

Pitlochry Motorhome Hire Terms and Conditions

Booking

- Booking will be made via telephone or email.
- At the time of booking a deposit of £250 is required. This amount will be deducted from the total hire charge. In the event of a cancellation this deposit is non-refundable.
- A booking confirmation invoice will be sent to the hirer showing balances paid and balances due.
- Full payment required 4 weeks before hire date.
- An insurance security deposit must be paid by the hire date.
- Pitlochry motorhome hire (also referred to as "PMH" in this agreement) reserves the right to rent the motorhome described on the website, via phone or viewed by person or any substitute motorhome subject to all the terms and conditions of this agreement.
- All funds must be cleared before the time of hire, otherwise could result in a loss of deposit and cancellation of hire.

Insurance

- Included in the price of hire is full comprehensive insurance, covering the motorhome and equipment only. Equipment excludes generators, child seats, bike rack and any other optional equipment.
- The insurance is only valid for the period of hire. The period of hire is from the collection date and time to the specified return date and time. Any late return or driving by non-named drivers would invalidate the insurance and constitute a traffic offence under the Road Traffic Act in which the driver may be liable to prosecution. The hirer and any driver would also be personally liable for any damage to the motorhome, any personal injuries, third party property, third party injuries and any other related liabilities after the insurance expiry date and time.
- It is the driver's responsibility to provide full information on any driving convictions or health restriction. Please note there may be insurance surcharges dependant on any of the above being applicable. Please also note that the insurance policy will be invalidated if the hirer or driver misrepresents or withholds driving conviction or health restriction information. Should an insurance policy become invalidated for any reasons PMH hire will hold the hirer responsible for all fines, losses, damages and other costs.
- An insurance security deposit of £750 must be paid by the motorhome collection date. This deposit is held against any and all damage to the motorhome.
- The hirer shall be responsible for any and all of PMH's uninsured losses, which may arise as a result of hire.
- The insurance security deposit will be returned to the hirer within a week after the end of the hire period providing that the hirer(s) return the motorhome under the following conditions:
 - Clean,
 - Undamaged,
 - With all tyres, tools accessories and equipment in the same condition as when received,
 - Returned to the place and on the date and time specified, or sooner if demanded by PMH and
 - Returned having used motorhome in a reasonable manner. (See motorhome use.)

Charges which may be deducted from the insurance security deposit.

- Fridge/freezer not clean-£50
- Cooker hob/oven/grill not cleaned-£50
- Shower and toilet compartment not clean-£50
- Toilet cassette not emptied/cleaned-£75
- Smoking in motorhome-£200

- Microwave damage(if applicable)-£50
- LCD TV/DVD damage-£175
- Damage to any of supplied equipment i.e. kitchen crockery/utensils, camping chairs etc - Cost of replacement.
- Punctured tyre-£30
- Damaged/punctured tyre(s)-Cost of replacement tyre and fitting.
- Windscreen damage-Cost of replacement.
- Late return of motorhome-£50 per hour.

Driver

- Must have held a full licence for a minimum of three years.
- Must be aged between the ages of 25 and 75.
- All drivers must be present at the time of collection and produce a photo driving licence and paper copy. In the case of an old style paper UK licence, the licence must be produced and photographic identification in the form of a passport must be provided.
- Only named drivers that have met the insurance company eligibility requirements are permitted to drive the motorhome.
- In addition to the drivers licence requirements two recent utility bills or bank/building society statements dated within the last 3 months are required.
- Visitors from abroad must produce a valid unendorsed domestic driving licence or international licence as well as a passport.
- Licence offences must meet the driver eligibility requirements of the insurance company.

Cancellations

- All cancellations must be submitted in writing. It is strongly advised that hirers take out their own insurance against unavoidable cancellation
- The following fees apply in the event of cancellation prior to the hire date.
- Four to six weeks before start of hire-loss of deposit.
- Two to four weeks before start of hire-50% of total hire charge.
- Two weeks or less before start of hire-100% of total hire charge.

Fuel, Gas and Daily Motorhome Maintenance

- Fuel is at the hirer's expense. The motorhome will be provided with a full tank of fuel when it is collected. The motorhome must be returned with a full tank of fuel. If the motorhome is not returned with a full tank a charge in £ required to bring the tank to full will be made to the hirer, with a surcharge of £25 above the cost of refuelling.
- A full gas cylinder will be supplied with the motorhome. If gas needs to be replenished during the hire period, the hirer is responsible for the cost of buying any further bottles.
- The responsibility of checking oil/water levels on a daily basis in the engine and other necessary motorhome components, such as checking tyre pressure, are the responsibility of the hirer while on hire.
- Full cost of repairing damage to the engine will be charged to the hirer should the incorrect fuel be used to fill the tank.

Breakdown and Accidents

- Seatbelts must be worn by all passengers. This is the hirer's responsibility.
- PMH will not be responsible for any third party damages or claims in connection with or as a consequence to any accident or breakdown.
- Should a breakdown or accident occur, PMH shall not be held responsible for any hotel, replacement vehicle or consequential expenses connected to breakdowns or accidents.
- Great effort is made to ensure the motorhome is in a roadworthy and safe condition before hire commencement. PMH shall not be liable for any consequences arising from defects or mechanical failure of the motorhome although all reasonable precautions have been taken to prevent such happenings.
- **Breakdowns - Specifics**
- 24 breakdown cover under is provided with the RAC. The phone number is located on the windscreen.
- The hirer may authorised repairs up to the value of £50 and will be reimbursed on supply of a valid receipt.
- The hirer must obtain the permission of PMH for repair and replacement costs above £50.
- **Accident-Specifics**
- Should the motorhome be involved in an accident, however small, the full details must be filled on an accident report form.
- A diagram should be drawn. There is space on the back of the accident report form for a diagram to be drawn.

