



## Elite Escapes Motorhome Hire Terms and Conditions

These terms and conditions (the "Agreement") govern the rental of motorhomes and campervans from **Elite Escapes Motorhome Hire** ("Elite Escapes", "we," "us," or "our") under the domain name [www.eliteescapesnw.co.uk](http://www.eliteescapesnw.co.uk) (the "website").

By using the website or entering into correspondence with us, you acknowledge and accept these terms and conditions.

Please read this Agreement carefully before proceeding with your rental.

### Eligibility

- 1.1. **All drivers** must be present for the collection of the motorhome. No exceptions can be made.
- 1.2. Drivers must have a valid Category B driving license that allows them to operate vehicles weighing up to 3,500Kg.
- 1.3. Drivers must not have any of the following conviction codes on their license within the last 5 years: AC, BA, CD40-71, DD, DR, IN, LC30-50, MS40-90, UT. Driving with any of the above offences on your license within the last 5 years is an offence and invalidates the insurance, making the hirer liable for all costs resulting from damages or insurance claims during the hire.
- 1.4. All male or all female groups are not accepted, except by prior arrangement in writing. Motorhomes are not allowed at music festivals or sports events unless agreed upon in writing.
- 1.5. Only drivers named in the proposal forms are permitted to drive the hired vehicles. All named drivers must be between the ages of 23 and 75 for motorhome and campervan. Insurance for drivers over 75 may be available with prior confirmation.
- 1.6. All drivers must be in good health and have held a valid UK/EU driving license for at least two years.
- 1.7. Drivers must disclose any other current endorsements or special conditions that may apply.





1.8. Visitors from abroad (excluding EU countries) are advised to obtain an international driving license.

1.9. No more than one fault or outstanding incident/claim is allowed in the last three years. One 3-point conviction is acceptable.

1.10. Before collection of the vehicle, drivers must provide the following to our insurer: scanned photo of both sides of the driving license for all drivers, attend a vehicle briefing at the collection address, and provide an up-to-date DVLA Check code for UK license holders. You can get a code from <https://www.gov.uk/view-driving-licence>. This must be sent at least a week prior to hire to [info@eliteescapesnw.co.uk](mailto:info@eliteescapesnw.co.uk)

1.11. Proof of address is also required, with a minimum of 1 primary and 1 secondary proof, or 2 primary proofs of address.

1.12. Failure to meet the eligibility criteria does not automatically disqualify you from hiring a motorhome, but we will need to consult our insurance company for coverage.

### **Additional Driver Criteria**

2.1. All additional drivers must meet the same criteria as the main driver.

2.2. Additional drivers must have held a full driving license for a minimum of 24 months.

2.3. Additional drivers must be aged between 23 and 75, unless agreed upon in writing.

2.4. No more than one fault or outstanding incident/claim is allowed in the last three years. One 3-point conviction is acceptable.

### **Pet Policy**

3.1. Some motorhomes are designated as 'pet friendly.' Customers must declare if they wish to bring a pet at the time of booking. A £50 "Pet Add On" will apply, and pets must not be allowed on soft furnishings or left unattended in the vehicle.

3.2. Strictly no pets are allowed in motorhomes without prior agreement.

Initial to acknowledge

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3.3 No more than 2 pets will be permitted.

#### **Payment of Charges Joint and Several Liabilities**

4.1. All charges and expenses payable by the hirer are due on demand.

4.2. A late charge of 1.75% per month on the outstanding balance will apply for late payments.

4.3. When multiple persons comprise the customer, each person is jointly and severally liable for all obligations of the customer.

#### **Cancellation of Bookings**

5.1. Cancellations must be made in writing.

5.2. Cancellation charges are as follows:

Cancellation more than 6 weeks prior to commencement of hire:

**Forfeit the non-refundable booking deposit.**

Failure to pay the balance by 6 weeks prior to collection: Cancellation by the hirer, and **all sums paid will be forfeited.**

Cancellation up to 6 weeks prior to hire or failure to turn up for commencement of hire: **Forfeit the booking deposit and hire charge already paid.**

Refusal of hire due to undisclosed fault claims: **Forfeit the booking deposit and hire charge already paid.**

#### **Payment**

6.1. A **non-refundable** reservation deposit of 25% of the total hire invoice is required upon confirmation of booking.

6.2. **Full payment is due 45 days prior to the collection** of the vehicle.

