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Customer Hire Form

This form must be completed in full and signed by the hirer

YOUR PERSONAL DETAILS

Surname:	Occupation:
Forename(s):	
Address:	Telephone Number (Home):
	Telephone Number (Mobile):
Postcode:	Driving Licence Number:
Age:	National Insurance Number:

VEHICLE DETAILS

Make/Model:	Number of seats:
Registration number:	Loan dates:
Mileage out:	State full purpose for which the vehicle will be used:
Mileage in:	
Fuel out:	
Fuel in:	

DRIVER DETAILS

DRIVER ONE	DRIVER TWO
Name:	Name:
Age:	Age:
Occupation:	Occupation:
DVLA check code: www.gov.uk/view-driving-licence	DVLA check code: www.gov.uk/view-driving-licence
Duration held a UK licence:	Duration held a UK licence:

Have you or any person who will drive:	YES or NO	If yes to any questions, please give full details
Ever been disqualified from driving?		
Been convicted in the last 5 years of any offence in connection with any motor vehicle?		
Been convicted during the past 5 years of any offence related to theft, fraud or dishonesty?		
Any prosecution or police enquiry pending?		
Had a proposal declined?		
Been required to pay and increased premium or had special terms imposed?		
Had a policy cancelled or been refused renewal?		
Have you or any person who will drive been involved in an accident or loss in the last 3 years?		
Do you or does any person who will drive have defective vision or hearing (not corrected by glasses or hearing aid) diabetes or any physical or mental infirmity of any kind?		
Has the condition mentioned above been advised to the DVLA and has the DVLA agreed to issue a licence?		

Any other relative information?

Material Facts:

All material facts must be disclosed. Failure to do so could invalidate the insurance in connection with this hiring. A material fact is one that is likely to influence an insurer in the assessment and acceptance of the proposal e.g. a young or inexperienced driver or any offence, (including non motor related offences such as fraud, robbery, theft or handling stolen goods) or prosecutions pending, or infirmities of any driver. Material facts must be disclosed in relation to yourself and all other persons who are to be insured. If you are in any doubt as to whether a fact is material then it should be disclosed to the insurer. It is an offence under the Road Traffic Acts to make any false statement or withhold any material information for the purpose of obtaining a certificate of motor insurance. If any changes in circumstances arise during the period of insurance cover please provide your insurer with details.

A specimen copy of the policy wording is available on request.

Declaration:

I/We understand the contents of this completed application and I/we declare that the information given is, to the best of my/our knowledge and belief correct and complete. I/We agree that the statements in this application shall form the basis of the contract between the insurer and myself/ourselves and if the risk is accepted I/we undertake to pay the premium when called upon to do so. I/We understand that my/our information may also be disclosed to regulatory bodies for the purposes of monitoring and/or enforcing the insurer's compliance with any regulatory rules/codes. I/We undertake that the vehicle will not be used for the carriage of passengers for hire or reward. I/We further undertake that only drivers disclosed in this declaration will drive and that to my/our knowledge have not been refused any motor vehicle insurance. I/We understand that this insurance terminates at the expiry of the period of hire stated above.

HIRERS SIGNATURE (TO BE SIGNED DATE OF COLLECTION)

Signature

CAMPERVAN RENTAL TERMS & CONDITIONS

Ribble Valley Automotive Ltd

CUSTOMER CONTACT DETAILS

Name:
Address:
Telephone number:
Email:

HIRE DETAILS

Departure date:
Collection time:
Return date:
Drop off time:
Number of nights:
No of adults:
No of children:
European cover:
Additional driver:
Optional accessories (list):
Total Cost:

Ribble Valley Automotive Ltd hires the vehicle (including any replacement vehicle) to you subject to this Rental Agreement and which incorporates these Terms and Conditions and the information and conditions contained in the Booking Form that you have signed. In making the rental and signing the Booking Form you accept these Terms and Conditions and confirm that you will strictly comply with them. The rights and obligations contained in these Terms and Conditions govern your use of our vehicle and are not transferable by you. You acknowledge that the vehicle is owned by us and that any attempted transfer or sub rent of the vehicle by anyone other than us is prohibited and a criminal offence. We permit you to use the vehicle on the terms and conditions of this rental agreement only. Except where otherwise stated the words used in this agreement carry their usual meaning, in particular:

- 'The Vehicle' means the campervan hired to you under agreement and as specified to you by Ribble Valley Automotive Ltd.
- 'Hirer' means the person or persons signing this agreement.
- 'The agreement', 'the rental agreement' and 'terms and conditions' means this agreement and any document expressly referred to in this document including an insurance document.
- 'Security deposit' means the sum of £750.

