

## **GENERAL HIRING INFORMATION**

**This agreement is between the Owner of Phoenix T/A UK Motorhomes 4 hire and Motorhome Hire For You as specified in your Booking Confirmation (Owner, we us, our) and the hirer (you, your). The following definitions apply throughout this agreement.**

**Please read this carefully. This is a long document and you may wish to print off and read offline.**

### **1. BOOKINGS AND RESERVATIONS**

**Weekly bookings are generally from Friday to Friday, unless otherwise agreed in writing. Collections and drop offs are not normally available at weekends or bank holidays. Mini breaks can start on a Monday, Tuesday or Friday.**

**A. To make a booking please first make a Booking Enquiry to check availability and to get a firm price for the hire. You can do this by any of the following**

- E-mail**
- Phone**
- Post**
- On-line Booking Enquiry Form**

**B. We will send you a Quotation with a firm price & availability details and we will also answer any queries you have asked.**

**C. If you are happy with the details and wish to make a booking please contact us again and we will complete the Rental Agreement form with you. This can then be emailed or posted to you to sign and return.**

**D. At the point of completing this Rental Agreement we will take a booking deposit of £250 by card payment over the phone. This is to secure your booking and is not refundable. By paying the booking deposit you are also agreeing to these Terms and Conditions of hire in this document.**

**Forms may be sent via email or by conventional post to:-**

**Phoenix  
Silverlands Farm Cottage  
Hardwick Lane  
Chertsey  
KT16 0AD**

## **2. SECURITY DEPOSITS**

**A security deposit of a £1000 standard hire or (£1,500 for festivals, concerts, sporting events, European travel and Corporate Events) is taken on the collection date. This is taken using a Debit or Credit card you give us on the day of hire.**

**The Deposit will be released back to you within 14 working days of the end of your rental, providing the vehicle has been returned back on time in a clean, complete and undamaged state.**

**You will be responsible for any damage caused to the motorhome, fittings or any other vehicles or properties not belonging to yourself, whilst the motorhome is in your possession and understand you could lose your Damage Security deposit.**

**The amount of security deposit taken is to cover any repairs to the motorhome or any other properties such as other vehicles ,walls, fences or any other property you may have damaged while the motorhome is in your possession up to £1000 or £1500 depending on your agreed Security Damage deposit on your rental contract given on the day of hire . Any damages over a £1000 will be to cover our insurance excess on our motorhome insurance policy.**

**Any charges that occur as a result of your rental such as parking fines speeding fines will also be taken out of your Security Deposit.**

**A charge will be made for any vehicle returned late, or in our opinion, in an unsatisfactory condition e.g. an additional charge of £70 will be made in respect of unemptied chemical toilets or unclean interior.**

**There are various companies available through the internet that will offer insurance to cover this Security Damage deposit. Such cover is the responsibility of the hirer to arrange.**

## **3. DRIVERS**

**All drivers must be 30 – 75 years of age and have held a full UK driving license or its international equivalent for a minimum of 3 years.**

**Any driving convictions, accidents, insurance refusal, endorsements, disabilities or medical conditions must be declared prior to booking. In certain circumstances insurance may be refused or a surcharge be payable.**

**Visitors from abroad should obtain a valid International Driving Permit in addition to their domestic one.**

**Additional drivers will be charged at a rate of £60 a week for the length of the rental period, unless their circumstances lead to a surcharge.**

All drivers must produce their full domestic driving license ( If photo license both parts both the photo and paper part must be provided) plus a recent utility bill with a matching address to that on the license and pass port.

On arrival at our premises drivers are also required to sign are Motorhome Rental Agreement that incorporates the hire agreement and insurance cover.

No one other than the hirer(s) named in the Motorhome Rental Agreement may drive the vehicle.

#### **4. INSURANCE & EXCESS**

Insurance is included within the hire charge. However, in the event of any accident, loss or damage to the Motorhome or any other vehicles or Property, you will be liable to pay the first £1000 or (£1500 for festivals, concerts, sporting events & European travel) of any incident.

The insurance excludes claims for loss or damage to personal possessions. In this respect you are advised to take out additional personal holiday / travel insurance for the duration of the hire period.

Additional drivers will incur additional premium costs (please request details if you wish to have additional drivers).

Travel in Europe will incur an additional premium for European breakdown cover. For foreign travel please contact us with details of your journey for a full price quotation.

#### **5. WHAT'S INCLUDED WITH YOUR HIRE.**

Hire rates quoted include:

All Inclusive Price Unlimited miles UK standard vehicle insurance\*

UK Breakdown cover.

