

# Terms & Conditions

It is vital to be fully aware of the contents of this page, which in tandem with the terms set out on the hire agreement constitute the terms and conditions of hire. Breach of any of these terms, depending on the nature of the breach, may give rise to: the loss of your security deposit; a breach in the terms of the vehicle's insurance leading to a lack of cover for an individual or occurrence; a criminal offence being committed.

## Glossary Of Terms

### 'You/Your/Yours'

Refers to the hirer of the vehicle as recorded on this agreement, and any additional drivers also recorded on this agreement.

### 'We/Our/Us'

Refers to [cassiescampers.co.uk](http://cassiescampers.co.uk) and its employees and agents.

### 'The Parties'

Refers to the hirer of the vehicle as recorded on this agreement, any additional drivers also recorded on this agreement, and Cassie's Campers Ltd and its' employees and agents.

### 'Agreement'

Refers to the entirety of the hire agreement, to include the first page with details of the hirer, the vehicle and any charges, and every part and page of these terms and conditions, all of which constitute the entire agreement between the parties.

### 'Hire'

Refers to the provision to you of the vehicle by us in accordance with the terms of this agreement.

### 'Vehicle'

Refers to the vehicle provided to you by us in accordance with the terms of this agreement.

### 'Charges'

Refers to any and all charges levied at you by us in respect of the hire of the vehicle in accordance with the terms of this agreement: mandatory, elective and/or refundable; to include deposits, daily rates, additional extras and penalty charges.

#### 'Accessories'

Refers to any supplemental and/or additional item provided by us to you as part of the hire of the vehicle according to the terms of this agreement, that nonetheless does not form part of the vehicle itself.

#### 'Damage'

Refers to any loss or defect that arises while the vehicle is in your care, whether cosmetic, electrical or mechanical, that causes the vehicle to no longer be in the same condition as it was when we provided it to you.

## Hire Of The Vehicle

### 1. Collection & Return of Vehicle

a) You must collect the vehicle from 1pm on the day that hire is due to commence. Please allow at least 35 minutes to demonstrate the workings of the vehicle and its accessories.

b) You must return the vehicle between 9:30am and 11:30am on the final day that hire is arranged for. The vehicle must be clean and in the same condition as when it was collected, and must have a full tank of the correct fuel type (diesel). Should this prove not to be the case, a charge will be levied, which will in the first instance come out of your security deposit.

c) Should the vehicle have been involved in an accident involving damage to itself or third party property, you will be liable for the policy excess shown below:

#### *UK Hire and Residency:*

21 – 24 years old - £1,150

21 – 24 years old (with 3 x 3 penalty points) a £1,650

25 - 79 years old – £750

25 - 79 years old (with 3 x 3 penalty points) – £1,250

d) If it becomes clear that you will be late returning the vehicle, you must advise us immediately, as any failure to do so will mean that you are driving the vehicle while uninsured, which may in turn give rise to your prosecution.

e) If you lose the use of the vehicle for any reason during the period of hire, we have no obligation to refund you any money paid to us, and are not required to provide you with a replacement vehicle.

### 2. Drivers

a) All drivers must be aged between 21 and 79 years old, and have held a full valid driver's licence for two years. We reserve the right to refuse the hire of a vehicle to any driver we see fit without explanation.

Excludes hirers and drivers who:

- have not held a full driving licence for 24 months
- are engaged in professional gambling, sport or entertainment, hawking or general dealing, street or market trading, or modelling
- have been involved in more than one motoring accident or claim in the last 3 years
- have been convicted of any motoring offence or has a prosecution pending other than parking or one speeding offence.
- suffer from any medical condition requiring notification to the DVLA and authorisation has not been granted

We may consider exceptions to the above on a case by case

b) Details of any additional drivers will be required at least 7 days in advance of the commencement of hire.

c) A valid driver's photographic licence plus DVLA license check code must be produced by all drivers at the commencement of hire. Copies/scans of both licenses to be e-mailed to [info@cassiescampers.co.uk](mailto:info@cassiescampers.co.uk) in advance of the day of hire commencement.

