

Terms & Conditions

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1. The motorhome shall not be let out on hire to or be driven by:-

- Hirers under 25 or over 75 years of age
- Hirers aged between 25 and 75 unless a full valid UK/ EU Driving licence has been held for 24 months or more.
- Persons who have been convicted of an offence in connection with driving a motor vehicle or motorcycle and/ or have had their driving licence endorsed or suspended or penalty points imposed. Parking and not more than two speeding offences in the past 3 years may be ignored. "Spent" convictions, covered by the Rehabilitation of Offenders Act 1974 may be disregarded.
- suffer from any mental or physical defect or infirmity or from fits, diabetes or any heart complaint
- 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.
- are engaged wholly or partly in professional entertainment or are professional sports persons.
- are connected with racing of any sort (including horseracing);
- have been involved in more than one accident whilst driving during the past 3 years; or
- are foreign service personnel other than persons born in the United Kingdom

Terms :-

Production of all drivers' Licenses (**with DVLA code or National Insurance number and post code**) on day of departure

Drivers are personally liable for all legal penalties (eg parking tickets/speeding fines) which are incurred during the period of hire.

Maximum of 2 drivers per hire.

Drivers must produce 2 separate forms of identification (recent utility bill/bank statement). All identification must be dated within the past 3 months from commencement of hire.

Holders of a non-UK driving License, must seek prior approval for hiring

2. Insurance

Fully comprehensive vehicle insurance is provided. The hirer is responsible for the insurance excess of £900. In the event of any damage to either the vehicle or third party property, the hirer will be liable for the first £900. The hirer will also be fully liable for replacement or repair of windows or tyre damage. This applies in respect of each claim, not hire.

Personal Property

The hirer's personal property is not covered by the insurance and **it is recommended that hirers take out personal travel and cancellation insurance.**

3. Security Deposit

A security deposit of £500 must be paid prior to departure. This can be done by Bank Transfer card one week before collection or by cash on the day of collection of the vehicle. This security deposit will be refunded in full subject to the vehicle being returned in a clean, undamaged and complete condition. The toilet should be clean and empty or a £50 fee will be incurred. The vehicle will be thoroughly inspected.

In the event of any damage or loss, the security deposit will be retained until the full cost of repair/replacement is ascertained. Upon completion of any repair/replacement, a detailed invoice will be sent to you, along with any refund of the security deposit which may be due.

4. Cancellation Charges

More than 8 weeks prior to departure: - Booking Deposit

8 weeks – 2 weeks: - 50% of total hire charge

2 weeks – No show: - 100% of total hire charge

5. Availability

In the event of the motorhome not being available for your hire, which is almost always due to events beyond the motorhome operator's control (see below). If your booking has to be cancelled (which the motorhome operator has the right to do) Ticketyboo, will offer you the choice of an alternative hire period or, if no suitable dates is available, provide a full refund of all monies you have paid for your booking.

6. Events Beyond The Operator's Control

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

The motorhome operator can't accept responsibility or pay any compensation, costs or expenses where the performance of your contract with the motorhome operator is prevented or affected or you otherwise suffer any loss or damage as a result of events beyond the motorhome operator's 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, Ticketyboo, the motorhome operator, will of course give you a full refund as described above.

Damage is unavoidable and sometimes needs repaired before the motorhome can be rented again.

7. Payment

Availability is on a request and confirm basis at the time of reservation. It is only binding after it has been confirmed by Ticketyboo and a deposit of £250 has been received. Settlement of the remaining balance will be due 8 weeks prior to departure. Ticketyboo reserve the right to cancel the booking if payment is not received by 8 weeks prior to departure date.

For late bookings (less than 8 weeks prior to departure) the full hire price is payable on booking

8. Collection and Returns

Please allow **60 minutes** for the hand over – to demonstrate the vehicle to you and complete documentation. Please allow **30 minutes** on your return. Pick up and return times will be arranged with each hirer on an individual basis.

If you do not bring the vehicle back at the agreed time, you are breaking the Conditions of this Agreement and there will be a penalty charge of £50 per hour for vehicles that are returned late and the hirer will not be covered by our insurance.