Cutlery and crockery

T.v/ Dvd

Cd/ Radio

Gas/ Toilet Chemical

Full inventory as stated

\*In some cases, Phoenix will incur additional charges if the driver to be insured has a traffic conviction, is using a non-UK driving license or is in an

occupation which is deemed high risk. These charges will be passed onto the customers.

## **6. VEHICLE COLLECTION**

Please allow at least 1 hour for the handover of the vehicle. We want you to enjoy your holiday to the full – time spent in familiarization with your new “home” will help to ensure that you get the maximum benefit from your hire.

You are advised to check the vehicle thoroughly before leaving our premises.

## **7. VEHICLE RETURNS**

All vehicles must be returned to Phoenix hire site by 10.00am on the final day of your rental period unless there has been prior agreement of an alternative time . If the vehicle is returned after 10.00am or the agreed time you will be charged an additional day’s rental (or £50 per hour or part thereof).

Upon return we will check the vehicle for damage, cleanliness, etc., including the condition of the tyres and windscreen which are not included in the Company’s insurance cover and any damage to which is the hirer’s responsibility.

There are no refunds for early return of the vehicle

## **8. OPTIONAL AIRPORT PICKUP/TAXI SERVICE**

If you are arriving by plane or Train we can arrange collection & return. Please ask for details & costs.

## **9. BREAKDOWN**

In the unlikely event of a breakdown, Phoenix will ask you to refer to the motor breakdown cover booklet.

Your breakdown cover includes 24 Hour national breakdown roadside rescue with recovery to our depot (full details with the vehicle).

You may instruct any repair up to the value of and not exceeding £100. Receipts must be kept for any or all repairs made if you wish to be refunded for their costs. All repairs in excess of £100 must be authorized by Phoenix prior to the work being undertaken.

## **10. CONTINENTAL TRAVEL**

You must inform of all countries intended to be visited at the time of booking; travel outside the EC is not covered. Phoenix will inform you of any additional requirements prior to the confirmation of booking.

## 11. FINES/PENALTIES

You are responsible for all expenses incurred as a result of offences against the road traffic act. This includes all fines (including parking) incurred during the entire period of hire.

## 12. FUEL, GAS & TYRE PRESSURES

The vehicle is supplied with a full tank of diesel fuel and must be returned with a full tank of diesel fuel. The vehicle is also supplied with a enough LPG for the duration of your rental – you are not required to refill the LPG on return.

Fuel, oil, windscreen wipers and tyres (and any damage to them) are your responsibility and you must check and maintain the pressures, condition and levels. Any damage to these items (including punctures) will be rectified at your cost.

## 13. PARKING

Customer's vehicles can be left at our premises inside our locked yard although Phoenix accepts no responsibility for any damage that might occur.

## 14. PETS

Animals other than guide dogs are not allowed in any of the vehicles without express permission in advance.

## 15. CANCELLATIONS

All cancellations must be in writing and should be sent by:-

- E-mail
- Post
- Cancellations will be charged as follows:-

Any time :	Loss of deposit
6 weeks – 4 weeks	75% of total hire charge
4 weeks – No Show:	100% of total hire charge

You are advised to insure against unavoidable cancellation, to protect yourself in the event of cancellation costs

## 16. SMOKING

Phoenix operates a strictly no smoking policy within all hired vehicles. Failure to comply, or any damage caused by smoking will result in the loss of the

security deposit to the value of all repairs/cleaning required or a minimum fine of £500.

## **17. INVENTORY**

An inventory is supplied with your hire. Any loss or damage to items as listed upon the inventory will be charged at replacement cost on a like for like basis. + A fee of £10 per Item to cover Costs.

## **18. FORCE MAJEURE**

We will make every effort to ensure that the reserved Motorhome is available for you at the correct time. If, due to circumstances beyond our control, this is not possible and if an alternative or acceptable Motorhome is not available our liability is limited to the refunds of all monies paid by you.

Some features of your vehicle may differ slightly to those illustrated on the website.

The Company reserves the right to cancel the hire if at the commencement of the hire the driver's license(s) are invalid or not in accordance with the conditions set out in condition.(3). In these circumstances the total hire charge will be forfeited.

The Company reserves the right to vary rates and conditions at any time.

## **19. Cleaning**

Phoenix's vehicles are delivered for hire in excellent condition it is the responsibility of the hirer to return the vehicle cleaned inside. Exterior cleaning will be carried out by Phoenix.

If the Vehicle is returned and needs cleaning inside a charge of £100 will be applied.

## **20. Tariffs**

An Increase may be applied at Special Peak Times or Events

All prices include insurance, full breakdown cover, unlimited miles, cooking utensils and crockery,

Discounts are available for periods of hire over 21 days.