CHOICE OF CAMPERVAN

Although we want you to have the van of your choice we must allow for unforeseen circumstances. We reserve the right to provide you with a suitable alternative, without notice, upon collection. Should the substitute not be available, our liability is limited to a full refund of monies received by Ribble Valley Automotive. We will not have any other liability to you. All rights are reserved to refuse any hire under any circumstances. No refunds are payable on accommodation, or onward travel costs such as but not limited to ferry bookings, or vans not being available where a hirer changes, cancels or seeks to vary agreement after departure.

DEPOSITS AND CANCELLATION

A 30% deposit is taken at the time of booking. In the event of a cancellation we will retain 30% of the total hire cost. This is your initial 30% deposit. Payment of the balance is due 30 days prior to the start of the hire and is non-refundable. The damage excess (£750) payment, as listed below, will be taken one day before collection. The vehicle will not be allowed to leave our premises without this. If the hirer does not pay, they will still be charged the cost to hire the campervan, regardless if the hire has taken place or not.

DAMAGE REFUNDABLE DEPOSIT

A sum up to £750 will be collected from your debit / credit card, the details of which will be collected prior to the booking taking place, if the safe return of the vehicle in the condition in which it left our premises, is deemed to be unsatisfactory, subject to an inspection by us. This will be collected to cover the damage to the vehicle or the fixtures and fittings therein or equipment included in the rental. The van and equipment must be returned with no damage to it, its contents or any third-party property. The van must be returned with a full tank of diesel. Should there be any damage, costs for any replacements, repairs or special cleaning the costs will be taken from the card nominated prior to rental period commencement. In the event that there is a claim we reserve the right to retain the card information for a longer period as is necessary to quantify the charges incurred which are to be deducted from the £750.

CHARGES

The charges stated on the Booking Confirmation reflect your use of the vehicle during the rental and include basic rental charges, insurance, and any applicable taxes at the prevailing rate. Additional charges may arise from your use of the vehicle during the rental, and may include:

- £25 admin fee + parking charge fees
- Loss of or damage to the vehicle and its contents, extra cleaning charge
- Insurance charges, e.g. the excess, additional driver charge, traffic convictions, use of a foreign driver's licence, work in what insurers class as high risk. Failing to provide this information may invalidate your insurance and render you liable for all losses sustained including those of third parties.
- Road tolls, fines and legal penalties – e.g. parking tickets, which are incurred during the period of rental. Any charges subsequently notified to us will immediately be invoiced to the hirer and will require payment within 14 days.
- Refuelling service charge £25 plus fuel cost. The fuel tank will be full and must be returned full.
- Late return charge.

INSURANCE

The campervans all have comprehensive insurance for the first and any other named drivers if arranged. Insurance is only for our camper and equipment that belongs to the campervan. You are advised to take out your own personal effects and travel insurance. Ribble Valley Automotive Ltd is not responsible for any damage in connection with any accident or breakdown, nor are we responsible for any loss from the vehicle. Our insurance policy protects us and any authorised driver against claims from any other person or death or personal injury or any other person's property caused by use of the vehicle on the road on condition you report all such incidents to us during the hire period or on return of the van (and you are using the vehicle within the Terms and Conditions and those of our insurance company). In the event that any third party suffers death, personal injury or damage to property caused by use of the vehicle which involves breach by you or any authorised driver of any of the terms and conditions of this agreement and that of our insurance policy, you agree to reimburse us if we are obliged to compensate (a) the insurers for any payment they make to a third party on your behalf and/or (b) any third party. If an insurance claim is made, the hirer is responsible for a £750 excess which is due in each and every incident and includes loss or damage to equipment, fixtures and fittings or to third party property. The excess applies in respect of each claim, not rental. Any damage caused to the roof being left up, not secured correctly or struck due to failing to assess the height of the vehicle is the hirer's responsibility. Damage caused to windscreens, windows, wheels, tyres, the underside, the interior of the van, towing charges (other than RAC where there are no charges from them), or when the vehicle is driven off road or without due care and attention, negligently or where the driver is under the influence of alcohol or other drugs is the hirer's responsibility. Customers are liable for any damage caused by the insertion of diesel into the water tank while the campervan is in their possession, doing so will incur a cost.

