Valid for bookings and travel: From 1st March 2024

Vanmat Camper Hire Limited
Terms & Conditions

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INTRODUCTION

Welcome and thank you for choosing Vanmat Camper Hire for your holiday. We wish you a safe holiday full of fun and adventure. At Vanmat Camper Hire, we pride ourselves on our products, service and reputation. We want you to have the best possible experience. Please read the following Terms and Conditions ('T&Cs') carefully as they form part of your Rental Contract.

DEFINITIONS

- 'Condition Report' means the report provided by Vanmat Camper Hire to the Customer at collection describing the present condition of the Vehicle.
- 'Customer' means: (i) the person or persons named as the hirer of the Vehicle in Part A; (ii) any person or persons whose credit or debit card is presented in payment for payment of the hire of the Vehicle; or (iii) any person or persons who deem or deems themselves to be the legal entity ultimately responsible for the Vehicle during the term of the Rental Agreement.
- 'Driver' means the person or persons named as the driver(s) of the Vehicle.
- 'Hire Charge' means the total charge for the hire of the Vehicle.
- 'Hire Period' means the period for the hire of the Vehicle (or as extended under clause 13).
- 'Incident' means any event causing: (i) theft of the Vehicle; (ii) damage or loss to the Vehicle (both interior and exterior) or its equipment, fixtures, fittings, windows, or tyres; or (iii) damage or loss to third party property.
- ‘Losses’ or ‘damage’ means any loss or damage to the Vehicle, including damage that is caused by theft of the Vehicle or any adverse weather events that requires repair or replacement including assessment fees, towing, recovery and reasonable storage fees.
- 'Optional Extras' means: (i) pet fee £10/day/pet; (ii) on-site car parking; (iii) unisex mountain bikes £15/ day/ bike; (iv) additional optional extras that may be available.
- 'Pick-Up Date' means the date when the Customer is to collect the Vehicle as specified in the rental contract.
- 'Pick-Up Location' means the location that the customer is to collect the Vehicle from as specified in rental contract.
- 'Pick-Up Window' means any time between 2pm and 4pm each day (Monday to Friday) when the Pick-Up Location is open for business and when vehicles can be collected.
- 'Rental Contract' means the Customer’s contract with Vanmat Camper Hire as confirmed via email to the Customer upon booking. It includes these T&Cs and, when the Customer collects the Vehicle, the Condition Report.
- 'Return Date' means the date and time for the Vehicle to be returned to Vanmat Camper Hire as specified in the Rental Contract.
- 'Return Location' means the location that the Customer is to return the Vehicle to as specified in the rental contract.

- 'Return Window' means any time between 8.30am and 10.30am each day (Monday to Friday) when vehicles can be returned.
- 'Security Deposit' means the amount (as specified in clause 8.2) payable by the Customer to Vanmat Camper Hire and held as security in relation to the hire of the Vehicle.
- 'Vehicle' means the vehicle under hire as described under the heading 'Vehicle' in the Rental Contract. It includes the tyres, tools, accessories, all documents relating to the Vehicle, the living equipment, appliances and any other special equipment and any replacement or substitute vehicle provided by Vanmat Camper Hire to the Customer under the Rental Contract.

1. INTERPRETATION

1.1 This Rental Contract is between the Customer and Vanmat Camper Hire. It has been written in plain language. The Customer should contact Vanmat Camper Hire regarding any questions or queries they have in relation to this Rental Contract using the contact details at the top of these T&Cs.

1.3 The headings in these T&Cs are for reference only and shall not affect the interpretation of these T&Cs.

1.4 A person includes a natural person, corporate or unincorporated body (whether having separate legal personality).

1.5 A reference to a company shall include any company, corporation, or other body corporate, wherever and however incorporated or established.

1.6 Unless the context otherwise requires, words in the singular shall include the plural and, in the plural, shall include the singular.

1.7 A reference to legislation or a legislative provision is a reference to it as amended, extended or re-enacted from time to time.

1.8 A reference to legislation or a legislative provision shall include all subordinate legislation made from time to time.

1.9 A reference to a clause is a reference to a clause in these T&Cs.

2. BOOKING AND PAYMENT

2.1 A reservation is only binding after Vanmat Camper Hire have sent the Customer a booking confirmation email. The Rental Contract shall only be binding on the Customer and Vanmat Camper Hire once the booking confirmation email has been sent.

2.2 Vanmat Camper Hire reserves the right to refuse any rental application at its discretion.

2.3 All prices are quoted and charged in GB£.

2.4 Vanmat Camper Hire can only accept payment by credit card (Visa or MasterCard only) or debit card (Visa Debit or MasterCard Debit only).

2.5 Unless Vanmat Camper Hire offers the Customer a deposit option, the Customer shall pay the Hire Charge in full at the time of booking. If Vanmat Camper Hire offers the Customer a deposit option, the Customer shall pay 25% of the Hire Charge at the time of booking with the balance of the Hire Charge to be paid by the Customer at least 42 days prior to start of the Hire Period.

2.6 Under no circumstances will Vanmat Camper Hire release the Vehicle to the Customer unless full payment of the Hire Charge has been received by Vanmat Camper Hire (in cleared funds).

