

## **Terms and Conditions of Wanderose Campervan Hire**

**Updated and Correct from 1/1/2026**

**This rental agreement is between the owners, Leah and David Lester trading as Wanderose Campervan hire (Owner, we, us, our) and the Hirer (you, your). These definitions apply throughout this document and the hire agreement.**

We will **ONLY** hire the vehicle to you subject to this agreement comprising of all these aspects:

- Booking Form
- Rental Agreement
- Terms and Conditions

### **What is included with your hire?**

- The Vehicle described and chosen by you in the Rental Agreement.
- Full comprehensive insurance cover for all drivers named on the Rental Agreement.
- UK and European breakdown cover
- Items listed on the inventory (please see welcome pack)
- LPG (gas), toilet chemicals and cleaning products.

### **Bookings and Reservations**

Your completed booking form should be accompanied by a booking deposit of 20% to secure the booking of your chosen vehicle. This deposit is non refundable and will be deducted from the outstanding balance. This deposit signifies the acknowledgement of the contract you have entered into, your acknowledgement of the Terms and Conditions of hire and your agreement to be bound by them. The deposit must be made by bank transfer into the account details which will be provided to you.

The outstanding balance of the vehicle hire charge and any additional extras/extra rental fees must be paid no less than 4 weeks before your rental period.

We will make every effort to accommodate amendments to booking dates, but this may not always be possible.

We reserve the right to refuse or terminate any hire if we find you in breach of our Terms and Conditions.

### **Cancellation Policy**

If you wish to cancel your booking once we have confirmed your reservation, you will lose the 20% booking deposit. Once the balance of the payment is received no less than 4 weeks prior to the start of your hire period, the following cancellation fees apply:

- 48 hours prior to hire period: 100%
- 1 week prior to hire period: 75%
- 2 weeks prior to the hire period: 50%
- 3 weeks prior to the hire period: 25%

Should your booking occur within 4 weeks of the commencement of the hire period, then the full hire cost will be payable at the time of booking.

### **Sunday Closures**

We do not open on a Sunday for collections or returns of our vehicles. Unless there is a specific emergency where a customer will need to return a vehicle to us.

### **Named Drivers**

All drivers must be between **25-75** years of age and have held a full UK driving license, or its international equivalent for a minimum of 2 years.

**If you are younger or older unfortunately you will be unable to rent our vehicles.**

All driving convictions, endorsements, accidents, insurance refusal, disabilities or medical conditions must be disclosed prior to booking. In certain circumstances a surcharge may be imposed, the insurance excess may be increased or hire may be refused.

Additional drivers (first two drivers included) will be charged at a rate of £20 for the length of the hire period, unless their circumstances lead to an additional charge.

All drivers are required to provide proof of identity and permanent address before the pick up date. We will retain copies of the following documents:

- Driving licence photocard
- Online DVLA licence check print out
- 2 separate bills showing the same address as driving licence, 1st must be a Utility bill (gas, water, electric, sky, internet, landline). The second can be bank/credit card statement, mortgage statement, council tax bill (mobile phone bills will not be accepted) These must be dated within 90 days of the commencement of the hire period.

### **Insurance Endorsements**

- UK licence holder must meet the specified age limits within our insurance policies and have atleast two years driving experience.
- EU Licence holders under 70 years of age, living in the UK for longer than 12 months, who meet all the criteria mentioned above are covered as standard.
- EU licence holders who have been living in the UK for less than 12 months but can supply two proofs, as described above, plus their passport, they are covered as standard.
- **Expired Licences**
  - The driver will need written confirmation from the DVLA confirming the adjustments have been made. This confirmation alongside the drivers proof of address, existing licence, passport and updated DVLA check code will suffice.
- **Driving Licence Points**

Scenario	Codes	Covered?
Two 3 point offences	(SP, TS or CU codes are covered)	Covered as standard
Single 4 or 6 point offences	(SP, TS or CU codes are covered)	Covered as standard
Three, 3 point offences totalling 9 points.	(SP, TS or CU codes are covered)	Additional £500 excess
Single 4 or 6 point offence.	(MS90, IN10/any others not mentioned)	Requires referral to insurer
Any conviction code not referenced.	(i.e. CD, DD, BA, UT or DR/DG code etc)	Requires referral to insurer
Any ban or disqualification (within 5 years of the hires date)	Any	Requires referral to insurer

- **USA/CAN/SA Licence holders**
  - Our insurance will cover USA/CAN/SA licence holders provided they have previous UK driving experience within the last 2 years, as displayed below:

4+ weeks of UK driving experience	£2,000 additional excess
2-4 weeks o UK driving experience	£3,500 additional excess
Less than 14 days UK driving experience	Declined

**Personal belongings are not covered by our insurance so we advise that you take out your own travel insurance cover.**

### **Travelling on the Continent**

We allow travel to Europe. We will inform you of any additional requirements and costs prior to confirming of the booking.

