



## **PARKLIFE CAMPERS LTD TERMS & CONDITIONS FOR VEHICLE HIRE**

Parklife Campers are a family run business and we pride ourselves on offering a very high quality of product and service at the most reasonable rates.

Our Parklife Campervans are equipped with highest quality equipment and accessories to ensure the best possible experience for your time away.

We want you to relax and enjoy yourselves in your campervan whilst away and feel at ease during your trip, but we do expect you to respect the campervan as if it were your own and take good care of it at all times.

The following is all the grown-up stuff that's all a bit boring but essential for you to read & agree to in full, so we can continue to offer a smooth and hassle-free experience to you and all future Parklife Campers customers.

We'll keep it as short as we can:

### **Parklife Campers Limited Terms and Conditions for Vehicle Hire Definitions:**

'The Vehicle'	The VW Parklife Campers Campervan
'This agreement'	Parklife Campers Limited Terms and Conditions
'The Customer / Hirer'	The person or persons signing this agreement
'Main Driver'	The person responsible for the vehicle for duration of hire
'Security Deposit'	Sum which is held to cover any liabilities
'Additional Hire Items'	Includes awning, bike rack, Cadac and any other product or device hired in addition to the campervan

### **1. Hire**

Parklife Campers Limited hire the Parklife Campers Campervan to the customer subject to this agreement. By signing a copy of these terms and conditions the customer confirms that they will strictly comply with the terms of the agreement between us. The customer must not transfer, assign, or sublet the benefit of the agreement, or claim in any circumstance to own the vehicle or to have rights over it beyond those conferred by this agreement. Parklife Campers Limited permit the customer to use the vehicle only upon the terms and conditions of this agreement.

## 2. Booking and Payment

At the time of booking a 30% non-refundable deposit is payable. Payments can be made by debit or credit card. The balance of the hire charge is due 28 days (4 weeks) before the first day of hire when a reminder for payment will be sent in advance to the contact provided at the time of booking. Before customers take the vehicle on the day of collection, they must review and sign the rental agreement along with a "Condition Report" noting the general condition of the vehicle including cleanliness & any minor damage, confirmation of the contents being provided with the vehicle and a full tank of fuel. By signing the rental agreement customers accept the conditions set out in this document.

## 3. Drivers

Our insurance requires the hirer to be named as the main driver who will be the responsible person for the duration of hire, but additional drivers can be added for a small surcharge. In accordance of the conditions set out by our insurance provider, all drivers must:

- Be aged between 25 and 76 – outside these parameters unfortunately we cannot hire to you due to our insurance policy restrictions
- Have held a full UK or EU driving licence for a minimum of 2 years
- Have not had their licence suspended for any period within the last 3 years
- Have not been involved in more than one fault incident within the past 3 years
- Have no more than 2 convictions with a maximum of 3 points per conviction.

## 4. Documentation

Driver Licence and Identification required in advance of collection of the vehicle & again upon collection. This applies for each customer who intends to drive the vehicle. All drivers must present:

- Both parts (where applicable) of their valid UK or EU driving licence
- 2 separate utility bills, providing proof of address dated within 3 months of the hire date

## 5. Security Deposit

An email will be sent to you a week prior to the collection of the vehicle. Customers must pay a £1,000 refundable security deposit. This deposit is taken as security to cover:

- Damage, whether negligent, wilful, accidental or otherwise to the Parklife Campervan, it's fixtures and fittings or any additional hire items (see section 7)
- Any penalty charges incurred during the period of the vehicle hire (parking tickets, speeding fines, toll road charges etc.)
- Return by post of any left items – charged at cost of postage. An administration fee may apply – A receipt available on request
- Lost or damaged keys – Replacement keys will be charged at £150 per key

The customer must irrevocably authorise Parklife Campers Limited to deduct from the security deposit any amounts due by the customer to the Parklife Campers Limited arising out of this agreement.

The security deposit will be refunded in full within 28 working days of the vehicle being returned on time, to the correct location, undamaged, with a clean interior, a full tank of fuel and all fixtures and fittings in original condition.

