

## TERMS AND CONDITIONS

THIS AGREEMENT IS BETWEEN: SCARPER MOTORHOME HIRE (the Operator) and THE HIRER (You)

### 1) YOUR CONTRACT WITH THE OPERATOR

By taking the hire vehicle you are accepting these terms and conditions. Please read this agreement carefully. If there is anything that you do not understand or do not agree with, please ask the operator.

### 2) BOOKING CONFIRMATION AND PAYMENT

An initial payment of £250 is required to confirm the booking, which is non-refundable and enters you into a binding contract for the hire. The balance of your hire money is payable six weeks prior to the start date of your hire, or at the time of booking if you book less than six weeks from the start date of your hire. Where you choose to pay by credit card we will make a charge of 2.75% in respect of each payment by credit card. There is no charge for debit cards. Any documentation that you are requested to provide by the operator must be received six weeks prior to the start date of your hire or within two days of booking if less than six weeks from the start date of your hire. Failure to provide full payment and documents as above will result in the booking being cancelled and the loss of your £250 initial payment.

### 3) SECURITY DEPOSIT

A deposit of £1200 is payable prior to commencement of the hire. Where possible, this will take the form of a pre-authorisation on a credit card. Where no suitable credit card is available, the deposit must be paid in full. The deposit will be refunded on return of the vehicle subject to there being no loss, damage to the motorhome (externally or internally), costs or insurance claims as described in these terms and conditions. Collision damage waiver is offered on some motorhomes. Where this is purchased, the security deposit is reduced to £700.

### 4) CANCELLATIONS

All cancellations must be notified in writing to the operator, but please call the operator immediately to inform them as this will improve the chances of re-hiring the motorhome. If notification of your cancellation is received more than six weeks before the start date of your hire you will be refunded in full less the initial payment of £250.

If notification of your cancellation is received less than six weeks before the start date of your hire all monies paid and due are not refundable and you are still liable for any sums not yet paid. However, the operator will make all reasonable efforts to rehire the motorhome and if they are able to do so, you will be refunded up to a maximum of your total hire less your initial payment of £250, subject to the amount that the operator is able to rehire the motorhome for.

### 5) COLLECTION AND DELIVERY TIMES

Unless otherwise agreed with the operator, the motorhome will be available on the day of collection from the agreed location at 4.00 pm and must be delivered back to the agreed location by 10.00 am on the last day of hire.

Late returns can have a significant impact on the next hire. If you fail to return the motorhome on time you will be liable to an extra charge of £50 plus any additional costs incurred by the operator as a result. There are no refunds for motorhomes returned early.

### 6) AVAILABILITY

Occasionally motorhomes are not available as agreed, which is almost always due to events beyond the control of the operator (see below). If your booking has to be cancelled (which the operator has the right to do) the operator 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.

### 7) EVENTS BEYOND THE OPERATOR'S CONTROL

Unfortunately, events beyond the control of the operator occasionally affect bookings. When reference is made to such events in these Conditions of Hire, this means any event(s) or circumstance(s) which the operator could not, even with all due care, foresee or avoid.