9. Breakdown

In the event of a breakdown, the vehicle is covered by the AA, so please contact them directly on 0800 877 766. You will need to provide them with details of the circumstances and the membership number, which will be provided. Please instruct us also on 01856 872950.

10. Accidents

In the event of an accident you must not admit responsibility, you should get names and addresses and car numbers of any witnesses. Also, make the vehicle secure, inform the police immediately and contact Ticketyboo, telephone numbers as above.

Damage can often occur whilst reversing so please reduce this risk by seeking assistance when reversing.

No responsibility can be accepted by Ticketyboo, for any loss or damage or expense as a result of a breakdown or an accident.

11. Fuel/Oil/Gas/Tyres/Windscreen

The vehicles are supplied with a full tank of fuel and have to be returned full. If the vehicle is not returned full of fuel, the cost of the fuel required to fill it, PLUS an additional £12.00, will be charged to the hirer. The engine oil, water levels and tyre pressures have to be checked at least once in your hire week. The hirer is also responsible for repair or replacement of punctured and damaged tyres and damaged/broken windscreen.

The vehicle is supplied with at least one full bottle of gas, subsequent refills are the responsibility of the hirer who should ensure that, refilled bottles are of the same size and fitting, returned with the vehicle. Only Calor branded "like for like" bottles should be used.

12. Your Responsibilities

a) You must look after the vehicle and the keys to the vehicle. You must always lock the vehicle when you are not using it. You must always protect the vehicle against bad weather which can cause damage. You must make sure that you use the correct fuel, **DIESEL and AdBlue when necessary**. You are responsible for any damage to the vehicle caused by hitting low level objects, such as bridges, low branches or overhead barriers

b) 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.

c) You must not let anyone work on the vehicle without the Operator's permission. If the operator does give you permission, you will only receive a refund if you have a receipt for the work.

d) You must let the operator know as soon as you become aware of a fault in the vehicle.

e) You must bring the vehicle back to the place agreed, at the time agreed and remain responsible for the vehicle until this time. The operator must see the vehicle to check that it is in good condition.

f) 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

g) Before you bring back the vehicle you must check that you have not left any personal belongings in the vehicle. Ticketyboo cannot be responsible for the loss of any personal items.

h) You are responsible for any loss or damage to the motorhome including that caused by neglect, misuse, accident or not your fault.

13. Conditions For Using the Vehicle

The vehicle must only be driven by you and any other driver named on the hire agreement/ booking form. Anyone driving the vehicle must have a full valid driving License.

You or any other authorised driver must not:

Use the vehicle for hire or reward

Use the vehicle for any illegal purpose

Use the vehicle for racing, pacemaking, testing the vehicle's reliability and speed or teaching someone to drive

Use the vehicle while under the influence of alcohol or drugs

Drive the vehicle outside England, Scotland and Wales, unless we have given you written permission

Overload the vehicle

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 who is not wearing a seatbelt including children under 12 years of age who should use suitable travel seats/boosters.

14. Additional Charges

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 or costs if and when the authority demands this payment. If you do not, you will be responsible to pay any costs and reasonable administration charges which arise when Ticketyboo's solicitor deals with these matters.

15. Liability

If the vehicle or equipment fail due to our negligence which deprives you of complete use of the vehicle we are limited to the refund of any rental charges for days lost.

16. Pets

Ticketyboo do not allow any type of animals in the motorhome.

17. Toilet Cassette

It is the hirers' responsibility **during** the period of hire and **prior to returning** the vehicle, in ensuring the toilet cassette be regularly emptied and cleaned. Any evidence of overflow, or if the cassette is returned not emptied or cleaned will incur a **£50** penalty.

18. Smoking

Smoking is **strictly prohibited**, by law, in our hire vehicle and if discovered, will result in the loss of your full security deposit, to cover valeting costs.

19. Law of Scotland to apply

The Contract and these Terms and Conditions shall be governed by the and in accordance with Scots law. You agree to the non-exclusive jurisdiction of the Scottish courts in relation to all matters arising under this Contract