in circumstances where (through no fault of your own) the Vehicle is temporarily out of use during the Reservation (the "Replacement Vehicle"). We shall endeavour to ensure that the Replacement Vehicle is at least equivalent to the Vehicle.
- c) Endeavour to effect any required repairs and (where appropriate) replace any parts as shall be required to ensure that the Vehicle is in serviceable and roadworthy condition throughout the Reservation, and to carry out routine servicing and maintenance in line with Vehicle manufacturer guidelines.
- d) We will make every effort to have your Vehicle ready for the time specified in respect of Renter Pickup however, we cannot guarantee that your Vehicle will be ready for this time. Should this be the case no refunds will be due to you, there

will be no extension of your hire, and the Vehicle will still be required to be returned in accordance with Renter Dropoff and these Conditions.

4) RENTAL PERIOD

- a) The Rental Period is as noted within the Rental Agreement, unless:
 - i) You for any reason terminate the Rental Agreement before Renter Dropoff; or
 - ii) We terminate the Rental Agreement before the Renter Dropoff by reason of any breach of these Conditions and or the Rental Agreement, by you of any term hereof; or
 - iii) We, for any other reason, call for the return of the Vehicle before the Renter Dropoff.
- b) In any of which events you shall forthwith return the Vehicle, provided that you are not liable for charges in relation to any period after the Vehicle has been returned pursuant to this agreement.
- c) You agree that on breach of these Conditions and/or termination of the Reservation the Vehicle will be surrendered to us and that until the Vehicle is surrendered you will be liable for all costs incurred by us for the recovery of the Vehicle.
- d) The total rental period shall not in any event exceed 28 days.
- e) Notwithstanding this above, we reserve the right to terminate your Reservation at any point (whether before or after Renter Pickup) and for any reason should we, in our sole discretion, deem such termination necessary. Where we terminate the Reservation in such circumstances (and subject to condition 4 f)), you will be entitled to a refund for the period of the Reservation where you did not have use of the Vehicle. Where this occurs, you will be released from all outstanding obligations under the Rental Agreement, and we will endeavour to refund you without undue delay. In any event, we will refund you in such circumstances within 14 days of us agreeing that you are entitled to a refund.
- f) Where we terminate your Reservation as a result of either (i) reports that the Vehicle is being driven erratically and/or that the Vehicle has been damaged and/or misused; (ii) providing us with false, incorrect and/or misleading information in respect of your Reservation (including the Driver Declaration); and/or (iii) any breach of contract on your part, we reserve the right to terminate your Reservation without an obligation to provide a refund. For the avoidance of doubt, it will be considered a breach of contract on the part of the Hirer, where the Hirer takes a pet into the Vehicle at any point during the Reservation, and where the Hirer does not make a pet friendly booking at the time of booking.

5) INSURANCE

- a) If you have indicated to us when making the Reservation (and confirmed to us in the Rental Agreement) that you wish for us to provide insurance for the Reservation, then the following provisions shall apply: -
 - i) The Rental Agreement is subject and is deemed to include the terms, conditions and limitations of our insurance policy from time to time, a copy of which may be inspected (upon reasonable request) at our office.
 - ii) Any Vehicle hired under the Rental Agreement may only be driven by you or by the person signing the Rental Agreement on your behalf or by any additional authorised drivers who have had a completed a Driver Declaration form accepted by us.
 - iii) You will compensate us for any loss (whether direct, indirect or consequential) which the Vehicle may suffer as a result of any act or omission on your part.
- b) We will insure the Vehicle under a comprehensive motor policy. You shall be liable for: -
 - i) The Vehicle Insurance Excess shown in the Rental Agreement each and every time the vehicle is damaged unless you have added Collision Damage Waiver ("CDW") to your Reservation prior to Renter Pick-Up
 - ii) All loss or damage to the Vehicle and liabilities arising from its hire if:-
 - (1) At the time of an accident the Vehicle is not being driven by an Approved Driver.
 - (2) You are in breach of any of the terms and conditions of the insurance policy.
 - (3) Even though it may be covered by our insurance, you shall be liable to pay the cost of repair of any damage which the Vehicle may suffer as the result of a wilful action of you.
- c) You shall be entitled to arrange your own comprehensive motor policy on the Vehicle. Such policy shall: -
 - i) Be taken out with a reputable insurer.
 - ii) Must first be approved by us in writing.
 - iii) Note the interest of us as the owner of the Vehicle.
 - iv) Extend to provide us an indemnity against liability as defined in the policy arising from the use of the Vehicle.
 - v) Note that all claim monies due in respect of loss or damage to the Vehicle is to be paid to us. Copies of the policy shall be forwarded to us on request.
- d) You shall indemnify us from and against all claims, demands, costs, expenses and liabilities arising from or out of any loss, destruction, damage or injury which results from the possession or use by you of the Vehicle and in respect of which indemnity is not provided by the policies of insurance referred to above.
- e) Only Approved Drivers named on the Rental Agreement are insured to drive the Vehicle.
- f) Please note that no insurance cover is offered for awning and/or overhead damage, any damage deemed as gross negligence and/or intentional, or any internal damage. Therefore the Hirer accepts full liability for these which is in addition to the standard Insurance Excess should that apply.