3. HIRE CHARGE – WHAT'S INCLUDED

3.1 Unless otherwise stated, the Hire Charge includes:

(a) Hire of the Vehicle for the Hire Period;
(b) VAT;
(c) Government road tax;
(d) Unlimited mileage for mainland UK hires only and 200 miles per hire day for Ireland and European hires including mainland UK use;
(e) A kitchen kit;
(f) Camping furniture (1x outdoor table and 2x chairs);
(g) If your vehicle is equipped with a gas bottle you will receive a partially full camping gas bottle, with the option to purchase a full campaign gas bottle;
(h) Insurance (please see clause 7 for details);
(i) Holiday Disruption Coverage (please see clause 16 for details);
(j) Roadside assistance (please see clauses 18.1 to 18.4 for details).

4. HIRE CHARGE – WHAT'S NOT INCLUDED

4.1 Unless otherwise stated in the Rental Contract, the Hire Charge does not include:

(a) Additional drivers. The Hire Charge includes the main Driver and 1 additional driver. An additional fee of £15 per night of the Hire Period is payable for each additional Driver (subject to a maximum limit of 2 such drivers);
(b) Optional extras. These can be purchased separately by the Customer and please visit our website for additional details, availability and pricing;
(c) The Security Deposit. This will be deducted from the Customer on collection (please see clause 8 for details);
(d) The Liability Reduction Option. This can be purchased separately by the Customer (please see clause 9 for details).
(e) The Flexible Change Cover. This can be purchased separately by the Customer at the time of booking (please see clause 10 for details).
(f) Mileage in excess of 200 miles per hire day for Ireland and European hires which will be charged at £1 per mile.

4.2 If applicable, the Customer shall be liable for the following additional charges:
(a) Late return charge. This applies if the Customer fails to return the Vehicle during the Return Window on the Return Date. £50 for each hour after the relevant Return Window.
(b) Vehicle cleaning charge. This applies if, in Vanmat Camper Hire's opinion, the interior of the Vehicle is returned in an unclean condition, or the exterior of the vehicle is such that Vanmat Camper Hire cannot check the return condition. £100.
(c) Toilet cassette emptying charge. This applies if the toilet cassette is not emptied and cleaned prior to return of the Vehicle. £50.
(d) Fuel top-up charge. This applies if the Vehicle is returned with less fuel than is required under the rental contract. The cost to Vanmat Camper Hire to refill the Vehicle to the required level together with a service fee of £50.
(e) Gas bottle charge. This applies if the Vehicle is returned without the same number of gas bottles as was included in the vehicle at collection. £100 per gas bottle.
(f) Return Location failure charge. This applies if the Customer fails to return the vehicle to the Return Location. The full cost incurred by Vanmat Camper Hire to recover the Vehicle and bring it back to the Return Location together with any daily rental fees applicable for the Vehicle for the period during which it is off the road as the result of such failure.
(g) Driver driving penalty charge. This applies if Vanmat Camper Hire receives notification of a driving penalty (including parking fines and speeding tickets) which was incurred during the Hire Period (please see clause 20 for details). £50 for each driving penalty received.
(h) Cancellation charge. This applies if the Customer cancels this Rental Contract under clause 13.1.
(i) Change request charge. This applies if the Customer requests to change any of the terms under clause 13.2.
(j) Smoke cleaning charge. This applies if any person smokes or vapes inside the Vehicle during the Hire Period. £250. If the vehicle requires enhanced cleaning then loss of hire charges will also apply.
(k) Unauthorised pet charge. This applies if a pet is brought into the Vehicle and the Customer has not purchased the pet fee Optional Extra. £200.
(l) Administration charge. This applies if Vanmat Camper Hire is required to liaise with the Customer or any third party in relation the Customer's acts or omissions under this Rental Contract. £50.

5. VEHICLE COLLECTION AND RETURN

Vehicle Collection:

5.1 The Customer shall collect the Vehicle from the Pick-Up Location during the Pick-Up Window on the Pick-Up Date.
5.2 The Customer should allow at least 1 hour to complete the Vehicle collection process.
5.3 The Customer shall pay the Security Deposit in accordance with clause 8.
5.4 Each Driver must be present on collection of the Vehicle with their full valid driving licence, passport and/ or identity card, 2 utility bills showing proof of address and dated within 90 days of the Pick-up Date, credit/ debit card for the Security Deposit and any other requirements as outlined in clause 6. Photocopies of these documents will not be accepted.
5.5 Vanmat Camper Hire shall supply the Vehicle in a clean, safe and roadworthy condition complying with all regulatory and registration requirements.
5.6 By signing the Rental Contract, the Customer acknowledges and agrees that:
(a) The Vehicle was provided to the Customer in a good operating condition and fit for hire;
(b) The Customer inspected the Vehicle prior to collection and noted no damage to, or defects in, the Vehicle other than as noted in the Condition Report;
(c) The Vehicle and its contents always remain the sole property of Vanmat Camper Hire; and

(d) The Customer will return the Vehicle to the Return Location on the Return Date without alteration or addition, in the same condition (except for ordinary wear and tear) complete with all tools, tyres, gas bottle(s), accessories and equipment as were in the Vehicle on collection.

5.7 Vanmat Camper Hire will make every effort to have the Vehicle ready for collection during the Pick-Up Window on the Pick-Up Date. However, during busy periods there may be some delays caused by factors outside of Vanmat Camper Hire's control. Should this be the case, no refunds will be due to the Customer and no amendments will be made to the Hire Period to reflect such delays.

5.8 It is the Customer's responsibility to ensure that they present all the correct documentation and identification to Vanmat Camper Hire on collection of the Vehicle. Should the Customer fail to do so, then Vanmat Camper Hire will be unable to release the Vehicle to the Customer and the Rental Contract will be terminated in accordance with clause 12.

