

Booking Terms & Conditions

1. Bookings

2. The Hire Charge for the Booking shall be as stated on the Booking Form or quotation and is vat inclusive.
3. The Booking Deposit is £250.00 per week of hire and payable when the reservation is made. The booking deposit is non refundable and non transferable under any circumstances and shall be deducted from the hire charge.
4. Confirmation of booking will either be posted or e-mailed to you with an invoice showing the balance of hire charges. The invoice must be paid no less than 6 weeks prior to the commencement of hire.
5. Any reservation made with South Coast Caravans & Motorhomes deems you accept our terms and conditions of hire.

2. INSURANCE

1. Fully comprehensive insurance cover is provided for the duration of the hire period and covers the vehicle, vehicle equipment, the driver(s) and permitted passengers only. The cost of this insurance is included within the hire charge. The customer's personal property is not covered under such insurance.
2. There may be additional insurance costs payable if, for example, a customer has several convictions.
3. The hire rate quoted includes a standard insurance excess of £1000.00.
4. In the event of any damage to either the vehicle or third party property, the customer will be liable for the first £1000.00.
5. Any damage to tyres, windows and windscreens and any theft of personal property are not covered by the company's insurance, and any such damage shall be at the customer's expense.
6. Driving by non-named drivers and any late returns of the Vehicle renders the insurance invalid and the driver therefore commits an offence under the Road Traffic Act and will be solely responsible for any damage or personal injuries incurred.
7. Invalid insurance also means the driver and customer becomes personally liable for:
 - a. any accident or damage to the vehicle.
 - b. any injury or damage to any third party.
7. Any accident or any damage to the vehicle must be reported to the company immediately by telephone and in any event within 24 hours. The customer must complete an accident form at the end of the hire period.
8. Personal travel insurance is the responsibility of the customer and it is recommended that the customer obtains such travel insurance to cover cancellation costs, personal luggage, money loss, personal accident and medical expenses.
9. Even though it may be covered by the company's insurance the customer shall be liable to pay the cost of repair for any damage, which the vehicle may suffer as the result of the wilful or negligent action of the customer.
10. Use for hire or reward is not permitted.

11. European travel is included to any member country of the European Union for up to 30 days in total. Also, Andorra, Iceland, Liechtenstein, Norway, Switzerland, Serbia for up to 30 days in total. The company must be notified before hire commencement the details of any journey outside of the UK.

Our insurance company does not cover any theft when the ignition keys are left in or on the vehicle. Therefore, the customer is responsible for all loss or damage arising from theft whilst the ignition keys of the vehicle have been left in or on the Vehicle.

European insurance does not, unless previously having been agreed with the company, include any countries outside Europe.

3. OVERHEAD DAMAGE

1. All drivers must be aware of the unusual height of the Vehicle and are responsible for all damage caused if driven under an obstruction that is too low for it to clear – the obvious examples are low bridges and height restrictions into car parks etc. The customer will be responsible for the cost to repair of all damages. Measurements of the vehicle are on the driver's windscreen visor.

4. DRIVERS

1. The age of drivers is restricted to those over 25 and under 75 years old, this is due to insurance restrictions, they must be of good health and have held a UK driving licence for at least 2 years. Drivers with less than 2 years driving experience are subject to an insurance surcharge.
2. Only persons named as drivers on the booking form at the time of Hire may drive the vehicle.
3. Driving licences must be produced before the commencement of the hire and should be unendorsed (any endorsements may incur additional charges).
4. An insurance proposal form shall be completed by each & every driver.
5. Visitors from abroad must produce a valid unendorsed domestic driving licence or a current International driving permit or licence. foreign licence holders will incur an additional insurance surcharge
6. Proof of identity must be provided at the commencement of the hire, 2 separate forms of identification. i.e. driving licence and passport (or other satisfactory photo ID) and recent utility bill (or other satisfactory proof of address).
7. Drivers must be able to demonstrate that they have driven on a regular basis for at least 2 years and feel confident to drive a vehicle of the dimensions of the vehicle hired.
8. Drivers are personally liable for all legal penalties (e.g.: parking tickets, congestion charges, speeding fines) which are incurred during the period of hire.
9. Details of all additional drivers are required and all drivers must be present at handover of the vehicle.
10. All current and previous motoring offences, including drink driving offences are to be disclosed to the company upon booking. Any current endorsements will incur an additional insurance surcharge. The insurance surcharge may vary depending on the offence endorsement code and when the endorsement was issued. The insurance surcharge will be notified to you prior to the Hire commencement. The insurance surcharge must be paid prior to the Hire commencement

The company reserves the right, at its sole discretion, to refuse permission to drivers to drive the vehicle, for whatever reason.

6. BASIS OF THE HIRE

1. These conditions shall govern the contract and all other terms and conditions are excluded. No variation to these conditions shall be binding unless expressly agreed in writing by the parties.