6.3. A 3% card fee is levied on all international credit or debit card payments from banks outside the UK.

#### **Our Obligations**

7.1. If the booked motorhome is unavailable due to various reasons, we will endeavor to supply a replacement motorhome of similar size and specification. If this is not possible, we will refund hire fees for any whole day without a vehicle.



7.2. In the event of a breakdown or accident caused by a third party, we will make reasonable efforts to replace the motorhome, subject to availability and location. If we cannot provide a replacement motorhome, we will refund hire fees for any whole day without a vehicle.

7.3. We provide 24-hour road service free of charge during the hire period.

### Insurance

8.1. Motorhome prices include insurance for one named driver. Additional drivers can be added for a nightly fee.

8.2. Customers providing their own comprehensive insurance for the motorhome must declare this at the time of booking to receive a quote for rental without our insurance.

8.3. Our insurance covers named drivers during the hire period, up to any first incident or reported incident. Additional drivers can be added for an additional charge.

8.4. A damage deposit/deductible of **£950.00** for the motorhome and **£750.00** for the campervan is required. Subject to no damages and no additional cleaning required, this hold is released 7 days after the end of the rental.

8.5. Certain damages, such as the windscreen, tire damage, and theft of personal property, are not covered by our standard insurance.

8.6. The hirer is responsible for reporting any accidents or damages promptly and assisting us in handling any related claims.

8.7. **Elite Escapes Motorhome Hire** recommends that the hirer takes out their own personal belonging's insurance.

8.8 The hirer is liable for any damages exceeding the deductible value, and such damages will be deducted from the deposit.



### Limitations & Liabilities

9.1. **Elite Escapes Motorhome Hire** accepts no responsibility for replacement vehicle costs, travel, accommodation, or any other loss claims arising from breakdowns, malfunctions, or accidents during the hire.

9.2. The hirer is liable for any costs incurred for speeding or parking fines, congestion charges, or any other offenses committed during the hire.

9.3. **Elite Escapes Motorhome Hire** will not be held responsible for injuries or accidents.

### The Hirer

10.1 The hirer acknowledges and agrees to be liable for any costs incurred for speeding or parking fines, congestion charges, or any other offences committed against the road traffic act regulations during the rental period.

10.2 The hirer agrees to promptly inform **Elite Escapes Motorhome Hire** both at the time of incurring any speeding, parking, congestion charge, or other offence, and again upon the return of the vehicle.

10.3 The hirer is required to settle any fines or charges incurred and shall be responsible for any administrative fees imposed by **Elite Escapes Motorhome Hire** for dealing with councils or authorities in addressing such charges or offences. An admin fee of **£50.00** will be imposed for this purpose.

10.4 The hirer must adhere to all applicable laws, and it is strictly prohibited to drink and drive while operating the rented vehicle. The hirer is fully responsible for the control of the vehicle during the rental period. In the event of any accident, the hirer is liable for all overhead damage to the vehicle resulting from the collision.



10.5 The hirer shall not tow any trailer or vehicle behind the hired motorhome. Furthermore, the hirer shall not exceed the designated seating capacity of the vehicle, as defined in the vehicle specifications, or allow the vehicle to be overloaded with passengers or goods. It is mandatory for the driver and all passengers required by law to wear the seat belts provided, at all times while the vehicle is being driven.

10.6 The hirer shall not use the rented vehicle to carry passengers or goods for hire or reward. Additionally, the hirer assumes full responsibility for any loss or damage arising from theft while the ignition keys of the vehicle have been left in or on the vehicle. The hirer must not remove the vehicle from the UK mainland without prior written consent from **Elite Escapes Motorhome Hire**

#### **Breakdown & Accidents**

11.1 In the event of a breakdown or accident Elite Escapes Motorhome Hire provides a recovery and repair service for all its motorhomes (details available inside the vehicles).

11.2 The hirer is authorised to spend up to £100 on necessary repairs and/or replacement parts, for which they will be reimbursed against a valid VAT receipt.

11.3 Any repair exceeding £100 requires prior authorisation from **Elite Escapes Motorhome Hire**. The hirer is responsible for any breakdown, malfunction, or damage caused by their negligence and must bear the expenses for repairs or rectification.

#### **General**

12.1 Throughout the rental period, the motorhome and its contents remain the property **Elite Escapes Motorhome Hire**.

12.2 The hirer is obligated to securely lock the vehicle at all times when left unattended and refrain from actions that may prejudice **Elite Escapes Motorhome Hires'** rights to the vehicle.



