

Navigate Campers Limited Hire Agreement

1. Rental Contract

- Your rental contract is with Navigate Campers LTD, Unit 1, Polbeth Industrial Estate, Edinburgh, EH55 8TJ. Registered company number SC695374.
- The hire agreement forms part of these terms and conditions. These terms and conditions are subject to change and any changes will be updated and customers informed prior to any hires.

2. Rental terms and conditions

- Under no circumstances shall our liability to you exceed the amount paid to us for the rental of the campervan. This contract shall be governed by Scottish law in every particular including formation and interpretation and shall be deemed to have been made in England regardless of the location of the hirer or where the campervan is driven to. Any proceedings arising out of or in connection with this contract may be brought in any court of competent jurisdiction in Scotland.

3. Drivers and Insurance

- Our tariff includes insurance for one driver. Extra drivers can be added for an additional fee, please contact us for details. Our insurer's standard conditions require that:
- All drivers be aged between 21 and 79 and have held a full UK driver's license for at least 2 years.
- All drivers must be present at time of rental and provide the laminated photo cards of their driving licenses on collection of the vehicle. The relevant code from the DVLA must be sent in advance to validate the drivers licence(s).
- 2 proofs of address from separate sources must be provided for all drivers with the same address as licence card. If there is any outdated licence cards You will need written confirmation from the DVLA confirming the adjustments have been made. This confirmation (usually supplied via email) alongside the proof of address, existing licence and updated DVLA check code will suffice
- Cleared and traceable security deposit via (BACs, Credit/Debt card, PayPal, etc) must be provided 5 days (working week) prior to any hire. If your booking is made under 5 days before hire you are required to pay full hire amount immediately.
- Any driving endorsements or history of accidents/claims in the last 5 years must be specified at the time of booking.
- Up to 6 points for speeding and a maximum of one at fault claim are allowable. All licence endorsements must be notified at time of booking so that we can check our insurers will cover you. Any incurred between booking and the commencement of

hire must be notified immediately as this may affect your permission to drive. Any complications with licenses or endorsements not notified to us will render the insurance void, the vehicle will not be hired to you and the hire charge will not be refunded.

- You are responsible for bringing to the attention of Navigate Campers Ltd. any material fact that you believe may affect this contract.
- The vehicle must be driven in a careful and safe manner.
- Where seat belts are fitted they must be used.
- Extreme care must be taken when using cooking and heating equipment to prevent fire or heat damage.
- Damage to tyres, windows or internal equipment are not insured and will be charged to the hirer.
- Drivers excess are stated below:
- Drivers aged between 21 and 22 – 76 and 79, policy excess £1000
- Drivers aged between 23 and 24, [policy excess £750
- Drivers aged between 25 and 75, policy excess £500
- In event of any accidents take note of drivers details and vehicle details (Pictures where possible). Do not admit any liability and contact us as soon as possible to report the incident. Complete a report for on return to us.
- The vehicle must only be used within the law and may only be driven by drivers named on the hire agreement or otherwise confirmed by us. Any fines or fixed penalties incurred are the responsibility of the hirer and the details of the hirer will be passed to the police or other legal authority if requested.

Failure to comply with the above means that you cannot drive the vehicle and the cost of the rental will be forfeit. The hirer must not permit anyone to drive our campervans who has not signed this hire agreement regardless of any other third-party insurance they may have.

It will greatly speed up the departure process if you can email copies of your license and copies of the documents mentioned above in 2.d before your hire commences. The original of the driving license however must be seen on the day of rental.

4. Booking, Deposit & Security Deposit

- Deposit – A £250 deposit is payable on booking. This deposit is fully refundable upon cancellation if there has been advanced notice off cancellation. 14 days is required to receive a full refund.
- Balance – The hire balance is required to pay in full 14 days before the hire start date. If booked under this time period the balance will be due immediately.
- Security Deposit – A security deposit of the insurance excess amount will be required to be held which will be fully refunded on return of the vehicle assuming no damage or claims on insurance policy in event of accident.

6. Availability

- If, due to unforeseen circumstances such as an accident, the Camper of your choice becomes unavailable, we will endeavour to provide a suitable substitute from our fleet. If a substitute is unavailable or unsuitable, we will endeavour to hire an equivalent from another campervan company. If it is not possible to substitute your chosen van with any of the above alternatives, we will make a full refund at the earliest opportunity. Our liability to you will extend to a maximum of a full refund of the hire charges and security deposit paid by you up to that point. We will not be able to compensate you for any other costs incurred but will offer a future hire at a discounted rate as apology for your inconvenience. You may be able to claim for any other expenses on your travel insurance and we therefore highly recommend that you have adequate travel insurance.

