



# Advantures

## Terms and Conditions

When you complete the online booking form you enter into a contract with us (ADVANTURES) and accept the conditions set out below.

Zoe: 07398 836673

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### Contract Agreement

1.1. Once you have completed your online booking form, we send your booking confirmation via email and your (hirer) contract comes into effect 24hrs after.

1.2. Once the contract is in place, the cancellation policy (section 4) applies.

1.3. If you breach any terms of the contract, we (ADVANTURES) reserve the right to cancel the contract with immediate effect.

### Conditions of Hire

2.1 The terms of our Insurance Policy restrict the hire of Campervans to certain categories of person. It may be possible to arrange cover outside of the restrictions below but this must be arranged with ADVANTURES prior to the hire period. Additional drivers may be added at no extra cost but the required documents must be submitted and agreed by ADVANTURES prior to the start of the hire period.

2.1.1 Are under 25 or over 70 years of age

2.1.2 Have held a full driving licence valid in the United Kingdom/EU for less than 24 months

2.1.3 Have been convicted of an offence in connection with the driving of a motor vehicle or motorcycle and/or have had their driving licence endorsed or suspended or penalty points imposed (but please note that parking offences, "spent" convictions under the Rehabilitation of Offenders Act 1974 and not more than two speeding offences in the past 3 years may be disregarded)

2.1.4 Have had their license revoked by DVLA due to medical grounds or convictions.

2.1.5 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.

2.1.6 Are engaged wholly or partly in professional entertainment or are professional sports persons.

2.1.7 Are a jockey or person connected with racing of any sort

2.1.8 Undergraduates and/or students under 25 years of age

2.1.9 Have been involved in more than one accident whilst driving during the past 3 years

2.1.10 Are foreign service personnel other than persons born in the United Kingdom

2.1.11 Only the persons whose details have been submitted to ADVANTURES and agreed by us via booking confirmation email may drive the campervan.

2.2 Each driver must provide a copy of their licence, details to access the online counterpart, and two proofs of address (i.e., utility bill, bank statement, council tax etc dated within the last three months), that match the licence. Countries where no paper/digital counterpart exists need not provide it but an extra form of ID is taken. Please contact ADVANTURES for more information if needed.

### Booking an ADVANTURES Campervan

3.1 To book an ADVANTURES Campervan you must complete an online booking.

3.2 Your Deposit is due within 2 days of the date we send you the Booking Confirmation. Your deposit amount will be 30% of the hire price. If we do not receive your Deposit within this 2-day period, we reserve the right to cancel your booking.

3.3 The balance of the Hire Price must be paid in full a minimum of 6 weeks before the start of your Hire period. If we do not receive the balance of the Hire Price by the due date, we reserve the right to cancel your booking and retain your Deposit. If the start of your Hire Period is less than 6 weeks from the date we send you the Booking Confirmation, the whole of the Hire Price is payable within 2 days of the date we send you the Booking Confirmation.

3.4 We accept payment by bank transfer, most major debit and credit cards (an additional charge may occur depending on the card used, please check with your card provider, particularly for international card payments) We will provide ADVANTURES payment details with your booking confirmation email. We do not accept payment by cash.

### Cancellation Policy

**Once your contract is in place, the cancellation policy below applies. *Updated cancellation policy details in the event of a global pandemic or government enforced travel restrictions the below policy applies.***

4.1 Your initial deposit is non-refundable should you choose to cancel your reservation, however if you give ADVANTURES at least 6 weeks' notice your deposit may be transferred to a future booking made within 6 months of this [cancellation] date. Note that this is at ADVANTURES discretion.

4.2. If you cancel more than 6 weeks before the start of your hire date, you will incur a 30% charge of the total Hire Price.

4.3 If you cancel more than 4 weeks but less than 6 weeks before the start of your hire date, you will incur a 75% charge of the total Hire Price.

4.4. If you cancel less than 4 weeks before the start of your hire date, you will incur a 100% charge of the total Hire Price.

4.5 No shows will be considered a cancellation and will incur a 100% charge of the total hire price. Cancellation charges still apply even if you have not yet paid the deposit (due within 5 days of confirmation).

4.6. We reserve the right to cancel your booking with us and charge the whole of the hire price if, upon presentation of the Driver(s) licence(s) to us on the day of hire, the license(s) is/are invalid or do not match with the original details submitted.

4.7. If we cancel your booking for any reason other than:

4.7.1 You breach the contract with us in accordance with condition 1.3

4.7.2. Issues with your driving licence as stated in condition 2.1

You shall be entitled to a full refund of the total hire price.

4.8. If you pick your van up late, or shorten the length of time you take the van from your original booking, ADVANTURES will not refund any unused days or discount part days. If you know you are going to be late, please contact ADVANTURES.

4.9. In the event of your booking being impacted by Covid-19/ global pandemic/ government enforced travel restrictions we will work with you as best we can to ensure you get to enjoy your holiday when it is safe and government guidelines allow.