5.9 No refund of the Hire Charge or any other charges paid by the Customer will be paid to the Customer if the Customer fails to collect the Vehicle on the Pick-Up Date.

Vehicle Return:

5.10 The Customer shall return the Vehicle to the Return Location during the Return Window on the Return Date.

5.11 The Customer should allow up to 30 minutes to complete the Vehicle return process and for Vanmat Camper Hire to check the Vehicle.

5.12 The Vehicle and its contents should be returned undamaged, with the required level of fuel (as specified in the rental contract), an empty and clean toilet cassette, empty waste water tanks, the same number of gas bottles as was included in the Vehicle at collection, a clean interior (that is completely free of mud, rubbish and pet hair), and otherwise in the same condition as it left the Pick-Up Location (fair wear and tear excepted).

5.13 The exterior of the Vehicle does not require cleaning prior to return unless it is covered with excess mud or dirt making it difficult for Vanmat Camper Hire to check the return condition.

5.14 The Customer shall not be eligible for any refund of the Hire Charge or other charges paid by the Customer for returning the Vehicle before the Return Date. The Customer shall contact Vanmat Camper Hire if it wishes to return the Vehicle early and any such return will be entirely at the Customers cost.

5.15 The Customer shall immediately notify Vanmat Camper Hire if it becomes aware that it will not be able to return the Vehicle by the Return Date. Failure to do so may result in prosecution for driving whilst uninsured.

Extensions To The Hire Period:

5.16 Vanmat Camper Hire is under no obligation to grant extensions to the Hire Period. If the Customer wishes to request an extension to the Hire Period, it shall obtain prior written authorisation from Vanmat Camper Hire and pay such additional charges as Vanmat Camper Hire may specify. Such payments shall be made by credit/ debit card over the telephone immediately upon authorisation of the extension.

6. DRIVERS AND DRIVING LICENCES

Drivers:

6.1 No more than a total of 4 Drivers can be named in respect of any Vehicle.

6.2 Each Driver shall:

(a) Be 25 years of age or over but under 79 years of age. Please contact Vanmat Camper Hire for any drivers with an EU licence over 70 years of age;

(b) Hold a full valid manual driving licence for at least 2 years prior to the Hire Period and had at least 2 years driving experience since obtaining a permanent licence in the United Kingdom or EU that entitles the Driver to drive a Category B vehicle or equivalent up to 3,500kg GMW. Drivers holding an automatic transmission driving licence only cannot drive any of our Vehicles;

(c) Provide Vanmat Camper Hire with 2 separate forms of photographic identification (driving licence and 1 other), as well as 2 proofs of address from separate sources such as utility bills, bank statements or council tax bills dated within 90 days of the Pick-up Date on collection of the Vehicle. Copies will be taken of all identification presented and will be retained for 7 years for the purpose of, but not limited to the defence of any legal claim(s);

(d) Be present at collection of the Vehicle;

(e) Be liable for any legal penalties (including without limitation parking fines and speeding penalties) incurred or imposed during the Hire Period; and

(f) Declare, at the time of booking (and prior to Vehicle collection if relevant), if there are any endorsements on such Driver's driving licence. Vanmat Camper Hire may not be able to provide insurance for such Driver to drive the Vehicle if such Driver has endorsements imposed on their driving licence or cannot comply with clause 7.6 and, in such an instance, the Vehicle may not be driven by

such Driver. The Customer should contact Vanmat Camper Hire prior to collection to check if specific endorsements will prevent a Driver from driving the Vehicle.

Driving licences:

6.3 Each Driver's driving licence shall:

(a) State the Driver's current home address.

(b) Be in English and issued in the UK, EEA or Switzerland. If this is not the case, then such Driver shall provide an international driving licence together with their standard licence. The international driving licence must be issued in the same country as the standard licence and confirm that the Driver is entitled to drive a Category B vehicle or equivalent up to 3,500kg GMW.

6.4 If a Driver's driving licence has been:

(a) Issued in Great Britain, then an online DVLA licence check will be required on collection of the Vehicle to confirm the driving licence information. The Driver's National Insurance number will be required for access to the DVLA system or the Driver can provide a DVLA licence check-code issued no more than 24 hours prior to collection of the Vehicle. We are unable to accept any Drivers whose licences have been issued in the mainland UK and have not had a DVLA licence check; or

(b) Issued in Northern Ireland, then such Driver shall provide both the original photo card and the paper counterpart to Vanmat Camper Hire at time of collection of the Vehicle.

7. INSURANCE

7.1 Vanmat Camper Hire provides comprehensive insurance and public liability insurance (the latter of which is subject to a limit of £5million) through a third-party insurer. This insurance will be valid for each Driver provided:

(i) all the personal information supplied to Vanmat Camper Hire by the Customer at collection in relation to each Driver is correct; and

(ii) each Driver complies with the requirements as set forth in clauses 6, 7.6 and 17.

7.2 Only Drivers are insured to drive the Vehicle.

7.3 The Vehicle is only insured for damage to the Vehicle (excluding damage to the windows, mirrors, and tyres, overhead and underside of the Vehicle) and the property of a third-party. The insurance does not include any personal insurance for the Customer (including death or bodily injury to the Customer or Driver), nor does it cover any personal possessions.

