

Head Office Address:

**UnbeatableHire Limited,  
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Southall,  
Uxbridge,  
UB1 1DA  
Reservations 0800 612 5654  
Telephone (Support) 0845 094 9103  
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**Company Registration Number 4306649**

Please read carefully. We will be pleased to clarify, in writing, any point on which you may have a query.

**Hire Charges, Insurance & Payments**

The vehicle hire charge includes insurance charges but does not include Optional Extras or the Refundable Security Bond

The vehicle hire charges is required to be paid in full by BACS with the reference name of the hirer 28 days prior to the collection date.

**Final payment**

Final payment is the balance due for all Optional Extras and must be paid at least 6 weeks before the hire commencement.

The Refundable Security Bond deposit of £1250.00 must be paid 7 days before the hire commencement.

Insurance cover cannot be provided unless the Final Payment is made. The owner reserves the right to cancel hire booking if the Final Payment is not received prior to hire commencement. In these circumstances the Vehicle Hire Charge may be forfeited.

**Optional Hire Extras**

These include but are not limited to Bedding Packs and Satellite Navigation Systems.

Personal Information supplied may be disclosed to a third party for insurance & identity validation purposes. The owner is registered with the Data Protection Registrar.

**Eligibility, Proof of Identification and Driving Licences**

Confirmation of your reservation will be sent to you by email. A subsequent process of email administration will ensue which requires your attention as it requests information to enable us to be able to accurately process your reservation and provide the adequate level of insurance cover for your period of hire.

The first stage of this administration process requests the completion of the Cardholder Authorisation Form which is required for insurance purposes.

Once each administration stage is completed by you this triggers the next stage of the process. Completion of this process is required and is not be able to be achieved if any stage is not completed by you in a timely fashion, thus resulting in the inability to provide adequate insurance for your period of hire.

The Owner will require proof of eligibility to hire and to drive the vehicle. The Hirer must provide the following items to Head Office as requested both during the online administration process and also when collecting the vehicle (Note we cannot release the vehicle without these items being present):

Passport or other photo ID of the Hirer

Valid Full UK or International driving licence for each Driver

2 items of proof of residential ID of the main Driver (Utility bill, bank statement or credit card statement less than 3 months old is acceptable)

2 Forms of proof of identity (including photo such as a passport) must be produced by the main Driver at the point of collection i.e. utility bill, bank statement or credit card statement less than 3 months old is acceptable.

The Owner reserves the right to cancel the hire if, at the commencement of hire, the Drivers' licences are invalid or not according to the required conditions or if insurance is declined for any reason.

The Owner reserves the right to refuse to provide insurance cover based on the answers provided in the insurance questionnaire.

The Owner reserves the right to decline hire to any person at any time without reason.

The Owner reserves the right to vary the conditions of hire at any time.

The Hirer hereby warrants the accuracy of all information supplied to the Owner.

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 the Owner.

For the purposes of the DATA PROTECTION ACT 1984, the Owner or any subsidiary of the Owner may hold and process by computer or otherwise the information given to Owner by the hirer or any Additional Driver to identify other products or services which might be relevant and for statistical analysis.

### **Collection and Return of the Vehicle**

The hirer agrees and understands that the vehicle collection time is usually after 3PM (15.00 hours) on the day of collection. It may be possible to collect the vehicle at an earlier time, but is required to be agreed in writing between the Collection Depot Manager and the hirer directly.

The hirer agrees and understands that the vehicle return time is usually before 11:00AM on the final day of rental. It may be possible to return the vehicle at a later time, but is required to be agreed in writing between the Collection Depot Manager and the hirer directly no later than at the point of collection.

Collecting the vehicle at an earlier time does not incur extra costs.

Time is required to inspect the vehicle when you return it. We also require time to prepare the vehicle for the next hire. For this reason we request return of the vehicle at the prescribed time.

Hires start and finish at the collection point unless otherwise agreed in writing.

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

Should the late return of the vehicle make Owner liable for extra costs (e.g. compensation for the next hirer), we reserve the right to pass on these costs to you.

The return of the vehicle is confirmed in writing, signed by the hirer and the Owner. If a full inspection has not been possible you will be contacted to discuss any damage discovered in your absence as soon as it is discovered.

### **Replacement Vehicles**

In the unlikely event the vehicle originally booked becomes unavailable the owner reserves the right provide an alternative vehicle. The owner will always endeavour to provide a vehicle of similar size to suit travelling party requirements which will be similarly equipped.

In this event, the hirer is not liable for higher rental charges. If a smaller vehicle or lower grade vehicle is offered and accepted, the difference in charges will be refunded.

### **Insurance**

The hire price includes Fully Comprehensive insurance.

Full and accurate background information is required to be disclosed for Hirer and for each named Driver.

The vehicle is insured for the Rental Period ONLY.

Late return of the vehicle will invalidate your insurance and will be an offence under the Road Traffic Act.

The standard excess payable under the policy is £1250.00. UK hirers travelling within the UK may be eligible to purchase Collision Damage Waiver (CDW) to reduce the insurance policy excess to £120.00. If CDW is taken it is also a requirement to pay a refundable security bond of £120.00 deposit OR if CDW is not taken a £1250.00 refundable security bond will be required to be paid.

### **Collision Damage Waiver (CDW)**

Collision Damage Waiver may be available as an Optional Extra at a daily rate of £15.00 per day and is subject to the following conditions:

CDW reduces the liability of the hire insurance excess from £1250.00 to £120.00 per insurable incident requiring payment of a Refundable Security Bond of £120.00.

CDW is invalid if the hirer is in breach of the Hire Rental Agreement.

CDW does not reduce the liability for costs arising from:

Break-in or theft of the vehicle

Post Hire Uninsurable Damages including but not limited to all interior damages

Associated Damage Costs

VAT

Insurance surcharges

Credit card surcharges

CDW is subject to a non-refundable £9 (including VAT) administration fee.

### **Refundable Security Bond.**

Refundable Security Bond of either £120.00 or £1250.00 applies to all hires and is required to be paid in full prior to the commencement of the hire. The Refundable Security Bond payment may be reduced from £1250.00 to £120.00 if CDW cover is an available option and has been requested and paid for prior to the hire commencement. In the following circumstances, a £1250.00 Refundable Security Bond is mandatory and CDW is not available:

- a) Non UK Residents
- b) Non UK Mainland travel
- c) Drivers disclosing accidents, medical conditions & multiple endorsements in the past 3 years
- d) CDW has not been requested or paid for
- e) Overseas Driving Licences
- f) Drivers aged under 26 or over 69
- g) High Risk Occupation Drivers - includes but not limited to those who are engaged in professional gambling, sport or entertainment including film & television, hawking or general dealing, street or marketing trading.

The Refundable Security Bond will be held and refunded after 28 days from the date of the return of the vehicle. This period of time may be longer in the event of any incident arising.

The Refundable Security Bond will be refunded net of: any non-insured costs, credit card handling fees (applicable to £1250.00 Bond if refunded to a Credit or Amex card), a refund processing administration fee of £15.00 (Including VAT).

### **Travel Outside the UK and Eire**

Prior notification of your intention to travel outside UK Mainland, with written permission is required to be obtained from Owner. Any additional insurance premium is required to be paid prior to commencing your period of hire.

The Hirer may travel in any European countries with the exception of Turkey. An additional daily insurance premium for EU Travel may be required to be imposed but is dependant on hire package purchased.

Travel in countries outside Europe may be possible with the written consent of the Owner.

All vehicles will be provided with both full UK and EU Breakdown Cover and the appropriate level of fully comprehensive insurance.

To comply with current EU traffic regulations, whilst travelling in Europe, you must carry the following items:

Fluorescent/High Visibility Jacket

Road Safety Triangle

Spare Bulbs

GB or EU sticker

Head Light Angle Adjusters.

Travel through France - Two Government Approved breathalyser test kits must be carried in the motor home – failure to carry this kit may result in prosecution by relevant authority.

These items are not provided with the Vehicle but can be purchased from the outbound port/ferry terminal.

### **Conditions and Limitations on Use**

The Hirer Agrees:

to protect the interests of the Insurer and the Owner by ensuring the vehicle is always locked when unattended and the keys are secure;

to drive on a maintained public highway, private road or driveway;

not to carry more passengers than the seatbelt capacity of the vehicle or allow the vehicle to be overloaded;

not to 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.

The Hirer may not travel in war or disaster zones.

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

A motor home is unstable over 70 mph. The Hirer will be charged £75.00 if this limit is exceeded.

### **Proper Care of the Vehicle**

The Hirer is responsible for the care and security of the vehicle for the duration of the Rental Period and agrees to return the Vehicle to the Owner in same condition received, ordinary wear and tear excepted, on the date specified. The Hirer will be liable for additional costs and charges if due care has not been taken.

This includes:

A charge of up to £150.00 if there is evidence that smoking has occurred in the vehicle.

A charge of up to £75.00 for a valet if the vehicle is not returned in an acceptable state of cleanliness.

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

The full cost of making good any uninsurable damages as contained in the Post Hire Charges Schedule, including but not limited to damage to internal damages or breakages.

### **During the Hire Period**

If you need help or advice on any issue please contact the Owner at the collection point and leave a voicemail message if necessary.

Vehicle operation: Should you experience any difficulties with the operation of the motor home during the Rental Period, please contact the collection point immediately as indicated on your Reservation Confirmation email to enable us to offer assistance. In the unlikely event of a breakdown, the Hirer should seek the help from the appropriate breakdown company, details of which are provided with the vehicle, quoting the registration number of the vehicle.

The Hirer is authorised to request emergency repairs up to the value of £50. 00.

Repairs costing in excess of £50 must be authorised by the Owner PRIOR to the work being undertaken.

**Extension of the Rental Period:**

The Owner may extend the Rental Period at the request of the Hirer but is dependant on availability. The Hirer will pay such additional charges as required. In the event of extension(s) the new date and time agreed for the return of the Vehicle shall then become the revised contractual return date.

In the event of any incident that results in damage to the Vehicle or the involvement of a Third Party, report incident details to the Owner at the Collection Point as soon as possible and in any event within 24 hours after the Vehicle has been damaged. The Driver of the Vehicle completes and delivers to the Owner the relevant accident report within 48 hours after the end of the Rental Period to include the names and addresses of all witnesses;

No admission of liability is made to any person in relation to such accident;

Any writ of summons, or other document relating to any proceeding arising out of such accident is forthwith delivered to the Owner at the address on the motor rental agreement in a timely manner;

All assistance is rendered to the Owner and its insurers.

The Hirer shall pay or reimburse the Owner 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 effected by the Owner or Hirer;

**Post Hire Charges**

All hires are subject to a post hire inspection and Post Hire Charges may apply. Please refer to the [Post Hire Charges Schedule](#). Any Post Hire Charges arising will be deducted from the Refundable Security Bond or charged to the Authorised Credit Card.

**Liability in the Event of Damage**

The insurance policy excess is £1250.00 except where CDW applies, in which case the excess is £120.00. In respect of each and every incident resulting in damage to the vehicle, the hirer shall pay to UnbeatableHire Limited an amount up to the appropriate excess on such 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 UnbeatableHire Limited in proceeding to recover the same from any Third Party.

In the event of the Owner receiving from any Third Party any part of the amount of such costs, and provided the hirer shall have performed his/her obligations hereunder, UnbeatableHire Limited shall repay to the hirer the like part of such excess.

In the event of damage not being indemnified with CDW, 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 5 days 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 is liable as the bailee of the vehicle in respect of any fixed penalty offence committed in respect of that Vehicle under the Road Traffic Act 1988 and Road Traffic Offenders Act 1988; any excess parking charge which may be incurred in respect of that Vehicle in pursuance of an Order under Sections 45 and 46 of the Road Traffic Regulation Act 1984 or the Road Traffic Act 1991 during the period of hire;

All parking, road-traffic or other legal violations are subject to a minimum £25.00 administration fee.

In the event of break in or theft of the vehicle, the insurance excess is £1,250.00 and is not reduced by CDW. 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, it should be reported to the Owner immediately and in any event within 24 hours. It should also be reported to the Police immediately and a crime reference number should be obtained and provided to Owner.

In the event of fresh water tank contamination, the insurance excess is £1,250.00 and is not reduced by CDW.

Although the vehicle is comprehensively insured, this does not cover personal items/losses. We strongly advise you to take out personal travel insurance cover prior to your hire. We can offer 10% Discount for this cover with our partner Onestop4 Travel Insurance.

Owners costs, including reasonable legal fees where permitted by law, incurred collecting payment due from hirer hereunder.

If damages are due to negligence of the hirer, the hirer will be liable for the standard insurance excess of £1250.00, 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, regardless of fault or negligence of the hirer or any other person, and regardless of whether damages are a result of an act of God during the hire period.

Owner shall have the sole right and responsibility to repair the Vehicle.

If Vehicle is not returned to the original collection point (as indicated on the motor rental agreement) without the written consent of the Owner, hirer will be liable for full cost of repatriation of the vehicle;

If hirer breaches this agreement, hirer agrees to cease using Vehicle and to pay all expenses incurred by Owner in returning Vehicle to the rental collection point.

## **Complaints Procedure**

Complaints should be submitted in writing to be received by the owner within 28 days of the end of the period of hire to allow an effective investigation to ensue.

All periods of hire are Subject to Final Audit.

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 non exclusive jurisdiction of the UK Courts.

## **Definitions**

*“Animals”* means all animals other than guide dogs are required to be approved by the Owner at the time of booking. If approved, a £6.00 per day supplement applies.

*“Authorised Credit Card”* means Credit Card details to provide payment security for the Vehicle Hire Charge, Insurance Excess, Insurance Surcharges, Optional Hire Extras, Refundable Security Bond and any other charges arising from the [Post Hire Charges Schedule](#).

*“Booking fee”* means all bookings made with the owner are subject to a £9.00 booking fee (including VAT).

*“Cardholder Authorisation Form”* means a signed and completed form providing cardholder details for the Authorised Credit Card.

*“Collision Damage Waiver (CDW)”* means an Optional Extra that may be purchased (qualifying factors prevail) at the rate of £20.00 per vehicle per day (Minimum charge £160), reducing the Insurance Excess liability from £1250.00 to £0.00.

*“Consequential Loss”* means in the event of cancellation or replacement of the vehicle, the owner will not be liable for any further loss or damages or consequential losses arising which is not reasonably foreseeable in excess of the Vehicle Hire Charge.

*“Credit Card Charges”* means (Visa & Mastercard) are subject to credit card surcharge fee of 2% +VAT. American Express Card payments are subject to a credit card surcharge fee of 3.5% +VAT. Debit card transactions do not incur a surcharge fee. Credit card fees apply to all hire charges.

*“Driver”* means the named Driver(s) insured to drive the Vehicle. In the case of business rental this Agreement is entered into by the Driver for and on behalf of the Hirer.

*“Hirer”* means the person whose details are listed on the Booking Confirmation Details and any person whose credit card is presented in payment of the hirer’s charges.

*“Insurance Excess”* means a £1250.00 excess is payable per incident by the hirer if the estimated cost of repair for each incident exceeds this amount. In the event of an incident, we reserve the right to charge the Insurance Excess, Insurance Administration Fee & Associated Costs to the Authorised Credit Card unless Collision Damage Waiver Option has been elected.

*“Liabilities”* means the hirer is responsible for all costs and expenses incurred as a result of offences against the Road Traffic Act and all costs arising from the post hire inspection. Please refer to the [Post Hire Charges Schedule](#).

*“Owner”* means UnbeatableHire Limited whose details are listed above.

*“Parking”* means the hirer may park one vehicle at the collection location for the period of the hire and a £5.00 per day car parking fee applies. All vehicles are parked at owners risk.

*“Refundable Security Bond”* means a refundable deposit which is required to be paid prior to hire commencement.

*“Rental Period”* means the period of hire as stated on the Rental Agreement or any agreed variation thereof and any additional period during which the vehicle is in the hirer’s/driver’s possession or control.

*“Vehicle”* means the vehicle as stated on the Rental Agreement and any replacement or substitute vehicle which may be provided at the discretion of the Owner.

*“Vehicle Insurance”* means Fully Comprehensive insurance is included within the Vehicle Hire Charge and is subject to an Insurance Excess.

Please refer to our [Post Hire Charges Schedule](#) which may apply on the return and inspection of the motorhome.