



Hire Notes & Booking Terms & Conditions

Notes & Guidance About Hiring From Sun Motorhome Hire

We will require the following items on the day of collection. To ensure your holiday is not delayed, we require you to bring us the following identification items.

You must also make your full payment at least 28 days prior to departure.

Personal Identification Requirements:

2 items of proof of residential ID of the main driver
(Utility bill or credit card statement is acceptable)

You must have the following items when collecting:

(Note we cannot release the vehicle without these items being present)

- Passport or other photo ID of hirer
- Valid UK or International driving licence for each driver
- £150 to be held as security against potential damage, disparity in fuel level, un-emptied toilet or waste tank and parking or driving violations. This will be held with the collection point for up to 8 weeks following the end of the hire period.

Vehicle Familiarisation:

There is plenty to cover during our vehicle familiarisation session, which lasts approximately 1/2 hour. Please ensure that you allow time for this induction process. Should you experience any difficulties with the operation of the motorhome during the period of hire, you are required to immediately contact the collection point as indicated on your Reservation Confirmation email to enable us to be able to offer assistance.

Collection Times:

Unless previously agreed, your vehicle will not be available for collection until after 3.00pm on the day required. Your vehicle return time is before 11.00am; a late return fee of £25 per hour is levied for late arrivals. Please contact the keeper of the motorhome prior to collection to arrange a mutually convenient collection time. These details may be delayed if you have not completed the insurance questionnaire and final payment has not been received.

Smoking is strictly forbidden in all our motor homes – you may be charged up to £150 if there is evidence or we suspect that smoking has occurred.

Although the vehicle is comprehensively insured, this does not cover personal items/losses. We strongly advise you to take out travel insurance cover prior to your holiday.

BOOKING TERMS & CONDITIONS

Please read carefully. We will be pleased to clarify, in writing, any point on which you may have a query.

General

Collecting and returning the motor home:

A helpful hint: if possible, try not to start your holiday on the same day you collect your vehicle. We need to show you exactly how to get the most out of your motor home, and this will take some time. It is essential that the hirer should be given a thorough introduction to the rental vehicle by our experts before the journey begins.

Since the times for collecting and returning motor homes are carefully planned, please return your motor home on time. A penalty of £25- per hour is payable for time between expiry of the rent agreement and the return of your vehicle (maximum penalty is daily rental charge). Should the late return of the vehicle make us liable for extra costs (e.g. compensation of the next hirer), we reserve the right to pass on these costs to you.

Please return your vehicle on time.

Bed linen/ kitchen equipment:

Please bring your own bed linen, blankets, pillows, towels. A linen and bedding and towel pack is available at a cost of £25 per hire. Your motor home will include equipment such as a camping table and chairs, all crockery and other kitchen equipment.

Collection times:

Daily from 3 p.m. to 6 p.m.

Return times:

Daily from 9 a.m. to 11 a.m.

The return of the vehicle is confirmed in writing, signed by the hirer and Sun Motorhome Hire. Collection and return days are charged as per day.

1. Drivers:

No one other than the drivers named in the insurance proposal form may drive the vehicle.

2. Driving licences:

Drivers must be over 25 and under 75 years of age and have held a full driving licence for at least 2 years. The driving licence for each named driver must be produced at the time of collecting the vehicle. Visitors from abroad must hold a valid driving licence (Foreign licence holders will incur an additional insurance surcharge).

Insurance surcharges. We require the driving licence and driver background information to be completed on our insurance questionnaire. The information provided on the questionnaire may result in an insurance surcharge which is an additional hire charge. The insurance surcharge fee will be notified to you prior to the hire commencement. The insurance surcharge must be paid prior to the hire commencement. For each driver noted on the insurance questionnaire, any current endorsements (within 3 years) will incur an additional insurance surcharge.

The insurance surcharge fee may vary depending on the offence endorsement code and when the endorsement was issued. Other factors that may affect the insurance surcharge include: Drivers with less than 2 years driving experience are subject to an insurance surcharge. Non UK & non-EU issued Driving licences may incur an insurance surcharge. Drivers' occupation may incur an insurance surcharge. . Additional drivers which are not itemised on the original hire confirmation will incur an insurance surcharge. Existing or known medical conditions must be notified in the insurance questionnaire and may incur an insurance surcharge. The insurance surcharge will vary based on the information provided when completing the insurance questionnaire.

3. Two forms of proof of identity (including photo such as a passport) must be produced by the main driver at the start of the hire i.e. utility bills, Bank statements or credit card statements.