DRIVERS LICENCE

Drivers must be over 25 years of age and under 70 in good health and hold a full driving license. We take 'good health' to mean that you have no mental or physical disabilities which would interfere with your ability to drive, for example, stroke/deafness/heart condition/diabetes/loss of limb/loss of sight in an eye/epilepsy. In addition you are taking no drugs likely to affect your driving. You will need to have held a UK driving license for at least two years or a European union License for at least 2 years. We will need to see both parts of your driving license and two other forms of ID for all those who intend to drive, before you take your campervan. You cannot drive away a van without us having sight of your licenses and ID documents. No exceptions can be made to this. The vehicle must only be driven by you or any other person who has first been authorised by us, for whom you have provided the insurance driving license and personal ID. You agree that you will not allow anyone to drive the vehicle including yourself: who does not fulfil our minimum requirements regarding age, health and possession of a valid driving license, or, who is over-tired or under the influence of alcohol, drugs, medication or any other legal or illegal substance impairing their consciousness or ability to react.

OUR OBLIGATIONS

We will supply the vehicle to you in excellent overall and operating condition, complete with all necessary documents, parts and accessories. You agree to return the vehicle to us in the same condition as you rented it, subject to fair wear and tear, with the same documents, parts and accessories, at the location and on the date and time designated in this Agreement. Failure to do so may result in further charges becoming due.

CONDITION

Ribble Valley Automotive Ltd and the hirer will check the condition of the vehicle at the start of the rental and again on return of the vehicle. Ribble Valley Automotive Ltd will provide a record showing agreed defects. You acknowledge that you will be responsible for any loss or damage to the vehicle, its documents, parts or accessories arising during the rental.

COLLECTION

When you arrive to collect your campervan, please ensure you allow at least an hour for us to show you around the vehicle and demonstrate how to operate the appliances, pop-top roof, rock n' roll bed, camping gas, diesel heater, storage etc. We will need to complete the paperwork in that time. You will also need time to load your luggage into the campervan.

RETURN

If at any time we have agreed that you may return the vehicle to a place other than our premises or if we have agreed to collect it you will remain fully responsible for the vehicle until it is collected by us. Your campervan will be available from 2pm on day one of your hire and must be returned by 11am on the last day of your hire. If we have agreed alternative timings you will be required to adhere to these timings. There will be a penalty for late return. If you return the vehicle late you must comply with the 'late return' instructions in the next section, in which case you will remain fully responsible for the vehicle until it is returned to our premises.

LATE RETURN

If a campervan is returned to us later than the agreed time, without Ribble Valley Automotive Ltd's prior agreement, the next day's full rental charge will be payable as well as any additional insurance required. You will also be affecting the holiday of the next person to hire your campervan. Should the late return of the vehicle make us liable for extra costs, we reserve the right to pass these costs to you. Charges and costs for late return will be deducted from your security deposit. No refund is given for early return of the vehicle.

OCCUPYING THE CAMPERVAN

You must inform us on the Booking Form the names and ages of all the people who will occupy the campervan during your hire. Failure to do so will be a breach of these Terms and Conditions and may invalidate insurance.

HEALTH AND SAFETY

You must follow the Health and Safety guidelines when operating the campervan and its appliances and using any equipment in the camper or awning. This guidance will be given to you verbally.

SEAT BELTS, BOOSTER AND BABY SEATS

You must carry only as many passengers as there are seat belts in the van. You are legally responsible for obtaining and using a child or baby seat. For each child under or under 12 years of age you must use a booster seat.

