



# Gala Motorhome Hire

## TERMS & CONDITIONS OF HIRE

We would like to make your motorhome holiday as easy and carefree as possible, to do this we must apply the following terms and conditions in order to protect both the hirer and the company.

These terms and conditions should be agreed to and signed for prior to commencement of the hire

### 1. DRIVER(S)

Drivers must

- be between the age of 23 and 75 years of age at the time of booking, and during the hire period. Up to 2 drivers may be named. (Subject to acceptance by insurer). Drivers aged 23 & 24 are subject to an increased VDE deposit – see 3. Insurance.
- have a full driving licence with a minimum of 3 years with driving experience.
- be free of driving offences/accidents except for minor speeding/parking offences. (Subject to acceptance by insurer)
- provide original licence documentation at the commencement of the hire.
- show 2 other forms of ID, showing proof of address, dated within the preceding three months, this will be required prior to the commencement of hire. E.g. utility bill, bank or credit card statement, council tax bill etc.
- complete our Driver's Declaration Form, a minimum of 5 days prior to the commencement of hire. Drivers with a UK licence must supply driving licence and NI numbers to allow details to be accessed on the DVLA site.
- declare anything that may affect the insurance of the vehicle. E.g. previous driving bans, health issues etc.
- ensure that all passengers are wearing seatbelts where fitted, and where required by law.
- Additional drivers, and drivers with other convictions will be considered, but will only be accepted at the discretion of our insurer, and may incur additional charges. Please contact us if this is required before hire.

The named drivers on hire will be liable for all expenses, fines, endorsements etc., incurred due to violation of traffic laws, regulations etc.

**Important:** Some for driver's occupations / circumstances not accepted by our insurer, please request information on this.

### 2. BOOKING PROCEDURES

- A deposit of £150 is required at time of booking, this will be deducted from the total hire charge at time of paying balances and is non-refundable in the event of cancellation. For hires longer than 14 nights, an increased deposit may be applied.
- Bookings can be made by completing our Enquiry/Booking Form and on confirmation of availability. Telephone bookings can be made.
- Booking deposits must be received within 5 working days of confirmed booking.
- Confirmation of your booking will be sent to you by e-mail with an invoice for the hire charges.
- Payment must be made in full at least 14 days prior to commencement of hire. Bookings made less than 14 days from date from hire, must be paid in full at time of booking.
- Payable by credit/debit card, bank transfer.
- Driving licence check and a copy of the Terms and Conditions must be signed prior to commencement of the hire.

### 3. INSURANCE

Comprehensive Insurance for the vehicle is included in the hire charge. This does not include internal fixtures, fittings and equipment.

Hirers are advised to insure their own personal possessions and are recommended to have relevant travel/medical insurance.

There may be insurance surcharges depending on driving history, minor convictions, or health restrictions.

It is **YOUR** responsibility to provide full and accurate information on the Driver's Declaration Form.

In the event of the motor policy being invalidated because of non-disclosure of relevant facts, the company, will hold YOU responsible for all losses, fines and any other eventualities.

There is an insurance excess of £500, (£1250 for those aged 23 or 24). A VEHICLE DAMAGE EXCESS (VDE) deposit of £500, shall be taken at the start of the hire to cover any damage or loss for any one incident or accident whilst the vehicle is on hire to you and in your care. The VDE can be charged to a card and will be returned within SEVEN WORKING DAYS from the end of the hire, provided there is no damage, shortages or incurred surcharges and fines.

In the event of any damage resulting from the actions of a third party, for which we are able to reclaim the excess, the VDE shall be returned to you once we have recovered this excess.

The motorhome is only insured for the hire period, i.e. agreed dates and times.

If you are likely to be late in returning, you must contact us immediately by telephone, in order that we can make the necessary arrangements.

Driving of the vehicle after the expiry time of the hire, may result in the driver committing a traffic offence and subsequently liable to prosecution under Road Traffic Acts.

**YOU** will be responsible for any accidental damage, injury and consequential loss after the expiry of the hire period.