d) Two forms of ID shall be obtained for every driver. The following documentation is acceptable proof of address alongside one utility bill/statement;

- Electricity / Water / Gas
- Broadband/Landline
- Council tax
- TV licence
- Bank Statement
- Credit card bill / statement
- Mortgage statement
- Polling card
- HMRC self-assessment / tax credit
- Student loan
- Payslip
- Mobile Phone Bills
- Pension letters
- Car Finance Statement
- Loan Statement
- Property deed

An annual council tax bill will be accepted. All other documents must be dated within 90 days of the hire date. The address & name on your licence must match both documents.

e) Drivers will be held personally liable for any and all legal penalties (eg: fines, charges or illegal activities undertaken), which are incurred during the period of hire, except where those penalties can be proven to reflect upon the condition of the vehicle at the point of hire. These include ULEZ, toll and parking charges.

### 3. Use of the Vehicle

a) The vehicle is not to be:

- engaged in professional gambling, sport or entertainment, hawking or general dealing, street or market trading, or modelling.
- driven in an unsafe, reckless or dangerous manner
- driven off the road or on unsafe road surface
- used in a manner which could cause damage to the vehicle, its passengers or third parties or their property
- driven by a person in any way under the influence of alcohol or drugs, or with a blood alcohol level above the legal limit
- driven by any person not authorised by us to do so (see Glossary Of Terms, Driver/Drivers)
- driven by any person under the age of 21
- driven by any person not legally entitled to drive a motor vehicle
- driven by any person not legally entitled to drive a motor vehicle of this type
- driven by any person not in possession of a full valid driving licence
- left unoccupied with any of the keys in or on the vehicle
- submerged in water, or put into contact with salt water
- used for any illegal purpose, or for any race, rally or contest
- used to tow any other vehicle and/or trailer
- used to carry passengers/property for hire and reward
- used to carry more passengers/property than is permitted by the specific hire agreement entered into
- used to carry volatile material (including but not limited to liquids, gases, explosives or corrosives)
- used in any way that would breach your obligations under the hire agreement
- permit smoking in or near the campervan or awning
- lent or hired the campervan to a third party
- used to carry more passengers than the permitted capacity of the camper van
- moved without the written consent of Cassie's Campers out of the permitted counties on the UK mainland or Ireland
- driven on non standard roads or in extreme weather conditions as defined by the hire company
- sold or used for any attempt of financial gain

3b) The Vehicle may only be used for the maximum number of people listed on Cassie's Campers website and / or mentioned by the Hirer when booking the Vehicle.

#### 4. Smoking in the Vehicle

The law states smoking is not permitted in shared vehicles or enclosed premises (including an awning). Failure to comply will result in total loss of deposit. This includes the use of vapes.

#### 5. Taking Pets

a) Should you wish to bring a pet or pets along, please ensure you have booked the additional pet levy. We reserve the right to refuse to allow your pet or pets at our own discretion and without explanation.

b) Should your pet cause damage to the vehicle's interior and/or accessories, the cost of rectification will be deducted from your security deposit in the first instance.

#### 6. Modifications to the Vehicle

You will not make any modifications of any kind to the vehicle's exterior, interior, mechanical or electrical workings or accessories without our prior consent.

#### 7. Maintenance of the Vehicle

a) You will ensure that the vehicle is properly maintained while in your care, within a reasonable limit. This is to include checking oil and water levels on a daily basis, and ensuring that the vehicle's tyres are safe before moving off.

b) Regular checks of the battery are also essential. Do not continue to run the battery for an extended period in order to run electrical equipment or accessories.

c) Provided the fault is not due to your actions, or due to any breach of these terms and conditions or of this agreement, we will reimburse you up to £50.00 for proportionate and reasonably incurred costs in effecting any mechanical repair with the vehicle, providing that you can provide receipted documentation proving the work undertaken and the amount incurred and have received our prior consent to undertake the work.

#### 8. Booking and the realisation of the Rental Agreement

8a) A Hirer can only submit a booking request via our MS Booking Form. This is found via our website Availability page. If we accept the reservation request, the Hirer will be notified by Cassie's Campers via email.