7.4 Vanmat Camper Hire strongly recommends that the Customer takes out their own personal travel insurance.

7.5 No other comprehensive insurance is acceptable for the rental of the Vehicle.

7.6 Vanmat Camper Hire cannot offer insurance to a Driver (and such Driver cannot drive the Vehicle) if such Driver:

(a) Does not meet the requirement set forth in clause 6.

(b) Has had their driving insurance declined and/ or a renewal refused and/ or special terms imposed and/ or has had their driving insurance cover cancelled or voided by an insurer at any time;

(c) Has more than one motoring accident or claim/ outstanding incident in the last 3 years;

(d) Has been convicted of any motoring offence in the last 3 years or has a prosecution pending other than for parking or has more than two 3 point offences (codes SP, TS or CU are covered) or one 4 or 6 point offence (codes SP, TS or CU are covered);

(e) Suffers from any medical condition requiring notification to the DVLA and authorisation has not been granted; or

(f) Is engaged in any of the following acts, occupations, or professions, even in a part-time capacity:

(i) Wholly or partly in professional entertainment or professional sports;

(ii) Jockeys and persons connected with racing, gaming industry or press of any sort;

(iii) Hawking or general dealing, street or market trading, or modelling; and

(iv) Foreign Service Personnel other than persons holding a full UK/ EU license for 2 years or more.

7.7 In the event of the theft of the Vehicle, the Customer will be liable for the full cost of the Vehicle; once a theft has been reported to both Vanmat Camper Hire and the police, a claim will be lodged with the insurer. The keys must be returned to Vanmat Camper Hire. Should the insurer accept the claim and agrees to reimburse Vanmat Camper Hire for the cost of the Vehicle, the liability to the Customer will reduce to the Security Deposit. If the keys are not returned to Vanmat Camper Hire the insurer will not accept the claim and liability for the full cost of the vehicle will remain with the Customer.

7.8 It is the Customers responsibility to ensure that a driver from their group complies with the requirements of these T&Cs. If this is not the case, then Vanmat Camper Hire may terminate this Rental Contract without liability to the Customer.

7.9 Insurance may be invalidated if the Customer or a Driver fails to declare (or correctly declare) any accidents, licence endorsements or driving convictions in accordance with clauses 6.2(f) and 7.6.

7.10 If there is any ambiguity regarding whether a Driver complies with the requirements of Vanmat Camper Hire's insurance, the opinion of Vanmat Camper Hire (or its insurer) shall be final.

8. SECURITY DEPOSIT

Security Deposit:

8.1 The hire of the Vehicle is subject to the prior payment of the Security Deposit by the Customer in accordance with this clause.

8.2 The amount of the Security Deposit for Drivers aged between 25 and 79 (inclusive) is £1,500.

8.3 Subject to the Security Deposit Exclusions noted in clause 8.11, the Security Deposit covers the liability of the Customer in the event of:

(a) one Incident only; and

(b) the failure by the Customer to return the Vehicle in the same condition as it was when released to the Customer.

8.4 The Customer shall be required to pay Vanmat Camper Hire a further Security Deposit after each Incident (subject to a maximum number of Incidents which shall be at Vanmat Camper Hire's discretion) to continue with the rental of the Vehicle. If the Customer fails to pay such further Security Deposit(s) or more Incidents occur than the maximum number of Incidents permitted by Vanmat Camper Hire at any time, the Rental Contract shall automatically terminate and the Customer will forfeit the full amount of the Hire Charge (and other charges paid by the Customer) and the Security Deposit(s) already paid.

8.5 The Security Deposit(s) shall be taken as a pre-authorisation on the Customer's credit card or debited from the Customer's debit card at the time of collection in GB£. Pre-paid currency cards are not accepted by Vanmat Camper Hire. The card used for the Security Deposit(s) shall be in the Customer's name.

8.6 The Customer hereby irrevocably authorises Vanmat Camper Hire to deduct from the Security Deposit(s) any amounts due to Vanmat Camper Hire arising under this Rental Contract.

8.7 Vanmat Camper Hire is entitled to withhold the Security Deposit(s) until the Customer's liability under this Rental Contract and the full amount of damage or loss has been finally determined by Vanmat Camper Hire.

8.8 The Security Deposit(s) shall be fully refundable to the Customer within 28 days of return of the Vehicle to Vanmat Camper Hire in accordance with this Rental Contract provided:

(a) No Incidents have occurred;

(b) There are no outstanding insurance claims in relation to the Vehicle, the Customer, or a Driver;

(c) None of the charges set out in clause 4.3 are payable by the Customer; and

(d) Vanmat Camper Hire does not incur any demurrage costs as a result of the Vehicle being unavailable due to repairs required as a result of an Incident. Any demurrage recovered from any negligent third party will be refunded to the Customer upon its recovery by Vanmat Camper Hire.

8.9 Vanmat Camper Hire shall apply the Security Deposit(s) to any costs, charges, liabilities, losses, or damages suffered or incurred by Vanmat Camper Hire under clause 8.8.

Security Deposit Exclusions:

8.10 Certain charges and costs are excluded from the Security Deposit. These are the 'Security Deposit Exclusions' and they are set out in clause 8.11. If any of the Security Deposit Exclusions apply and the Security Deposit does not cover the full amount of such charges or costs, then the Customer shall, within 28 days of demand, forfeit the entire Security Deposit(s) and pay to Vanmat Camper Hire the difference between the amount of the Security Deposit(s) and the amount of such charges or costs.

8.11 The Security Deposit Exclusions are:

(a) Any charges owing to Vanmat Camper Hire under clause 4.3.

