

## Terms & Conditions

### Contract with Go Go Motorhome Hire

These are the terms under which the vehicle is rented by the hirer ("you") by the lessor ("us") and on which any insurance cover is provided for you by us.

Please read and understand these terms before you sign the rental agreement.

### Period of Hire

You will have the use of the vehicle described for the period specified on the rental contract. You can extend the rental period only by written agreement, but this shall not exceed 60 days in total. If the vehicle is not returned by the due back time and date to the agreed place on return our consent for your continued use of the vehicle will automatically be withdrawn and we shall be entitled to charge you for day or part of a day's unauthorised usage at the prevailing published full daily rate / hourly rate until the vehicle is returned to recovered.

You will be responsible and fully liable under these terms and conditions of rental for

- The vehicle
- All accessories
- Parts

From the time you collect the keys, or we leave at the place and time arranged in advance to the time the vehicle has been returned, cleaned, and deemed free from damage.

### Your responsibilities to us:

You must:

- Look after the vehicle & keys making sure it is locked and secured when not in use.
- Use or set any security device, always supplied with the vehicle
- Protect against damaged due to bad weather
- Use the correct fuel
- Not sell, rent, or dispose of the vehicle, parts or allow anyone else to obtain possession or rights of the vehicle
- Not allow any repair work without Go Go's permission. If Permission is granted, we will reimburse you for repairs undertaken on production of a receipt
- Return the vehicle in similar condition when you received the vehicle, to the agreed place during our published hours of business. The physical condition to be agreed with a member of staff. In the event less obvious damage is found after the return for example during the cleaning process (Please allow up to 48 hours) you will be notified via email.
- Cover all costs for damage found or if the vehicle required additional valeting. This includes interior and exterior. Note – responsibility for such damage is not covered by our insurance but may be covered by a waiver insurance if you choose to take a policy out.
- Cover all offences committed under the Road Traffic Acts ( or any equivalent legislation) and any other relevant loss in respect of the vehicle during your rental period including fixed penalties / excess charges
- Agree to send any notices requesting such fines to the address given.
- Settle all such penalties and charges given during your rental period in a timely manner so as not to cause Go Go any loss.
- Agree to indemnify us against any costs, expenses and losses incurred by us because of any such penalties or charges

## **Our Responsibilities to you:**

We will:

- Ensure the vehicle is road worthy and fit for normal use. In the event it becomes unfit you should inform Go Go motorhome hire immediately on the contact details provided.
- If the terms above are followed we will endeavour to repair or replace the vehicle. Note we will not be liable for any damages arising from defects other than defects or mechanical failures attributable to a breach of this warranty or a breach of any duty or law to reasonable care of the safety of the vehicle.
- If the vehicle is damaged internally or externally whilst in the hirers possession you must inform us immediately to ensure a fast repair for the next hire. Nothing in these terms and conditions shall be deemed to exclude or restrict our liability for death or personal injury resulting in our negligence or any other liability which cannot be excluded as a matter of law.

## **Booking**

Reservations can be made either in person, by telephone or using the automated online booking form

Bookings will not be secure until a rental agreement has been completed and deposit paid

A non-refundable deposit of £250 is payable for 'all' holiday durations. This will be deducted from total payable

Booking confirmation will be sent via email including our terms and conditions

Payment for all bookings must be cleared in full 42 days prior to the holiday date

Bookings made within the 42-day period must be paid in full at the time of booking

Failure to pay will result in motorhome hire cancellation

## **Driving Licence & Proof of ID**

All drivers must:

- have a minimum of 3 years driving experience and be between the ages of 25 and 75 years
- submit their driving licence number and a DVLA share code. The link and step by step on how to do this will be provided 1 week prior to the rental date.
- Declare all endorsements / accidents regardless of fault
- Be present at the time of collection and produce photo ID and 2 x proofs of identity in the form of utility bill, credit card or bank statement dated within the last 3 months. Annual council tax bill is acceptable
- Meet the driver eligibility requirements of the insurance company (a maximum of six points)
- If from abroad must produce a valid unendorsed domestic licence or international driving licence as well as valid passport
- Be a named driver who have met the requirements of the insurer to be eligible and permitted to drive the motorhome

## **Collection and Return of the Motorhome**

- Collection from 10 am will be arranged in advance subject to availability on the day.
- Times may vary during peak season. Your time slot will be confirmed prior to your departure date
- Allow 1 to 1.5 hours for a comprehensive walk round

- Return of the motorhome must be before 11 am unless another arrangement has been made
- Failure to return the motor home before 11am without prior agreement will result in the hirer receiving a surcharge of £50 per hour.
- No refunds for early return
- A full tank of fuel will be provided on collection. The motor home must be returned with a full tank. Charges will apply otherwise. The motorhome must be filled within 2 miles of the depot. Fuel station postcode will be provided
- The hirer will acknowledge the motorhome, contents and accessories booked. Free from defects and damage unless otherwise specified on the checklist during the walk round.
- The hirer should check the motorhome thoroughly before leaving Go Go's premises
- Upon return the motorhome will be checked of damage, cleanliness, fuel levels, any hire options and conditions that will affect the security deposit. Please refer to Section 3 for more detail(s)