8b) The Rental Agreement comes into effect after a deposit has been made as described in 12(a)

8c) When handing over the Vehicle, Cassie's Campers must hand over the following documents to the Hirer:

- a) A valid insurance certificate
- b) The Vehicle's user manual and Information Pack and
- c) The Vehicle's inventory.

8d) Cassie's Campers must give the Hirer instructions for both driving the Vehicle as well as the proper use of the accessories and amenities.

8e) Cassie's Campers must state any pre-existing defects and damages to the Hirer. A Transfer Document (see section 9) will be provided on handover of the vehicle which must be signed by both parties

## 9 Transfer Document

9a) The transfer form will be considered leading in determining the state of the Camping Vehicle upon start and end of the Rental Period. Signing of this document by both parties will be considered legally binding and will be undertaken on Vehicle handover and again on return.

9b) The transfer form includes:

- mileage and fuel level as at the start and end of the Rental Period
- details of any interior and exterior damage
- whether the Inventory List is complete and correct
- a ticklist of official documents made available by Cassie's Campers to the Hirer
- whether all accessories and amenities, as indicated in the Listing, are present and functioning properly

9c) Upon dropping off the Vehicle, the Hirer and Cassie's Campers must report via the transfer form any new damages and defects present on the interior or exterior of the Vehicle. Damages or defects which are not inspectable upon drop off but can clearly be attributed to the Rental Period, such as using the wrong fuel type, should be reported to the Hirer within 48 hours.

9d) If parties disagree on the content, both parties have to sign with the addition of a remark with their name in front of it, stating their disagreement. If one of the parties chooses not to sign, the version of the party that did sign shall be considered leading.

9e) If Cassie's Campers wish to report damage to the exterior of the vehicle after the Rental Period has ended, the last-signed transfer form will be considered the basis for determining if this damage demonstrably occurred during the Rental Period

9f) Only the countries, states or regions described on the transfer form and / or stated in the advertisement are allowed to be visited with the Vehicle.

## 10. Making Payment

a) A booking is only fully confirmed once a booking deposit of 30% of the total balance has been received, at which point your confirmation email will be sent. The balance of the hire charges must then be paid at least 7 days before hire commences.

b) Should booking occur within 7 days of the date that hire is due to commence, the full hire charges will be payable immediately upon booking, and upon receipt the confirmation email will be sent.

c) Payment of the hire charges is bank transfer. Payments must be made for the correct amount and in the correct currency (GBP).

d) A security deposit as referenced in section 1(c) is payable 24 hours before the hire date

## 11. Cancellation Charges

a) If you wish to cancel the reservation 31 days or more from collection date, Cassie's Campers will issue a full refund. Otherwise, the following timeline applies:

- Within 30 days of travel = 75%
- Within 14 days of travel = 50%
- Within 7 days of travel = 25%
- Within 2 days of travel = 0%

b) If the Hirer wishes to return the vehicle early, this is to be done at a time and place agreed upon with Cassie's Campers. No refund will be issued for unused days. No refund of service costs will be issued.

## 12. Your Security Deposit

a) A security deposit for the amount shown below is payable before hire can commence. This deposit must be paid BACS transfer 24 hours before the hire date and is fully refundable upon the return of the vehicle (this may take up to 5 working days), provided it and any accessories are delivered on time and in the same condition as when they left. This must include a full tank of the correct fuel type.

21 - 79 years old – £750

21 - 79 years old (with 3 x 3 penalty points) – £1,250

b) The deposit will be refunded to your card within 5 days of these conditions being met.

c) You will be charged at if the vehicle is returned past the agreed time, at £25.00 per hour. This is to cover any losses due to the vehicle not being completely cleaned, valeted and re-stocked before the next customer arrives to collect it.

d) Should any damage to the interior of the vehicle and/or the accessories exceed the security deposit, you will be liable for settling these additional costs.

e) Should the damage not exceed the security deposit then we will only charge you for the amount required to set right the damage, and will return the remainder of the deposit to you.

