



Lake District Motorhomes Ltd

Terms and Conditions

Hire Contract with Lake District Motorhomes Ltd

These terms and conditions have been devised to protect both the hirer and operator and are governed by law in England and Wales. Lake District Motorhomes Ltd offers Motorhomes for hire strictly in accordance with the following terms and conditions. By signing these terms and conditions, the hirer agrees legally that they have read, understood and accept the detail of this document.

2. Deposits / Payments & Booking Confirmation

A booking deposit of £200 by credit or debit card is payable to confirm any booking. Once bookings have been completed, you will receive confirmation from Lake District Motorhomes Ltd by email and by post.

The balance of the hire will be charged to the credit/debit card six weeks prior to the hire commencing. The security deposit will also be charged to the credit/debit card normally 48hrs prior to the start of hire.

This will confirm the stated hire period (please advise if there are any mistakes). Early returns do not qualify for a refund, however you are expected to return your vehicle at the agreed time and location (pick up point). Failure to return your hired vehicle at this time will result in further charges at a rate of 125% of your pro-rata daily charge and this will be taken from your deposit bond.

Once these have been issued you are bound by the terms and conditions of this contract. Please be aware that in all cases deposits are non-refundable. The balance of any hire booking is payable six weeks before the commencement date of your hire, unless hire date is less than 6 weeks away, then payment in full will be required at the time of booking. Payment can be made by debit or credit cards; however, there is a charge of 3.0% for credit cards. Cheques will be accepted, however, all funds must be cleared within time limits above. Due to the conditions of our insurance provider cheques are not acceptable for the security deposit and must be secured on a debit/credit card. There is an additional charge for the issue of Green cards for travelling abroad, currently set at £50 per week. Please make this clear during the booking process and the fees will automatically be added to your total hire charge. All bookings will also require damage deposits of £1000 before hire period commences. This is normally taken by debit/credit card just before the hire start date. All hirers/drivers must be of 25 years of age at the time of booking and qualified for a minimum of 24 months to conform to the Insurer's terms and conditions. Copies of drivers licenses at time of booking will be required by Lake District Motorhomes Ltd and a copy will be kept on file for a period of no more than 12 months.

Lake District Motorhomes Ltd respects current Data Protection laws.

Although Drivers license details will be required at time of booking, you will also be required to show both parts of these to Lake District Motorhomes Ltd on collection of your vehicle along with 2 other forms of identification (utility bills etc). Lake District Motorhomes Ltd



reserves the right to cancel the hire if Drivers licenses requested are not received. If the hirer does not conform to this request then all monies paid will be forfeited, except the insurance excess/security deposit, which is refundable.

3. Collection

The agreed allotted time and place is between 2.30pm and 5.00pm. To make the most of your holiday, there needs to be a detailed handover, which includes the hot water system, central heating, electrics, toilet facility's etc. Bearing in mind that when you finish your hire, there will probably be someone else due to collect on the same day, so it is important that vehicles are returned before 11.00am to give Lake District Motorhomes Ltd ample time to have the vehicle ready for the next hirer. Any late returns will be charged at £40 per hour. Hire durations are normally Saturday to Saturday, although weekend and mid week breaks are available subject to availability at time of booking. Secure parking for your car at our premises is included for up to 1 vehicle, additional vehicle parking can be arranged at £35 per week per vehicle however the operator accepts no liability of any damage.

4. Named Drivers / Passengers

Only the named driver(s) in the booking proposal may drive the hired vehicle. Lake District Motorhomes Ltd reserve the right to refuse the handover to any person who they deem unsuitable to drive. In this unlikely event all hire charges will be refunded in full.

Lake District Motorhomes Ltd has no further liability.

Any additional drivers that do not appear on the booking must gain permission in writing from Lake District Motorhomes Ltd before the hire commences.

Lake District Motorhomes Ltd only authorises the use of any Motorhome to the stated number of passengers permitted by the number of seatbelts fitted. Safety restraints should be used at all times whilst the vehicle is in motion.