12.3 The following actions are strictly prohibited inside our motorhomes, and **Elite Escapes Motorhome Hire** reserves the right to **retain part or all of the refundable deposit** to cover additional deep cleaning or repair expenses upon the vehicle's return:

·**Smoking**

·**Pets** (unless the hirer has previously declared the desire to bring a pet, received confirmation, and is assigned one of our 'pet-friendly' motorhomes).

12.4 **Elite Escapes Motorhome Hire** reserves the right to modify rates and conditions at any time.

12.5 The company also offers **free car parking facilities**, and vehicles are left entirely at the owner's risk. One allocated parking space is provided per motorhome hire, with additional parking available at an extra charge (prices available on request).

12.6 Customers are advised to consider the standard opening hours of 9 am to 5 pm when making travel arrangements. The standard collection time is 3 pm (or earlier with prior agreement), and the standard return time is 11 am. Vehicles are typically cleaned and prepared between 11 am and 3 pm. Briefings and vehicle handovers usually take 30 minutes to 1 hour and 30 minutes, depending on the party size and questions.

12.7 For late arrivals after 5 pm, **Elite Escapes Motorhome Hire** may accommodate this upon availability of staff, subject to an **out-of-hours fee of £100.00**.

**Vehicle Conditions**

13.1 Upon delivery, the hirer acknowledges receiving the vehicle and its contents in a condition free from defects or damage, except as specified by **Elite Escapes Motorhome Hire**.

13.2 Prior to commencing the hire, the hirer is advised to thoroughly inspect the vehicle before leaving the premises of **Elite Escapes Motorhome Hire**.



13.3 The vehicle must be returned in the same condition as when hired, with the interior and appliances clean. Failure to do so may result in a cleaning charge of up to **£60.00**.

13.4 Cleaning materials are provided within the motorhome **Elite Escapes Motorhome Hire** will charge **£50.00** for cleaning unemptied chemical toilets.

13.5 Additionally, a charge of **£55.00** will apply for cleaning dirty or stained carpets, and upholstery, or the removal of pet hairs in pet-friendly vehicles.

13.6 Customers in pet-friendly motorhomes are requested to place covers over the upholstery. A deep cleaning surcharge of **£250.00** will be imposed if evidence suggests that a customer allowed a pet into one of the 'no-pet' vehicles.

#### **Fuel, Oil & Gas**

14.1 The vehicle is supplied with a full tank of fuel at the start of the hire, and the hirer is responsible for returning the vehicle with a full tank of fuel.

14.2 If the vehicle is returned with a fuel shortage, a surcharge of **£50.00**, in addition to the cost of fuel, will apply.

14.3 The hirer will also be liable for any damages resulting from using an incorrect fuel type.

14.4 Customers are required to regularly check oil and water levels and use the appropriate fluids. Vehicles equipped with "Ad Blue" for fuel economy require customers to refill it when the warning symbol appears on the dashboard. Failure to do so may result in additional charges.

14.5 Some vehicles are fitted with refillable gas bottles, while others use Calor gas bottles. The hirer must return vehicles with refillable gas bottles filled, but there is no need to refill Calor gas bottles.

#### **Suitable Persons**







15.1 Elite Escapes Motorhome Hire reserves the right to refuse vehicle handover to any person they deem unsuitable due to safety concerns for the vehicle, its occupants, or other road users. In such cases, all monies paid will be fully refunded, and Elite Escapes Motorhome Hire will have no further obligations, including refunds for campsites, events, travel, or other circumstances.

### Animals

16.1 Strictly no animals are allowed unless prior agreement has been obtained for booking an assigned "Pet-Friendly" vehicle.

### Smoking

17.1 Smoking is strictly prohibited in all hire vehicles.

17.2 A fixed penalty notice of **£200.00** will be imposed if customers are found to have smoked in the motorhome.

17.3 Additionally, a maximum fine equivalent to the full damage deposit may be imposed if damage results from smoking.

### Opening Hours

18.1 Standard opening hours are from 9 am to 5 pm, with the standard collection time at 3 pm (or earlier with prior agreement) and standard return time at 11 am.

18.2 Vehicles are typically cleaned and prepared between 11 am and 3 pm.

18.3 Briefings and vehicle handovers typically take 30 minutes to 1 hour and 30 minutes, depending on party size and questions.

18.4 Late arrivals after 5 pm may be accommodated, subject to availability of staff, but will incur an out-of-hours fee of **£100** if not pre-arranged.

**Sign this document as a declaration you have read and agree to all terms within this 9-page document**

Print Name :

Address of hirer :

Signed :

Date :

