



Terms and Conditions

THIS AGREEMENT IS BETWEEN:

MONMOUTHSHIRE MOTORHOME HIRE LTD and

THE HIRER:

HIRERS ADDRESS:

TOTAL NUMBER OF PASSENGERS:

PETS (TYPE/BREED AND HOW MANY):

HIRE PRICE: £

PERIOD OF HIRE:

COLLECTION DATE:

TIME: 1400hrs

DROP OFF DATE:

TIME: 1100hrs

VEHICLE: LAIKA KOSMO 512 Motorhome

FULL NAME OF THE DRIVER DRIVING THE MOTORHOME:

ADDITIONAL DRIVERS:

CONTACTABLE MOBILE TELEPHONE NUMBER OF HIRER DURING HIRE PERIOD:

****** BANK DETAILS FOR PAYMENT:***

ACCOUNT NUMBER: 00081391

SORT CODE: 77-62-02

****** We accept Bank/Bacs Transfer or Cash only.***

HIRE INCLUDES THE FOLLOWING ADDITIONAL ITEMS:

MOTORHOME HIRE PRICES.

Peak Season 1st April to 30th September £165 per night and Off-Season 1st October to 31st March £150 per night. (Discount will be offered on hiring our Motorhome for over 7 nights).



We reserve the right to change these prices but will not affect bookings that have already been made with the prices listed at the time of the original booking.

1. YOUR CONTRACT WITH MONMOUTHSHIRE MOTORHOME HIRE

By taking the hire vehicle you are accepting these terms and conditions IN FULL. It is the Hirers responsibility to familiarise themselves with the Agreement therefore please read this agreement carefully. If there is anything you do not understand or do not agree with, please raise it with a representative of Monmouthshire Motorhome Hire (MMH) prior to the commencement of the Hire.

2. BOOKING CONFIRMATION AND PAYMENT

There is a Minimum of 3 nights hire.

Weekend is collection at 2pm Friday & return by 11am Monday (unless different times have been agreed with myself at time of booking) as we do like to try and be as helpful as possible., but please allow yourself an hour either side for paperwork and check lists, being shown how to use the motorhome and you sorting out your belongings.

An initial payment of £200 is required to confirm the booking, this is non-refundable and enters you into a binding contract for the hire. (This will be deducted from the total hire charge at time for paying balances) The balance of your hire price is payable four weeks prior to the start date of your hire, or at the time of booking if you book less than four weeks from the start date of your hire. Payment is to be made via Bank Transfer.

Any documentation you are requested to provide by MMH must be received prior to the start date of your hire or within two days of booking if less than four weeks from the start date of your hire. Failure to provide full payment and documents will result in the booking being cancelled and the loss of your £200 deposit.

Drivers must be aged between 30 and 70 years of age and have had a full driving licence valid for the relevant vehicle for at least three years prior to the commencement of the hire. Drivers who passed their test after 1996 are restricted to the weight of motorhome they can drive, 3500kg. All the motorhomes are within this weight.

Drivers must be free of endorsements on their licence except for minor parking offences or speeding offences any more than 6 points on their licence may be subject to an additional insurance surcharge. The price quoted for the hire will be for 2 drivers only.

Drivers of the vehicle must not have been involved in more than one accident (fault or no-fault accident) in the five years prior to the hire commencing.

DRIVERS.



Compulsory Driving Licence Entitlement Checks...Please note with effect from 8th June 2015 we are required to check the licence entitlement and penalty points for all UK licenced drivers for our hire Vehicle at the time of pick-up using the DVLA's online service.

By making a booking with us you are giving your consent for us to use this service.

Drivers must provide forms of ID, showing proof of address dated within three months of the hire, e.g., Utility Bill, bank or credit card statement, council tax bill etc. your current driving licence and National Insurance number or passport.