Items **NOT COVERED** under the insurance, and which are the **SOLE RESPONSIBILITY** of the hirer

- Windows/skylights.
- Loss/damage/theft to the radio, stereo equipment and aerials.
- Interior damage including; burns to seats, carpets, and other damage.
- Vandalism and malicious damage of any kind to the vehicle.
- Personal effects within or from the vehicle.
- Roof and overhead damage resulting from an incident or accident. Please note that roof and overhead damage is defined as that above 2 metres, (or 6' 8"), above ground level.

- All drivers must be aware of the height of the vehicle and are responsible for all damage if driven under an obstruction that is too low for it to clear – examples being low bridges, height restrictions barriers, trees, signs etc. In the event of such damage occurring, THE INSURANCE WILL NOT APPLY and the YOU will be liable for the costs of all repairs, damages, and subsequent losses.

#### 4. COLLECTION & RETURN

Standard Times – The motorhome is available for collection between 1.00pm and 5.00pm, (13.00hrs and 17.00hrs), on the first day of hire, and must be returned between 9.30am & 11.00am (09.30hrs and 11.00hrs), on the last day of the hire. Other arrangements can be made, but these must be agreed in advance, and are subject to availability of vehicles.

- Failure to return the motorhome within the agreed time on the last day of the hire shall incur a **LATE RETURN PENALTY** of £50 per hour, together with any other costs incurred, including any compensation payable to the subsequent hirer.
- No refunds will be given if the motorhome is returned early.
- Upon return of the motorhome a representative of the company will check the vehicle for damage, cleanliness, shortages, fuel, tyres, washroom area and kitchen area
- **YOUR** vehicle can be left at the motorhome pick up point. This is a public area, and vehicles are left at the **YOUR OWN** risk. The company will take no responsibility for any loss, or damage caused in your absence

#### 5. ACCIDENTS OR BREAKDOWNS

- Whilst we assure you that every effort is made to ensure that the motorhome is in a safe and roadworthy condition prior to the period of hire, in the unlikely event of a breakdown, the vehicle is covered for roadside assistance, and recovery 24/7. If necessary, recovery will be back to the home address.  
Glenburn Garage  
Peebles Road  
Galashiels  
TD1 1TH
- We will not be held responsible for any expenses or losses, e.g. hotel or transport costs, any 3rd party claims or damages subsequent to any breakdown of the motorhome.

- **YOU** may authorise repairs and replacements up to fifty pounds (£50) and will be reimbursed upon providing us with a valid VAT receipt for said repairs/replacements.
- Please note that where the company incur costs through negligence on your part, any charges incurred by the company will be passed on to you.
- Incidents of negligence include, but are not limited to incorrectly refueling the vehicle, locking the keys inside vehicle and/or losing keys.
- All accidents/incidents resulting in damage or loss, must be reported to the company immediately for further instruction.
- An accident report sheet must be completed which can be found in the information folder within vehicle. This should include all details of the accident/incident and all parties, witnesses and vehicles involved should be noted on the forms and returned to us upon termination of the hire.
- Should the damage to the vehicle require specialist repair we may require you to return the vehicle prior to the scheduled end of hire.

#### 6. DIESEL, FUEL AND CAMPING GAS:

- A full tank of diesel will be provided with the vehicle at commencement of the hire, you are required to return with a full tank. Any shortage will be charged at a rate of £2.00 per litre.
- **YOU** will be responsible for all associated costs of incorrectly refueling the vehicle, e.g. fueling with petrol instead of diesel.
- It is the hirer's responsibility to check that the oil and water levels of the engine as well as tyre pressures, are correct on a daily basis.
- 2 propane gas cylinders are provided, one full, and the other part full. In the unlikely event that you run out of gas, please replace one cylinder at a garage or campsite. The same make/supplier of gas should be purchased – we will not reimburse the cost of a new cylinder. Bring the vat receipt to us at the end of the hire period and we will fully reimburse the cost of one bottle of gas.

#### 7. ADDITIONAL CHARGES

- Our motorhomes and equipment are supplied in the best possible condition and we ask that you maintain that standard and return the vehicle in a similar condition as received. Cleaning materials and equipment are supplied with the vehicle to facilitate this.

Should the vehicle not be returned reasonably clean, we reserve the right to make charges against the VDE taken from you at the commencement of the hire. A full inventory is included in the information folder in the vehicle.