5. Pets

Well behaved pets are welcome subject to an additional charge of £25.00. Please inform us during booking so that we can allocate you one of these vehicles, however, any damage caused by pets will be fully charged to the hirer.

6. Smoking Policy

It is against the law to smoke in any hire vehicle in the U.K. This is therefore strictly prohibited in all vehicles even if the hirer is intending to go abroad.

7. What if we Cannot Fulfil the Booking?

In most cases your chosen hire vehicle will be available, however, in the unlikely event beyond Lake District Motorhomes Ltd control that it is not, we will endeavour to find a suitable replacement. In this unlikely event if the replacement vehicle is more expensive Lake District Motorhomes will pay the additional charges. In the event a smaller vehicle is



offered and accepted, then Lake District Motorhomes Ltd will refund the difference to the hirer

8. Forced Cancellation by Lakeland Motorhomes

In the unlikely situation where an unforeseeable situation occurs which is unavoidable by the Lake District Motorhomes Ltd, whereby your motorhome is not available and no replacement can be agreed or sourced. All monies will be returned in full. However Lake District Motorhomes Ltd will not be held liable for any additional costs or compensation. Lake District Motorhomes Ltd liability will be strictly limited to the return of all monies paid in full.

9. Cancellation

If the hirer needs to cancel for any reason, in the first instance please contact Lake District Motorhomes Ltd. If the date of cancellation is more than 6 weeks away from the date of hire, then no more payments will be required, however, the initial £200 deposit taken at the time of booking will be non-refundable. If you are within 6 weeks of the hire date, payment should be made in full, and would only qualify for a part refund if we are successful in obtaining another booking for the same period. If this is the case you may get up to 50% of the hire fee returned to you. Lake District Motorhomes Ltd do our best to be as fair as we can.

Lake District Motorhomes Ltd will also require written confirmation of your cancellation.

10. General Housekeeping & Responsibilities

When it comes to looking after your hired vehicle, common sense is always one that is applied. It is the hirer's responsibility to look after the vehicle for the duration of the hire, including and not limited to looking after keys, locking the vehicle when not in use and to use the security system that has been fitted to the vehicle. Make sure that the correct fuel is used, any contaminated fuel would be the hirer's responsibility and all costs would be borne by you The Hirer. Please make it your business to get to know the length height and width of your hired vehicle, respect the conditions of the roads you are using at being aware of any restrictions at all times. i.e. low bridges, narrow roads, sharp bends low branches etc. The hirer is responsible for any damage caused in this manner.

It is strictly prohibited to sub let the hired vehicle to a third party, failure to adhere to this would result in the immediate cancellation of your rental agreement without any refunds and any damage would be payable by the hirer.

You must obtain the permission of Lake District Motorhomes Ltd if any repairs are needed during the hire period, even if you the hirer are liable for the costs. If repairs are needed that are the responsibility of Lake District Motorhomes Ltd, then keep all receipts to obtain a refund from Lake District Motorhomes Ltd, but you must still obtain Lake District Motorhomes Ltd permission before any work is carried out. At all times you must inform Lake District Motorhomes Ltd as soon as you are aware of any fault.



