



Touring Caravan Rental – Your Holiday Solution

Orchard Lodge, The Willows, Howden, East Yorkshire, DN14 7GD

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Terms & Conditions

Contract Completion

Despite a Booking Form having been submitted to Caravan Solutions ('we/us') and/or a payment having been made, all contracts are completed when we issue our confirmation of booking to the Hirer.

Eligibility

Drivers must be between the ages of 25 to 75, of good health and hold a valid driving License and insurance for the vehicle which tows the hired caravan. Visitors from abroad are advised to obtain an international driving license, category B+E must be on the driving licence.

Cancellation of Bookings

If the hire is cancelled within 28 days of the date of hire commencing we shall try but are not obliged to re-hire the caravan, and if successful the deposit paid will be refunded less an administration charge. If we are unable to do so the Hirer will be liable for up to all of the agreed hire charges. We advise the Hirer to take out holiday cancellation insurance.

Documents Required & Cancellation by us

The Hirer must produce all proposed drivers' (1) current driving license, (2) car insurance, (3) Foreign Travel documents as required below, (4) a rear (yellow) number plate for the caravan, (5) two utility bills dated within the last three months showing the name and address of the Hirer (mobile phone bills not accepted) and (6) if applicable MOT Certificate. The Hirer shall permit us to take a photograph of him/her for our records. If the Hirer fails to do any of these, or in our opinion the Hirer's car is not roadworthy or the tow bar and electrics are unsafe, or the Hirer has not complied with the conditions of Foreign Travel below, we are entitled to cancel the hire. In these circumstances all monies paid by the Hirer will be forfeited to us. If due to unforeseen circumstances the caravan is not available, we reserve the right to substitute the caravan or provide a full refund to the Hirer.

Vehicle Collection and Return

All hire collections are from 10.30am to 2pm daily from our premises excluding Sundays and Bank Holidays. Earlier collection times and weekend collections may be arranged depending upon availability. The vehicle must be returned by 4pm on the agreed day of return, failure to do so may result in the loss of deposit and further weekly hire charges. Should the Hirer fail to

arrive at the agreed time of collection, we are entitled to treat the situation as a cancellation by the Hirer without liability on our part and the provisions under the Cancellation of Bookings shall apply.

Liability

Unless otherwise is agreed in writing by the parties, we shall be under no liability whatever to the Hirer for any consequential or indirect losses and/or expense (including loss of profit and business revenue etc) suffered by the Hirer arising out of our breach of the contract.

Payment

A deposit of £250 is payable on reservation. This acts as a Reservation deposit initially and then acts as a damage deposit during the hire, this sum is fully refundable at the end of the hire provided the caravan is returned clean, undamaged and on time.

The hire charge is payable 28 days prior to the commencement of hire, in the event any amount is not paid when due the company reserves the right to cancel the booking and claim for damages.

Refundable Deposit

The Booking/Damage deposit of £250 paid on confirmation of booking will be refunded within 7 days of completion of the hire should the caravan be returned in time and in good order i.e. clean, undamaged and with no items missing. The toilet must be clean and empty; otherwise we will make a charge of £30 against the Hirer. We are entitled to withhold part or all of the deposit for any repair work, cleaning or missing items.

Repair & Insurance

The Hirer is responsible to keep and put the caravan in good and working condition and to pay for repair & replacement costs, including repair costs for the wheels and tyres. The risk of the goods shall pass to the Hirer upon the collection/delivery if arranged. The Hirer must arrange with and notify his/her insurance company that he/she will use his/her car for towing the caravan so that his/her policy will be extended to include third party cover on the use of the caravan. The Hirer is responsible for the full cost of replacement of the caravan should it be lost, stolen, non-returned or damaged due to the hirers neglect to an extent that the repair cost is higher than the replacement cost. The caravan must be fitted with wheel clamp and hitch lock at all times when it is not traveling. The Hirer must not part with possession of the caravan at any time during the hire.

Periods of hire

All hires are for a minimum of one week except by prior arrangement with us.

Foreign Travel

Caravans are hired for use in England, Wales and Scotland and EU countries. Under no circumstances is the caravan to be taken to Ireland without prior arrangement with Caravan Solutions and outside the EU countries. If the Hirer wishes to take the caravan to mainland Europe, the Booking Form must be completed to this effect. Green cards where required must be endorsed to include the caravan. It is an express condition that no caravan may be taken to mainland Europe by the Hirer until he/she has produced documentary evidence of emergency breakdown assistance which must include a get you home service for the caravan.

Accident Repairs

Details of any accident, damage or fault must be reported to us at the earliest possibility. The Hirer must obtain prior consent from us before giving any instruction for repair to the caravan. All receipts for the repairs must be retained and defective parts must be available for inspection where possible.

Smoking & Pets

Caravan Solutions runs a no smoking policy in all our hire caravans and awnings. The Hirer must not and must not let anyone smoke in our caravan/awnings. Pets must not be allowed to sleep on the beds or seats and must never be left unattended in the hire caravan. The Hirer

shall pay for any damage caused by this. An additional valet ting charge of £15 will be made for pets.

Event Hires

When caravans are booked and we agree to deliver the caravan to a particular site or event at an additional cost to the Hirer. This is deemed to be two separate contracts. If the organizer cancels the event and the Hirer inform us of his wish to cancel the delivery service as soon as practical, no delivery charge will be levied by us. The caravan booked will remain exclusively allocated to the Hirer unless cancelled in writing by the Hirer. In this event, the provisions under the Cancellation of Bookings clause will apply.

Law

The Contract shall in all respects be governed by and construed and interpreted in accordance with the laws of England and the parties hereby submit to the exclusive jurisdiction of the English Courts.

Mark Adderley
Director
Caravan Solutions {UK}Ltd