6) TERMS OF PAYMENT

- a) Before making the Reservation, the Hirer will be made aware of the relevant Rental Charges that apply to their particular Reservation.
- b) At the point of making the Reservation, the Hirer must make payment of a non-refundable booking deposit. The booking deposit is £200. Payment of the booking deposit is deemed as acceptance by the Hirer of the Rental Charges.

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- c) The remaining balance of the Rental Charges in respect of the Reservation is to be paid by the Hirer to us, no later than 6 weeks prior to the Renter Pickup.
- d) Where the Hirer fails to make payment in accordance with these Conditions and the Rental Agreement, and without limiting our other remedies available to us, we shall be entitled to (i) cancel your Reservation and retain the booking deposit; and/or (ii) charge interest on any overdue sum from the due date until payment of the overdue sum, at a rate of 3% above the base rate of the Bank of England, calculated on a daily basis, on all amounts not paid in accordance with the agreed payments terms as set out in these Conditions and the Rental Agreement.
- e) Time is of the essence in respect to payment of the Rental Charges. The Hirer shall pay all Rental Charges:
 - in full in cleared funds on or before the due date; and
 - by credit/debit card or bank transfer, to the bank account nominated by us.

7) LEGISLATION

As Hirer, you shall be liable as if you were the owner of the Vehicle (including any Replacement Vehicle for the avoidance of doubt) in respect of the following: -

- a) Any fixed penalty offence committed in respect of the Vehicle under Part III of the Road Traffic Offenders Act 1988 or the Road Traffic Act 1991, as amended, replaced or extended by any subsequent legislation or orders and any such offence committed under the equivalent legislation applicable to Scotland, or any British Isle upon which the Vehicle is being used.
- b) Any excess charge may be incurred in respect of pursuance of an order under section 45 and 46 of the Road Traffic Regulation Act 1984, or the Road Traffic Act 1991, as amended, replaced or extended by any subsequent legislation or orders and under the equivalent legislation applicable to Scotland, or any other British Isle.
- c) Any financial penalty or charge which may be demanded by any person corporation authority as a result of the Vehicle being parked or left upon land which is not public land and/or land which incurs penalty as a result of parking the Vehicle.

7) CONSEQUENTIAL LOSS AND LIMITATION OF LIABILITY

We shall not under any circumstances be liable for any defect or indirect consequential loss arising from the hiring out of the Vehicle howsoever, whensoever or wheresoever caused and whether or not resulting from negligent act or omission by us. Notwithstanding this, nothing in these Conditions limits liability which cannot legally be limited.

8) LOSS OF USE

- a) If the Vehicle is stolen, lost, seized or confiscated or is returned to us at the end of the hire in damaged condition (fair wear and tear accepted in line with BVRLA Guidelines) and you have elected to arrange your own comprehensive motor policy on the Vehicle, then we reserve the right to charge you for an amount of compensation for loss of use. Compensation for such loss of use is calculated on a weekly rate of £1,500 per week, and accrues until such time as the Vehicle is available for use.
- b) If the Vehicle is returned late (i.e. after the Renter Dropoff), the Hirer will be liable to make the Late Return Payment to us. The Late Return Payment is calculated on an hourly rate of £95 including VAT, and accrues until such time as the Vehicle is available for use.

9) PERFORMANCE (FORCE MAJEURE)

We shall be relieved of liability to provide the Vehicle in line with any Reservation where we are prevented from doing so as a direct or indirect consequence of fire, explosion, flood, strike action or by any cause beyond our reasonable control.