- The hirer participates as an insured under a comprehensive motorhome insurance policy. The hirer agrees further to protect the interests of PMH and the insurance company in the event of an accident during the hire term by:
 - 1- Notifying the police immediately if there is property damage, if people are injured and in order to determine fault for insurance purposes.
 - 2- Not admitting guilt or liability.
 - 3- Obtain names and address of parties involved and witnesses
 - 4- Not abandoning the motorhome without adequate provisions for safely guarding and securing same.
 - 5- Notifying PMH immediately, of any loss or damage occurring to motorhome, and of any fault. Please indicate if the motorhome is roadworthy or is liable to cause danger to any person or property.
 The motorhome should not be used until damage has been repaired, corrected and fault determined.

Pets

- We allow one well behaved pet in out motorhome by prior arrangement at a charge of £25 per hire. Please note your pet should not be left in the motorhome unattended at any time.

Smoking

- Smoking is strictly prohibited in the motorhome. Any infringement on this rule will incur a minimum charge of £200.

Motorhome Use

The motor home shall **NOT** be used:

- For hires or reward.
- Knowingly for any illegal purpose.
- To propel or tow any other motorhome or trailer.
- For racing, pace making, reliability trials, speed testing or driver tuition.
- To carry a greater number of passengers and/or more baggage than recommended by the motorhome manufacturer
- By any person who has given a fictitious or false name.
- By any person other than the hirer who signed the rental agreement or who have been named as a driver and approved by PMH or by a motorhome repairer in the event of accident or breakdown.
- By any person who is under the influence of alcohol or drugs.
- For travel to music festivals or unauthorised sports events.
- On any unsealed roads or unauthorised roads, in forbidden or restricted areas or on any beaches or in salt water.
- Outside Scotland, England or Wales unless you have declared this with PMH and paid any relevant insurance charge.

Motorhome Keys and Control

- The hirer is required to keep the motorhome under their control throughout the hire period.
- The motorhome must be locked at all times when unattended.
- The keys for the motorhome must be kept safe at all times. All costs to replace the keys will be the responsibility of the hirer. Duplication of the keys is expressly prohibited.

Collection and Return.

- The collection of the motorhome must be made between 1:30pm and 4pm on specified day. The motorhome must be returned by 12:30pm on the agreed hire return date. Motorhomes will not be available for collection or return at any other time. Failure to comply with the return time will result in the hirer being surcharged at the rate of £50 per hour, or any part thereof, the first 3 hours and the balance of the deposit thereafter, together with any additional costs incurred by PMH.
- There is no refund for early return.
- The hirer acknowledges delivery of the motorhome and the contents free from any defects or damage and complete other than specified by PMH. The hirer is advised to check the motorhome thoroughly before leaving the companies premises. Upon return the condition of the motorhome will be checked for damage, cleanliness, fuel levels, tyres, any hired options, conditions that affect the security insurance deposit and other general conditions.
- The security deposit will be returned to you within 1 week after the end of the hire period provided the motorhome is returned to us in a satisfactory condition and at the location and date and time agreed. Satisfactory condition includes, clean, undamaged, with all tools, accessories and equipment in the same condition as when collected and having been operated in a reasonable manner (see motorhome use).

- The hirer is liable for all overhead damage to the vehicle resulting from, any accident. The maximum height and length of the motorhome is clearly stated on the driver sun visor.
- All incidents relating to tyres including punctures are the hirer's responsibility.
- Personal possessions are not covered. PMH shall not be liable for loss or damage to any property left, stored, transported by hirer or any other person in the motorhome either before or after the return to PMH. Hirer hereby agrees to hold PMH harmless from and indemnify PMH against all claims based upon or arising out of such loss of damage. Hirers are strongly advised to take out travel insurance.

In the event that charges, including damage repair and replacement, exceed the level of security deposit paid, you will be charged any additional sum to cover this excess and that sum will be due immediately at the end of hire.

Weather conditions

- PMH cannot be held responsible in the event of any damage or inconvenience caused by inclement weather.

Customer vehicles stored at own risk

- Parking is provided free to the hirer for the duration of the hire period at the vehicle owner's risk.

Availability

- All effort is made to ensure that the reserved motorhome, or a suitable replacement is available. However, if circumstances beyond our control prevent PMH from honouring reservation, PMH will in no way be held responsible and all payment which have been made to PMH will be refunded.

Changes in Terms and Conditions

- PMH reserves the right to alter the rates and conditions at any time. We also reserve the right to refuse or cancel hire to any person without warning or explanation. Additions or alterations of the terms of this agreement shall be null and void unless agreed upon in writing by all concerned parties.

Ending the Agreement

- We will end this agreement immediately and repossess the vehicle if we find out that your belongings have been taken away from you to pay off your debts, or a receiving order has been made against you. We will also end this agreement and repossess the vehicle if you do not meet any of the conditions of this agreement or have obtained the vehicle through fraud or misrepresentation, or the vehicle appears to be abandoned.
If you are a company, we will also end this agreement immediately and repossess the vehicle if you go into liquidation or you call a meeting of creditors.
If we end this agreement it will not affect your right to receive any money we are owed under the conditions of this agreement.

Governing Law

- This agreement is covered by the laws of Scotland. Any dispute may be settled in courts of that country.

I (the customer) confirm that I have been given a full demonstration on the workings and usage of the vehicle by a member of Pitlochry Motorhome Hire staff and agree to the above Terms and Conditions.

Hirer Signature _____ **Date** _____

PMH Signature _____ **Date** _____