A VE103B form will be applied for so you are able to travel in European Countries. This will be in each of the drivers names alongside a permission letter from ourselves.

Please add on your booking form if you are planning to travel to Europe in one of our hire vehicle .

### **Damage Security Deposit**

For standard hire of one of our vehicles a damage security deposit of **£500** needs to be paid a **minimum of 24 hours** before the date of handover of the vehicle. This will need to be by bank transfer and we must have this in our bank account before you depart.

In some instances and increased security deposit may be required by our insurance provider but we will make you fully aware of these if they are applicable to you before booking.

The damage security deposit will be released back to the hirer within 72 hours of the end of the hire period provided the vehicle is returned on time, in a clean (interior), complete and undamaged (no new damage) as agreed at the time of return after inspection.

Should there be an outstanding insurance claim as a result of your hire, we reserve the right to retain the security deposit for as long as necessary to ensure we are fully compensated for any losses incurred.

### **Damages**

The Hirer will be responsible for **any** damages caused to the campervan, fixtures, fittings, equipment, any other vehicles or property not belonging to your whilst the campervan is in your possession.

A full pre delivery inspection, inside and out will take place by us with you present which you must sign before embarking on your rental period. On return of the vehicle a further inspection will take place and any damages will be notified to you within a 24 hour period.

**Please note the height of the vehicle which is clearly displayed in the cab before entering car parks with height restriction barriers or tunnels.**

Please note you could lose some or all of your security deposit.

Should the damage to the campervan or other vehicles/property amount to more than **£500**, the security deposit will be used to pay the excess on the insurance policy which we hold.

A full breakages list for fittings and equipment inside the campervan will be provided in the welcome pack.

### **Cleaning and fees**

**A £15.00 cleaning fee will be added to your invoice this is due to the increasing cost of cleaning products which we use to prepare our vehicles.**

The Hirer(s) accept that it is our decision as to whether the campervan is returned in the same condition and this is final. If we find the condition of the **interior** of the campervan unsatisfactory, a cleaning charge of **£50.00** will be taken from your deposit.

You are **not** required to clean the **exterior** of the campervan.

The toilet should be returned empty and clean. The toilet should only be emptied in designated waste disposal facilities mainly located at campsites. Some sites do offer this facility for a small charge if you are not staying at the site. If the toilet is not emptied and clean there will be an additional charge of **£30.00** taken from your deposit.

The grey waste (sink) tank should also be emptied before the vehicle is returned to us. If this tank is not emptied a charge of **£25.00** will be taken from your deposit.

### **Vehicle Collection**

You may collect the campervan from 2pm. Please allow up to 1 hour for a thorough handover of the campervan. We will familiarise you with the campervan so you can get the maximum benefit from your hire. A full instruction manual will be in the van to guide you through your hire vehicle. We advise that you check and familiarise yourself with the vehicle before leaving our premises.

The breakdown or malfunction of equipment after the vehicle has left the premises will not be accepted as reason to abort or cancel the Wanderose Campervan Hire Rental Agreement; any such fault will be rectified as soon as possible or replacement vehicle supplied.

### **Vehicle Return**

The campervan must be returned to us by 11am on the final day of the hire period. We will then check the van for damage, cleanliness etc. There will be a charge of **£25 per hour** for late return.

There will be **no refunds** for early return of the campervan.

### **Car Parking**

There is space to leave one vehicle on the driveway of the business address for the duration of your trip. We will not accept any liability for loss or damage to vehicles left at the business address. Vehicles are left entirely at the owners own risk and a waiver must be signed by the customer.

### **Fines and Penalties**

You are personally liable for **all** road tolls, fines and legal penalties (e.g., parking tickets, speeding) which are incurred during your period of hire. Any charges subsequently notified to us, will be immediately invoiced to you and we will require payment within 14 days.

By agreeing to hire our vehicle you accept this. All parking, road-traffic or other legal violations are subject to a minimum **£35.00** administration fee.

Please note we may need to pass your details to third parties in this case.

### **Fuel Charges**

Your hire vehicle will be hired to you with a full tank of diesel fuel at the start of the hire term. The vehicle must be returned with a full tank of fuel at the end of the hire term.

If the tank is not full a charge will be made for the cost of fuel to fill the tank **(this will be at the current rate of diesel fuel)** and a **£25.00** refuelling charge will apply.