4.9.1 We offer a free booking transfer and a credit voucher for your booking valid until the end of the current rental season you have booked in (late October/early November).

4.9.2 In the event of a localised lockdown in your area but our area is able to operate we will try to get your booking rebooked and refund you the days we get filled.

4.9.3 In the event you or any person travelling contracts Covid-19 prior to your booking we urge you to contact your travel insurance provider as soon as possible. We will not be held liable for missed holidays due to contracting covid or issue refunds in this situation.

## Insurance

5.1 Campervan hire includes fully comprehensive Insurance; however, you are not covered for:

5.1.1 Any claim where you did not abide by these Terms & Conditions;

5.1.2 Theft where the keys were left in the unoccupied Campervan;

5.1.3 Damage to tyres by punctures or bursts;

5.1.4 Damage to the windscreen or windows (if this is the only damage suffered);

5.1.5 Damage caused to the Campervan by driving under height restricted barriers;

5.1.6 Stains, marks, breakages, damage to the interior.

5.1.7 Costs of replacing any keys which are lost, stolen or locked in the vehicle (including any costs of delivering the keys to you if the Campervan is out on hire).

5.2 If you are the cause of damage to any third party which is not covered by the insurance policy as a result of any exclusions, you will be liable for any amounts payable to that third party.

5.3 If you are the cause of damage to any third party which is not covered by the insurance policy as a result of any exclusions, you will be liable to us for the amount of our loss. This can include any revenue lost in respect to future bookings due to the campervan not being available as a result of being repaired or replaced.

5.4 A damage excess of £500 applies to all claims, i.e., you are responsible for paying the first £500 of all claims, and this will normally be taken from your security deposit (see section 8 – Security Deposit).

5.5 The Insurance Policy does not provide cover of any sort for your own personal property – we recommend you take out your own travel insurance.

### Collection of campervan

6.1 We have set pick up and drop off times, pick up from 1pm and return by 10am or if travelling with a dog 9am. Collection times and location will be agreed between ADVANTURES and the hirer via email prior to the start of your hire period. If you think you might be late collecting the campervan, please contact us as soon as possible.

6.2 Parking can be arranged free of charge on the premises. Any vehicle left on the premises is left entirely at the owners' risk and ADVANTURES accepts no liability for any loss or damage to the vehicle or its contents.

6.3 When collecting the campervan, please allow 30 – 60 minutes to complete paperwork, allow us to show you around the campervan, transfer your belongings and take you for a short test ride if you would like.

6.4. While we will always seek to avoid doing so, we reserve the right to change the time of collection at any time up until 48 hours prior to the date of commencement of your Hire Period.

### Usage of Campervan

7.1 During your hire period you MUST;

7.1.1 Take good care of the campervan. Keeping it in good, neat and tidy condition.

7.1.2 Drive safe and responsibly at all times making sure you have control of the campervan at all times.

7.1.3 During your hire period you are responsible for checking tyre pressure, oil and water levels at least once a week. You must contact us immediately if any warning lights come on during your hire period.

7.1.4 When driving the campervan on any un-surfaced roads you must take great care to remain in control at all times. Do not drive on any surface which may cause damage to the vehicle. You will be responsible for any damage caused due to poor driving or road surface.

7.1.5 You must only fill the campervan with DIESEL fuel.

7.1.6 Clean all dishes and return the van in the same condition you hired it.

7.1.7 Dispose of any toilet chemical waste responsibly in dedicated waste disposal points.

7.2 During your hire period you must NOT;

7.2.1 Operate, drive or use the campervan which might violate the terms of your contract with us.

7.2.2 Drive recklessly, dangerously or without due care and attention.

7.2.3 Overload the campervan beyond its stated maximum loading capacity.

- 7.2.4 Smoke or allow anyone to smoke inside the campervan.
  - 7.2.5 Partake in any form of motor racing of any kind.
  - 7.2.6 Leave the campervan unlocked whilst unattended
  - 7.2.7 Tow anything with the campervan. The tow ball is purely for the use of the bicycle carrier.
  - 7.2.8 Commit any breach of any UK law, whether related to road traffic or not whilst in the campervan.
  - 7.2.9 Not allow any pets into the campervan, unless express permission is given by Advantures.
  - 7.2.10 You must not take the campervan outside of the United Kingdom.
- 7.3 To allow us to give our campervan its character we have built the interior ourselves. It has been built to a very high standard, but in the unlikely event that you injure yourself on any part of the interior build, we will not be held responsible. By accepting these terms and condition you accept liability.
- 7.4 To allow us to provide a rental campervan at such a competitive price we use older vehicles (currently 7-9 years old). While it is regularly serviced and maintained you accept that it will not be a new vehicle, and thus will have driving and handling characteristics associated with an older vehicle.

### **Returning the campervan**

8.1 Return times and locations will be agreed between ADVANTURES and the hirer prior to the start of your hire period. Return time is 10am or if you have a dog travelling with you 9am. If you think you might be late returning the campervan, please contact us as soon as possible.