We reserve the right to retain:

- A late return charge of £150.00 per hour if the van is returned after the agreed drop off time – This fee may be reduced by Parklife Campers discretion, should the customer advise in advance. It is vitally important for us to manage these handovers at the agreed times, as we work with a number of partners between handovers.
- A fuel refill charge – The vehicle will be supplied to you with a full tank of fuel and must be returned with a full tank. Otherwise the cost to refill the tank and a £35.00 refuelling fee will be applied – A receipt for fuel will be available on request
- A £50.00 valeting fee if the Parklife Campers Campervan is returned in an unclean and untidy condition
- Any fees listed in section 7 for Additional Hire Items
- An equipment deficit fee – charged at the cost to replace each missing item plus an administration charge if required – A receipt available on request

All transactions under this agreement are conducted in pounds sterling. For customers outside the UK, exchange rate fluctuations may affect the amount initially debited against the customer's payment card and the amount refunded. The customer agrees to release Parklife Campers Limited from any liability for such variance.

## **6. Insurance**

The hirer is responsible for a standard excess of £1,000. In the event of a claim relating to damage to the vehicle or third party, fire or theft, the hirer will be responsible for the excess.

An excess waiver is available to the hirer, but this does not give you 'Carte Blanche' to abuse The Vehicle. For clarity, avoidance of doubt and our mutual protection; we would not include most minor damage sustained, such as minor dents and scrapes, as mis-use.

In most cases, such as reversing into an object or opening the door against a solid object such as a wall or another vehicle, it would most likely require a small repair or re-spray which we should be able to do through our appointed repair partners at a very reasonable cost (below the excess cost). Damage of this nature would be charged at the cost of repair plus an appropriate labour charge – receipt for work available on request. If the damage is more substantial and includes replacement panels or major bodywork parts, then an insurance claim will need to be made.

## **7. Parklife Campers Limited responsibilities**

Parklife Campers Limited are responsible for:

- Maintaining the vehicle to a high standard and ensuring that the vehicle is roadworthy, clean, suitably equipped (as detailed in our listing) and ready to rent at the start of the agreed hire period
- Providing a handover showing the customer how to use the vehicle safely and responsibly prior to departure (this can be quicker if the customers has watched our available how to videos via our website)
- Ensuring the vehicle is fully insured
- Providing breakdown cover

## **8. Customer responsibilities**

The customer is responsible for:

- Driving the vehicle in a careful manner in accordance with the law and as would be deemed acceptable by Parklife Campers Limited
- Any damage to the vehicle, its fixtures and fittings or Additional Hire Items during the hire period and for advising Parklife Campers Limited of any damage (no matter how minor), any technical issues or any missing components which were originally supplied as part of the agreement
- Ensuring the vehicle is filled with the correct fuel during the period of hire and returned with a full tank
- Looking after the vehicle keys – Charges will apply for lost keys per section 5
- Following all health and safety guidelines when operating the vehicle or using the fixtures and fittings such as the gas cooker, heating, rotating front seats, elevating roof, entertainment system whilst driving, water and grey water disposal, parking and securing & levelling the vehicle when stationary etc.
- Supplying, fitting and using baby or child booster seats when necessary (Isofix points are available on the two rear seats)
- Informing Parklife Campers Limited of any accidents or breakdowns as soon as reasonably possible and logging all accident details on the accident report forms in the glove box
- Returning the vehicle at the agreed time unless otherwise agreed in writing with Parklife Campers Limited – late charges will apply as stated in section 5

The customer must not:

- Allow the vehicle to be driven by anyone other than named drivers who have gone through the insurance approval process with Parklife Campers Limited
- Carry more than 4 persons in the vehicle (including the driver)
- Take the vehicle abroad without permission and paying the overseas insurance premium