10) YOUR RIGHTS

- a) In the event that you notify us of any fault and/or defect to the Vehicle on Renter Pickup, you are entitled to request repair or replacement of the Vehicle. In the event that the repair is unsuccessful and the fault and/or defect persists or reoccurs, you are entitled to (i) request a further repair of the Vehicle; or (ii) to reject the Vehicle.
- b) In the event that you reject the Vehicle or that a fault occurs with the Vehicle during the Reservation (and following the appropriate time required by us in order to investigate and inspect the Vehicle), and we are unable to provide you with a Replacement Vehicle for the Reservation, you are (subject to evidence of Hirer misuse and/or damage found during the course of our investigation) entitled to claim a refund for the period of the Reservation where you did not have use of the Vehicle. Where this occurs, you will be released from all outstanding obligations under the Rental Agreement, and we will endeavour to refund you without undue delay. In any event, we will refund you in such circumstances within 14 days of us agreeing that you are entitled to a refund. Where however, evidence of Hirer misuse and/or damage is discovered through the course of our investigation, the Hirer will not be entitled to a refund.

11) RENTER PICKUP

You must collect the vehicle during at Renter Pickup. Where the Hirer cannot collect the vehicle at Renter Pickup, we reserve the right to charge the Hirer the associated costs incurred by the Lessor of any Lessor staff that are required to stay on past the Renter Pickup (based on £65 payable for the first hour or part hour; and £35 per half hour thereafter). In addition, if for any reason the Hirer is unable to collect the vehicle before 20:00 on Renter Pickup, the Hirer will be unable to collect the Vehicle, and Renter Pickup will be available the following day. For the avoidance of doubt, the Hirer will be expected to make their own alternative accommodation arrangements in such circumstances, and we accept no liability whatsoever in relation to any costs incurred by the Hirer. We reserve the right to charge you from Renter Pickup in such circumstances.

12) RISK AND OWNERSHIP

- a) The Vehicle remains our property at all times. The Hirer shall have no right, title or interest in or to the Vehicle (save as right to possession and use of the Vehicle subject to the Conditions and the Rental Agreement).
- b) Risk in the Vehicle shall pass to the Hirer on Renter Pickup (and shall remain with the Hirer for the duration of the Reservation).

13) CANCELLATION POLICY

The Rental Agreement contains full details of our cancellation policy as it applies to your Reservation. The following cancellation provisions apply in respect of confirmed Reservations:

- if the Hirer cancels the Reservation in the period of 6 weeks prior to Renter Pickup, up until 2 weeks prior to Renter Pickup, the Hirer acknowledges that 50% of the Reservation Charge will be forfeited by the Hirer; and
- if the Hirer cancels the Reservation in the period within 2 weeks of Renter Pickup, 100% of the Reservation Charge will be forfeited by the Hirer.

14) DISPUTE RESOLUTION

If any dispute arises between the parties out of, or in connection with, these Conditions and/or the Rental Agreement, each party will use their reasonable endeavours to resolve it. If the dispute is not resolved within 21 days of the dispute arising, the parties may refer the matter to the BVRLA for input/guidance on resolving the dispute.

15) DATA PROTECTION

We understand that your privacy is important to you and we are committed to protecting and respecting it at all times. We obtain information about you when you contact us in person or by telephone and when you use our website and online chat facility. We need this information to enable us to provide our online booking services and our in branch services. You agree that we can process and store your personal information in connection with your Reservation including data collected from the Vehicle which may include your location(s) from our Vehicle tracking system. We may use your information to analyse statistics, for market research, credit control and to protect our assets. For information on how we use your data, please see our privacy policy at <https://www.goexplorescotland.com/terms/privacy-policy>

16) LAW

- a) Unless otherwise prohibited by the operation of law, the Conditions and Rental Agreement and any dispute or claim arising out of, or in connection with them, their subject matter or formation (including non-contractual disputes or claims) shall be governed by, and construed in accordance with, the laws of Scotland.
- b) Subject to the foregoing, the parties irrevocably agree that the courts of Scotland shall have exclusive jurisdiction to settle any dispute or claim arising out of, or in connection with, the Conditions and the Rental Agreement, their subject matter or formation (including non-contractual disputes or claims).
- c) You acknowledge:
 - i) That these Conditions and the Rental Agreement are personal to you and are not assignable by you.
 - ii) That these Conditions and the Rental Agreement (together with any agreed additional attachments hereto (if any)) contains the entire understanding and agreement between the parties and that no addition to or alteration of the terms shall be valid or binding unless made in writing and signed by a duly authorised officer of ours.
 - iii) That you are not entering into this agreement on the basis of any warranty or representation by us.
 - iv) That failure by us to enforce any term of this agreement shall not be construed as a waiver of its rights hereunder.
 - v) That no one other than a party to the Conditions and Rental Agreement shall have any right to enforce any of the provisions.