All drivers will be required to sign that they meet these requirements at the time of collection. If you receive any endorsements or driving convictions between the time of booking and collection, then you must inform us immediately

3. CANCELLATIONS

All cancellations must be notified in writing to Monmouthshire Motorhome Hire but please contact by telephone immediately to inform us as this will improve the chances of re-hiring the motorhome. If notification of your cancellation is received more than four weeks before the start date of your hire you will be refunded in full (if full payment has been made) less the initial deposit of the £200 of the hire charge. If notification of your cancellation is received between 4 weeks and 2 weeks before the start date of your hire you will lose deposit paid plus 50% of hire cost and cancellations made less than 2 weeks all money paid is not refundable and you are still liable for any sums due. However, MMH will do all it can to rehire the motorhome and if we are able to do so, you will be refunded up to a maximum of your total hire less your initial deposit of £200, subject to the amount MMH is able to rehire the motorhome for.

3.1 IN THE EVENT OF CANCELLATION BY MMH DUE TO COVID-19

In the situation where an unforeseeable situation occurs which is unavoidable by MMH whereby your motorhome is not available, and no replacement can be agreed or sourced or MMH is not permitted to hire out the Motorhome as a result of UK or Welsh or Scottish Government restrictions then all monies paid to date will be returned in full. However, MMH will not be held liable for any additional costs or compensation.

3.2 IN THE EVENT OF COVID-19 INFECTION

In the situation where any member of the hirer's party displays any Covid-19 symptoms the hirer must inform MMH and immediately return the vehicle to the collection location to enable the hire party to return home. If the hirer fails to comply with this and remains in the vehicle beyond the hire period then the hirer will be liable to pay the full daily rate for any day or part day that they continue to occupy the vehicle beyond the end of hire date. The hirer will also be liable for any loss of earnings resulting from MMH having to cancel subsequent bookings and for any associated cancellation costs incurred by future hirers who have been cancelled as a result of the extended occupation of the vehicle.



4. COLLECTION AND DELIVERY TIMES

Unless otherwise agreed with MMH, the motorhome will be available on the day of hire from the agreed location at a pre-arranged slot no earlier than 2PM and must be delivered back to the agreed location no later than 11am on the last day of hire. Please allow 1 hour for handover of the vehicle on collection day and up to 1 hour on return of the vehicle for post inspection and for you to empty your belongings if needed. Vehicles must be returned clean, in the same state and condition as received on handover and with the vehicle fully cleaned inside, toilet cassette emptied and clean, wastewater emptied and a full tank of diesel, if this isn't the case then the relevant additional charge will be made.

EARLY COLLECTIONS

Prior to the above time slots may be possible subject to availability and are subject to an extra charge of £10 per hour for this service. This applies to pre-arranged early collection requests only, earliest collection is 10am when available.

LATE RETURNS

These can have a significant impact on the next hire. If you fail to return the motorhome by 11am you will be liable to an extra charge fee of £50 per hour. There are no refunds for motorhomes returned early. Bearing in mind vehicles need to be cleaned, maintained & ready for collection for the next hirer, hence an 11am latest return time, if you feel you may need extra time for your journey back to our base especially when travelling on longer journeys and including time to re-fuel then we advise booking an extra day's hire at time of booking to guarantee the vehicle for the travelling time required and to avoid late return charges.

5. AVAILABILITY

If by the unlikely event the motorhome is not available as agreed, which is almost always due to events beyond MMH control (an unlikely event to happen) but if your booking has to be cancelled (which MMH has the right to do) we will offer you the choice of an alternative motorhome or, if no suitable replacement is available, provide a full refund of all monies you have paid for your booking.

6. SUITABLE PERSONS

MMH has the right to refuse to hand over a motorhome to any person who, in the reasonable opinion of MMH, is not suitable to take charge and who does not seem to be completely competent at the time of hire.



7. PETS

The transporting of pets in the motorhome is strictly forbidden unless already agreed in advance with MMH. There is a £40.00 per pet charge for one and a discount of £35.00 per pet for 2. If no permission was obtained and it is determined that pets were carried on the vehicle during the hire period MMH reserves the right to make an appropriate charge.

At no time should pets, if allowed, be left unattended in the motorhome or allowed onto beds and seating areas.

8. SMOKING

Smoking in the motorhome is ILLEGAL, any infringement will incur a minimum cleaning cost of £150

9. VEHICLE TRACKING

A Tracking device is fitted to the Motorhome which gives regular updates to the Operator on Speed, how the vehicle is being driven, harsh acceleration/braking etc – please ensure you keep to the speed limits and drive smoothly with care.