7. Cancellation Policy

- If your booking is cancelled 14 days or more before the date of departure a full refund will be issued. If a cancellation is made less than 14 days before the date of departure, the security deposit will be lost.
- If you wish to cancel under 5 working days before your scheduled hire you will loss your £250 deposit.

8. Collection

- Your camper van can normally be collected 9 am on the hire start day. Earlier/later collection may be possible depending on other hires – please ask. Please allow up to an hour on arrival so that we can show you how everything works on your particular van. If you haven't driven one of these vans before don't worry, we can give you a short accompanied familiarisation drive and make sure you're happy before you start your holiday. As stated in the “drivers” section above please ensure you present the plastic part of your driving licence and proof of address as we need to copy these for our insurer. Your vehicle will be ready in a clean and roadworthy state, with a full tank of diesel or petrol. Any minor scratches or other defects will be recorded on the vehicle condition form and should be agreed by you.

9. Return

- We do ask that you try and return the van in the condition you received her. We may need to turn her around quickly for the next hirer. She should also be returned with the same amount of fuel that you received her with. Any defects or damage must be reported to us. The vehicle must be returned between 10 and 11am on the final day of hire unless otherwise arranged. Please respect the next person hiring the camper and allow us sufficient time to service the van between hires by adhering to these times. It may be possible to arrange different collection and return times by prior agreement. Please ask. An excessive cleaning charge of £50.00 will apply if the vehicle is returned in a very dirty way. (We are certainly not trying to make money on this, just trying to make sure that we can have her ready for the next person in a timely manner)

10. Security/ Damage Deposit

- At the time of collection a security/damage deposit of your insurance excess amount must have been received in cleared funds (see section 'Drivers and Insurance' above). This will be returned to you in full after the rental provided the camper is returned on time, undamaged, same amount of fuel she went out with, with a complete inventory and with a satisfactory clean interior and equipment. - Deductions will be made honestly and fairly for making any damage to the vehicle and equipment that has occurred during your hire of the camper.
- a. A cleaning charge of £50 will be deducted if the interior of the camper and its equipment (including cooker and utensils) are not reasonably clean on return.
- b. A late return charge of £100 per day or part thereof will be levied in addition to compensation for the next hire customer should the start of their rental period be delayed.
- c. We are happy to post back any items left in our campervans. A minimum charge of £5 is made for any parcels posted.
- d. Please note that our insurance does not cover damage to tyres or the vehicle windows or theft of equipment or personal effects from the vehicle and these costs are the responsibility of the hirer.
- e. The insurance excess of your insurance category excess must be met by the hirer in the event of any claim.
- f. Any shortfall in Diesel or petrol on return will be charged at the cost of refuelling plus £30.00 refuelling charge. This will be deducted from the security deposit. We will send you a receipt should you wish.
- g. Should you put the wrong fuel type into the vehicle you will be responsible for any subsequent damage.

11. Care of The Vehicle

- During your hire period we expect you to take care of the vehicle you have and all its accessories. If for any reason damage is caused to any part of the vehicle we would expect you to make note (if small damages) and notify us upon return. If however there is a larger damage caused to the van itself or its equipment and accessories we would expect you to contact us to inform us of how it happened and to be sent some photos so we can arrange repair upon return for the next hirer.

12. Breakdown

- Full breakdown recovery is included with the insurance policy from anywhere in the UK.
- If it has been found the breakdown is due to driver fault the recovery agent will inform us and will take necessary photographic evidence and notes to show you and will be happy to explain. (If you feel you have not been at error please contact us directly and we are more than happy to talk to resolve the matter with you)

13. Other Conditions

- Please respect that all our vehicles are fully no smoking including in any awning provided by us.
- We regret pets are not allowed
- Please ensure adequate ventilation when using cooking or heating equipment both for your safety and to preserve the condition of the camper interiors.
- Please ensure that only the allowed number of people sleep in the vehicles

14. Data Protection

- Any personal information you give to us will be kept confidential and will only be used by ourselves and our insurers in connection with your hire of a camper. If you submit any stories or pictures sent to us for inclusion on our blog section of our website, you grant us permission to use such stories and pictures freely on our website and any other publications.

15. Variation

- Navigate Campers Ltd reserve the right to vary tariffs, conditions and specifications at any time prior to confirmation of acceptance of any booking. Please keep this copy of our Terms for your reference and return the booking form.



I agree to all of the above terms and conditions of the hire agreement set by
Navigate Campers Ltd.

Print Signed.....