#### Additional Charges: -

Toilet cassette not empty and clean	<b>£50</b>
Shower/Toilet compartment not clean	<b>£30</b>
Fridge/Freezer not empty and clean	<b>£20</b>
Cooker Hob, Oven Grill & Microwave (where fitted) not clean	<b>£20</b>
Damaged or punctured tyre(s)	<b>£ replacement or repair cost</b>
Windows, skylights, or lights damaged, chipped, or cracked	<b>£ replacement cost</b>
Bike rack damage	<b>£ replacement or repair cost</b>
Aerial damage	<b>£ replacement or repair cost</b>
Failure to return at scheduled time	<b>£ see section 4.</b>

This list is not exhaustive and is only meant to represent some causes of incurred additional charges.

#### 8. CANCELLATIONS

Cancellations must be in writing and are charged as follows:

Any cancellation after confirmation of hire – Loss of deposit.

Less than 14 days prior to commencement of hire – Loss of the full hire cost.

**WE** reserve the right to cancel the hire if at the commencement of the hire the driver's licences are invalid or do not meet our terms and conditions for hire, in these circumstances the total hire charge will be forfeited, hirers are strongly advised to insure against any unavoidable cancellation.

#### 9. SMOKING

Smoking within the motorhomes is **STRICTLY FORBIDDEN**.

Failure to comply will result in a £150 charge.

#### 10. AVAILABILITY

Every effort will be made to ensure that the motorhome reserved is available. However, if due to circumstances beyond our control the vehicle is not available, we will in no way be held responsible. We will endeavor to supply

a similar replacement vehicle, failing which all monies paid to the company will be refunded.

**WE** reserve the right to vary the rates and conditions at any time and to cancel or refuse hire to any person without explanation or prior warning.

### 12. INTENDED METHOD OF PAYMENT

Credit Card/Debit Card/ Bank Transfers are all accepted methods of payment.  
(We cannot accept American Express)

- In order to give a seamless handover of the vehicle on collection day, we may request that you contact us the day before your hire to give us details of your payment method for the **VEHICLE DAMAGE EXCESS**, payment will not be taken until the day of hire.

### 13. WHAT DO I NEED TO BRING ON THE HIRE DAY? (For Each Driver)

- VALID DRIVERS LICENCE
- INTERNATIONAL DRIVERS PERMIT IF APPLICABLE
- VALID PASSPORT or NATIONAL ID CARD (photo ID)
- 2 DOCUMENTS GIVING PROOF OF ADDRESS DATED WITHIN 3 MONTHS EG UTILITY BILL, BANK/CREDIT CARD STATEMENT, COUNCIL TAX BILL ETC
- Please note: we require all of the paperwork or we will not be able to hire the motorhome to you and you will be liable for the cost of the hire.**

Driver's occupations / circumstances not accepted by our insurer

- Persons who have been convicted of an offence in connection with the driving of a motor vehicle or motorcycle and/or have had their driving licence endorsed or suspended or more than 6 penalty points imposed. "SPENT" convictions, covered by the Rehabilitation of Offenders Act 1974 may be disregarded.
- Persons who have had their insurance declined and/or renewal refused and/or special insurance terms imposed as a result of claims experience and/or have had their insurance or cover cancelled by any Motor Insurer.
- Persons engaged wholly or partly in professional entertainment or professional sports persons.
- Jockeys and persons connected with racing,

gaming industry or press of any sort.

- Undergraduates and/or students under 25 years of age.
- Persons who, whilst driving, have been involved in more than one accident during the past 3 years.
- Foreign Service Personnel other than persons holding a full UK/EU licence for two years or more.

If you are restricted by any of the above, please contact us and we can contact our insurers. Depending on circumstances, our insurer may accept a driver in one of the above categories, possibly with increased charges or excess.

### Contact

3 Nichol View  
Galashiels  
TD11NP  
(Motorhomes are not kept at this address)

T: 07903 349 654  
T: 07850 280 363 (EMERGENCY)  
E: info@galamotorhomehire.co.uk

#### Hirers signature

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Date .....

#### Owners signature

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Date .....