8.2.1 £50 if the campervan is returned 30mins - 60mins late. A full day's hire will be charged if returned more than one hour late.

8.2 Advantures reserves the right to charge for the following:

8.2.2 If the fuel tank is not returned full, Advantures will charge a £25 service charge plus the following; fuel tank empty (£160); 25% full (£120); 50% full (£80); 75% full (£40)

8.2.3 £50 minimum cleaning charged if the campervan is returned in an unacceptable state. This includes dirty dishes, the toilet not being emptied correctly, excessive dirt inside the van. This will be entirely at advantures discretion. We will always be fair, and do not expect immaculate cleanliness, but extra cleaning, damage or replacement items required will be charged for.

### **Breakdowns**

9.1 Included with your campervan hire is roadside assistance. If your campervan breaks down during your hire period, please contact Advantures first. This will allow us to assess the situation and see if we can help. We would then ask that you call adventures first. Updated Insurance policy details are in the glove box in your campervan.

9.2 The campervan is fitted with a spare tyre however if you wish to not replace it yourself you can use the breakdown assistance for punctured tyres & windscreen repairs. However, these are not covered under the insurance policy and you will be required to pay for them in full.

9.3 If the campervan needs parts/labour Advantures authorises you to spend up to £100. Please contact us in the first instance. If work required is over £100 you must gain authorization from Advantures before work commences. You must retain a receipt for all work completed. Advantures reserves the right to refuse the reimbursement to you if a valid receipt is not produced.

9.4 If you have a breakdown that cannot be repaired or made roadworthy within 24 hours, we will reimburse each full day of hire lost, unless Advantures consider that your act or omission has caused the breakdown. We will do our best to find an alternative solution, but cannot guarantee the use of another campervan.

### Accidents or damage

10.1 If you are involved in an accident or cause damage to the campervan you must

10.1.1 Not admit guilt or liability or do/say anything which may be treated as an admission of guilt or liability;

10.1.2 Take a record of the names, addresses and (as appropriate) insurance details of all 3rd parties involved and any witnesses;

10.1.3 Notify the police if there is any damage or injury to property, people or animals;

10.1.4 Please take photographs /drawings and complete an accident report form (in the glove compartment)

10.1.5 Please contact Advantures as soon as possible so we know what is happening and can establish whether we can help

10.1.6 Not abandon the Campervan without taking all reasonable steps to prevent any further damage or loss;

10.1.7 Not drive the Campervan without our permission;

10.1.8 Return the fully completed accident report form to us when you return the Campervan; and in accordance with Condition 11, pay the excess due under the Insurance Policy to us.

10.2 If you have an accident that cannot be repaired or made roadworthy within 24 hours, we will do our best to arrange an alternative solution at Advantures discretion. If Advantures deem that you are responsible for the accident, you are responsible for any ancillary costs excess deposit up to the value of £500. 10.3 If you damage the campervan in anyway, please contact us as soon as possible. This allows Advantures to help if possible and also allow us to order new parts /prepare the campervan for the next hirer.

### Security Deposit

11.1 ADVANTURES require to take a security deposit of £500 pounds. This will be required 7 days before the start of the hire date. You will be invoiced 2 weeks prior to the start of your hire date and payment must be cleared within 7 days.

11.2 You authorise ADVANTURES to deduct from the security deposit any amount payable under these terms and conditions, as a result of damage, breakages, or any other negligent act.

11.3. Your deposit will be refunded in full within 7 days if the campervan is returned:

11.3.1 On time

11.3.2 Undamaged and in a similar condition to how you received it, i.e., clean and tidy.

11.3.3 With no outstanding Insurance claims

11.3.4 All accessories, books, kitchen equipment and any other parts included in the hire of the campervan to be undamaged and present.

11.3.5 With no fines, penalties, charges or unpaid road or bridge tolls having been incurred.

11.3.6 With a full tank of fuel. Please refer to Section 8.2.2

11.4 We will not be responsible for any fines, penalties, charges or unpaid bridge or road tolls incurred while on your hire period.

If we are required to pay for any of the above points, we reserve the right to request payment of these from you. You authorise ADVANTURES to deduct these from your security deposit. If we receive a request for payment for one of the above points and we have already refunded your security deposit, we reserve the right to recover these costs from you by request. This will incur a £30 administration fee.

11.5 If you breach these terms and conditions which results in loss or damage to ADVANTURES or the vehicle exceeding the £500 security deposit ADVANTURES will retain the full deposit and seek the additional outstanding balance from you.

### **Liability**

12.1 we will not be liable for any death or personal injury sustained by you, any member of your party, or any third party except as arising directly as a result of our negligence.

12.2 In the unlikely event of breakdown or unavailability Advantures will, at entirely our discretion, try to arrange alternative options.

### **Title/Ownership of the Campervan**

13.1 The Campervan remain the property of Advantures at all times and you shall have no rights to the Campervan other than as hirer of the Campervan for the Hire Period.

### **Data Protection**

14.1 We value your custom and your privacy. We will not pass on any of your details to any third parties. 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.