### **Cancellation and Refunds**

- Cancellation must be submitted in writing to [pete@gogomotorhomehire.co.uk](mailto:pete@gogomotorhomehire.co.uk)
- Go Go motorhome hire recommend the hirer take out holiday insurance against unavoidable cancellation
- Refunds will be processed within 5 days cancellation
- The non-refundable deposit will be deducted and any cancellations that incur fees will be charged on a pro rata basis as defined as follows
- Cancellations
  - + 6 weeks loss of deposit. Hirer will be offered alternative date for hire
  - 4 to 6 weeks 30% hire charge not including deposit
  - 3 to 4 weeks 50 % of hire charge not including deposit
  - 2 weeks 75% of hire charge not including deposit
  - 1 week or less 100 of hire including deposit
  - No show Treated as a cancellation and non-refundable

### **Pets**

- Go Go welcomes Dogs in its motorhomes. Max 2 medium or 2 small dogs.
- All pets should be clean and dry before being allowed in the motorhome.
- Soft furnishings must be covered
- Any damages or extra cleaning required from pet odours will be charged accordingly.
- Pet Packs can be ordered such as doggy towels, windbreak dog yard– see extra's section for details.

### **Smoking**

Smoking including e-cigs is strictly prohibited around all our motorhomes, day tents and under awnings

### **Personal Property**

- Go Go will not be liable for loss or damage to property left in the vehicle either during the period or there after Such property is entirely at your own risk.
- All vehicles will be inspected on return and any property found will be available to collect within 1 month of hire end date.
- Any unclaimed property after this period will be disposed of

- Vehicles left in our car park during the hire are left at the owner's risk.
- Fuel, Gas & Water
- Fuel is at the hirers expense – see collections and return's section for filling the tank on return
- A full Gas cylinder will be provided by Go Go. If the gas needs replenishing during the hire, the hirer is responsible for the cost
- The motorhome must be returned with the same number of cylinders provided
- The hirer is responsible for checking oil and water levels daily in the engine and other necessary components such as tyre pressures.
- All components will be checked by Go Go prior to departure
- The hirer must ensure the correct fuel is used. Incorrect fuelling will be charged to the hirer
- The water tank must be kept at a minimum of ¼ tank to reduce risks of air lock in the system.
- Do not return the vehicle with an empty water tank
- All waste tanks including toilet canister must be emptied – chemicals provided to assist the process

## Conditions of Use

The vehicle must not be used or driven:

- By any person other than the named driver or person authorised by us in writing and holding a full valid driving licence
- For the carriage of passengers for hire / reward
- For any unlawful purpose in any way thus breaking the highway code, road traffic laws or any other laws
- For speed testing, racing, pace making, driving tuition or taxi
- With more than 4 passengers (belted)
- Overloaded with excessive baggage / items causing the vehicle to be overloaded
- Outside of England Scotland or Wales unless with prior written consent
- Carrying corrosive, radioactive, inflammable, explosive, or other harmful substances
- Carrying anything which causes a smell or condition that harms the vehicle or prevents immediate hire of the vehicle on return.

In the event any of the above terms are not followed you will be liable to reimburse any charges or expenses incurred by Go Go as a result

## Charges

- All charges are calculated in accordance with our current tariff based on your use of the vehicle as specified
- Unauthorised usage may incur additional charges as published
- You will pay on demand charges including
- Rental and other ancillary charges calculated in accordance with this agreement
- Charges for any losses or damage as outlined in Section 3
- Fuelling service charge where the vehicle is returned with less than a full tank. Rate as published at our local filling station plus £25 refill fee.
- Full cost or repair or replacement for damage or loss including any towing or storage costs, howsoever caused and regardless of fault.
- A loss of revenue charge whilst the vehicle is being repaired or whilst we secure reimbursement of the vehicle value. Charges for loss will be calculated on our published daily rate from the time the vehicle is incapable of rental until its repair or in the case of write off

until full payment for the vehicle is received. Subject to a maximum liability of 30 days rental charges. In either case we will take all reasonable steps to ensure prompt repair or payment.

- Any delivery and collection charges
- VAT and all other taxes on any charges listed
- Interest, which shall accrue daily at the rate of 4% annum above the base lending rate of Natwest Bank from time to time on any sum that is not paid in full when due
- All speeding fines plus a £25 additional charge each time the motorhome is driven over the legal speed limit
- If some other person or company has been requested to be responsible for the charges you will nevertheless remain liable for payment of these charges.