4. Insurance. Fully Comprehensive insurance is charged in addition to the hire charge. The vehicle is insured for the period of hire contracted ONLY, thus late return of the vehicle may incur a traffic offence under the road traffic act. Hirers are advised to take out additional personal holiday insurance. A £1250 excess payable per incident by the hirer is applied to all vehicles if the cost of repairing damages in relation to any given incident should exceed this amount. Pre-payment of this charge is mandatory on all reservations by non-UK residents. We reserve the right to obtain a pre-approval of any amount up to the insurance excess along with any associated costs against the drivers' or hirers' credit/debit card and in accepting these Terms indicates authorisation to the Lessor to be able follow this process if required.

5. Booking Details. All Telephone and online bookings require a non refundable deposit of £250 per week of hire paid at the time of making the booking. The booking deposit payment is not refundable under any circumstances and shall be deducted from the hire charges. Confirmation of the booking details will be emailed to you within 48 hours after the deposit has been paid. Unless a deposit payment has been made, your booking may not be confirmed. Early booking is advised to avoid disappointment. We reserve the right to charge an Administration Fee for any changes to the original reservation details. An Administration Fee may also be applied to any claims or losses arising from a period hire.

6. Breakdowns. In the unlikely event of a breakdown, Sun Motorhome Hire requests that the hirer seeks the help of the appropriate breakdown company quoting the registration number of the vehicle. Hirers are authorised to request repairs up to the value of £50. Repairs costing in excess of £50 must first be authorised by Sun Motorhome Hire PRIOR to the work being undertaken.

7. The hirer agrees that he or she:

- a) shall not carry more passengers than the seating capacity of the vehicle or allow the vehicle to be overloaded
- b) Shall not use the vehicle for carrying passengers or goods for hire or reward
- c) Will be responsible to Sun Motorhome Hire for the cost of making good and damage caused to the vehicle caused by improper use.
- d) Understands that he/she is responsible for any fines (including parking fines) which may be incurred during the hire period.
- e) Shall not, unless agreed prior to the hire with Sun Motorhome Hire, remove the vehicle out of the UK mainland.
- f) Understands that no claim by the hirer for loss or damage to personal belongings or effects of the hirer or any person or persons will be considered.
- g) Understands that any damage to the interior of the vehicle (including cigarette burns) living or cooking equipment will be charged to the hirer in all cases.
- h) Period of the Hire times and dates of the contract of hire must be strictly adhered to

NOTE: NO REFUND IS GIVEN FOR THE EARLY RETURN OF THE VEHICLE

8. Cancellations:

All cancellations must be in writing. All deposits paid are non-refundable. All monies due and received within 6 weeks of the commencement of hire are not refundable.

9. Sun Motorhome Hire reserves the right to cancel hire if, at the commencement of hire the drivers licences are invalid or not according to the conditions set out above. In these circumstances the total hire charge will be forfeited. Hirers are strongly advised to insure against unavoidable cancellation.

10. Availability. While every effort is made to ensure that the vehicle reserved is available, if the reserved vehicle is not available, the company reserves the right to offer an alternative vehicle. On signing of the Motor Rental Agreement the hirer accepts commencement of the hire period and acceptance of the vehicle supplied.

11. Liabilities. The hirer is responsible for all costs and expenses incurred as a result of offences against the road traffic act and is also liable for any uninsurable damages including tyres, windscreen, and any internal damages or breakages. The hirer will indemnify Sun Motorhome Hire from any liability.

12. Animals. All animals other than guide dogs have to be approved by Sun Motorhome Hire at the time of booking. If approved, all damage howsoever caused by the animals will be charged to the hirer in full. An additional cleaning charge of £50 to be paid prior to commencement of the hire.

13. Parking. The hirer may park free of charge and at his/her own risk one car at the collection location for the period of the hire.

14. Hiring's start and finish at the collection point unless otherwise agreed. Un-emptied toilets and waste water tanks will incur a £50 penalty. All vehicles must be returned at the same fuel level as at the start of the hire period. Any disparity in the fuel level will be charged to the hirer. Sun Motorhome Hire reserve the right to impose a cleaning fee if the vehicle is not returned in similar condition in which it was rented.

15. Personal Information supplied will be disclosed to a third party for identity validation purposes.

16. Complaints Procedure - complaints should be submitted in writing to be received by Sun Motorhome Hire within 14 days of the end of the period of hire.

