

Please read these terms and conditions carefully. We are happy to clarify anything, please just ask.

Definitions

"You", "Your" and "Hirer" refers to the person who is the customer

"Light Motorhome Hire" means Light Motorhome Hire, with its head office at The Partridge, Holcombe, Somerset, BA3 5EZ.

"Booking" the confirmed details to contract the hire of a motorhome, which includes full payment.

"Customer" means the person nominated as the hirer and named as the Hirer on the Rental Agreement.

"Booking Fee" means the full amount paid at the time of Booking to confirm your hire and secure the Vehicle.

"This Agreement" means the Booking Confirmation, Rental Agreement and these Terms and Conditions. In the case of any discrepancy the provisions of these terms apply.

"Driver/Drivers" means the named person or persons on the booking insured to drive the Vehicle

"Final Payment" means payment of the remaining Vehicle Hire Charge, Security Deposit, Excess Reduction, Special Protection, Full cover, optional extra's and surcharges.

"Incident" means any event that has caused damage to the bodywork of Vehicle either by the Hirer or another person, any third party property or breakdown to the Vehicle.

"In-Hire Support" means the Company Vehicle Support Helpline service. Contact details are supplied in the Vehicle.

"Insurance Excess" means the excess amount payable of £1000 in the event that the estimated cost of repair exceeds this amount. The excess amount payable is per Incident. This amount is taken as a deposit on the Hirer's card.

"Non-insurable Damages" means the Hirer is responsible for all damage costs and expenses incurred as a result of offences against the Road Traffic Accidents, other Incidents and any other costs arising from non insured damages found during the Post Hire Inspection. This can be up to the full value of a like for like replacement vehicle.

"Motorhome" means the vehicle as stated on the Rental Agreement and any replacement or substitute Vehicle which may be provided at the discretion of the Company.

"Rental Period" means the period of hire of the Motorhome as stated on the Booking and Rental Agreement including any agreed variation from the original Booking.

1 Hire Charges

Hire rates quoted at the time of Booking include:

Unlimited Mileage

Roadside Assistance *

Handover session prior to hire

Bike Rack (up to 4 bikes)

Radio/CD/Bluetooth player

Crockery, cutlery and glasses

Electric Hook-up cable

Water hose

Kettle, saucepans and cooking utensils

Kitchen pack (washing-up liquid, tea-towel, dishcloth and cooker lighter)

All optional extra products and deposits including; Insurance Excess deposit is required to be paid in full at least 14 working days prior to the hire collection date.

Optional Extras:

· Additional Driver (max 3) – £10 per night per driver

· Car parking at Light Motorhome Hire – £5 per night * The Hirer understands that their vehicle is left at their own risk. Light Motorhome Hire cannot and will not be held liable for any damage caused to the Hirer's vehicle

· Toilet chemical tabs = £2 per night

· Camping furniture (outdoor table and chairs)

· 6 Berth includes 2 tables and 6 chairs = £40 per rental

· Endorsements on UK licences (max 6 points) = £5 per endorsement per night per driver. * If you have any conviction codes other than SP, please contact Light Motorhome Hire as these may prevent us from obtaining insurance cover.

Light Motorhome Hire includes roadside assistance to cover any mechanical faults. Any call out charges relating to hirer or driver error including but not limited to, the wrong fuel, insufficient fuel or Adblu, clutch burnout, improper user of the handbrake, lost keys, flat battery, etc will be the responsibility of the Hirer.

2 Payments

Payment of the Vehicle Hire Charge is due at the time of booking the Motorhome.

A Booking is only binding when confirmed by an email from Light Motorhome Hire and the full hire fee paid. Light Motorhome Hire's terms and conditions and cancellation policy apply from this point forwards.

3 Cancellations & Refunds

The Booking of a Vehicle hire online is protected, in part, by the distance selling regulations that protects and provides the Hirer with UK consumer rights. However Motorhome hire is considered the same as booking for services such as car hire, booking a flight or theatre tickets, meaning it is exempt from the distance selling regulation protection that entitles the Hirer to a 7-day cooling off period. Therefore, once the Booking is confirmed by Light Motorhome Hire there is no entitlement to a refund if the Hirer subsequently cancels.

If you cancel prior to receiving confirmation of the booking, you are entitled to a full refund.

The refund amount is all payments made up to the cancellation date and is paid 28 working days after notification of the cancellation in writing.