- Take the vehicle to festival events without prior consent
- Use the vehicle 'off road'
- Tow other vehicles
- Use the bike rack for anything other than carrying bikes (maximum 4 bikes)
- Overload the vehicle or load insecurely
- Drive when under the influence of drugs or alcohol
- Take animals in the vehicle without prior consent; we do have some pet friendly vehicles where dogs are allowed but are subject to a hire surcharge of £25 which covers the additional cleaning required between handovers. If evidence of pets is found in the van without the surcharge having been paid in advance, a cleaning and administration charge of £50 will be taken from the security deposit.
- Smoke in the vehicle or awning. Any evidence of this will result in a deep cleaning fee (see section 5 for campervan & below for awning) regardless of the cleanliness otherwise & the customer will lose their security deposit.
- Use the vehicle for hire or reward
- Take good care of other hire items to avoid additional cleaning or replacement charges – any reported issues may be repaired at a minimal cost and will be charged at actual cost of repair plus an appropriate labour charge to arrange repair - receipt available on request; however if unreported will be charged at the full cost stated below:
 

○ Awning deep clean (includes evidence of smoking)	£100
○ Awning repair (charge per unreported repair)	£80
○ Awning replacement (for irreparable damage)	£800
○ Cadac deep clean (if any cleaning required on return)	£40
○ Cadac repair (cost per unreported repair)	£50
○ Cadac replacement (for irreparable damage)	£200
○ Bike rack repair (charge per unreported repair)	£80
○ Bike rack replacement (for irreparable damage)	£600
- Camp or stay overnight in any non-official locations. Free camping is illegal in all parts of the UK with the exception of Scotland where there are strict "Outdoor Access" rules which must be followed. These can be found at <https://www.outdooraccess-scotland.scot/practical-guide-all/camping>

While adventure is encouraged, Parklife Campers Limited do not advocate freestyle camping in any prohibited areas. You can find lots of options for overnight stopovers at pubs, authorised car parks and other locations on our "Destination Inspiration" page on our website.

## 9. Accidents

In the event of an accident, the customer must:

- Complete the accident report form which can be found in the glove box of each vehicle
- Notify Parklife Campers Limited as soon as reasonably possible
- Obtain the names and addresses of any third parties and witnesses
- Note the registration number, insurance details of any third party
- Take photographs of any relevant evidence where possible
- Make no admission of liability or offer settlement payments to other parties
- Assist Parklife Campers Limited in handling any arising claim
- Agree to indemnify Parklife Campers Limited if any third party suffers death, personal injury or damage to property caused by use of the vehicle that involves a breach by any driver, of any of the terms and conditions of this agreement, or the terms of Parklife Campers' insurance policy.
- Please note that any damage to Additional Hire Items may be repairable at a minimal cost. However if unreported we will charge for any such repairs at the full cost stated in these terms and conditions section 7.

## 10. Breakdowns

Should the vehicle breakdown, the customer must:

- Not attempt to carry out their own repairs regardless of expertise.
- Call the correct breakdown service as detailed in the handover documentation & incident report form
- Notify Parklife Campers Limited as soon as reasonably possible

Parklife Campers limited do not accept liability for any costs arising from accident, breakdown or any other cause, such as replacement vehicle costs or accommodation costs.

Parklife Campers Limited will endeavour to offer a suitable replacement vehicle or refund lost hire days.

Customers are advised to take out their own travel and personal effects insurance as this will not be covered in any vehicle insurance offered by Parklife Campers Limited.

## **11. Cancellations and refunds**

The 30% booking deposit is non-refundable under any circumstances.

If the customer fails to pay the full cost of the booking 28 days prior to hire, then the booking will be cancelled and any booking deposit paid will be retained. Should the customer then wish to rebook they will need to go through a new booking process.

If the customer fails to collect their Parklife Campers Campervan on the agreed date and within the agreed times, it will be assumed that the customer has cancelled their booking and no refunds will be made.

In the event of the customer cancelling the booking, booking deposits are not transferable to alternative hire dates unless otherwise approved by Parklife Campers.

If the customer is unable to produce the required documentation at the time of vehicle collection preventing the vehicle hire from proceeding, the cancellation policy will be enforced.