17. Smoking is strictly prohibited in all our motor homes and if discovered, will result in your £150 deposit being forfeited and further possible charge being imposed.

18. Sun Motorhome Hire reserves the right to vary the rates and conditions of hire at any time and to decline hire to any person at any time without reason, this includes the right to change vehicles when necessary.

19. Our maximum liability is the total monies paid by the hirer.

VEHICLE HIRE TERMS:

1. Rental Agreement

Owner agrees to let and the hirer agrees to take on the rental of the Vehicle as described. Owner means Sun Motorhome Hire. Hirer means the person who ordered the Booking. Driver means the named Driver(s) insured to drive the Vehicle. Owner warrants that the vehicle is roadworthy

2. Extension of Rental Period

Owner may extend the period of rental at the request of the hirer. The hirer will pay such additional deposit or deposits, as the Owner shall require. In the event of extension(s) the new date and time agreed for the return of the Vehicle shall then become the due back date save where the context otherwise admits. In no event shall the duration of the rental exceed three months in the aggregate.

3. Warranty by hirer and Additional Driver - Owner Rights

- a) hirer agrees to return Vehicle to Owner in same condition received, ordinary wear and tear accepted, on due date specified;
- b) hirer agrees not to use Vehicle for hire or reward nor use it in violation of any law, ordinance or regulation, nor remove it (without prior written consent of owner) from England, Scotland, Wales and Northern Ireland.
- c) hirer hereby warrants and undertakes to the Owner
 - i) the accuracy of the information supplied to the Owner;
 - ii) that in the case of business rental this Agreement is entered into by the Driver for and on behalf of the hirer:

- iii) that he will not operate Vehicle or permit the Vehicle to be operated in any way that would violate this contract, including: Driving by any person under 25 or over 75: in motor sport events (including racing, pacemaking, rallying, reliability trials, and speed testing); to propel or tow any vehicle or trailer; by any person driving when unfit through drink or drugs or with blood alcohol concentration above the limit prescribed for the time being by road traffic legislation: by any other person other than the hirer or additional Driver(s); under authority of any licence other than his own; if hirer or driver leaves the car unlocked or fails to secure the keys; other than on a paved public highway, private road or driveway; in a reckless or imprudent manner or if the car is deliberately damaged;
- iv) that the licence shown to Owner at the time the car is rented is his own and fully valid;
- v) that he will further protect the interests of the Insurer and the Owner by ensuring the vehicle is always locked when unattended: and the keys are secure;
- d) If hirer commits any breach of this agreement, owner may treat the agreement as terminated and may seize, without legal process, or notice to hirer, Vehicle at any time and place and hirer waives all claims for damages connected with such a seizure;
- e) hirer authorises Owner to verify through credit agencies, the Driver and Vehicle Licensing Agency or any other sources, personal, driving and credit information provided by hirer and any additional drivers.

4. Payment. Hirer expressly agrees to pay:

- a) The insurance policy excess of £1250 for each incident if cost of repairs are expected to exceed this amount;
- b) A minimum Administration Charge of £180 + VAT per incident
- c) Service and time charges at the prevailing daily hire rate plus other charges, if applicable even if an account is forwarded to a third party;
- d) All fines and court costs for parking, traffic or other legal violations assessed against the Vehicle, hirer other Driver or Owner until Vehicle is returned, except where caused through fault of Owner. hirer is liable as the owner of the vehicle in respect of: any fixed penalty offence committed in respect of that Vehicle under the Road Traffic Act 1988 and Road Traffic Offenders Act 1988; any excess parking charge which may be incurred in respect of that Vehicle in pursuance of an Order under Sections 45 and 46 of the Road Traffic Regulation Act 1984 or the Road Traffic Act 1991;
- e) Any refuelling charge currently operated by the Owner;
- f) Value Added Tax and all other taxes (if any) payable on the aforesaid items;
- g) Owners costs, including reasonable legal fees where permitted by law, incurred collecting payment due from hirer hereunder;
- h) Fair market value of repairing damage howsoever caused to the actual Vehicle supplied, administrative fees, plus loss of revenue at the prevailing daily rate, diminishment of value, towing, storage, impound fees, regardless of fault or negligence of the hirer or any other person, and regardless of whether damages are a result of an act of God. Owner shall have the sole right and responsibility to repair the Vehicle. Damage should be reported in writing to the office where the car was rented as soon as possible and in any event within 24 hours after the Vehicle was damaged;