Cancellation charges

More than 6 weeks before the commencement of the hire = £200 administration fee

Less than 6 weeks – day of hire = 100% of the total hire charge

A no show is deemed as a same day cancellation. The booking will be cancelled and all hire charges will be forfeited. Light Motorhome Hire cannot postpone or transfer money from one booking to another for a no show.

4 Booking Amendments

On completion of a Booking the Rental Period, Vehicle, Destination and Collection Depot are deemed to be confirmed.

In the unlikely event that the Motorhome originally booked cannot be supplied, Light Motorhome Hire reserves the right to substitute it for a comparable vehicle to that booked. If no replacement vehicle can be offered by Light Motorhome Hire, the booking will be cancelled and the Hirer will be refunded in full, in this instance the Hirer is not entitled to claim any consequential losses incurred from Light Motorhome Hire.

If the Hirer wishes to change the motorhome, pick-up dates, Light Motorhome Hire will try to accommodate the request. Any changes made by the Hirer are subject to an administration fee of £45.00 per charge, plus additional costs incurred.

Light Motorhome Hire may extend the Rental Period at the request of the Hirer subject to availability. The Hirer will pay additional charges incurred as an additional payment prior to the commencement of extension of hire. In the event of an agreed and paid for extension the new date agreed for the return of the Vehicle shall then become the revised for the Rental Period.

5 Eligibility, Proof of Identification and Driving Licences

Confirmation of the Booking will be sent to the Hirer by email. A subsequent administration process will be completed to accurately process the Booking and provide the adequate level of insurance cover for the Rental Period.

The Hirer is required to provide the Company with Identification documents and documentation for each Driver named on the Booking as requested both during the online administration process and also when collecting the vehicle. The Company cannot release the vehicle without these items being present. Identification documents required are:

- Hirer Identification
- 2 items of proof of residential ID of the Hirer and all named drivers matching the address stated on the Booking (utility bill, bank statement or credit card statement)
- Driver Identification
- Valid Photocard driving licence for each Driver (Non-UK drivers will also require a copy of a valid passport)

Light Motorhome Hire reserves the right to cancel the hire if, at the commencement of hire, the Drivers' licences are invalid or not in accordance with the required conditions or if insurance is declined for any reason.

Light Motorhome Hire reserves the right to decline hire to any person at any time without reason.

Light Motorhome Hire reserves the right to vary the conditions of Booking at any time, prior to the Hirer final acceptance of the contract.

By signing to accept these terms, the Hirer confirms that the information he has given is true, complete and correct, to the best of their knowledge and belief, and undertakes to inform Light Motorhome Hire of any changes thereto immediately.

The Hirer agrees that he or she is responsible for all costs, expenses and fines (including parking and congestion violations) which may be incurred during the Rental Period as a result of a breach of any Road Traffic laws, except where the breach is due to the fault of Light Motorhome Hire.

6 Collection and Return of the Motorhome

The hirer agrees and understands that the motorhome collection time is usually 10am on the day of collection.

A Pre-Hire Inspection of the motorhome will be carried out at the time of collection. The Hirer or Driver is advised to inspect the vehicle themselves before they sign the Pre-Hire Inspection.

The Hirer agrees and understands that the motorhome return time is 2pm on the final day of the Rental Period. Light Motorhome Hire have a strict no late return policy.

Should the unauthorized late return of the vehicle make Light Motorhome Hire liable for extra costs (e.g. compensation for the next hirer), Light Motorhome Hire reserve the right to pass on these costs to you and deduct them from the deposit.

No refund is given for the early return of the motorhome.

All returned motorhomes must be returned undamaged, with the same or a higher fuel level when collected, empty waste water and toilet cassette, all rubbish and personal belongings removed and the interior clean and in the same condition when collected, failure to comply with this clause will incur additional costs.

Please note, there are no facilities at Light Motorhome Hire's depot for emptying toilet cassettes, so must be emptied prior to return. Any applicable charges due following the Post-Hire Inspection will be deducted from the Security Deposit prior to the refund being made. Should the charges exceed the amount of the Security Deposit the Hirer will be liable to pay the additional amount within 7 days of the Company notifying the Hirer.

The return of the motorhome will be confirmed by the Post-Hire Inspection signed by the Hirer and Light Motorhome Hire. If a full Post-Hire Inspection has not been possible the Hirer will be contacted by Light Motorhome Hire to discuss any damage found. Hirers are advised to inspect the motorhome upon return.

