

Terms and Conditions

Premier Motorhome Rental LTD

The contract between us/we "Premier Motorhome Rentals LTD" and you "The hirer" comes into effect when we have received your deposit and we have sent you a confirmation of your booking. Please read over and agree all details. You must inform us immediately if there are any discrepancies. Any breach of this agreement will result in us terminating the contract. If we terminate the contract due to a breach, we will not be liable to refund or compensate you the hirer for any losses or expenses incurred.

1. DRIVERS

Must be aged between 23 and 65. (Hirers outside of these limits can be considered by our insurers and if approved, may be subject to additional premiums).

Must have held a full valid UK driving licence for more than 2 years.

Must have category C1 licences.

Must not have had their licence suspended for any period within the last three years.

Must not have been involved in more than one fault incident within the last three years. All accidents must be declared.

Must have no more than two convictions with a maximum of 3 points per conviction.

Has not obtained a BA Disqualified Driver, DD Reckless / Dangerous Driving or UT Aggravated taking of a vehicle conviction.

Must declare if you suffer with any disabilities or infirmities that affect your ability to drive that need to be declared to the DVLA and/or been advised not to drive by the DVLA or medical grounds by a GP or medical personnel.

Must declare if you have ever been refused motor insurance.

You will be required to obtain a DVLA driving history share code so that we are able to confirm your driving history.

Additional drivers can be added at £5 per day, all drivers must be declared on the booking form.

2. INSURANCE

Fully comprehensive insurance for one driver is included within the hire cost.

Please note your personal possessions are not covered.

Prior to your hire we will complete an identity check it is your responsibility to ensure you supply the documents we require, if you are unable to provide the documents we will be unable to proceed with the hire and will not provide you with the motorhome in this instance no refunds will be made.

Documents required

Driving Licence card with correct current address.

The following must be no older than 90 days

Utility bill – Gas, Electric or telephone (not mobile) and one other from the list below.

Bank statement

Credit card statement

Council tax bill

3. RATES, BOOKING AND PAYMENT CONDITIONS.

To secure dates you can call us or email us with any enquiry, and we will supply a total cost quote for you.

If you wish to book please request a booking form at this point, we will hold the dates for 3 days, please fill in and return the booking form. When we receive the booking form, we will send you an invoice for the deposit of £150 and as soon as we receive payment of the deposit, we will confirm the dates.

Payment of your deposit is due within 3 days to secure your booking.

We accept online banking transfers and card payments, please note that some credit cards are subject to charges, please enquire for the current rates.

Full payment is due 28 days prior to your hire. Your final invoice will be the balance and any payable extras that you have requested on your booking form.

If you book within 4 weeks of your hire the full amount is payable at the time of booking.

If the balance is not paid within 7 days of your final invoice, we reserve the right to cancel your booking and retain your deposit. All prices are quoted and payable in UK pounds sterling. We are not responsible for any currency exchange rate charges or fees incurred.

4. CANCELLATIONS

You may cancel your booking at any time by contacting us by phone or email. We will confirm the cancellation by email.

Cancellation charges as follows

Within 24 hours prior to departure, 90% of the rental fee will be retained by us

Within 1 week prior to departure, 75% of the rental fee will be retained by us
Within 2 weeks prior to departure, 50% of the rental fee or the £150 deposit whichever is greater.
Within 4 weeks prior to departure, 25% of the rental fee or the £150 deposit whichever is greater.
More than 4 weeks prior to departure, the £150 deposit.

It is strongly recommend that you take out travel insurance at the point of booking to cover the event that you may have to cancel your booking or that your booking is cancelled due to an unforeseen event out of our control.

In the unlikely event, due to any unforeseen circumstance such as an accident, damage, theft or "force majeure", we reserve the right to make any necessary changes to your booking. If it is not possible to provide you with a suitable replacement vehicle, we will refund your hire in full. We regret that we cannot accept responsibility or pay any compensation or expenses where we have not been able to provide a suitable alternative for reasons beyond our control.

5.COLLECTIONS AND RETURNS

Motorhomes can be collected between 2pm and 4pm on the collection day, it may be possible to collect out with these time by prior arrangement this may incur an extra charge. Return of the motorhome is by 11am on the return day. Please let us know your return time the day before so that we can arrange to meet you without you having to wait.

You will collect and return the motorhome From/to our storage yard in Coatbridge, there will be handover which will included a walk round of the motorhome, please allow up to an hour for this and the paperwork to be completed.

