

TERMS & CONDITIONS

Hiring a Tourer

1. The hirer must be over 25 years of age and hold a current full UK driving license **which includes towing**. It must be available for inspection at any time prior to hire.
2. The Hirer is responsible for informing their own insurance company that they will be towing a caravan. Usually no additional premium is required. The third party liability whilst towing lies with the vehicle insurer.
3. A recent utility bill, the certificate of insurance for the towing vehicle and a valid MOT certificate for vehicles older than 3 years old must be available for inspection prior to hire.
4. We reserve the right to refuse caravan hire without stating our reasons.
5. Where adverse weather conditions, or any other factors outside of our control, are present or forecast, we reserve the right to refuse caravan hire or to impose restrictions on its use. We also reserve the right not to supply an awning.
6. The caravan and equipment **must** only be towed and/or used by the hirer(s) named on the booking form unless we are advised to the contrary at the time of booking. Items/vehicles must not be rented or hired out to a third party.
7. The caravan can and must only be towed within mainland UK.
8. The Hirer must ensure that the user payload of the Caravan is not exceeded.
9. A responsible adult over the age of 18, must be using, and be responsible for, the caravan.
10. The hirer must ensure that the towing vehicle has a suitable tow bar, correctly wired to tow a caravan, and must supply a rectangular rear number plate for the back of the Caravan.
11. The hirer must inform us immediately, or as soon as practical, of any breakdown, accident, loss or damage to the caravan.
12. The hirer is responsible for the cost and fitting of equivalent replacement of a tyre should it become unroadworthy or damaged during the hire period.
13. The hirer is responsible for any uninsured loss, destruction or damage to the caravan, including and not limiting to negligence or wilful damage.
14. No person or livestock of any kind can be carried in the caravan whilst in transit under any circumstance.
15. Where the caravan has suffered losses or damage which affect the safe and legal towing of the caravan, (except in the case of a total loss), the hirer must, at their own expense, make the caravan road legal and safe before continuing the journey or returning the caravan to these premises.
16. In the interest of safety and other hirers of the caravan, we adopt a strict **NO SMOKING** policy in both the caravan and awning (if fitted).
17. No candles or other naked flames are to be lit in the caravan or the awning (fitted caravan equipment is not included in this).
18. No liability will be accepted for shortages, or failure of equipment should it occur, or for any loss, accidental injury however caused.
19. No bicycles are to be carried in the caravans.
20. Other than the equipment and services supplied by ourselves, nothing can be stuck to, or attached to, any part of the caravan, inside or out.
21. Pets by arrangement only, and may be refused on some caravans.
22. The Caravan is supplied with both a wheel clamp and hitch lock. Both **must** be fitted at all times when the caravan is not in transit.
23. Bookings will be confirmed by email. The caravan will not be reserved until the completed booking form, signed terms and conditions and payment are all received.
24. All bookings must be accompanied by a deposit payment of 50% of the total hire fee. Once the caravan is reserved this payment is **NON REFUNDABLE** under any circumstances (including Covid consequences).
25. The balance of the total cost must be made no later than 6 weeks prior to the start of the period of hire. Should the balance not be paid before/by this time, the caravan will be released from the hire and the no refund policy applies.
26. Where a booking is made 6 weeks prior to the hire period, the deposit payment and balance payment must be made at the same time at the time of booking.
27. A security deposit of £500.00 is required on all caravans. This must be made by Bank Transfer prior to collection of the hired caravan. This will be fully refunded after the hire period with all requirements below met. A late return or an excessively unclean caravan will result in loss of some or all, of the deposit at our discretion. A full and uncleaned chemical toilet will incur a £100.00 charge.
 - a. Caravan is returned early or at least on time.
 - b. Caravan is cleaned upon return.
 - c. All items are accounted for and in working order.
 - d. Chemical toilet has been emptied and clean.
 - e. Free from any damage.
28. If, due to unforeseen circumstances, the caravan booked is not available, every effort will be made to supply an alternative caravan, should this not be possible, we will refund the amount paid in full settlement of all claims.
29. The caravan will be available from 09:00hrs on the start day and must be returned no later than 15:00hrs on the finish day, unless by prior arrangement, to the contrary. Late return will result in a charge of £20.00 per hour (or part thereof).
30. Cancellation more than 8 Weeks prior to the booking date will result in loss of deposit in section 24.
31. Cancellation less than 8 weeks prior to booking date will result in forfeit of 100% the booking fee. However, should the caravan be subsequently rehired for the cancelled period we will refund the balancing payment made in accordance to section 24 & 25.
32. It is the hirers responsibility to arrange cancellation insurance.