10. RENTAL PERIOD

You will have the vehicle for the rental period shown in the agreement. If you do not bring the vehicle back prior to the agreed time you are breaking the conditions of this agreement and may invalidate the insurance. An additional charge may be applied for late return; See item no.4 for charges.

11. YOUR RESPONSIBILITIES

a. You must look after the vehicle and the keys to the vehicle. You must always lock the vehicle when you are not using it and use any security device fitted to or supplied with the vehicle. You must always protect the vehicle against bad weather which can cause damage. You must make sure that you use the correct fuel (DIESEL). You are responsible for any damage to the vehicle caused by hitting low level objects, such as bridges or low branches.

b. You must not sell, rent or dispose of the vehicle or any of its parts. You must not give anyone any legal rights over the vehicle.



c. You must not let anyone work on the vehicle without Monmouthshire Motorhome Hires permission. If MMH does give you permission, you will only receive a refund if you have a receipt for the work.

d. You must let MMH know as soon as you become aware of a fault in the vehicle.

e. You must bring the vehicle back to the place agreed, at the time agreed and remain responsible for the vehicle until this time. MMH must see the vehicle to check that it is in good condition.

f. You will have to pay for repairs if: The vehicle needs more than our standard valeting (cleaning) including, but not limited to upholstery, furniture, bathroom, floors, cab etc. You have damaged the vehicle in any way, inside or out.

g. Before you bring back the vehicle you must check that you have not left any personal belongings in the vehicle.

h. You are responsible for any loss or damage to the motorhome including that caused by neglect, misuse, accident or not your fault. If the hirer is found to have damaged the vehicle through negligence, and/or no other vehicle was involved, the hirer will be responsible for FULL RECTIFICATION COSTS. The items that are not covered by the insurance include, but are not limited to; interior fitments, spills or damage to upholstery, front and rear bumper, over cab mouldings, cabin structure, roof lights, windows, wing mirrors and external doors, vehicle engine, (other than wear and tear), incorrect fuel or fuel contamination, fuel in the fresh water system and running out of fuel, fresh water in the fuel system and all charges resulting from these points.

i. You are responsible for any/all Parking fees, tolls, congestion, ULEZ and fines e.g.: PCN whilst on hire. The hirer agrees to pay MMH upon receipt of receiving these.

j. The vehicle must be returned fully cleaned internally including the oven, grill, hob area, fridge, all surfaces, cupboards, tables, floor, cab area, shower and toilet areas and all external lockers. There is no requirement to clean the outside of the vehicle. Failure to return the interior of the vehicle clean will incur a cleaning cost of up to £100:00.

12. CONDITIONS FOR USING THE VEHICLE

The vehicle must only be driven by you and any other driver named on the hire insurance policy. Anyone driving the vehicle must have a full valid driving licence. You or any other authorised driver must not:

- Use the vehicle for hire or reward.
- Use the vehicle for any illegal purpose.
- Drive on any/surface other than sealed tarmac or hardstanding/solid ground.
- Use the vehicle for racing, pace making, testing the vehicle's reliability and speed or teaching someone to drive or for stop/start events such as use as a support vehicle for cycling tours etc.;



- Drive on beaches or bogged grass/fields or submerge in water or saltwater.
- Use the vehicle while under the influence of alcohol or drugs.
- Drive the vehicle outside England, Scotland and Wales, unless we have given you written permission.
- Overload the vehicle beyond 3,500kg
- Carry on board any fireworks, corrosive or flammable products, gases and hazardous liquids.
- Hide or conceal any damage that has occurred by yourself to any part of the vehicle especially in instances where damage may not be instantly visibly obvious e.g. undercarriage
- The total number of people that can be carried in the vehicle is limited to the total number of seatbelts fitted. This is a legal requirement – you must not carry anyone that is not using a seatbelt.

