

The Rental Terms and Conditions regulates the rental conditions between the Rentals company, and the client, identified by a valid driving license, copy of which is attached to the contract hereinafter referred to as the Hirer, and it is ruled by all the general and special conditions described in this agreement, unless there is any written derogation or alteration.

1- Rental Duration

- a) Rental days are calculated on a 24hour period, counting this as one day.
- b) The minimum rental period is 3 days.
- c) Late Pick-ups or Earlier Drop-offs do not entitle the customer to any refund of the unused portion of the rental.
- d) After-hours pick-ups or drop-offs or changes to hire period by arrangement. Non-authorized late drop-offs or extension to hire period will be subject to late return penalties.

2- Collection and Return of the vehicle

- a) Collection is from 15:00hrs. Return is no later than 11:00hrs.
- b) The customer acknowledges having received the Vehicle in a clean condition and with all of the features working.
- c) The customer will return the vehicle in a clean condition, with a full tank of diesel and with all of the vehicle's features operating in a normal way. Return date time and location as set out in the Rental Agreement.
- d) Failure to comply with above will result in penalty charges to the hirer.

3- Licence

- a) A vehicle driver's licence is required and must be presented upon vehicle's collection and signing of the rental contract.
- b) Having a correct licence to drive in the UK and Europe is the responsibility of the Hirer and the driver if it differs.
- c) The Hirer should be aged between 23 - 75 years old and held their licence for 3 years.

4- Use of the Vehicle

- a) The customer agrees that, during the Rental Period, the vehicle will not be;
 - 1) Driven in an imprudent and dangerous way,

- 2) Driven by a person under the influence of alcohol or drugs,
 - 3) Left with the key on the ignition, while unoccupied,
 - 4) Damaged by submersion in water, contact with salt water, driving through flooded areas, beach driving and dirty roads.
 - 5) Used for any race, contest or any illegal activities,
 - 6) Used to tow any vehicle,
 - 7) Used to carry passengers or property for hire or reward,
 - 8) Used to carry more persons than what is permitted by law
 - 9) Used to carry volatile liquids, gases, explosives or other corrosive or inflammable material,
 - 10) Used for the purpose of transporting and haulage goods other than what might be reasonably expected of a leisure rental.
- a) The customer should not make any alterations or additions to the vehicle, without prior written consent from the Rental Firm.
 - b) The hirer should contact the Rental Firm if vehicle warning lights indicate any potential malfunction.

5- On-Road Assistance. See separate Breakdown and Recovery documents.

6- Protection

West Highland Motorhome Rentals does not accept any liability for personal injuries sustained during the rental period and recommends that no values should be left in the vehicle, out in the open, while the customer is away from the vehicle.

7- Vehicle Insurance.

To hire and drive the motorhome on our self-drive comprehensive insurance you need to be...

Aged between 23 – 75 years old.

Have a full driving license which allows you in your country of license origin, limited to UK/EU/USA/Canada/Australia and New Zealand, drive a vehicle with a gross weight of no more than 3500kg. A translation to English is required where applicable.

Insurance excluded drivers...

a) Persons who have been convicted of an offence in connection with the driving of a motor vehicle or motorcycle and/ or have had their license endorsed or suspended or more than 6 penalty points imposed. Spent convictions, covered by the Rehabilitation of Offenders Act 1974 may be disregarded.

b) Persons who 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

c) Persons engaged wholly or partly in professional entertainment or professional sports persons.

d) Jockeys and persons connected with racing of any sort.

e) Undergraduates and/or students under 25 years of age.

f) Persons who, whilst driving, have been involved in more than one accident during the past 3 years.

g) Foreign Service Personnel other than persons holding a full valid United Kingdom or EU license for two years or more.

Identity and permanent address of the driver will have to be verified by using the following proof of ID copy documents as soon as possible after a booking is made and no later than 7 days prior to pick-up date ...

a) Driving License Photo Card both parts or paper license.

b) Utility Bills (Excluding Mobile Phone Bills) which must be dated within 90 days of the hire start date

c) Photo ID (e.g. Passport)

Traveling Children

Child seats and booster seats are not supplied traveling adults will be responsible for children's special seating requirements.

8- Vehicle Security Deposit

1) The hirer agrees to pay the deposit and acknowledges West Highland Motorhome Rentals reserve the right to withhold full or part of said deposit subject to the condition of vehicle or as full or part payment of insurance excess conditions.

2) The vehicle deposit is fully refundable, provided the vehicle is returned on time, to the correct location, undamaged, in a clean condition and with a full tank of diesel.

3) The Rental Firm reserves the right to retain a £50 cleaning fee if the vehicle is not returned in a clean condition. Cutlery and dishes cleaned and the fridge cleaned and empty.

9- Payments

As per Campanda payment terms.

Unless otherwise agreed, in all other cases a down payment equivalent to 40% of the Final Fee is payable when making the booking. The payment of the remainder must then be effected at the time

stated in the offer and/or in the Special Rental Conditions. Unless otherwise agreed with the Vehicle Owner, the remainder is payable 60 days prior to the start of the rental. Details relative to the residual payment are stated in the offer and the Special Rental Conditions of the Vehicle Owner.

10- Cancellations

a) If a booking is cancelled, outside the cancellation period there will be a cancellation fee. The cancellation fees are as follows:

1. If cancelled up to 30 Days prior to pick-up: No Fee
2. If cancelled from 29 to 15 Days prior to pick-up: 50% of the total.
3. If cancelled up to 14 Days prior to pick-up: 100% of the total booking value.

11 – Customer acknowledgement

The customer acknowledges that all information supplied by them to West Highland Motorhome Rentals in connection with this agreement is the truth.

20 – Reservations

As per Campanda reservation and payment terms.