

# Campers Scotland (HiRoad Ltd) booking terms & conditions 2019/20

Valid until 31 March 2020

## Minimum Rental Duration

Minimum rental period: 3 days except July and August when minimum hire is 7 days. Special conditions apply for rentals of more than 50 days. Details available on application.

## Booking terms and conditions

To make your reservation we require payment in advance. This can be made by bank transfer, cheque, credit or debit cards or by cash in person. No bookings can be confirmed until all transfer or cheque funds have reached our bank account. Please note that cancellation fees apply. Credit and debit card fees may also apply. Please see below for details on cancellation and debit/credit card fees.

This Agreement does not constitute a contract for the supply of vehicle rental services. The Rental Services (the "Rental Services") will be supplied under a separate rental agreement to be entered into with Campers Scotland (HiRoad Ltd) (referred to from here on as HiRoad Ltd) at our depot who provides the vehicle and you will be required to enter into this when you pick up your vehicle. You will also be subject to standard HiRoad Ltd conditions as to capacity to drive. All customers agree to the conditions and constitute a contract under Scottish Law.

By ticking the accept button within the booking process you are entering into, and are bound by the terms and conditions of, only this Agreement with Campers Scotland Ltd. By entering into this Agreement, you are agreeing to purchase a face value voucher ("voucher") from HiRoad Ltd for the amount of the rate quoted by HiRoad Ltd. HiRoad Ltd will issue the voucher and send it to you by email and will book the Rental Services. You may exchange the voucher for the Rental Services with HiRoad Ltd when you pick up your vehicle on presentation of the voucher.

You must pay the quoted charges relating to the voucher which on redemption entitles you to the rental services in full at the time you make your booking on the website. The charges will be deducted from your credit, charge or debit card at the time of booking. The voucher will not be issued until payment has been made in full. By entering into this Agreement you expressly authorise HiRoad Ltd to debit your credit, charge or debit card the amount as shown on your voucher and the additional charges (if any) referred to in this Agreement.

The voucher you have purchased may be exchanged for the rental, inclusive of VAT, of the selected vehicle for the dates you have booked, along with the items specified as being included in the price when you make your booking at the rates quoted to you by us. You can view these items by logging in to your account.

All other optional equipment and services (eg Bike hire, SatNav hire or additional days) will incur additional charges, which you must pay when you pick up or return your vehicle. Additional charges may also be made for risky drivers (see below).

## Other 'hidden' or extra costs

While we try to keep all the costs unhidden there may be extra costs if you are a young driver, have previous driving convictions on your license and/or have a 'risky' occupation, such as jeweller or journalist.

### Second driver

This is £14.50 per day.

### Non UK license

Incurs an additional £5 a day surcharge.

### Driving in the European Union

This incurs a minimum of £10 a day surcharge. If taking a camper outside of the UK, ALL hirers MUST buy European Breakdown Cover before taking the vehicle on hire. This can be purchased from Campers Scotland (HiRoad) or be arranged privately. If privately arranged, all relevant documents must be presented to Campers Scotland (HiRoad) Ltd prior to hiring.

### Risky drivers

We may not be able to insure some types of drivers or those with risky occupations (eg those banned from driving or recent serious driving convictions). Please see below. This is set by the insurers and is beyond our control. Please call for details of risky occupations and charges. Those with a recent (up to 9 years) history of accidents or driving and non-driving convictions will incur daily charges ranging from £1 a day to £15 (depending on severity and how recent the incident was) and may also not qualify for CDW. Unfortunately in some circumstances, we may not be able to insure some types of employees. This is set by the insurers and is beyond our control. For a list of high risk jobs see our website. For details please call or email our hire team on +44(0)1324 489211 or [info@campers-scotland.com](mailto:info@campers-scotland.com)

## Collision Damage Waiver (CDW)

All HiRoad Ltd vehicles come with comprehensive insurance cover. A standard excess of at least £750 applies in the event of any damage to either our vehicle or third party property (this may increase for non-UK and risky drivers). For those drivers without recent accidents or convictions, this excess can be reduced to £350 for £5.95 a day or to zero for £15 a day. This covers any collision damage caused by an accident. It does not cover deliberate or malicious damage to our vehicle. It does not cover damage to camping equipment.

### CDW - what is insured?

You will be reimbursed where you have paid the motor policy excess following a valid claim on the specified hire vehicle resulting in you suffering a financial loss.