(b) Any costs incurred by Vanmat Camper Hire to:

(i) Repair any damage or loss to the Vehicle caused wholly or partly by a breach by the Customer of clause 17;

(ii) Any damage or loss to the Vehicle, including mechanical problems in the clutch or gearbox of the Vehicle, which have been caused by a negligent act of, or intentionally caused by, the Customer;

(iii) Repair or replace aerials, glass, wheels, wheel trims, tools, or spares;

(iv) Repair any damage caused by the Customer failing to follow proper operating procedures for the Vehicle (such as use the correct fuel, checking oil, coolant levels and tyre air pressure levels);

(v) Repair any damage to the underside of the Vehicle or its roof;

(vi) Replace the Vehicle if the Vehicle is stolen after the Customer left the keys in the ignition or in or on the Vehicle whilst it was unoccupied;

(vii) Repair any damage caused to windscreen, mirrors and/or tyres of the Vehicle;

(viii) Repair any damage to the Vehicle which is caused by using it in contravention of any legislation or regulation controlling vehicular traffic;
(ix) Repair any damage to the Vehicle which is caused by freezing/ overheating (such as unit not winterised or overheating of the Vehicle or systems such as plumbing or water systems); and
(x) Repair any damage to the Vehicle (and any associated costs) resulting from recovery of the Vehicle if the Vehicle becomes bogged.

9 LIABILITY REDUCTION OPTION

9.1 Liability Reduction Option is an optional extra that reduces the Customer's liability under clause 8.2. It applies to one Incident only.
9.2 The Liability Reduction Option does not apply to the Security Deposit Exclusions (please see clause 8.11 for details). This means that if any of the Security Deposit Exclusions apply, the Customer shall remain liable for the full amount of the charges owing to Vanmat Camper Hire and/ or the costs payable to Vanmat Camper Hire as set out in clause 8.11.
9.3 The Liability Reduction Option can be purchased by the Customer at time of booking or on or before collection of the Vehicle. It cannot be purchased after the start of the Hire Period. The pricing for the Liability Reduction Option can be found on Vanmat Camper Hire's website.
9.4 The Liability Reduction Option applies in respect of the first Incident with the Vehicle and not the entire Hire Period. Once the first Incident has occurred and the Liability Reduction Option has been applied to it, Vanmat Camper Hire's Security Deposit terms (as set out in clause 8) will apply to the remainder of the Hire Period and any subsequent Incidents.
9.5 After the first Incident, a second Security Deposit authorisation will be required in accordance with clause 8.4.
9.6 Customers must report Incidents to Vanmat Camper Hire within 24 hours of there occurrence for the Liability Reduction Option to apply.

10 FLEXIBLE CHANGE COVER

10.1 Customers can choose to include our flexible cancellation option within their booking for a fee of £50.
10.2 Flexible cancellation option allows for free of charge cancellation up to 21 days before the booked hire period start date.
10.3 Customers can choose to make one free of charge amendment to the confirmed booking, subject to availability.
10.4 Customers are liable for any price increases caused by booking amendment.
10.5 Flexible cancellation must be added to the booking at time of booking confirmation.

11 CLAIMS AND CLAIM SETTLEMENT

11.1 Vanmat Camper Hire shall use its reasonable endeavours to ensure that any money payable to the Customer is paid as quickly as possible. The Customer acknowledges, however, that third-party claims can, in some cases, take years to resolve and that the progress of claims is often outside of Vanmat Camper Hire's control.
11.2 Vanmat Camper Hire is entitled to withhold the Security Deposit until the Customer's liability and the amount of damage or loss has been finally determined by Vanmat Camper Hire or its insurer.
11.3 Vanmat Camper Hire shall refund the balance of the Security Deposit as soon as reasonably practicable after receiving the final resolution and payment relating to any third-party claim.
11.4 The Customer agrees to provide all reasonable assistance to Vanmat Camper Hire in handling any claim including providing all relevant information and evidence and attending court, if necessary, to give oral evidence.
11.5 For information regarding outstanding claims or Security Deposit refunds, the Customer should contact vanmat_camper_hire@outlook.co.uk.

12 TERMINATION BY VANMAT CAMPER HIRE

12.1 Vanmat Camper Hire reserves the right to immediately terminate this Rental Contract and to repossess the Vehicle with no refund or other liability to the Customer either before, on or after the commencement of hire of the Vehicle if:
(a) The Customer or a Driver does not comply with clauses 5.4 and 6;
(b) The Customer fails to pay the Security Deposit as required under clause 8;
(c) Over-occupancy of the Vehicle relative to the number of seatbelts occurs at any time during the Hire Period;
(d) The Customer is in breach of any material term in this Rental Contract;
(e) The Customer obtained the hire of the Vehicle through fraud or misrepresentation;

(f) Any statement, representation or warranty made by the Customer, or any Driver is incorrect;
(g) The Vehicle appears to Vanmat Camper Hire to be abandoned;
(h) There is damage to the Vehicle, regardless of fault;
(i) The Vehicle is not returned by the Return Date or Vanmat Camper Hire reasonably believes that the Vehicle will not be returned on Return Date; or
(j) Vanmat Camper Hire reasonably believes that the safety of the public or passengers in the Vehicle is threatened, or the Vehicle is in danger.

12.2 The Customer acknowledges that in the event of termination by Vanmat Camper Hire under clause 12.1, the Customer has no right to a refund of the Hire Charges (or any other charges paid by the Customer) or the Security Deposit. In addition, the Customer may be liable for the additional charges in accordance with clause 4.2.

