

Van Kampers



www.vankampers.co.uk
info@vankampers.co.uk
Tel : 01348 837994

VW Camper Van Hire, Pembrokeshire, Wales.

Terms and Conditions of Hire

Our aim is to provide customers with a vehicle in prime condition so you can have the best, relaxing holiday you wish for.

Here are our terms and conditions of hire.

Booking

Booking can be arranged through the website, email, or telephone call. In all cases, an online booking form will need to be filled in.

All driving endorsements and driving history must be disclosed at point of booking.

On Booking we require a £150 non-refundable deposit, payable by bank transfer, cheque or credit/debit card through PayPal (3.4% surcharge). Bank transfer is our preferred method.

The remaining balance to be settled 1 calendar month before hire commences.

If booking less than 1 month before hire commences, the hire charge is to be paid in full.

Please make sure you have personal holiday insurance to cover costs if you can't go ahead with the hire for whatever reason.

We will be in touch a week before hire commences with directions, arrange a time for collection and to answer any queries you may have.

Arrangements will be made for payment of the refundable security/damage deposit of £500. This can be paid by Bank Transfer, Cash, or Cleared cheque. Bank Transfer is our preferred method.

The security deposit covers, but not limited to: the insurance excess, any damage or loss caused, late return, cleaning fees.

As the paper counterpart of the UK Driving License has been abolished, we will require an online DVLA check to be carried out in order to see any endorsements on your license. This is now standard procedure for vehicle rental companies.

Collection

Collection of Willow will be on the day and time arranged. If you are going to be later than planned, please do let us know.

Allow approximately an hour for handover, which we will show you around the camper, sort out insurance and paperwork, along with answering any queries you may have.

We will need to see your driving license, and 2 recent utility bills (no more than 60 days old) showing the same address. Original documents must be presented.

The van will have a full tank of fuel.

Your car is left outside our property for the duration of the hire (off road parking). We provide one parking space for one car. Parking shall be entirely at the hirer's own risk and must be covered by the hirers own insurance.

Alternatively, we can pick you up from Fishguard and Goodwick or Haverfordwest Train Station for a small charge.

If Hirer doesn't agree to our terms, provide relevant documents or pay security/damage deposit, they will not be able to hire and will lose all money paid to us.

Return

We require the Camper to be returned at the agreed time and place in a clean, road worthy condition with a full tank of fuel. (There is a petrol station in our nearby village Square and Compass 2 miles away)

If the Camper is not returned with a full tank of fuel there will be an additional charge of £15 plus the cost of the petrol will be deducted from the damage deposit.

There will be a Cleaning charge if not satisfactory clean; this includes the cooker, utensils, interior and awning.

Any defects, damage or loss need to be reported to Van Kampers immediately.

The security deposit will be returned to you in full within 7 days, after a thorough inspection of the van has been made. This is providing the van is returned on time, undamaged, with a complete inventory, a full tank of fuel and satisfactory clean interior and equipment.

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Insurance

£500 excess applies for drivers aged between 25 and 75 years.

- Price of the hire includes comprehensive insurance cover for 1 driver, subject to the following conditions;

1) Van Kampers shall verify the identity and permanent address of the Hirer and any other permitted drivers by means other than relying solely on the information contained in the Hirer's or driver's driving licence and that such person is not amongst the excluded persons enumerated below.

2) Two forms of ID shall be obtained i.e. Utility Bill (no more than 60 days old) and Driving Licence.

3) The Insured Vehicle shall not be let out on hire to or be driven by

a. Hirers under 21 or over 75 years of age unless otherwise agreed by the Insurer (Drivers aged 21 – 25 years will be charged a small premium and a larger excess, £750 for drivers aged between 23-25, £1000 for drivers aged between 21-23)

b. Hirers who have not held a full valid United Kingdom or EU driving licence for 2 years.

c. 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 more than 6 penalty points imposed. "Spent" convictions, covered by the Rehabilitation of Offenders Act 1974 may be disregarded.

d. 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.

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

f. Jockeys and persons connected with racing, gaming industry or press of any sort.

g. Undergraduates and/or students under 25 years of age.

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

i. Foreign Service Personnel other than persons holding a full UK/EU licence for two years or more.