### 13. Chargeable Insurance Extras

Insurance for additional drivers is charged at £30.00 per additional driver per rental, with a maximum of three drivers allowed. We reserve the right to refuse hire of a vehicle to any driver we see fit without explanation.

## Insurance

### 14. Vehicle Insurance

a) Comprehensive insurance cover is included in the stated price, with a standard excess of £750.00 payable in the event of any accident damage to either the vehicle or third party property. You will be liable for this excess, as well as for the replacement or repair involved in any damage to the windscreen or tyres. The excess for repairs to windscreen and / or windows, is £75. This amount may be taken from the security deposit if required.

b) The driver, or drivers, must be a minimum of 21 years old in order for them to be covered, and as a consequence we will not allow any additional driver below this age unless otherwise agreed by the Insurer.

c) Repair costs which are less than the Insurance Excess will be invoiced directly to the Hirer. An insurance claim will only be made if the total repair cost exceeds £750.

d) Hirers cannot be insured in the following circumstances:

- Hirers under 21 or over 70 years of age unless otherwise agreed by the Insurer.
- Hirers aged 21 or over unless a full driving licence valid in the United Kingdom, or International equivalent has been held for 24 months.
- 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 penalty points imposed.
- Parking and not more than two speeding offences in the past 3 years may be ignored.



- Persons who have any mental or physical defect or infirmity or suffers from fits, diabetes or any heart complaint.
- 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 of any sort.
- Persons who, whilst driving, have been involved in more than one accident during the past 3 years.
- Foreign Service Personnel other than persons born in the United Kingdom.

e) The following are not covered by Cassie's Campers Vehicle Insurance:

- Windscreen (first £75), glass (£500 excess applies) & tyre damage
- Minor damage to exterior vehicle paintwork, and with total repair costs less than £750
- Loss/damage/theft to the radio, stereo equipment, and aerials
- Personal effects within or from the vehicle
- Interior damage including burns, to seats, flooring and living or cooking equipment
- Any equipment on hire
- Any consequential expenses or additional costs incurred in hiring alternative vehicles
- Missed transport, accommodation, travel expenses or any third party claims in connection with a breakdown or accident
- The Hirer shall be liable to pay the full cost of repair of any damage which the campervan may suffer as the result of accidental damage, or willful or negligent action of the Hirer
- loss of or damage arising from deception or fraud by a purported purchaser
- loss of or damage to the Insured Vehicle directly occasioned by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.

## 15. Cleaning

a) As part of the hire agreement you are expected to wipe down all internal surfaces before returning the vehicle and make a reasonable attempt to tidy the internal area.

b) You also agree to bring the camper van back in a condition that is not unreasonably dirty on the outside.

## Accidents And Breakdowns

## 16. In The Event Of An Accident

- a) Should an accident occur while the vehicle is in your care, or should any accident, loss or damage occur to the vehicle, you must inform us within 24 hours.
- b) Any theft, road traffic accident or damage to third party property arising out of your use of the vehicle must be reported by you to the local police. Names, addresses and contact telephone numbers for any and all third parties and witnesses must be obtained by you, even if the matter appears to be straightforward and/or the damage minimal.
- c) By signing this agreement, you undertake to assist us and our representatives in handling any claim arising from any accident, incident or event occurring while the vehicle is in your care, including but not limited to the completion of report forms and witness statements, interview by our representatives or their agents and attending Court to provide evidence.

## 17. Breakdown & Recovery

- a) In the event of a breakdown rendering the vehicle immobile, you must immediately telephone us in order that we can instruct our nominated breakdown service to arrange for recovery to our own local Volkswagen-approved garage.
- b) If you arrange for the vehicle to be recovered to any other location, you will meet the cost of recovery to our own local Volkswagen-approved garage.

# Rights Of The Parties

## 18. Road & Weather Restrictions

We reserve the right at our discretion to restrict hire in certain locations, at certain times or in certain circumstances due to adverse or unsafe road or weather conditions.

## 19. Substitution Of Vehicle

We reserve the right to substitute the vehicle booked with an alternative vehicle at our discretion and without consultation with you.