## **Insurance**

- All our Motorhomes have comprehensive insurance on the UK Mainland and Europe for the named drivers listed on the hire agreement for the rental period.
- The insurance will cover the hirer for road traffic collision where a third party is involved.
- The insurance will not cover damage to the exterior or interior with no third party or negligence or damage has occurred whilst the motor home is unattended
- Personal property is not covered, and we advise you to arrange holiday insurance
- Damage to tyres / wheels, skirts and arches, wing mirrors, glass, underside panels including taps, pipes / exhausts, side panels, rear panels including windows and cab of the vehicle or overhead damage ( defined as over 6ft / 1.85m) branch or tree damage and damage sustained from rough terrain, kerbs or filling up of wrong fuel type is not covered by insurance – It is the hirers responsibility

## **Please note**

- Insurance cover may end if vehicle not returned to the agreed place at the agreed time
- Insurance cover may be cancelled if any false information has been given
- Only approved drivers are covered by the insurance

Full insurance details available at the rental location

## **Security Deposit**

- A minimum-security deposit of £1500 will be taken on day of collection.
- Go Go reserves the right to increase the deposit for certain events such as festivals.
- The security deposit is fully refunded providing
- no claims are made through the insurance company
- the motorhome is returned on time
- refuelled correctly
- Clean and in an undamaged state
- No missing items from the motor home or damage to items
- In the case of damage due to negligence or in the case of damage to the interior the full cost of rectification will be charged directly to the hirer
- Go Go motor home reserves the right to withhold all or part of the deposit to pay for any repairs until such time these are completed
- In the event the repair cost is beyond the deposit paid Go Go motorhome hire will seek to recover the excess from the hirer

- Once the motorhome has been cleaned and thoroughly inspected and we are satisfied the motorhome has been returned in the same condition it was released to the hirer. The deposit will be refunded in full.

A condition report will be supplied on collection day signed by both parties

Please return the motorhome as follows

- Internally clean
- Undamaged
- All equipment & tools in place
- Accessories returned as when received
- On time

Important – Please do NOT clean the outside of the motor home

In the event charges including damage repair and or replacement exceed the level of security deposit, you will be charged any additional sum to cover the excess, and some may be due at the end of the hire. An admin fee of 5% will be applied on all charges

The following charges may be deducted from the security deposit

- Toilet Cassette & Housing not emptied & cleaned £75
- Cooker Hob & Grill not clean £35
- BBQ not clean £20
- Smoking in Motorhome £300
- LCD TV damage £350
- Kitchen clean includes Fridge, Cupboards, Drawers & surfaces £35
- Tents, Awnings, Wind breaks Tables, Chairs not packed away
- In dry condition or damaged Full replacement charge
- Loss of keys Manufacture cost to replace
- Equipment damaged beyond economical repair Full replacement rate
- Windscreen and glass Cost of replacement
- Wheel & Tyre damage Cost to replace
- Damage to fridge charge according to manufacture cost
- Damage to mattress charged according to the manufacture or if possible dry cleaning charged
- Damage to fitted duvet, sheets / pillows Full replacement or cleaning charge

In the event of Loss or Damage to the Vehicle parts or accessories or if the vehicle is damaged by a criminal act or in an accident where someone is injured, please immediately:

- Contact the Police & Report the Incident
- Contact Go Go motorhome hire to report the incident
- Complete an accident report form provided in your holiday pack
- Report any non-criminal damage to Go Go motorhome hire
- Do not drive the vehicle if rendered unroadworthy

Always

- Record the police crime number and officer's name
- Collect names and addresses of any witnesses
- Avoid admitting any liability or implicating yourself
- Send to Go Go all papers and documents received relating to the event

- Fill in Go Go's accident report
- Co-operate fully with us and the insurers, including where any legal action is taken

In the event any monies received by you in respect of loss or damage to the vehicle must be forwarded to Go Go motorhome hire immediately and not spent by you. You are not allowed to hold any money in trust for Go Go motorhome hire.

### **Breakdowns & Accidents**

- Your vehicle is covered by European breakdown cover
- In the event of a breakdown please contact Go Go motorhome hire ASAP
- The hire may authorise repairs for up to £100 which will be reimbursed on return of the vehicle with details and receipt(s) supplied
- The hirer must obtain permission for repairs over £100
- The hirer is responsible for making sure all passengers wear seatbelts
- In the event of an accident please contact Go Go motorhome hire immediately and complete the accident form including photo's / diagrams on the form where possible
- If the hirer is at fault in the event of an accident it will be the responsibility of the driver

### **Severability**

If any term of the agreement is held by a court of competent jurisdiction to be unenforceable or unlawful for any reason, such term will be held to that extend only to be removed from this agreement and the remainder of the agreement remains in full force and effect

### **Jurisdiction**

This agreement is governed by & constructed in accordance with the laws of the UK where the rental commenced. Any dispute arising from the terms of this agreement shall be determined exclusively by courts in that Country in this case – England

### **Data Protection**

By entering into this rental agreement, you agree that we can process and store your personal data in accordance with this agreement. This includes data collected from the vehicle.

We may use your information to contact you unless you have opted out with future offers, news and events

In the event you break the terms of this agreement you agree we can pass on your details to credit reference agencies, debt collectors, the police, or any other relevant organisation. We can also give this information to the British Vehicle Rental and Leasing Association which can share your personal information with its members to prevent crime and protect their assets as allowed under the data protection act of 2018.