It may be possible to collect the motorhome early, requests should be sent to customerservice@LightMotorhomeHire.co.uk and will be confirmed or declined by Light Motorhome Hire via email to the Hirer. If confirmed, additional charges may apply.

Unapproved or non returns of the motorhome will incur additional costs.

The Hirer is responsible for the care and security of the vehicle for the duration of the Rental Period and agrees to return the Motorhome to Light Motorhome Hire in the same condition as the Pre-Hire Inspection. The Hirer will be liable for any costs and charges for relating to additional damage caused during the Rental Period as per Clause 14.

7 Other Charges

- Valeting fee = £200
- Toilet cassette and/or waste water tank not emptied = £200
- Unauthorised pet = £200
- Evidence of smoking = £500
- Refuelling = £30 fee plus £2.50 per litre
- Admin fee for processing damage or traffic violation or amendment = £50
- Late return after 2pm = £100 plus full daily rate (plus any additional costs incurred by Light Motorhome Hire for late collection of the next Hirer)
- The cost of any damage to the Vehicle or third party property, subject to the standard insurance are subject to an additional administration charge of £50
- All parking fines, penalty fees and notices are subject to an additional administration charge of £50

· Any additional costs over and above the security deposit value should damages exceed the insurance deposit value

· The cost to recover a vehicle

· Light Motorhome Hire reserves the right to recover full costs in the case of gross negligence in order to return the motorhome to its original state.

8 Insurance

The Vehicle Hire Charge includes Vehicle Insurance subject to full and accurate background information and documentation as per clause 2. for the Hirer and for each named Driver only.

The Vehicle is insured for the Rental Period only. Unauthorised late return of the vehicle will invalidate the Vehicle Insurance and will be classified as an offence under the Road Traffic Act

. The Hirer is responsible for any consequences of driving an uninsured vehicle.

Insurance Excess deposit of £1000 must be paid no later than 14 working days prior to the Rental Period.

Insurance cover cannot be provided unless the Final Payment is made. The Company reserves the right to cancel the Booking if the Final Payment is not received 14 working days prior to the Rental Period. In these circumstances the Company reserves the right to recover any costs or losses from any payments previously received.

Should these Terms and Conditions not be adhered to, the IEW will be void and the Hirer will be liable for all charges relating to any damage arising during the period of hire.

Optional extras can only be purchased prior to commencement of the Rental Period currently but Light Motorhome Hire reserves the right to extend these products to be sold in Branch on the day of collection at any point in the future.

Insurance surcharges are based on the Driver information provided prior to the Rental Period.

Note: Insurance can be provided for drivers between the ages of 23-69. Insurance cannot be provided for drivers with more than 9 current driving endorsement points or drivers who have held a licence for under 2 years. All drivers are subject to be reviewed by our insurers before approval.

The Vehicle Insurance policy excess is £1000 in respect of each and every Incident resulting in damage to the Vehicle, the hirer shall pay to the Company an amount up to the appropriate excess on such Vehicle Insurance, towards or in settlement of the cost of making good any such damage on a full indemnity basis and the cost and expenses incurred by the Company in proceeding to recover the same from any Third Party.

The Hirer irrevocably authorises Light Motorhome Hire to deduct from Deposits any amounts due by you to Light Motorhome Hire, arising out of this agreement.

In the event of damages and charges, the outstanding balance becomes due 7 working days following notification of the charges by Light Motorhome Hire.

10 Travel Outside the UK

Light Motorhome Hire do not allow any vehicle to be taken out of the UK and therefore invalidates the motorhome insurance if taken abroad. In the event it is discovered that the motorhome has been taken out of the UK during the hire, Light Motorhome Hire will report the vehicle stolen to the authorities and request the immediate return of the motorhome and the hirer will forfeit their full security deposit and will not therefore be entitled to a refund.