The Collision Damage Waiver will apply on all valid claims within the period of insurance, up to the amount of the Aggregate Limit.

### CDW - What is not insured?

A claim where the total cost is less than the amount of the motor insurance policy excess.

Any amount in the period of insurance that exceeds the Aggregate Limit.

Declined or refused claims under your motor insurance policy.

Any excess in respect of personal effects, accessories or audio/visual equipment.

Any claim for relating to theft which has not been reported to the police.

Any claim under your motor insurance policy that arises from your unlawful use of drink or drugs.

Any claim relating to the wrong fuel being used.

Any claim relating to windscreen/glass breakage.

Non-fault incidents where the policy excess is recoverable from the third party, unless recovery has not been made within six months and recovery is unlikely.

Claims arising out of the use of the insured vehicle in connection with racing, rallies, trials or competitions of any kind.

A claim where your excess has already been repaid, waived or recoverable and therefore no financial loss will be suffered by you.

### CDW - Are there any restrictions on cover?

You must be insured under a valid motor insurance policy for the duration of this policy.

The name of the policyholder under this policy must match the insured person(s) on the certificate of motor insurance.

This policy will only pay up to a maximum of the aggregate limit in the period of insurance.

Valid claims must be submitted within 90 days after you have paid the motor insurance excess, or it has been deducted from any settlement to you

There is no cover for any insured incident which happens outside the period of insurance.

## Licence and Minimum/Maximum Age

A valid national drivers licence is required. Please ensure you raise a validation code from <https://www.gov.uk/view-driving-licence> for HiRoad to validate it and that it displays your current address. Failure to do this will result in refusal of hire without refund. National drivers licences, which are not in English, need to be presented in conjunction with an official translation or valid international drivers licence. The minimum age is 23 years and the maximum is 75 years. There are increased excess charges for those under 25 years and will also not qualify for CDW. In addition the following applies:

### All drivers must present in person at the HiRoad Office .

1. The driver has held their drivers license for at least two years.

2. Has not had their licence suspended for any period within the last 3 years

3. Has not been involved in more than one fault incident within the last 3 years

4. Has not obtained a BA, DD or UT conviction

5. The insured vehicle shall only be let out on hire to a person who has signed and completed a rental agreement or the hirer/driver proposal for each period of hire.

6. The insured shall have completed, prior to releasing the vehicle, identity checks including copies of all drivers licences, two utility bills dated within three-months of the hire, passport(s) and the deposit being taken by a clear traceable means such as a debit or credit card. All utility bills must be translated into English and presented prior to collection of campervan from HiRoad. All documents must correspond to the same address.

7. The insured vehicle shall not be used for the carriage of goods of an explosive, dangerous or hazardous nature, or for the carriage of passengers for hire and reward or any other form of profit or remuneration.

Please call +44 (0)1324 489211 or email [info@campers-scotland.com](mailto:info@campers-scotland.com) for more details of these restrictions and surcharges.

#### Standard Excess Policy

All Campers Scotland vehicles come with comprehensive insurance cover. A standard excess of £750.00 applies in the event of any damage to either our vehicle or third party property. This may increase for risky drivers, drivers under 25 years of age or over 70 and for those not holding a UK license. The renter will also be fully liable for replacing or repairing damaged windscreens and tyres. A security bond of £750 will be taken on vehicle collection. The security bond can be paid by cash, traveller's cheque, debit or credit card. Should the bond be paid by credit card the amount will be debited to your account immediately, any currency fluctuations are not the responsibility of Campers Scotland. The deposit is fully refundable on return of the vehicle to the agreed location, on the agreed date, with no damage incurred to the HiRoad Ltd or third party property and no items are lost or damaged. In the event of fire caused while using the campervan cooker, an excess of 25% of the value of the campervan may apply. Theft or damage as a result of vehicles not properly secured (eg keys left ignition or doors left open) or theft perpetrated by the hirer are not covered by our insurance. Any damage cause while under the influence of drink or drugs is not covered by this insurance. Off-road driving is also not covered.

#### Your responsibilities:

You must look after the vehicle and the keys to the vehicle.

You must always lock the vehicle when you are not using it, and use any security device fitted to or supplied with the vehicle.

You must always protect the vehicle against bad weather, which can cause damage.

You must make sure that you use the correct fuel, as you are responsible for any resultant damage.

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.

You must not let anyone work on the vehicle without our permission. If we do give you permission, we will only give you a refund if you have a receipt for the work done.