Your vehicle will be prepared and ready for collection in a clean condition with a full tank of fuel. The motorhome must be returned with a full tank of fuel. (If we have to fill it on return, we will charge the cost of the fuel and £30 service charge).

The motorhome must be returned in the same clean condition it was received. Additional cleaning charges will apply if you return the vehicle in an unreasonable unclean condition.

You will be charged £50 if you return your vehicle and your toilet cassette is not completely empty and clean.

There is a late return charge of £50 if you are up to 1 hour late, between 1 and 2 hours late will result in you being charged a full day's hire rate.

If you are in any doubt as to whether you will make the return time, please contact us as soon as possible to notify us of possible delays.

6.USE OF THE VEHICLE

We always retain the title of the vehicle. You will not attempt, agree, offer or purport to sell, assign, sub-let, lend, let on hire, part with, or attempt to part with the possession of the vehicle.

You are entirely responsible for any speeding, parking, congestion or other road fines, charges or penalties incurred during your hire period.

No one other than the named drivers on the rental agreement can drive the vehicle.

There is no smoking inside a hire vehicle and any evidence of this will be subject to deep cleaning /damage charges.

Do not drive or permit any named driver to drive unfit through drink or drugs or with alcohol in their system above the legal limit.

Do not leave the vehicle unlocked when unattended or fail to secure the keys.

Do not take the vehicle off road unless driving onto an official campsite where we ask you to take due care and attention of the ground conditions.

Do not drive in a reckless or careless manner.

Do not carry more passengers than seat belts allow.

Do not carry passengers or goods for hire or reward.

Do not take the vehicle outside of the UK.

Do not propel or tow any vehicle or trailer.

Do not allow animals in the vehicle

7.DAMAGE DEPOSIT

Our damage excess is £1000 per damage incident.

We secure your damage deposit by obtaining credit card details and you authorise us to deduct from the deposit any amounts in respect of any breakages or damage to the vehicle or any other costs we incur as a result of your use of the vehicle and any extra charges afore mentioned.

When the vehicle is returned on time to our base, undamaged, with a clean interior and with a full fuel tank and empty toilet cassette, no charge will be made.

We reserve the right to deduct monies from your deposit for the following reasons: -

Exterior damage to the bodywork of the vehicle, including tyres, punctures, cuts and bursts, damage to windows, windscreens, and wing mirrors.

Damage to vehicle equipment, steps, awnings, solar panels, and bike racks.

Interior damage to the vehicle including burns, spillages, marking, damage to living or cooking equipment, cupboard doors, windows, blinds, flyscreen's, and sunroofs. Damage, or loss to in-car entertainment equipment.

Damage to any payable extras added at the time of booking.

Any costs resulting from improper use or wilful misconduct of the vehicle.

The cost of repairing or recovering a vehicle that became bogged.

The cost of any fines or penalties resulting from an offence against the road traffic act, i.e., parking, congestion charges and/or fines.

The cost of replacing keys which have been lost or stolen.

Incorrect or illegal use of fuel or water contamination of fuel. You will be charged for the daily hire rate that the vehicle is unusable or undergoing repairs.

If damage occurs and we are unable to obtain repair quotes or a repair is not able to be completed immediately, we will hold onto your deposit until the works have been carried out and any refund due will only be payable after the repair. Please note this can be at the end of the season.

8.ACCIDENTS OR DAMAGES

In the case of an accident, please ensure that you follow the proper procedure: -

Obtain the names, addresses and registration numbers of third parties, and any witnesses.

Report the accident to the police and any emergency services required.

Do not accept blame or insist that the other party is at fault.

Take plenty of photographs of scene and damage to vehicles.

Phone us at our base or on the duty phone.

Complete accident report form in the glove box.

Do not attempt to start or drive the motorhome that has been involved in an accident without permission from us.

9.BREAKDOWNS

The motorhome has comprehensive roadside breakdown cover.

You must notify us immediately of any vehicle warning lights that may indicate a potential malfunction or if a breakdown has occurred.

When on hire you have a daytime office number and duty mobile number for out of hours help should you need it.

If a repair cannot be completed within 24 hours and the breakdown was not a result of reckless, negligent or imprudent use of the vehicle, we will endeavour to provide a replacement vehicle if available or make alternative arrangements such as car hire.

We will not be liable for any other costs.