12.3 Vanmat Camper Hire reserves the right to terminate this Rental Contract prior to the Hire Period if there are operational issues affecting Vanmat Camper Hire's rental fleet.

13 CANCELLATION OR CHANGE BY CUSTOMER

Cancellation of Rental Contract:

13.1 If the Customer wishes to cancel this Rental Contract, the Customer shall pay the following charges to Vanmat Camper Hire:
(a) If cancelled within 24 hours of booking: 100% of the Customer's funds will be refunded.
(b) If cancelled more than 42 nights prior to the start of the Hire Period: 25% of the total hire cost or 100% of booking deposit (whichever is greater);
(c) If cancelled 41 to 22 nights prior to the start of the Hire Period: 50% of the total hire cost; and
(d) If cancelled 21 nights or less prior to the start of the Hire Period, or no-show: 100% of the total hire cost.

Change to Rental Contract:

13.2 If the Customer wishes to make changes to this Rental Contract (for example to change the type of Vehicle or the Hire Period), they shall pay the following charges:
(a) If amended more than 42 nights prior to the start of the Hire Period: a fee of £50 plus any increase in Vehicle charges; and
(b) If amended 41 to 22 nights prior to the start of the Hire Period: a fee of £100 plus any increase in Vehicle charges.

13.3 The Customer cannot make changes to this Rental Contract within 21 nights of the start of the Hire Period.

13.4 Changes to a booking are subject to availability.

14 VEHICLE SUBSTITUTION

14.1 Vehicles are booked by the Customer by vehicle category as determined by Vanmat Camper Hire and not by make or model or brand.

14.2 Vehicles supplied by Vanmat Camper Hire may be substituted to alternatives. Acting reasonably, Vanmat Camper Hire reserves the right to change the Customer's selected vehicle type or its specification in the event of unforeseen circumstances such as accidents, operational issues, or other reasons.

14.3 In such circumstances, the Customer shall not be liable to Vanmat Camper Hire for any increased rental charges for the substitute Vehicle. However, the Customer shall be responsible for any additional running costs pertaining to the substituted Vehicle.

14.4 In the event of a downgraded vehicle type, the Customer may be eligible for a partial refund of the Hire Charges.

14.5 If no alternative vehicle is available for the Customer, Vanmat Camper Hire's liability to the Customer is limited to a refund of such portion of the Hire Charge as has been paid to Vanmat Camper Hire by the Customer. In all cases, no other refund will be available including compensation for additional arrangements booked by the Customer (such as costs for flights, hotels, activities etc.).

15 MALFUNCTION OF ONBOARD COMPONENTS

15.1 Prior to the collection of the Vehicle by the Customer, Vanmat Camper Hire will carry out an inspection of all onboard components to ensure they function correctly.

15.2 On collection, the Customer will be shown how each onboard component operates and what to look for if a system fails during the Hire Period.

15.3 If an onboard component malfunctions during the Hire Period, Vanmat Camper Hire will attempt to resolve the issue without requiring the Customer to return to the Pick-Up Location, however, this may

not always be possible. Vanmat Camper Hire cannot be held responsible should any loss of function happen and shall not be liable to refund any monies nor provide an alternative vehicle to Guest.

15.4 In the case of winter hire, Vanmat Camper Hire cannot be held responsible in the event of any damage or inconveniences caused by freezing conditions. These are the responsibility of the Customer.

16 HOLIDAY DISRUPTION COVERAGE

16.1 Should the Customer's rental be disrupted by a mechanical breakdown/ Vehicle system malfunction (which has not been caused by the Customer) which render the Vehicle unusable for more than 48 hours after first reporting to Vanmat Camper Hire, the Customer shall be entitled to a maximum refund equal to the gross nightly rental rate for each night of the Hire Period affected until the breakdown/ malfunction is rectified by Vanmat Camper Hire or one of its agents or representatives.

16.2 Failure of mechanical and Vehicle systems which include heating, hot water, water pump, refrigerator, gas hob, etc must be assessed by Vanmat Camper Hire or an Vanmat Camper Hire authorised repairer.

16.3 The Customer shall only be eligible for a refund under clause 16.1 if the Customer notifies Vanmat Camper Hire of the breakdown/ malfunction promptly upon its occurrence. Failure to notify acknowledges that the breakdown/ malfunction is of such a minor nature that the Customer does not wish to make a claim for loss of time in respect of the rental.

16.4 Defects and repairs of the radio/ CD player, Sat Nav, reversing camera, bike racks and cruise control, etc, are considered minor and are excluded from the scope of this clause.

