

Motorhome Hire Terms & Conditions

These Terms and Conditions ("the Agreement") form a legally binding contract between Highwood Motorhomes Ltd ("we", "us", "our") and the person named on the booking ("you", "the Hirer"). By confirming a booking and paying a deposit, you agree to be bound by these Terms and Conditions. This Agreement is governed by the laws of England and Wales.

1. Agreement

This Agreement relates solely to the hire of a motorhome for a fixed period agreed at the time of booking. We do not provide travel services, package holidays, or any form of travel arrangement beyond the provision of the vehicle.

You are responsible for your own travel arrangements and for the use of the vehicle during the hire period.

2. Drivers and Eligibility

Where a driver does not meet the above standard criteria but remains insurable, we may refer the matter to our insurers. In such cases, additional conditions may apply, including an increased insurance excess or other restrictions. We reserve the right to refuse any driver where we reasonably consider there is an unacceptable level of risk.

All drivers must be present at collection and provide:

- Driving licence (front and back)
- Passport where the licence is not photo ID
- Two proofs of address dated within three months
- DVLA licence check code (provided at least 14 days before hire)

Failure to meet these requirements may result in cancellation and charges.

3. Booking and Payment

A booking is only confirmed once a deposit has been received.

A deposit of 30% of the total hire charge (minimum £300) is payable at booking. The balance must be paid no later than 30 days before hire.

Failure to pay on time may result in cancellation and charges.

4. Cancellation

Cancellations must be made in writing. Charges apply as follows:

- More than 8 weeks before hire: 15% of total hire charge
- 4–8 weeks: 50%
- 2–4 weeks: 75%
- Less than 2 weeks: 100%

All deposits are non-refundable.

5. Hire Period and Charges

Hire is charged per calendar day (24-hour period or part thereof). No refund is given for early return. The agreed collection time is 3pm earlier if available. Late return is charged at the daily rate. Early collection (9am) and late return(3pm) may be available at half rate subject to agreement. Sunday late returns are not permitted.

6. Security Deposit and Liability

A £1,000 security deposit is payable by card prior to collection. Cash and pre-authorisation are not accepted. The deposit represents the Hirer's maximum liability for vehicle damage per hire period. Under no circumstances will liability exceed £1,000.

The deposit may be used to cover:

vehicle damage, interior damage, misuse, negligence, cleaning, missing items, fuel discrepancies, late return, fines, tolls, penalties, and reasonable administration costs.

The balance will be refunded after inspection, less any deductions.

7. Collection, Return and Condition

A full handover and demonstration will be completed at collection. A signed condition report is required at both collection and return.

The vehicle must be returned:

- Clean internally
- With a full fuel tank
- In the same condition as supplied (fair wear and tear excepted)

Fair wear and tear does not include:

smoking, strong odours, cooking contamination, pet hair or stains, or excessive soiling.

Specialist cleaning will be charged where required.

8. Use of Vehicle

The vehicle must not be used for illegal activity, racing, sub-hire, commercial transport, or off-road use. The Hirer must use the vehicle responsibly and respond appropriately to any warning indicators during use.

9. Pets

Pets are permitted only with prior written approval and on a case-by-case basis. Approval depends on suitability including number, size, and type of animals.

A £60 charge applies per hire. Pets must not be left unattended and are not permitted on beds, seating, or upholstery. The Hirer is responsible for the safe transportation of pets. The hirer is responsible for any damage, contamination, or cleaning required.

10. Accidents and Damage

All accidents, theft, fire, or damage must be reported immediately. Police must be contacted where required. A written accident report must be completed using the provided form. Failure to report correctly may result in liability for associated costs.

11. Repairs

No repairs may be authorised without prior approval. All issues must be reported immediately. Only authorised repairs will be reimbursed unless emergency safety action is required.

12. Insurance and Liability

Insurance is included.

The Hirer's liability for vehicle damage is strictly limited to the £1,000 security deposit per hire. This is the maximum payable under any circumstances for vehicle damage.

13. European Travel

European travel is permitted only with prior written approval.

Additional charges apply:

- £15 per day European insurance and breakdown surcharge
- £40 fee for VE103R Vehicle on Hire Certificate
- 1,500 mile allowance per week unless otherwise agreed. Additional mileage may incur charges.

Documentation must be provided at least 14 days before departure, including:

- Passport copies for all drivers
- Full travel itinerary (outbound and return, including ferry/Eurotunnel)

Approval is discretionary and may be refused if requirements are not met.

The hirer is responsible for ensuring that you have all necessary documentation, equipment, and legal requirements to travel in any country you visit, including but not limited to driving permits, safety equipment, and any country-specific driving requirements.

14. Equipment Condition and Mechanical Faults

We supply vehicles in good working condition with all advertised equipment present at the start of hire. Some equipment may fail or become temporarily unavailable during use, including ancillary systems such as entertainment equipment or solar charging systems. Where faults occur, we will take reasonable steps to repair them. No refund or

15. Loss of Use and Delayed Availability

The Hirer is responsible for any loss or delay caused by their use of the vehicle, including late return, damage, or failure to return the vehicle in a usable condition.

Where the vehicle is unavailable for re-hire due to the Hirer's actions, they may be liable for reasonable loss of income, including:

- lost bookings
- cleaning or repair downtime
- administrative costs
- replacement vehicle arrangements

Any such charges may be deducted from the deposit or invoiced separately if they exceed it.

16. Fines and Penalties

The Hirer is responsible for all fines, tolls, and penalties incurred during hire. These may be deducted from the deposit.

17. Tracking

Vehicles may be fitted with GPS tracking for security and operational purposes.

18. Data Protection

We process personal data in accordance with applicable laws for hire administration and legal compliance.

19. Liability

We are not liable for indirect losses including travel disruption or personal belongings. Nothing excludes liability for death or personal injury caused by negligence.

20. Jurisdiction

This Agreement is governed by the laws of England and Wales, with disputes subject to the exclusive jurisdiction of the courts of England and Wales.