In the event that the hire vehicle is unavailable for reasons beyond the control of Parklife Campers limited, such as the vehicle has been damaged in an accident or is undergoing urgent mechanical repairs, then Parklife Campers Limited will endeavour to find a replacement option, offer alternative hire dates, or provide a full refund.

Parklife Campers Limited do not accept responsibility or pay any compensation for any additional losses beyond the hire cost.

## **12. Terminating the agreement**

The customer acknowledges that Parklife Campers Limited may terminate this agreement and repossess the vehicle at any time, without notification to the customer, and that the customer will pay any reasonable costs of repossessing the vehicle in the event that:

- They are in breach of any term of this agreement
- They have obtained the vehicle through fraud or misrepresentation
- The vehicle appears to be abandoned
- The vehicle is not returned on the agreed date
- Parklife Campers Limited considers, on reasonable grounds, that the safety of passengers or the condition of the vehicle is endangered

## **13. Personal Parking**

Parking for 1 vehicle at Parklife Campers Limited's premises is permitted during the hire period, however Parklife Campers Limited accepts no liability whatsoever for any loss or damage caused to your vehicle.

The customer is responsible for ensuring that their vehicle is appropriately insured.

## **14. Privacy Policy**

As part of the booking process, Parklife Campers Limited will collect personal information such as your name, email address, postal address and telephone number. This information is necessary for booking and insurance purposes. None of this information will be passed on to any third parties (other than Parklife Campers Limited's insurance company). Payment details are processed through a secure system. You will be given the option of agreeing to receive marketing information from Parklife Campers Limited such as special offers and competitions in accordance with GDPR.

## **15. Use of GPS Tracking Devices**

In accordance with our insurance providers terms and conditions; Parklife Campers use GPS tracking devices to track or locate cars which may be late for their scheduled return, reported stolen, suspected of being lost, stolen, or abandoned or as may be required or requested by law enforcement, or to identify cars which have been damaged and may require roadside assistance, when we have a good faith belief that there is an emergency that poses a threat to your safety or the safety of another person, or as necessary to defend, protect or enforce our rights in connection with the use of our products and/or services.

Location tracking allows us to evidence if the campervans have been driven anywhere in breach of our terms and conditions.

Our Trackers provide data related to driver behaviour including speed, breaking and the general handling and care at which the campervan is being driven.

We also receive notifications of any sudden impact such as a collision, bump or shock of a pothole.

This data is securely stored with our tracker provider and would be used as evidence in resolving any issues relating to the care of the vehicle.

You should have no expectation of privacy or confidentiality as to the places where the campervan is driven while rented to you.



**16. Agreement**

I confirm that I have read all 8 pages of this document and agree to all Parklife Campers Limited terms and conditions

Full Name of Hirer (Main Driver):

Date:

Signature of Hirer (Main Driver):

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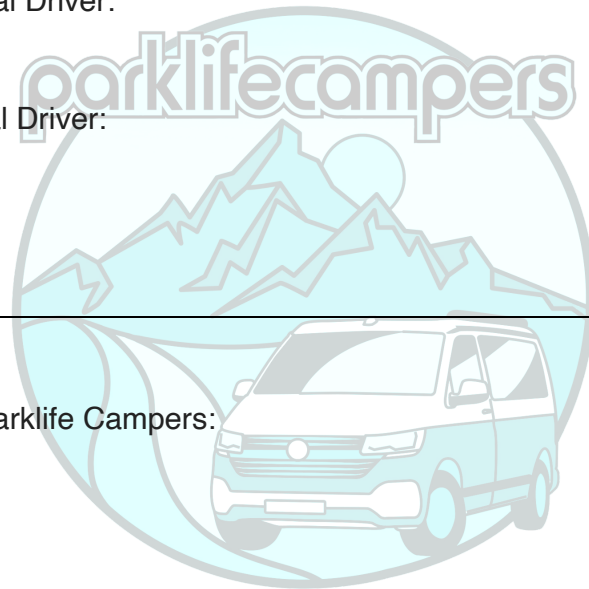
Full Name of Additional Driver:

Date:

Signature of Additional Driver:

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Signed on behalf of Parklife Campers:



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**parklifecampers**