17 USE OF THE VEHICLE

17.1 Only persons identified in the Rental Contract as Driver may drive the Vehicle.

17.2 The Customer agrees that during the Hire Period, it will not allow the Vehicle to:

(a) Be driven outside mainland UK unless authorised in advance by Vanmat Camper Hire and conditional to the purchase of the Ireland and mainland Europe insurance option at £150 per hire;
(b) Be driven by anyone who is not a Driver;
(c) Be driven for any business or commercial use;
(d) Be driven by anyone whose blood alcohol concentration exceeds the lawful percentage;
(e) Be driven by anyone who has consumed or is under the influence of any illegal substance;
(f) Be driven during any adverse weather or other unsafe conditions;
(g) Be used to carry persons for hire, gain or reward;
(h) Be used to carry any inflammable, explosive or corrosive materials;
(i) Be used to push or tow any vehicle, trailer, boat, or other object unless authorised in advance by Vanmat Camper Hire;
(j) Carry any greater load and/ or number of persons than for which the Vehicle is designed;
(k) Be used for racing, pace-making, speed trials, or driving in a dangerous, wilful, or reckless manner;
(l) Be used to carry illegal substances or product either for commercial purposes, financial gain, or delivery of such goods;
(m) Be driven in an unsafe or unroadworthy condition;
(n) Be driven on unsealed and non-public roads;
(o) Be driven on any unnumbered roads and highways;
(p) Be driven without the permission of Vanmat Camper Hire;
(q) Be driven other than in a cautious, prudent, and normal manner;
(r) Be left unattended with the ignition key in the ignition;
(s) Be left unlocked while it is unoccupied;
(t) Be submerged in water or to come into contact with salt water; or
(u) Be driven into areas at war.

17.3 The Customer acknowledges that Vanmat Camper Hire may, at any time and at its sole discretion, restrict the Customer from driving the Vehicle in certain areas due to adverse road or weather conditions or any other reasonable cause.

18 ROADSIDE ASSISTANCE AND VEHICLE MAINTENANCE

Roadside Assistance:

18.1 Vanmat Camper Hire provides, through its network of third-party partners, 24-hour roadside assistance to the Customer during the Hire Period.

18.2 Roadside assistance covers any mechanical faults to the base chassis of the Vehicle. Any call out charges necessitated by the customer through operator error (for example a flat vehicle battery, wrong or insufficient fuel, keys locked in the Vehicle, etc) will be payable by the Customer to either Vanmat Camper Hire or its third-party partner.

18.3 Roadside assistance may not be available in the Vehicle's location at the time of the fault. In such event, the Customer may be required to contact nearby repairers, mechanics, and other necessary suppliers to assist in addressing the fault.

18.4 Assistance/recovery times are dependent on availability of Vanmat Camper Hire's third-party partners and the location of the Customer's Vehicle at the time of the fault.

Vehicle Maintenance:

18.5 The Customer shall take reasonable steps to properly maintain the Vehicle during the Hire Period. This includes checking the oil, coolant and AdBlue® levels, tyre pressures and batteries every 500 miles.

18.6 The Customer shall report to Vanmat Camper Hire as soon as possible and within 24 hours where the oil or coolants are above or below the recommended levels or if the warning indication lights are illuminated. The Customer must add oil/ water/ coolant as necessary and use a licenced mechanic to perform any tasks and in accordance with the manufacturer's specifications.

18.7 The Customer acknowledges that any loss or damage occasioned to the Vehicle as a result of Customer's failure to maintain the Vehicle in accordance with this clause must be paid by the Customer.

18.8 The Customer will be fully liable for any costs associated with the incorrect use of fuel in the Vehicle.

18.9 The Customer shall report all faults or damage caused to the Vehicle to Vanmat Camper Hire as soon as possible and within 24 hours of the Customer becoming aware of them.

19 RESPONSIBILITY WHEN AN INCIDENT OCCURS

19.1 In the event of an Incident, the Customer shall:

(a) Notify Vanmat Camper Hire within 24 hours of the Incident, or if returning the vehicle within 24 hours notify Vanmat Camper Hire immediately and not as the vehicle returns;

(b) Obtain the names and addresses of third parties and any witnesses and report the Incident to the nearest police station;

(c) Complete the Glovebox Accident Report form located in the Vehicle;

(d) Not make any admission of liability or make a settlement offer to other parties;

(e) Not to drive the vehicle unless it is to a safe place within 30 miles of your Incident location until you have spoken to a member of staff from Vanmat Camper Hire and provided evidence of the damage to the Vehicle.

(f) Return the Vehicle to Vanmat Camper Hire if requested to so that damage can be assessed;

(g) Assist Vanmat Camper Hire in handling any claim arising from the Incident, including providing all relevant information and attending Court to give evidence if necessary;

(h) Pay any costs relating to a change of vehicle as a result of an Incident regardless of which party is at fault; and

(i) Accept that the Security Deposit will not be refunded until the claim is settled.

19.2 The Customer acknowledges that:

(a) The Security Deposit or other amount(s) due in respect of an Incident shall be paid at the time of reporting the Incident and not at the end of the Hire Period, regardless of which party is at fault; and

(b) An alternative vehicle is not guaranteed and there will be no refund for unused days as a result of termination of this Rental Contract due to damage caused by an Incident.

20 VIOLATION OF TRAFFIC LAWS AND REGULATIONS

20.1 Each Driver is personally liable for all legal penalties and fees pertaining to any traffic violation infringements under the current road traffic legislation applicable in the country of travel.

20.2 If any traffic violation penalty or infringement is presented to Vanmat Camper Hire relating to the Customer's hire of the Vehicle, Vanmat Camper Hire will charge the Customer the full cost of such penalty or infringement together with the Driver penalty charge in accordance with clause 4.2.

20.3 Vanmat Camper Hire does not hold any responsibility for appealing the penalty or infringement; this is soley the responsibility of the Customer or the relevant Driver.

20.4 If a refund of a penalty or infringement is provided to Vanmat Camper Hire by the relevant authority, Vanmat Camper Hire will refund this to the Customer (minus the Driver penalty charge in accordance with clause 4.2).