4) The insured vehicle(s) shall be driven only by the Hirer or other permitted driver who has completed and signed a hirer drive proposal (by each hirer or other permitted driver). Such proposal shall be forwarded on request to the Insurers. The proposal must be fully completed by the Hirer or other permitted driver in all respects. In addition to the usual declaration and warranty contained in the proposal, the following declaration shall appear on the proposal, namely: - "I further agree to be bound by the terms and conditions of the Insurance which I have seen and read or have had the opportunity to see and read". If the statements and particulars in the proposal are in the handwriting of any person other than the Hirer or other permitted driver, such person shall be deemed to have been the Hirer's or other permitted driver's agent for the purpose of completing the proposal form.

5) Van Kampers shall be considered as the being the agent for the Hirer or other permitted driver for all purposes in connection with this insurance but under no circumstances shall the Insured be considered as agent for the Insurers.

6) The Insured vehicle shall not be used for the carriage of goods of an explosive, dangerous or hazardous nature or for the carriage of goods or passengers for hire and reward.

Additional insurance charges (at discretion of insurer)

- EU, USA, Canada, NZ driving licenses
- Younger and inexperienced drivers (aged between 21 and 25)
- More than 6 penalty points on licence may be accepted

Any fines or fixed penalties incurred are the responsibility of the hirer. Details of the driver will be forwarded to the police or any other legal authority if requested.

The vehicle is not to be taken outside of the UK, although we do prefer that the van is kept within Pembrokeshire and surrounding counties.

Any endorsements not disclosed will render the insurance void, the vehicle will not be hired to you and the hire charge will not be refunded.

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Not covered by our insurance

- Theft or Damage to tyres, glass (windscreen and all windows), internal equipment, fixtures, fittings, accessories, Bike rack, bikes and awning
- Use of incorrect fuel
- Fire Damage caused by cooking, incorrect use of heating in the van (first 25% of repair cost is hirers responsibility)
- Damage caused by submersion in water
- Damage, theft or loss of personal belongings
- Loss of vehicle keys

In this case, if damage exceeds £500, the security deposit will be kept and the remainder of damages/loss will be paid for by the hirer.

In the unfortunate event of an accident, get as many details as you can e.g. third parties name, address, telephone number, car make, model, registration, insurance company and policy number, as well as name and address of any witnesses. A diagram and photographs of accident scene will always help a claim. Do not accept liability. If in any doubt, don't hesitate to call the police to attend the scene. In this case, note down the incident number.

Please let us know as soon as possible if the van has been involved in an accident.

Breakdown and Recovery

Van Kampers strive to keep Willow roadworthy and fit for hire. In the event of a breakdown, the hirer is authorised to spend up to £50 on any minor parts or repairs urgently required. (This will be reimbursed on production of a VAT receipt for the work carried out).

Please check oil and water levels daily.

AA Breakdown assistance and Recovery is provided and a phone number is provided in the van.

If you suspect there is an issue with the van, or if any dash warning lights illuminate, STOP immediately, and if necessary call the AA.

Please only call for assistance if absolutely necessary as we can get charged for callouts.

We will refund the cost of a days hire or part thereof lost through breakdown, provided that the vehicle has been well cared for and nature of breakdown is not caused by the hirers neglect. e.g. flat tyre, flat battery due to lights or equipment being left on, water damage, loss of keys or from incorrect fuel being added.

In the event of a puncture or blowout, a spare wheel/tyre is provided as well as a jack and brace to swap wheel over. Make sure wheel bolts are tightened when refitting. Van Kampers accept no responsibility for customers fitting the spare wheel incorrectly.

Please let us know as soon as possible in the event of a breakdown.

Whilst on Hire

- The vehicle must be driven only by those authorised by us, in a safe and caring manner
- Strictly No Smoking in the Van or Awning
- No Pets allowed unless agreed by ourselves before hire.
- No trailer or any other vehicle is to be towed by the van, nor is the van to be towed by anyone other our authorised breakdown/recovery agency, towed from the rear towbar only.
- Driving on a beach or on tracks/un tarmacked roads is prohibited.
- When unattended, the van doors must be locked, with key out of ignition, the radio face plate removed and all valuables out of sight.
- Seatbelts are fitted and must be used.
- Camping Gaz is provided to run the hob, grill and oven. If this runs out during the hire period, please replace with a bottle the same size and content (Camping Gaz 907 2.75kg butane). We will reimburse the cost of this on production of a VAT receipt. Limited to 1 bottle per hire duration.
- Fuel tank is to be filled with unleaded fuel only.
- Please assess the height and width of Willow.