11 Conditions and Limitations on Use

The Hirer Agrees to:

- protect the interests of the Company and the Company's Insurers by ensuring the Vehicle is always locked and windows closed when unattended and the keys are secure.
- to drive only on a maintained public highway, private road or driveway;
- not carry more passengers than the seatbelt capacity of the vehicle or allow the vehicle to be overloaded;
- not operate vehicle or permit the vehicle to be operated in any way that would violate this contract, including but not limited to carrying passengers or goods for hire or reward;
- not to participate in motor sport events;
- not to propel or tow any vehicle or trailer;
- not to allow any person to drive when unfit through drink or drugs or with blood alcohol concentration above the limit prescribed for the time being by Road Traffic Legislation;
- not to violate any law, ordinance or regulation;
- not to allow any person to drive under authority of any licence other than his own;

- not to drive in a reckless or imprudent manner.
- not to allow any other person to drive other than those Driver's named on Booking

In the interests of security and safety, all vehicles are fitted with a tracker.

A motorhome is unstable over 70 mph. The Hirer will be charged £75 per night when this limit is exceeded.

12 Road Toll Fees, parking and other fines

The Hirer is responsible for all Road Tolls fees. The Hirer is advised to pay these in advance of the journey.

Non-payment of Road Toll fees will incur a charge being added to the Booking to the equivalent of the original fee, any fines imposed and an administration fee of £50 per notification of nonpayment received by the company.

All parking, road-traffic or other legal violations are subject to a minimum £50 administration fee.

If required, the relevant details relating to the hire will be given to the necessary authorities.

13 Problems, Incidents and Accidents

Light Motorhome Hire will carry out a full inspection prior to each hire and the hirer will be shown how to operate the systems in the motorhome. Should an onboard system fail during the Rental Period, Light Motorhome Hire will use best endeavours to remedy the problem but in some circumstances this may not be possible, in this instance Light Motorhome Hire cannot be held responsible and will not refund any monies nor have any obligation to provide a replacement motorhome.

Light Motorhome Hire cannot and will not be held responsible in the event of any damage or inconvenience caused by weather, for example freezing conditions, flooding, etc. This is the responsibility of the hirer and any damage will be subject to being charged to the hirer.

Should you experience any difficulties with the operation of the Vehicle during the Rental Period, please contact the in-hire support team or the relevant roadside assistance company as per the details provided on the quick guide.

Light Motorhome Hire shall have sole right and responsibility to repair the Vehicle. The Hirer is authorised to request emergency repairs up to the value of £50. Repairs costing in excess of £50 must be authorised by the Company prior to the work being undertaken.

In the event of an Incident that results in damage to the Vehicle or the involvement of a Third Party, the Hirer must report the Incident details to Light Motorhome Hire within 24 hours of the Vehicle being damaged and complete and deliver to Light Motorhome Hire the relevant Incident report within 4 working days of receiving the Incident report form from Light Motorhome Hire.

The Hirer shall pay or reimburse Light Motorhome Hire against all losses, liabilities, costs, actions, claims or demands which it may incur or have brought or made against them in relation to the Vehicle or its use and which are not recoverable under a policy of insurance whether the same is affected by The Company or Hirer;

The Hirer is responsible for the full cost of making good any damage to the vehicle caused deliberately, by improper use or by an act of negligence.

The following charges may apply:

- A minimum administration charge of 10% of the total costs associated with the repair costs.
- The prevailing daily hire rate (maximum 7 nights per Incident) plus other associated charges, if applicable, transfer to warranty approved repairing garage and for the time incurred by the repairing garage to carry out the required repairs arising from an Incident, even if an account is forwarded to a third party.
- Hirer will be liable for associated administrative fees, plus loss of revenue at the prevailing daily hire rate (max 5 days), transfer to warranty approved repairing garage and storage fees.
- If Vehicle is stolen the Hirer should report to Light Motorhome Hire immediately upon detection. It should also be reported to the Police immediately and a crime reference number should be obtained and provided to Light Motorhome Hire.
- The Vehicle Insurance does not cover personal items or losses. We shall not be liable for any indirect or consequential losses. The Hirer is advised to take out personal travel insurance cover prior to the Rental Period.
- If any damage is due to negligence of the Hirer, the Hirer will be liable for the Insurance Excess liability, administrative fees, plus loss of revenue at the prevailing daily rate (max 5 days), diminishment of value, towing, transfer to warranty approved repairing garage, storage, impound fees. In such cases the Security Deposit shall be forfeited.

· If Hirer breaches this agreement, Hirer agrees to cease using Vehicle and to pay all expenses incurred by Light Motorhome Hire in returning Vehicle to the rental collection point.