This will be taken from the security deposit.

### **Fuel, Gas and Tyre Pressures**

As stated, the campervan will be supplied to you with a full tank of Diesel fuel and must be returned full. Our vehicles have LPG gas tanks which should last for the duration of your trip and you do not need to refill this on return of the campervan.

Our campervans have diesel heaters for your convenience which will come with a full tank of diesel that will not need to be refilled by you.

The oil, screen wash and tyre pressures are all checked and maintained between hires. It is the responsibility of the hirer(s) to maintain the level, condition and pressures for the duration of the hire period. Oil etc will be supplied in the emergency kit provided.

### **Changes to Allocated Hire Vehicle**

If the campervan which you have chosen for your hire has sustained damage or mechanical breakdown on a prior hire, resulting in it needing work done on it to rectify it, we reserve the right to change the campervan allocated to you for your hire.

We shall endeavour to inform you as early as possible if this situation arises. The campervan replacement will be of similar specifications.

In the unfortunate event another campervan is not available you will be refunded in full for the amount invoiced for your hire.

### **Vehicle Breakdown**

We will hand over the vehicle in good mechanical condition to you. In the event of a mechanical breakdown, the Hirer is to inform us immediately.

24 hour local assistance and roadside recovery, nationwide recovery and onward travel are included through the AA with the hire. Please refer to the emergency information pack provided for breakdown assistance contact numbers.

If there is damage or breakdown caused by your own actions, you will be liable for the cost of repair/replacement. This could be such things as pushing the engine too hard, or putting petrol in a diesel engine or vice versa, loss of keys, overhead damage or burning out the clutch. This list is not exhaustive.

You must take all reasonable and practicable steps to properly and safely maintain the campervan on hire to you including checks on; batteries, engine oil and other gauges, bulbs and tyre pressures and condition, refilling or replacing as necessary. If you cause damage to the engine through driving too fast for an extended period, and ignoring the warning lights, you will be liable for any repairs required or even the cost of a replacement engine.

If mechanical breakdown, that is no fault of the hirer, results in a shortened holiday Wanderose Campervan Hire will refund each complete day of non-use. We shall not be held liable for any losses incurred e.g. missed ferry crossings, booked accommodation/activities, replacement vehicle costs or any other consequential loss claims arising from campervan breakdown or accident.

### **Accidents and Theft**

In the unfortunate event of your being involved in an incident or collision, you must, where possible, report any traffic accident involving the hire vehicle to the police (and us) immediately. You **must not** admit to any liability, release any party from liability, settle any claim or accept any disclaimer in the event of the accident, but should;

- If possible take the names and addresses of everyone involved, including witnesses, car registration numbers,
- All the details of the accident, time, place, how it came about, damage to vehicles etc.
- If you have a camera, take photos of the scene. Please do not move the vehicles before the police arrive, as long as keeping them in situ is a safe thing to do.

In the event of theft you must report loss, damage or theft involving the hire vehicle to the police (and us) within **24 hours** of the incident or discovery of the incident.

An accident or theft report form must always be completed and submitted to us when you return the van or within **3 days** of return of the vehicle, containing all the above information, plus diagrams if possible. In the event of theft, you must return the keys to us where possible.

You agree to co-operate with us and our insurers in any investigation or subsequent legal proceedings, providing evidence and attending court if necessary, arising out of any loss of or damage to the vehicle.

**You are liable for any losses or damage caused by you and/or your group and we cannot accept liability for any losses or damage or liability caused by you to yourselves or third parties, or their property.**

### **Vehicle Exterior Damage**

You are liable for any external damage to the hire vehicle including damage above cab height.

You are fully responsible for damage caused by failure to assess the height of the van and striking overhead or overhanging objects. You will indemnify us against any liability, caused by damage to overhead or overhanging objects and subsequent damage to third parties and their property.

Minor repair goods (i.e. replacement bulbs, wiper blades or fuses but NOT including the water system, refrigerator, audio equipment) may be purchased by the Hirer maximum spend **£50.00** without prior consultation; only on presentation of valid receipts will we reimburse the hirer.

### **Vehicle Interior Damage**

You are liable for internal damage to the hire vehicle which is deemed beyond reasonable wear and tear.

You are fully responsible for any damage caused by pets or children in the hire vehicle and your damage security waiver will be affected.

### **Lost Keys**

In the event that keys are lost or damaged, you will be liable for the reasonable costs of obtaining replacement keys this includes costs associated with providing the keys to you during the hire period.

Please ensure you lock the van and use the security devices provided when not in use.