## 20. Ending The Hire Agreement

- a) We may end this agreement and take back the vehicle from you at any time, for any reason and without notice.
- b) Such reasons may include, but are not limited to, the following:
  - if any part of this agreement is found to have been breached by you

- if you are found to have misrepresented yourself or your circumstances in providing information to us relating to the hire, deliberately or in ignorance of the facts
- if the vehicle is discovered abandoned
- if the vehicle is not returned to us on the agreed date or we have reasonable cause to believe that it will not be returned on the agreed date
- if we consider that there is reasonable cause to believe that the vehicle is being used in an unsafe or dangerous manner

c) Should this agreement be ended prematurely in such a fashion and/or for such a reason, you will be entitled to no refund of any part of the hire charges or security deposit from us.

## 21. Returning the Vehicle

21a) The Vehicle may only be returned by the named driver on the Transfer Form. The Hirer must return the Vehicle to the agreed place and time on the agreed end date of the Rental Period, as described in the Booking confirmation. In the event of non-delivery or late return of the Vehicle to the agreed location, a fee of 30% of the rent can be charged to the Hirer for each period of 24hrs that the Vehicle is returned late.

21b) If the Hirer deliberately fails to mention damage(s) caused to the Vehicle, the costs for the expertise, claims handling and additional administrative actions (such as reporting to the police for fraud) will be at the Hirer's expense

21c) If the Hirer does not return the Vehicle, Cassie's Campers will report to the police and all evidence will be transferred to the police. All direct and indirect costs, including lost rental income, will be charged at the Hirer's expense

## 22. Title To The Vehicle

a) You acknowledge that we continue to hold title to the vehicle and that you act as bailee only. You acknowledge that no part of this agreement provides you with a right of any kind to pledge our credit or cooperation in connection with the vehicle, and you agree not to do so.

b) You will not offer or attempt to offer to sell, lend, hire or assign of any part of the vehicle and/or its accessories or this agreement to any party of any kind, or otherwise deal with the vehicle and/or its accessories in any way other than that allowed by this agreement.

## 23. Data protection

23a) Under the Data Protection Act 1998 Cassie's Campers will not share any confidential information with any third-party organisation. This does not include passing on information to law enforcement offices and/or insurance companies or

local government authorities in the event of theft, accident/toll charge or any driving offence.

23b) By Submitting your contact information in the form of email/telephone number the Hirer accepts their information can be used solely by Cassie's Campers for supporting the development of our business, including customer surveys, market research, business reviews and advertising purposes.

#### 24. Dash Cam and Tracking Device

Dash cameras and tracking devices are fitted for the purposes of; safety of the public, security and are also a legal requirement of our insurers. Information recorded is only accessed by authorised personnel

#### 23. Release & Indemnity

a) Subject to our obligation to deliver the vehicle or an appropriate substitute vehicle to you, you release us, our employees, servants and/or agents, from any liability to you (regardless of who is at fault) for any loss or damage incurred by you or a third party by reason of your use and/or possession of the vehicle, including but not limited to:

- any loss or damage caused by breakdown, mechanical defect, accident, or the vehicle being discovered unsuitable for your purposes.
- any loss or damage to any property left in or on the vehicle, in any service vehicle, or on any part of our premises, or recovered or handled by us.

b) Subject to any insurance arrangements agreed with us, you hereby agree to indemnify us and continue to indemnify us, our employees and agents against any claims, demands and expenses (including legal costs) incurred or sustained by you or by a third party by reason of your use and/or possession of the vehicle.

#### 24. This Agreement

a) Any alterations and/or amendments to this agreement must be made in writing and must be signed by the parties.

b) This agreement will in all instances be governed by English law, and this agreement, including the terms and conditions, constitutes the entire agreement between the parties. No additional oral undertakings, warranties or agreements between the parties relating to the subject matter of this agreement can supersede the terms of this agreement without the prior consent of the parties.

c) We reserve the right to add or amend any charges referred to in this agreement without prior notice to you.

#### 25. Customer Parking

a) Customer cars are parked at our address at their own risk.

**Cassie's Campers Ltd**  
**Apperley Bridge, W Yorkshire**  
**BD10 0NQ**  
**UK Company Number: 15618353**