2. The company's employees or agents are not authorised to make any representations or recommendations or give any advice concerning the Vehicles unless expressly confirmed by the company in writing.
3. Hire rates quoted include:
 1. VAT at the current rate
 2. Unlimited miles
 3. UK standard vehicle insurance
 4. UK standard equipment & breakdown

5. CANCELLATION

1. Any cancellations must be made to the company in writing and will be charged as follows:
2. For cancellation more than 6 weeks prior to the commencement of the hire period the customer will forfeit the booking deposit.
3. For cancellation less than 6 weeks prior to the commencement of the hire period or failure by the customer to turn up for the commencement of the hire period the customer will be liable for the full hire charge.
4. All booking payments are non-refundable and non-transferable.
5. The company recommend that the customer takes out its own cancellation insurance.
6. The company reserves the right to cancel the booking before commencement of the hire period if the named driver(s) licences are invalid or do not comply with the information stated on the booking form. In this case the customer will forfeit the total hire charge will be forfeited.

6. VEHICLE CONDITION

1. The customer acknowledges delivery of the vehicle and the contents are free from any defect or damage and complete other than as specified by the company and agreed at the date of commencement of the hire. The customer, is therefore, advised to check the vehicle thoroughly before leaving the company's premises.
2. Upon return the company's representative 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, any such damage being the customers responsibility. An additional charge may be made for cleaning the interior.

7. AVAILABILITY

1. Availability will only be confirmed at the time of reservation. A reservation is only binding after it has been confirmed by the company and the booking deposit has been received.
2. Whilst every effort is made to ensure that the vehicle reserved is available, if due to circumstances beyond the company's control the reserved vehicle is not available, the company reserves the right to offer a suitable alternative. If this is not available or acceptable the liability of the company will be limited to the refund of any monies paid by the customer.

8. PAYMENT

1. Once the reservation is confirmed, an invoice will be issued by e-mail for the remaining balance. Settlement of this invoice must be made no less than six weeks prior to departure. The company reserves the right to cancel the booking if payment is not received six weeks prior to departure.
2. Payment can be made by internet banking, credit card, debit card or in Pounds Sterling.

3. For late bookings (less than six weeks before departure) the full hire price is payable on booking. Vehicles will not be released without full payment being made.

9. COLLECTION & RETURN

1. Unless otherwise arranged in writing your vehicle will only be available for collection at the set time stated on your booking confirmation (standard pickup time is 15:00) and is to be returned to us between 08:00 and 10:00 on the due date.
2. To complete the documentation and to transfer any items to the motorhome, please allow 30-45 minutes at the depot. We will forward 'how to' videos to help understand the workings of the vehicle. It is the customer's responsibility to check that on collection of the vehicle that any damage or defects are confirmed with the company.
3. The vehicle must be returned on the date, and on or before the time stated on the rental agreement.
4. Vehicles must be returned clean and in the same condition as they left the depot, otherwise a charge of £75.00 will be made.
5. The customer is responsible for emptying the toilet prior to returning the Vehicle. Failure to do so will incur a surcharge of £45.00.
6. If you will be late returning, the company must be advised immediately. Failure to advise us could result in a prosecution for driving whilst uninsured. An additional hourly charge of £100.00 will be made for all late returns, together with any additional costs incurred by the company.

10. DELAYS

Whilst we will endeavour to make every effort to ensure the vehicle is ready at the agreed time, circumstances may arise out of our control and we accept no liability other than, the refund of hire hours or days lost.

11. BREAKDOWNS

Every effort is made to ensure the vehicle is in a roadworthy and safe condition prior to each and every hire. In the unlikely event of a breakdown, the RAC as the attached breakdown schedule 2022 2023

12. ACCIDENTS

1. In the event of an accident involving the vehicle, the customer shall notify the company immediately after the event or as soon as practically possible, thereafter a complete accident report form must be handed to the company at termination of hire.
2. The maximum height of your vehicle is clearly stated. Any overhead damage is the responsibility of the customer.

13. FUEL, OIL & COOLANTS

1. At the commencement of the hire period the vehicle is supplied with a full tank of diesel. The customer is expected to return the vehicle at the end of the hire period with a full tank of diesel.
2. Any fuel shortage will incur a surcharge of £30.00 to the customer plus the cost of fuel for any shortage.
3. The customer will be liable if the incorrect fuel type is used.
4. The customer is responsible during the hire period for the regular checking of oil and water levels, this should be undertaken at least at every fuel filling. Failure to do so may result in engine damage for which the customer will be responsible.

14. GAS

1. Full refillable gas bottles are provided with the vehicle at the commencement of hire. The customer is expected to return the vehicle with full gas bottles. Details of refillable gas suppliers are readily available from Google.

15. LIABILITIES

1. The customer shall be responsible for damage to windscreens, tyres, punctures and all costs and expenses incurred as a result of offences against the Road Traffic Acts and / or regulations thereunder, and indemnifies the company from any liability.
2. The customer shall be responsible for all the company's uninsured losses, which may arise as a result of the Hire.

16. SMOKING

Smoking is strictly prohibited in all our vehicles.