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Schedule 1

Rules of the Road

- All of our Vehicles are strictly No-smoking and No-vaping. If we reasonably suspect (and/or have evidence to suggest) that you have not followed this rule, we may charge an additional £295 for cleaning costs.
- If you wish to bring a well behaved pet please ensure you have selected a Pet Friendly Campervan or Motorhome. Pets are taken at the Hirers own risk. We are not liable for any accident, illness or injury during the Reservation. In making a Pet Friendly Campervan or Motorhome Reservation, you agree that:
 - no pet(s) will be left in the Vehicle unattended;
 - no pet(s) are allowed directly or without protection on any of the soft furnishings or upholstery within the Vehicle (this includes the beds, seats/sofas);
 - the Vehicle should not require any additional cleaning as a result of a pet(s) being in the Vehicle - no excessive pet hairs, fouling etc.; and
 - that the Hirer will cover the cost of any and all damage caused by a pet.
- Should we discover any damage or breach of the above provisions, a £195 cleaning charge will be payable by the Hirer.
- In respect of any non-Pet Friendly Campervan or Motorhome Reservation, should we find any evidence of pets being in a Vehicle during the Reservation, the Hirer shall be liable for an additional charge of £295. For the avoidance of doubt, if the Hirer has not made a Pet Friendly booking and arrives for Renter Pickup with a pet, we reserve the right to terminate the Reservation as a result of the Hirer's breach of contract.
- On Renter Pickup, the Vehicle will have a full tank of fuel and you must return it with the same level at Renter Dropoff. Failure to do so will result in an additional charge to you of £25, and a further charge for replacing the full tank of fuel (which charge will be based on then current fuel prices).
- On Renter Dropoff the Vehicle must be returned to us with a full tank of fuel. Failure of the Hirer to do so, will result in the Hirer incurring an additional service charge of £25 plus the cost of fully replenishing the fuel.
- There are two Calor gas bottles in the Vehicle (one in the Campervan due to space restrictions). If the connected bottle empties during your Reservation, connect the second (spare) bottle and at your first/earliest opportunity, and exchange the empty bottle (please only exchange for a Calor). Empty gas bottles will be recharged at a cost of £40. Some of the campervans have gas tanks which can be refilled at a fuel station.
- The Waste Water Tank (Grey Water) and the Toilet Cassette must be completely emptied and thoroughly rinsed before the Vehicle is returned at Renter Dropoff. A failure to do so will result in a charge of £75.
- The Vehicle is offered to you in a fully cleaned condition, we expect it to be returned in a similar condition making allowances for you not having access to a Hoover, glass cleaner etc. Please return the Vehicle with all rubbish bagged and all kitchen equipment clean with everything stored in its correct place. We reserve the right to claim a cleaning charge (of £195) when excessive cleaning will be required to restore the Vehicle to our high standards.
- If you get stuck off-road (including sides of the road and/or within a verge/ditch) you will be liable for the recovery charges irrespective of the insurance option chosen. For the avoidance of doubt, in such circumstances, the Hirer is solely responsible for arranging recovery of the Vehicle and in respect of any and all associated costs of recovery. The Hirer must use our Roadside Assistance Service in respect of any/all roadside recovery assistance required and the Hirer must notify us immediately of any such recovery incident.
- It is the Hirers responsibility to make sure that upon return of the Vehicle, all of their personal possessions & rubbish are removed from the Vehicle. The Vehicle may be going back out again on hire that same day, and we cannot be held responsible should an item be left on board. We will do our utmost to contact the hirer if items are handed in. We will endeavour to post any such items to the Hirer at the Hirer's sole cost.

Security Deposit

The Security Deposit and standard Insurance Excess is £2,000. When 4 or more adults are travelling in the Motorhome a Security Deposit and Insurance Excess of £2,500 will be applied. The renter accepts full liability for any overhead damage and/or damage to the Awning.