- i) In the event of theft, fair market value of replacing the Vehicle, administrative fees, plus loss of revenue at the prevailing daily hire rate. If Vehicle is stolen, it should be reported to the Owner immediately, and in any event within 24 hours after the Vehicle was stolen. It should also be reported to the Police immediately and a crime reference number should also be obtained immediately.
- j) Drop fees if Vehicle is not returned to the original rental office (as indicated on the motor rental agreement) without the written consent of the Owner;
- k) Hirer agrees to allow Owner to compute and debit final charges from Credit Card, if that is the form of payment used by hirer. If hirer breaches this agreement, hirer agrees to cease using Vehicle and to pay all expenses incurred by Owner in returning Vehicle to place of rental.

5. In respect of each and every incident resulting in damage to the vehicle, the hirer shall pay to the Owner the appropriate excess on such insurance towards or in settlement of the cost of making good any such damage on a full indemnity basis and the cost and expenses incurred by the Owner in proceeding to recover the same from the third party. In the event of the Owner receiving from the third party any part of the amount of such costs and provided the hirer shall have performed its obligations hereunder the Owner shall repay to the hirer the like part of such excess. The hirer renders himself liable to and agrees to pay for the full cost of repair to or replacement of the Vehicle together with all other losses, costs, damage and expenses sustained or incurred by the Owner arising from such loss or damage occasioned during the rental including administrative costs and loss of rental income.

6. In case of accident:

The hirer shall in the event of an incident that results in damage to the Vehicle procure that:

- a) The driver of the Vehicle completes and delivers to the Owner the relevant accident report within 24 hours after the accident;
- b) No admission of liability is made to any person in relation to such accident;
- c) Any writ of summons, summons or other document relating to any proceeding arising out of such accident is forthwith delivered to the Owner at the address on the motor rental agreement;
- d) All assistance is rendered to the Owner and its insurers to the conduct of such proceedings including without prejudice to the generality of the foregoing permitting such proceedings to be brought by the Owner in the name of the hirer and defending any proceedings brought against the hirer;
- e) The hirer shall forthwith fully and effectually indemnify the Owner against all losses, liabilities, costs, actions, claims or demands which it may incur or have brought or made against it in relation to the Vehicle or its use and which are not recoverable under a policy of insurance whether the same is effected by the Owner or hirer;
- f) The names and addresses of all witnesses thereto are collected and given to the Owner.

For the purposes of the DATA PROTECTION ACT (S) 1984, the Owner or any subsidiary of the Owner may hold and process by computer or otherwise the information given to Owner by the hirer or any Additional Driver to identify other products or services which might be relevant and for statistical analysis.

7. Hirers Indemnity Provision:

Upon demand from Owner, hirer agrees to defend, indemnify and hold Owner harmless from all losses, liabilities, damages, injuries, claims, demands, costs and expenses incurred by Owner in any manner from this rental transaction or from the use or operation of the rental car by any party, including claims of or liabilities to third parties and agrees to present a claim to their insurance carrier for all such expenses. If hirer has no insurance to cover such events or losses, hirer agrees to pay Owner for such losses.

8. HIRER AUTHORISES OWNER TO SUBMIT FOR PAYMENT CREDIT CARD VOUCHERS/ELECTRONIC CHARGES IF A CREDIT CARD HAS BEEN PRESENTED AS A MEANS OF DEPOSIT OR SECURITY AT THE TIME VEHICLE WAS RENTED, INCLUDING IF ANY THIRD PARTY TO WHOM A BILLING WAS DIRECTED REFUSES TO MAKE PAYMENT.

9. All charges are subject to final audit.

10. This agreement is governed by and construed in accordance with the Laws of England. All disputes arising out of or in connection with the agreement shall be subject to the exclusive jurisdiction of the English Courts.

11. If payment is not made after 28 days of invoice then the account will be passed to our collections agency being Daniels Silverman Ltd after which a charge of 15 % plus Vat on top of the initial invoice due will be added to the debt. You agree as part of this contract to pay this sum which represents our reasonable costs in collecting the unpaid amounts.

12. SMOKING RELATED DAMAGE IS NOT COVERED UNDER THIS POLICY. SMOKING IS PROHIBITED IN ALL VEHICLES.

13. The Terms of Hire published on the Owner's Website from time to time shall be incorporated into and form part of the hire terms and the rental agreement between the Owner and the hirer.

For Owner _____

Hirer _____

Date _____

Date _____