14 Damages NOT covered by standard excess £1000

At the commencement of hire a full inspection with photographs which will show any existing damage to the motorhome, the hirer is responsible for checking that any pre-existing damage is recorded.

On return of the motorhome a post hire inspection will be carried out and should any new damage be found the charges will be the responsibility of the hirer. The damages listed below are NOT included in the standard excess. The hirer is liable for the full cost of non-insurable damages

· Over-head, under side of vehicle, habitation door and step damage, incurs unlimited costs of repair to make good up to a maximum of £2500

· Wing mirror (casing). Damage to the wing mirror casing, incurs a replacement fee of £450

· Wing mirror (glass). Damage to the wing mirror glass, incurs a replacement fee of £99

· Wing mirror lens. Damage to the wing mirror lens, incurs a replacement fee of £45

· Tyre puncture replacement incurs a replacement fee of £250

· Windscreen damage incurs a replacement fee of £600

· Damage occurred to Hire vehicle or 3rd party during a reversing manoeuvre full cost of repair to Hire vehicle and 3rd party vehicle

15 Damages charges and cost on standard excess £1000,

· Exterior running light. Exterior running light that are missing or damaged, incurs a replacement fee of £45 per running light.

· Window damage. Cracked or damaged window incurs a replacement fee of £349 per window.

· Habitation window (scratches). Scratched or scarred Habitation window incurs a repair fee of £45 per window.

· Habitation body marks (dinks, scuffs & light scratches). Marks to the habitation body, incur repair fee of £45 per dint, scuff or scratch.

· Flyscreen replacement of £250

· Skylight damage. Skylight window damage incurs a replacement fee of £399 per skylight window

· Skylight damage. Skylight window winding mechanism damage incurs a replacement fee of £99 per skylight window.

· Skylight damage. Skylight window blind damage incurs a replacement fee of £99 per skylight window.

· Light clusters. Damage to rear Light cluster are subject to a replacement charge of £349

· Light or indicator replacement fee of £75

· Side marker of £45

· Wheel Arch. Damage to wheel arch incurs a replacement fee of £249

· Luton Leg charge. Damage to Luton Leg incurs a replacement fee of £650

· Front or rear Bumper replacement fee of £450

· Vent flue cover, requires full replacement fee of £99

· Hob and sink glass replacement fee of £99

· All punctures to the bodywork will incur full excess liability £1000

All/any Interior (habitation) damages including:

· Table damage. Damage to the table top, leg or hinge are subject to a replacement table charge of £199

· Interior lights. Broken or damaged interior lights are subject to a £50 replacement charge per light.

· Interior scrapes and scuffs. Flooring, doors work surfaces, cupboards, shelves, seating and bed structure, and interior walls found with scuffs or scratches are subject to a £45 repair charge for each.

· Upholstery damage, curtains & nets charged at £100 per item

· Appliances, including but not limited to, taps, heater, electrics, fridge, grill, hob will all be charged at cost of replacement new for old up to full excess liability £2000 (standard) £250 (Excess reduction).

All damage sustained to driver cab will be assessed on an individual basis. Hirer is liable for the full cost of repair up to standard insurance policy excess of £1000.

Damage not itemised on Exterior damages or Interior damages list, charged at the cost of replacement parts & labour @ £60 per hour.

Time Off Road Fee. All damages are subject to a time off road fee. The time off road fee is charged at a daily rate of £95 per day + VAT and is for the loss of revenue attributed to repair time. Depending on the extent of the damages, the time off road fee is added to the final charge applied. The minimum time off road is 0.5 days. The maximum time off road is 5 days.

Associated Damage Costs charged at the prevailing rate.

16 Complaints Procedure

Complaints should be submitted by email to customerservice@LightMotorhomeHire.co.uk to be received by Light Motorhome Hire as soon as possible to allow an effective investigation to ensue. Acknowledgement of complaints will be sent within 5 working days.

As a customer centric Company we respectfully request that the Hirer gives us the chance to resolve any complaint prior to writing a Trust Pilot review so that we have a chance to resolve any issues or complaints prior to the review being written.

17 Governing Law

This agreement is governed by and construed in accordance with the Laws of UK. All disputes arising out of or in connection with the agreement shall be subject to the jurisdiction of the UK Courts.

18 Property Left at Hirers Risk

All property left in motorhomes at hirers own risk. Light Motorhome Hire accepts no responsibility for recovering property.