11. Extra Charges

- a) Bed linen, towels and pillows are not included in the hire charge as most customers prefer to take their own. Hire of bed linen sets and towels is available and should be included in the quotation/booking form.
 - b) Failure to empty the cassette toilet will result in a £30 charge by Lake District Motorhomes Ltd.
 - c) Any cleaning/valeting not deemed normal usage will be charged by Lake District Motorhomes Ltd at the rate of £85. In all instances, damage to the interior, excluding fire, will be chargeable to the hirer. Any damage caused by fire will be covered by insurance, however, the first £1000 is payable by the hirer, in line with the insurance terms and conditions. Lake District Motorhomes Ltd will not be held liable for any lost property during your holiday. (You will need to take out your own holiday insurance to allow for personal losses). See clause 13.
 - d) A £15 refuelling charge (plus the cost of the fuel) will be charged by the Lake District Motorhomes Ltd if the tank is not full upon return (excluding usage from nearest fuel station to drop-off-point).
 - e) If you require replacement Gas whilst on your holiday, the hirer is responsible for the cost. (All hires will have 2 gas bottles of which at least 1 will be full. Vehicles must be returned with 1 full gas bottle.
 - f) There is a £50 charge per week for the issue of Green cards for travelling abroad, please advise at booking.
 - g) A £1000 damage waiver deposit is payable by the hirer to Lake District Motorhomes Ltd before hire commences, and the hirer agrees that any damage claims that fall outside of the insurance terms and conditions including the £1000 excess, including any extra charges payable will be deducted from the hirers deposit upon return. Deposits will be refunded to the hirer normally within 7 working days of the return date. If the vehicle has sustained damage Lake District Motorhomes Ltd will retain the security deposit until such time as estimates for the cost of repair have been obtained.
 - h) The hirer is responsible for any parking/speeding or other traffic offences during the hire period, Lake District Motorhomes Ltd will inform the relevant authority of the named hirers for that period. Lake District Motorhomes Ltd will not accept any liability for fines or endorsement or any court costs for such offences.
 - i) Lake District Motorhomes Ltd reserve the right to charge for any admin costs if we need to get involved in any claims to the hirer. These will be set at £35 per occurrence
- By signing these terms and conditions you accept that Lake District Motorhomes Ltd can deduct any of the above payments from your damage deposit payment and that we can pass on your details to any relevant authority that may need them. (This excludes passing on your details to third parties that wish to sell you their services).

12. Terms & Conditions of Insurance

Insurance is only permitted to drivers between the age of 25 and 70 and must have held a full driving license for a minimum of 24 months. For any speeding endorsements of more than 6 points Lake District Motorhomes Ltd will need to obtain permission from the insurer prior to the commencement of any hire period. Visitors from abroad will require a current driving license within the same parameters.

Any damage caused to tyres/windcreens that need replacement or repair, are excluded from our insurance and would need to be paid for by the hirer in all instances.



The hirer will indemnify Lake District Motorhomes Ltd against any personal or third party losses outside the terms and conditions of the Insurance policy.

Agree to drive obeying the Highway Code at all times.

Agree not to drive the vehicle whilst under the influence of alcohol or drugs.

Agree not to drive the hired vehicle outside of England/Wales and Scotland unless prior agreement has been approved and green card been issued by the insurer on behalf of Lake District Motorhomes Ltd.

13. Personal Insurance

As already mentioned, renting a motorhome is no different to any other holiday, so it is recommended that all parties take out their own personal holiday insurance. It is strongly recommended that this insurance should be extended to cover early termination of your holiday due to a breakdown or accident. Lake District Motorhomes Ltd will not be held liable for any personal claims or losses. Theft of customers personal property is not included in the hire vehicle insurance policy.

Customers vehicles can be parked free of charge at our vehicle depot for the duration of the hire period. The customers vehicle is parked entirely at their own risk.

14. Break Downs / Accidents

In the unfortunate event of any break down, in the first instance you should contact the breakdown service that comes with the vehicle. Inform Lake District Motorhomes Ltd immediately after you have informed the breakdown service. All repairs require Lake District Motorhomes Ltd permission.

In the unfortunate event of an accident, you should take down names and addresses of all other party's involved (if any) and any witness details (if available). Do not admit fault as this is for the insurers to decide. You must inform the police if anyone is injured, you must contact Lakeland Motorhomes immediately and complete an accident report form. Please make sure any vehicle left unattended is done so securely.

15. Confirmation & Acceptance of these Terms & Conditions

To agree to these Terms & Conditions in order to accept this Hire Agreement/Contract, your original signature will be required print, sign and return this document to us.



Please only sign this form if you have both read and agree to the conditions.

Signature _____

Name (Print) _____

Date ____/____/____

This agreement is governed by law in England and Wales.

Lake District Motorhomes Ltd

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Main St

Ravenglass

Cumbria

CA18 1SG

Company No 7469111