DO'S AND DONT'S THE HIRER AGREES

The hirer agrees not to:

- Carry more passengers than the seating capacity of the vehicle or allow the vehicle to be overloaded.
- Carry passengers or goods for hire or reward, tow or push any vehicle, trailer or object other than our optional enclosed trailer or without prior consent.
- Drive off road, on unsurfaced roads or on roads unsuitable for the vehicle.
- Drive when it is overloaded or when loads are not properly secured, carry an object or any substance which, because of its condition or smell may harm the vehicle and/or delay our ability to rent the vehicle again.
- Take part in any race, rally or contest.
- Drive or park in contravention of any traffic or other regulations.
- Use the vehicle for any sub renting.
- Drive or be driven in restricted areas including, but not limited to, airport runways, airport service roads, associated areas that undertake driving training activity.

THE HIRER AGREES TO BE RESPONSIBLE FOR:

- The cost of making good any damage caused to the vehicle by improper use.
- Damage to the interior of the vehicle, living or cooking will be charged to the hirer in all cases.
- Loss of or damage to property left in the vehicle either during or after the hire period unless such loss or damage results in our negligence or breach of this agreement. Such property is entirely at your own risk.
- Looking after the campervan, make sure it is locked, secure and parked in a safe place when not in use.
- Using the vehicle and its contents responsibly and comply with our instructions and Health and Safety guidelines.
- Where no instructions, advice or guidelines are given you must assume 'normal' and 'common sense' rules apply.

CAMPING GAS

Gas is provided for the cooker.

SMOKING/VAPING

It is illegal to smoke inside our campervans or awnings. The hirer will be liable for any damage caused by the van, the awning or their contents through smoking/vaping.

KEYS

In the event that keys are lost or damaged you will be liable for the reasonable costs of obtaining a replacement and further costs i.e. directly related to the theft of the campervan. The charge for replacing a key is £200.

PROHIBITED USE OF THE VEHICLE

You are authorised to drive the vehicle on the conditions in this agreement including, at all times, to use the vehicle in a responsible manner. If you do not comply with these conditions, you will be liable to us for any liability or loss incurred by us or any damages or reasonable expenses we suffer or incur as a result of your breach. You may additionally lose the benefit of any waiver or insurance selected by you. We reserve the right to take back the vehicle at any time, and at your expense, if you are in breach of this agreement.

LOSS OR DAMAGE

You will be liable to us for all losses and costs incurred by us in the event of loss, damage to or theft of the vehicle its parts or accessories, while on rental if this damage, loss or theft involves deception of the hirer or another party, or as a result of the keys remaining in the vehicle whilst it is unoccupied, or was caused intentionally by you or your party. Your liability may include the cost of repairs, loss in value of the vehicle, loss of rental income, towing and storage charges and an administration charge, which recovers our costs for handling any claim arising from damage caused to the vehicle unless responsibility for the damage lies with us or has been determined by a third party or their insurers to lie with the third party. You will not be liable to us for any charge or excess if the loss or damage is directly due to our negligence or breach of this rental agreement. You will be liable for the loss or damage to any in-car entertainment equipment – cover for these items is not provided by our insurers.

BREAKDOWN

If you have any difficulties report this immediately to Ribble Valley Automotive. In the event of breakdown, recovery or repair services will be provided. All our campervans have 'RAC cover'. If you incur any minor repair bills we will give you a refund for up to £50. Just produce your valid receipt on the completion of your hire. Repairs costing in excess of £50 must first be authorised by Ribble Valley Automotive prior to the work being undertaken. A replacement camper may be offered. This will be subject to availability. We cannot accept liability for cost arising from accident, breakdown or any other cause, eg replacement vehicle costs, travel, accommodation. Ribble Valley Automotive Ltd liability extends to either replacing your campervan with a similar one or refunding your hire charge for any days you lose the total use of the vehicle. You will need to return to us, at your own cost, but preferably with the RAC service returning the original campervan, to collect a replacement vehicle, if one is available. If you have broken down you must remain at a safe distance from the vehicle until the RAC recovery vehicle arrives. You may not abandon the vehicle at the roadside if you wish to continue your journey with another form of transport. You must hand the keys to the RAC recovery vehicle driver.