13. CHARGES

Charges are based on the MMH price list at the time of booking. You will be charged for:

- a. The rental and any other charges we work out according to this agreement.
- b. A charge for any loss or damage to the motorhome including that caused by neglect, misuse, accident or not your fault, subject to the cover provided by the hire insurance.
- c. Any charge for loss or damage resulting from you not keeping to condition 12.
- d. You must empty the toilet cassette and the grey water tank at the end of the hire period. There is a £50 charge for un-emptied/cleaned cassettes and a £35 charge for un-emptied grey water tank. Cooker Hob & oven not clean £20, shower/toilet compartment not clean £30. Fridge/freezer not emptied and cleaned £20
- e. A refuelling service charge if you have used, and not replaced, more fuel than was supplied originally. The charge is based on the cost of the fuel plus £20.
- f. Gas is included, (propane) but should you need to replace an empty bottle (please replace cylinder at a garage or campsite, the same make/supplier of gas should be purchased) during your hire, this is your responsibility to do so but retain the receipt and you will be refunded the cost of the gas. We will not reimburse the cost of a new cylinder.
- g. All fines and costs (including court costs) for parking, traffic or other offences, congestion charges, (including any costs which arise if the vehicle is clamped). You must pay the appropriate authority any fines and costs if the authority demands this payment. If you do not, you will be responsible to pay any costs and reasonable administration charges which arise when MMH must deal with these matters.
- h. Any charges arising from Customs and Excise or Immigration Authorities seizing the vehicle, together with a loss-of-income charge while MMH cannot rent out the vehicle, if and when MMH demand this payment.



i. Interest which will be added every day to any amount you do not pay on time, at the rate of 4% a year above the base lending rate of TSB from time to time.

j. Value added tax and all other taxes on any of the charges listed above, as appropriate. You are responsible for all charges, even if you have asked someone else to be responsible for them. Any other fees/charges inc. costs incurred as a result of breach of these terms & conditions. m. Daily rental period costs for loss of hire if a vehicle is off hire for accident repairs as a result of damage by you.

14. MILEAGE CHARGES

Standard hire will include 125 miles use per day. Excess mileage on return will be charged at £2 per litre.

15. SECURITY BOND (DEPOSIT)

A security/damage deposit of £1,000 (UK hire), is payable by cleared funds six days prior to collection of the motorhome. Damage to the motorhome (externally or internally) will be deducted from this deposit to cover costs of repairs/fitments or the insurance claims excess as described in these terms and conditions. You agree that the deposit is payable in full as a condition of hire, payment to be made to MMH by cleared funds prior to collection of the vehicle. The deposit will only be retained by MMH if, on return of the hire vehicle, it is found that damage or losses have been incurred. In such an event, the deposit is retained by MMH who will place it in its account until the claim or dispute is settled. The agreed amount for the repair/s or item/s will be kept by MMH with the balance of the deposit (if any) refunded to you. The deposit will be refunded within 7 days of the return of the vehicle if returned damage free and no penalty/legal/infringement costs have been incurred.

The insurance policy excess liability is £1000.00 in respect of each and every individual incident resulting in damage to the vehicle, the hirer shall pay MMH an amount up to 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 MMH in proceeding to recover the same from any Third Party.

In the event of damage, the following charges may apply;

a. The prevailing daily hire rate (maximum 5 days per incident) plus other associated charges, if applicable, transfer to warranty approved repairing garage and for the time incurred by the repairing garage to carry out the required repairs arising from an incident, even if an account is forwarded to a third party.

b. Hirer is liable as the bailee 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 during the period of hire;

All parking, road-traffic or other legal violations are subject to a minimum £25.00 administration fee per incident.

c. In the event of break in or theft of the vehicle, the insurance excess is £1000. Hirer will be liable for associated administrative fees, plus loss of revenue at the prevailing daily hire rate (max 5 days), transfer to warranty approved repairing garage and storage fees.

d. If Vehicle is stolen, it should be reported to MMH immediately and in any event within 24 hours. It should also be reported to the Police immediately and a crime reference number should be obtained and provided to Owner.

e. In the event of freshwater tank contamination, the insurance excess liability is £1,000.

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

g. MMH costs, including reasonable legal fees were permitted by law, incurred collecting payment due from the hirer hereunder.

h. If damages are due to negligence of the hirer, the hirer will be liable for the standard insurance excess liability of £1000 administrative fees, plus loss of revenue at the prevailing daily rate (max 5 days), diminishment of value, towing, transfer to warranty approved repairing garage, 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 during the hire period.

Monmouthshire Motorhome Hire shall have the sole right and responsibility to repair the Vehicle.

If Vehicle is not returned to the original collection point (as indicated on the motor rental agreement) without the written consent of MMH, the hirer will be liable for full cost of repatriation of the vehicle.