### **Use of Appliances and Equipment**

We ask that you exercise caution at all times in the use of the campervan and its equipment, following instructions (given verbally on collection and provided in your welcome pack) where appropriate. Please do not hesitate to contact us if you are unsure about how to operate anything.

Wanderose Campervan Hire cannot be held responsible for any customer negligence where instructions have not been followed, or where unauthorised equipment has been used.

- Please ensure the gas is turned off at the gas cylinder at all times when the cooker, grill is not in use.
- Please ensure all the appliances are switched off and the gas is turned off at the cylinder before retiring at night and before driving.
- Never operate the gas hob whilst the vehicle is moving.



- Only use the appliances and facilities whilst the vehicle is parked on level ground, with the handbrake on.
- You may operate the fridge whilst the vehicle is moving.
- Please ensure that you switch off all appliances when not required such as phone chargers etc as this will drain the batteries.
- Please ensure you switch off all interior lights when away from the campervan. Exterior awning light can be left on if needed.
- Please ensure that the table and cupboards (where applicable) are in their locked position whilst the vehicle is moving to ensure it is held in place.

**Do not use any disposable BBQ's in the campervan or under the awning canopy and keep it at a distance of 3 metres from the awning and van when used.**

Please seek permission before using a disposable BBQ on someone's land, be it a campsite or a farm.

### **Mileage**

We do not have mileage limits set on our hire vehicles.

### **Pet Policy**

We are a dog friendly business and allow **two small breeds or one large** dog to be carried in the hire vehicle at a time. This must be notified to us on the booking form and agreed by us. There are no extra charges for dogs.

We do ask that dogs do not sit on the seats or bed in our hire vehicles and we ask that you bring your own blankets to protect the upholstery.

Dogs must be suitably restrained whilst the vehicle is moving using the provided tether points, as per current legislation.

Incidents that happen as a result of an unrestrained dog could invalidate the insurance which would be the hirer(s) responsibility.

The Hirer acknowledges and agrees that any damages, repair costs or extra valeting costs incurred from a pet being in the hire vehicle must be paid in full by the Hirer.

Sorry we don't allow cats or other animals in our hire vehicles.

### **Smoking and Vaping Policy**

We operate a **strict** no smoking or vaping policy for our campervans. This includes smoking in the driving cab with the windows open, immediately outside the doors or under the awning canopy.

Failure to comply or any damage caused by smoking or vaping will result in the loss of the security deposit to the full value of **£500** and incur the extra cleaning fee of **£50.00**.

### **Breakages Inventory**

An inventory of items is supplied with your hire vehicle's welcome pack. Loss or damage to items listed on the inventory will be charged at a replacement cost on a like by like basis. This will be deducted from the damage security deposit.

Please be honest with us if there has been a breakage as we understand accidents happen.

An inspection checklist will be completed and sent to you with your deposit funds.

### **Drinking Water**

Although our water tanks are sanitised regularly we cannot be held responsible for the cleanliness of drinking water obtained from various campsites or drinking water stations.

**Therefore water stored in the van is not drinking water.**

We do recommend that you drink bottled water and reserve the onboard water for washing and cooking purposes.

### **Use of Hire Vehicle Statement**

Wanderose Campervan Hire expect all hirer's to maintain the standard of driving that are set out by the Road Traffic Acts, in accordance with current law, at all times whilst piloting one of our vehicles.

The Hirer, agrees that during the rental period they will not allow the vehicle to be:

- Driven otherwise than in a cautious, prudent and normal manner.
- Used in a manner that could cause damage to it or the vehicle's hired contents.
- Driven in a prohibited area.
- Driven by a person under the influence of alcohol or drugs.
- Left with the ignition key in the vehicle while it is unoccupied.
- Driven by persons who are not been listed on the rental agreement as drivers
- Damaged by submersion in water or contact with salt water
- Used for any illegal purpose.
- Used for racing, rally or contest.
- Used to tow any vehicle or trailer.
- Used to carry passengers or property for hire and reward.

- Used to carry more persons than lawfully permitted.
- Used to carry volatile liquids, gases, explosives or other corrosive or inflammable materials.
- Otherwise used in breach of my obligations under this agreement.

### **Privacy Policy**

When you book your campervan, we collect personal information such as your name, email address, home address, telephone number, drivers licence number, NI number etc. This allows us to book the campervan and insurance for you. Your information is stored securely in line with GDPR. We may need to reveal your identity information to our insurance company or AA but nor do we share customer details with any third parties.

We reserve the right to refuse or terminate any hire if there is a breach to our terms and conditions.

We will make every effort to accommodate amendments to booking dates, but this may not always be possible.