20.5 The Customer is responsible for paying all road tolls.

21 SMOKING

21.1 Smoking and vaping are strictly prohibited in or within 5 metres of the Vehicle.

22 PETS

22.1 All Vanmat Camper Hire vehicle types are dog friendly, although pets are not allowed on any soft furnishings.

22.2 Domestic pet dogs only may be carried (maximum of 2 dogs per Vehicle) provided the Customer has paid the Optional Extra Pet fee charge of £10/day/dog. Please contact Vanmat Camper Hire for further details.
22.3 The Customer is solely responsible for ensuring compliance with all animal protection, carriage, vaccination and transit/entry laws and regulations required during the Hire Period.
22.4 Costs, including cleaning, incurred due to non-compliance with this clause 22 and any loss subsequently incurred by Vanmat Camper Hire due to the unavailability of the Vehicle for other Customers shall be borne entirely by the Customer.

23 EXCHANGE RATE FLUCTUATIONS/ REFUNDS

23.1 Transactions under this Rental Contract are conducted in GB£.
23.2 The Customer acknowledges that, due to exchange rate fluctuations, in some instances there may be variance between the amount initially debited against the Customer's payment card and the amount subsequently refunded. Vanmat Camper Hire has no control over such variations and the Customer accepts they are at its sole risk.
23.3 Refunds (including repayment of the Security Deposit) can take up to 28 days to clear the Customer's account.

24 COMPLAINTS

24.1 If a Customer has a complaint in relation to Vanmat Camper Hire or the Vehicle, it should report the same as soon as possible to Vanmat Camper Hire who will attempt to resolve the complaint as soon as possible.
24.2 In the event that a complaint is not satisfactorily resolved, the Customer may submit a formal complaint to Vanmat Camper Hire using the contact details at the top of these T&Cs.
24.3 All complaints should be submitted by the Customer within 14 days of the end of the Hire Period.

25 VANMAT CAMPER HIRE'S LIABILITY

25.1 Nothing in this Rental Contract limits any liability which cannot legally be limited including liability for:
(a) Death or personal injury caused by negligence; and
(b) Fraud or fraudulent misrepresentation.
25.2 Subject to clause 25.1:
(a) Vanmat Camper Hire's total liability to the Customer is limited to the total amount received from the Customer under this Rental Contract as at the Pick-Up Date (excluding the Security Deposit); and
(b) The following types of loss are wholly excluded under this Rental Contract:
(i) Loss of profits;
(ii) Loss of sales or business;
(iii) Loss of agreements or contracts;
(iv) Loss of anticipated savings; and
(v) Indirect or consequential loss.
25.3 Unless the Customer notifies Vanmat Camper Hire that it intends to make a claim in respect of an event within 14 days after the Hire Period, Vanmat Camper Hire shall have no liability for that event. The notice must be submitted by email to vanmat_camper_hire@outlook.com and must identify the event and the grounds for the claim in reasonable detail, the Customer must also get confirmation of receipt of the email by Vanmat Camper Hire.

26 PRIVACY

26.1 Vanmat Camper Hire will process the Customer's personal data only in accordance with its Privacy Policy which is available at www.vanmatcamperhire.co.uk/privacy

27 GENERAL

27.1 Except as set out in these T&Cs, no variation of the Rental Contract shall be effective unless it is in writing and signed by both the Customer and an authorised representative of Vanmat Camper Hire.
27.2 Unless it expressly states otherwise, the Rental Contract does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Rental Contract.
27.3 If any provision or part-provision of the Rental Contract is or becomes invalid, illegal, or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of the Rental Contract. If any provision or part-provision of the Rental Contract is deleted under this clause 27.3, the Customer and Vanmat Camper Hire shall negotiate in good faith to agree a replacement provision that, to the greatest extent possible, achieves the intended commercial result of the original provision.

27.4 This Rental Contract constitutes the entire agreement between Vanmat Camper Hire and the Customer and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between Vanmat Camper Hire and the Customer, whether written or oral, relating to its subject matter.

27.5 Vanmat Camper Hire's brochures, website and advertising material contain only representations of Vanmat Camper Hire's vehicles. The Customer acknowledges that pictures, illustrations, measurements and descriptions of Vanmat Camper Hire vehicles may be different to the Vehicle offered to the Customer due to modifications and/or upgrades. Vanmat Camper Hire is not liable to the Customer for any such variance.

27.6 Vanmat Camper Hire and the Customer acknowledge that in entering into this Rental Contract they do not rely on and shall have no remedies in respect of any statement, representation, assurance, or warranty (whether made innocently or negligently) that is not set out in the Rental Contract.

27.7 Vanmat Camper Hire shall not be in breach of the Rental Contract nor liable for delay in performing or failure to perform any of its obligations under the Rental Contract if such delay or failure results from events, circumstances or causes beyond its reasonable control.

27.8 A waiver of any right or remedy under the Rental Contract or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent right or remedy. A failure or delay by Vanmat Camper Hire to exercise any right or remedy provided under the Rental Contract or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under the Rental Contract or by law shall prevent or restrict the further exercise of that or any other right or remedy.

27.9 The Rental Contract and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of the United Kingdom.

27.10 Vanmat Camper Hire and the Customer irrevocably agree that the courts of United Kingdom shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with the Rental Contract or its subject matter or formation.

AGREED AND ACCEPTED:

1. By the Customer:

Name:

2. By Driver:

Name:

3. By Driver:

Name:

4. By Driver:

Name:

5. By Vanmat Camper Hire's authorised representative:

Name:

Date: