

Motorhome Terms and Conditions

Rates

1) Prices and availability are subject to change without notice. Prices are only confirmed and guaranteed at the time of reservation.

Unless otherwise stated, rates include;

Third party liability insurance, collision damage waiver (CDW), theft protection, UK breakdown cover, road fund recovery fees, local tax (VAT) and 1000 miles per week (excess mileage is charged at 25p per mile).

While we do our best to provide the correct price online, the rental price is valid at the time of payment and confirmed reservation. Should this be different to the price quoted online (due to error), we will contact you before payment is taken.

Hire Period

2) Rental days are based on 24 hour periods (unless stated) starting at the date/time the vehicle is booked for. The minimum chargeable period is 3 days. During special dates the minimum rental period may be different, please check with a member of staff.

2.1) If you need to extend your rental you must obtain authorization from the rental location before the agreed rental end date/time. Additional days will be charged based on the original agreed rental rate at the time extension.

2.2) Late returns will be subject to an additional charge.

2.3) Vehicles must be returned within branch opening hours. We do not provide out of hours drop off facilities and therefore any returns where the keys are posted through the letter box, will void the insurance for the rented vehicle and may be subject to a call out charge. You will be liable for any damage, parking or other charges incurred.

2.4) We are unable to offer a refund for early returns.

Vehicle Types

3) We reserves the right to substitute an alternative (similar or larger) model when the vehicle reserved is not available.

Driver

4) Drivers must be aged between 25 and 70, and of held a full licence for a minimum of 2 years. International licences must be accompanied by country of origin licence.

4.1) Endorsements

Minor Endorsements

CU10-CU80, CD10-CD30, LC10-LC20, MS10-MS30, MW10, PC10-PC30, PL10-PL50, SP10-SP60, TS10-TS70

Major Endorsements (where we cannot hire within the last 5 years of conviction)

AC10-AC30, BA10-BA30, CD40-CD70, DD10-DD80, DR10-DR90, IN10, LC30-LC50, MS40-MS90, NE99, TT99, UT10-UT50, XX99

4.3) You must be licenced to drive the vehicle hired. If you have an Automatic only licence, you cannot drive vehicles with manual transmission.

4.4) Any endorsements, motoring offenses or restrictions (medical or otherwise) should be declared at the time of reservation as this may affect your rental

4.5) Your licence must not expire during the duration of hire

4.6) Should we refuse rental due to any of the above (4.1 to 4.5) not being declared at the time of reservation, we reserve the right to charge a cancellation fee (see 8.2)

Insurance

5) Our Motorhomes have comprehensive insurance for the named driver(s) listed on the hire agreement for the period of the rental. Please note this does not cover your personal property and you are advised to arrange holiday insurance.

In the case of accident or damage your liability is up to £1,000 per accident or incident and in the case of theft or write off you will be liable for up to £1,000.

5.1) Insurance does not cover damage to the interior or supplied inventory.

Loss or Damage to a Vehicle

6) Where rates include third party liability insurance, CDW (collision damage waiver) and TP (theft protection) - your liability for damage is restricted by an excess. Your liability for loss of use may not.

Rental Restrictions

7) Vehicles should be returned to the rental location (unless agreed at the time of reservations). Vehicles must not be taken outside mainland England, Scotland and Wales unless agreed with us beforehand and the relevant documentation required issued to you.

Reservation Payment Procedure & Cancellations

8) We accept payment by credit or debit card only (Visa or Mastercard). The rental fee is split between two non-refundable payments. 50% is due at the time of reservations and the remaining 50% is due 6 weeks before the collection date.

8.1) Should you not meet our licence, age or documentation requirements (see section 4 & 9) we reserve the right to charge a cancellation fee up of 100% of the rental charge.

On Collection of Your Vehicle

9) As well as your driving licence, you must also show identification giving proof of a UK address (such as a bank/credit card statement or utility bill no older than two months) where the hirer is living or staying. Non UK residents must also show their passport and can use confirmed hotel reservations as proof of address. Your driving licence cannot be used for this.

9.1) A photograph of you will also be taken at the time of rental.

9.2) You must present a credit or debit card where a £500 deposit will be taken for the duration of hire. This amount will be refunded to the card on return providing there are no outstanding charges which includes, but not restricted to, the non-return of all supplied inventory, non-emptied wastewater and toilet (service charge

£50), the re-fill of two LPG gas bottles and a valeting charge of £200 if animals are allowed within the motorhome.

9.3) As of the 8th June 2015 hirer's with a UK licence will be required to present a valid print out of there driver record or a valid driver record access code.

Delivery Collection / Meet and Greet

10) Should these services be required, they must be requested at the time of reservation and charges may apply.

10.1) We reserve the right to refuse to provide the delivery and collection service unless agreed at the time of reservation. You must be present at both delivery and collection of the vehicle with all documentation required (see 9). The rental location for this service is our office. All vehicles will leave this location full of fuel and must be full of fuel on return to this location. Vehicle collection time cannot be guaranteed but the keys must be made available from a specified time at reservation.

10.2) We reserve the right to refuse to provide the meet and greet service unless agreed at the time of reservation.

This service may be either:

- You being collected from a location and brought to us (in or out of our office hours) or;
- Taking the vehicle to you (in our out of office hours).

This service is used for Airports, Hotels and Rail Stations in and around the Cambridge area. The rental location for this service is our office. All vehicles will leave this location full of fuel and must be full of fuel on return to this location.

Fuel

11) We run a Full to Full fuel policy from our rental location. However, there may be unforeseen circumstances where this is not possible.

11.1) If the vehicle is received with less than a full tank, then this must be marked on the damage check sheet by a member of staff before the vehicle has been driven. The vehicle must then be returned with the same amount of fuel as received.

If the vehicle is returned with less fuel, as stated on the damage check sheet, we charge a refueling charge plus per litre prices. These prices are advertised in our office. We reserve the right to take a deposit for fuel, where should the total cost be less than the deposit we will refund the difference. However, should the total cost be more then this will be charged.

If a vehicle is returned with more fuel than it was received, we are unable to give a cash refund for this.

No Smoking Policy

12) We run a no smoking policy on all rental vehicles and reserve the right to charge a fixed £100 fee on return of the vehicle if you have smoked, allowed smoking or there is evidence of smoking in the vehicle.

27+ Days Rental

13) We reserve the right to apply a mileage cap on all rentals which exceed 27 days where should the mileage be in excess of this, we reserve the right to charge a mileage fee.

Discounts

14) You must declare any discount you may be entitled to at the time of reservation.

14.1) Discounts cannot be used in conjunction with any other offers or promotions unless stated.

14.2) Percent discounts are given off the basic rental rate only (displayed as 'Rental' under the cost breakdown)

14.3) Cambridge University Discount can only be given should you hold a valid and in date Cambridge University Card which must be produced at the time of collection. If the driver is different to the individual paying, Cambridge University Discounts can also be given should the individual paying for the rental holds a valid and in date Cambridge University Card, in which case, the payment card and university card will need to be produced at the time of collection. This cannot be used over special dates.

14.4) Frequent Renter Cards (free day) cannot be used against motorhome rentals.

14.5) Should a discount be requested at the time of reservation but the relevant documentation is not produced at the time of collection, the discounted difference will be charged. We are unable to give refunds for any discounts which are not declared at the time of reservation. Vouchers, unless stated, can only ever be used once.

14.6) Please check our offers page for any terms which may relate to specific deals.

14.7) Discounts offered during normal periods may not be available during 'special date' periods. Please speak to a member of staff for details.

Refunds

15) Refunds will only be made to the original payment card and the refund transaction will be made within 7 working days.

Abroad Rentals

16) Mileage restrictions may be different to UK rentals.

16.1) Abroad bookings will be charged additional surcharges. Please contact our office for a quote.

16.2) We reserve the right to take a deposit for excess mileage

Trackers

17) Some vehicles may have a GPS tracker fitted for security and compliance purposes.

Complaints

18) If you wish to make a complaint regarding the service you have received please follow our two stage complaints procedure below:

- Please contact our counter staff via our website contact form, telephone (01223 464045) or e-mail (reservations@ccvrental.co.uk).

- If you feel your complaint has not been resolved, please write to us at: Complaints, Cambridge Car and Van Rental, 303-305 Newmarket Road, Cambridge, CB5 8JE.
Your complaint will be dealt with within 5 working days.

As part of the BVRLA, any complaints which are not resolved to your satisfaction via our complaints procedure above, please contact the BVRLA conciliation service.