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

#### Charges:

All fines and court costs for parking, traffic, or other offences (including any costs which arise if the vehicle is clamped). You must pay the appropriate authority any fines and costs if and when the authority demands this payment. If you do not, you will be responsible to pay our reasonable administration charges, which arise when we deal with these matters on your behalf;

A loss-of-income charge, when we demand it, if we cannot rent out the vehicle because it needs to be repaired or it is a write-off (can't be repaired);

Any published rates for delivering and collecting the vehicle;

Interest which we will add every day to any amount you do not pay us on time, at the rate of 4% a year above the base lending rate of Barclays Bank PLC;

Vans that are heavily soiled may incur a valeting fee of up to £300.

#### What to do if you have an incident:

If you have an incident you must not admit responsibility. You should get the names and addresses of everyone involved, including witnesses. You should also:

Make the vehicle secure;

Tell the police straight away if anyone is injured or if there is a disagreement over who is responsible; and

Call our office straight away.

You must then fill in our incident report form when you return the vehicle. If this is not possible, verbal

details can be taken from you but a copy of the information you have supplied will need to be verified and signed by you. In either case you must report the incident to us within 24 hours.

**You can reduce the standard excess rate to zero for £15 a day or to £350 for £5.95 a day – provided you have a clean driving history.**

#### Breakdown cover

All vans are covered by the Automobile Association's (The AA) breakdown cover and home relay. In the event of breakdown or van problems, please call the HiRoad Ltd office on 01324 489211 during office hours (9.00 to 5.00 Mon-Fri, 10-4 Sat). NB We are closed Sundays. Outside these ours or in an emergency please call The AA on 0800 420420 and quote contract number 1269354 plus your van's registration number.

#### Vehicle Return

All vehicles must be returned with the fuel tank filled to the level they received it. Re-fuelling will be charged at £2.50 per litre of fuel. Late returns will be subject to an additional £100 a day charge. All vans MUST be returned to Campers Scotland depot by 11am on the day of return. Late returns will incur a minimum of £100 fee.

#### Cancellation Policy

If you chose to cancel your booking following payment, 25% of the hire cost is non-refundable. In addition to this, the following charges also apply:

Cancellation 9 to 27 days prior to pick-up date - 40% of Gross Rental, (minimum £150)

Cancellation less than 9 days prior to pick-up date, or no-show - 50% of Gross Rental

Cancellation 48 hours prior to pick up 75%

There is no refund for late pick up or early return of vehicle or cancellation for hire within 24 hours of hire.

#### Travel Insurance

We strongly recommend that clients ensure they take out good Travel Insurance. In many cases this will cover any losses incurred if you are forced to cancel your booking.

#### Change of Vehicle

If, for reasons beyond our control, the reserved vehicle is not available, we reserve the right to substitute a comparable or superior vehicle at no extra cost to the client. This shall not constitute a breach of contract and does not entitle the renter to any form of refund.

#### Please Note:

Rates and conditions may be subject to change. Whilst including the same facilities, some campers may have different layouts to those shown. All measurements and volumes shown are approximate. The information provided on this website is subject to change without notice.

#### Our depot & offices

Address: HiRoad Ltd, Unit B, The Scottish Board Centre, West Mains Industrial Estate, Grangemouth FK3 8YE, United Kingdom.

The HiRoad Ltd depot is located approximately 5 minutes from Falkirk, 25 minutes from Edinburgh Airport and 45 minutes to Glasgow airport.

#### Office Hours:

Monday to Friday: 09:00 – 17:00. Public holidays and Saturday: 10:00 – 16:00. We are closed Sunday.

#### Camper collection & customer pick-up/drop off

All vans are ready from 2pm onwards and MUST be dropped of at 11am on the day of return. Late returns will incur at least a £100 charge. We are happy to pick you and your family from Glasgow or Edinburgh airports for a fee or from Falkirk train stations for free. Please let us know how many people are travelling? Can you also provide us with your flight times and numbers if flying, or your arrival time at the local stations. Please note that we bring all collected customers back to our offices in order to process the paperwork and issue hire insurance. We do not drop vans off at the airports or station.

#### Dogs or pets

Dogs or pets are not permitted in any of our hire campervans. Vans returned with dog or animal hair, smell and other issues will be valeted at the hirer's cost to a maximum of £300.

**I hereby agree to the terms and conditions of this contract .....**

**Date.....**

**Place .....Grangemouth,Scotland.**