ACCIDENTS, THEFT AND VANDALISM

You must where possible, report any traffic accident involving the vehicle to the police (and Ribble Valley Automotive Ltd) immediately and report loss, damage or theft involving the vehicle to the police (and Ribble Valley Automotive Ltd) within 24 hrs of the incident or discovery of the incident. You will need to return to our premises, at your own cost, but preferably with the RAC service returning your original campervan to collect a replacement vehicle, if one is available. You must not admit to any liability, release any party from liability or settle any claim or accept any disclaimer in the event of the incident but should take the names and addresses of everyone involved including witnesses. An Accident or Theft Report Form must always be completed and submitted to us when you return the vehicle. In the event of theft you must return the keys to us.

Ribble Valley Automotive will not refund the hire charge for any days you lose use of the vehicle due to an accident, theft or vandalism. We cannot accept liability for any cost arising from accident, theft or vandalism e.g. replacement vehicle costs, travel, accommodation, phone calls. You agree to co-operate with us and our insurers in any investigation or subsequent legal proceedings arising out of any loss of or damage to the vehicle.

LIABILITIES

The hirer is liable for any losses or damage caused by the hirer and his/her group and Ribble Valley Automotive cannot accept liability for any losses or damage or liability caused by the hirers to themselves or third parties, or their property. The hirer is liable for any damage caused above cab height – you are fully responsible for damage caused by failure to assess the height of the vehicle and striking overhead or overhanging objects. The hirer will also indemnify Ribble Valley Automotive Ltd from any liability, caused by damage to the overhead or overhanging objects. The hirer will also indemnify Ribble Valley Automotive from any liability, caused by damage to overhead or overhanging objects and subsequent damage to third parties and their property.

BREACHES OF THESE TERMS AND CONDITIONS

If you commit a breach of these Terms and Conditions we will have the right to terminate your booking and if you are already in the van, we may require you to return it immediately. A breach of these Terms and Conditions includes without limitation, failure to comply with our instructions (Ribble Valley Automotive Ltd's instruction booklet – found in your van), or health and safety advice or circumstances where your behaviour, or that of your guests, is likely to have a significant adverse effect upon the van or people or property in the vicinity. In the event of you committing a breach of these Terms and Conditions no refund of the fees you have paid will be returnable to you. You will be liable for any costs incurred in returning the van to our premises.

OUR LIABILITY

You will not be liable for any loss or damage suffered by you or any member of your party to your or their property, except where such loss or damage is due to our negligence. If we are negligent our liability to you will be limited to the loss or damage which was a foreseeable result of such negligence. Except in the case of death or personal injury resulting from our negligence, our total liability to you in respect of any breach of these Terms and Conditions or tort or other act or omission by us in connection with this contract shall be limited in aggregate to the price agreed to be paid by you for the right to use the van for the period agreed. Where you are a customer acting in the course of a business, this paragraph condition shall apply instead of the one above. We do not accept liability to customers acting in the course of a business for profits, business contracts, goodwill, anticipated savings, expenses, consequential losses or other similar losses, for any reason whatsoever. To the extent permitted by law and except in the case of personal injury or death resulting from our negligence, the maximum limit of our liability to business customers, whether in contract, tort, negligence, breach of statutory duty or otherwise shall be the price agreed to be paid by you for the right to use the van for the period agreed.

WHOLE AGREEMENT

These Terms and Conditions override and supersede all previous versions and any previous course of dealing between the parties and incorporate the whole agreement together with any insurance conditions notified to you at the time of hire or collection. In the event of any inconsistency between these terms and conditions and any other of our literature, whether found in our brochure on our website or otherwise, the provisions of these Terms and Conditions will prevail. If any provision of these Terms and Conditions is prohibited by law, judged by a court to be unlawful, void or unenforceable, the provision shall, to the extent required, be severed from this agreement and rendered ineffective as far as possible without modifying the remaining provisions of this agreement, and shall not in any way affect any other circumstances of or the validity or enforcement of these Terms and Conditions.

PERSONAL DATA

When you book your campervan, we collect personal information such as your name, email address, home address, telephone number. This allows us to book the campervan and insurance for you. We may use the information that we collect to occasionally notify you about news and information we think you may find valuable. For example, we may send you details of any special offers. If at any stage you decide that you would rather not receive such information, please contact us by telephone, email or post. We reveal your identity information to our insurance company.

SIGNATURE:	DATE:
FULL NAME:	
I have read and understood all of the conditions above.	