If the hirer breaches this agreement, the hirer agrees to cease using Vehicle and to pay all expenses incurred by Owner in returning Vehicle to the rental collection point.

16. THE HIRE INSURANCE

The motorhome is insured for the period of the hire (except in the event of negligence see 12h). A copy of the insurance policy is available from MMH on request.

It is strongly recommended that you take out your own personal travel insurance policy as you would for any holiday to cover all eventualities such as protection of personal belongings, injury, public liability as MMH does not cover this on their insurance.

17. WHAT TO DO IF YOU BREAK DOWN



Whilst we assure you that every effort is made to ensure the motorhome is in a safe roadworthy condition prior to hire, in the unlikely event of a breakdown the vehicle is covered for roadside assistance and 24/7 recovery, if necessary recovery will be back to the home address where collected, No responsibility can be accepted by MMH for any loss or damage or expense which occurs as a result of any defect or breakdown unless it is due to a proven reason of MMH failure to adequately maintain the motorhome in a fit state and condition.

If you own breakdown, you should contact the breakdown service that covers the vehicle RAC and inform MMH immediately – details in the vehicle.

18. WHAT TO DO IF YOU HAVE AN ACCIDENT

No responsibility can be accepted by MMH for any loss or damage or expense which occurs as a result of any accident. If you have an accident, you must not admit responsibility. You should get the names and addresses of everyone involved, including witnesses.

You should also:

- Make sure all passengers are safe and that the vehicle is secure.
- If appropriate and safe to do so, take photographs and complete the Accident Report Form
- Tell the police straight away if anyone is injured or there is a disagreement over who is responsible
- Contact MMH within 4 hours of the accident occurring.
- You must produce an accident report sending one copy to MMH, the form is provided in the vehicle.
- You must assist MMH in handling any claim that should arise.

19. WINDSCREENS AND TYRE

You are responsible for any damage to windscreens and windows, punctures or other damage to tyres during the period of the hire. Where possible it should be repaired or replaced as appropriate with genuine manufacturer's parts and paid for by you at the time. You should contact the operator to seek instructions before carrying out the repair. Failing this, an amount will be deducted from your deposit against damages for the cost of the repairs

20. INFORMATION

If you break the agreement MMH reserves the right to give the information you have provided to credit reference agencies, the Driver and Vehicle Licensing Authority (DVLA), debt collectors and any other relevant organisation. We can also give this information to the British Vehicle Rental and Leasing Association (BVRLA), who can pass it on to any of its members for any purpose stated in the Data Protection Act 1998.

21. WHAT TO BRING ON THE DAY.



Valid Driving Licence. Valid Passport (photo ID) and two documents with proof of address.

Bedding and towels as these are not provided.

22. PARKED OWNERS VEHICLES

If the hirer wishes to leave their vehicles at 6 Maindiff Drive for the duration of the hire this is completely fine and no charge will be made for such action, but MMH accepts no responsibility for any damage, however incurred, that may occur to the vehicle.

23. GOVERNING LAW.

This agreement is governed by the laws of the United Kingdom. Any dispute may be settled in the courts of that country.

It is strongly recommended that you take out your own personnel travel insurance policy as you would for any holiday to cover all eventualities such as protection of personal belongings, injury, public liability etc. as MMH does not cover this on their insurance.

25. SIGNATURE:

By signing below, you are agreeing to all the Terms and Conditions above and specifically agree to be bound by the terms and conditions of the Insurance which you have seen and read or have had the opportunity to see and read as detailed in this document. You are also authorising Monmouthshire Motorhome Hire (MMH) to irrevocably recover any monies due to them from the cash bond in the event of any damage/loss incurred to the motorhome whilst on hire to you.

SIGNED AND AGREED:

By Monmouthshire Motorhome Hire

Sign.....Print.....Date.....

..

By The Vehicle Hirer

Sign.....Print.....Date.....

CONTACT PHONE NUMBER:

Return of your bond

At the end of the hire agreement, subject to our terms and conditions, we will return your bond.



If you have deposited your bond by Internet Banking, we will return your bond directly to your bank. Please provide your bank details below:

Account Holder Name:

Sort Code:

Account Number:

This must be the same account as the bond was paid from.