



## Camper Hire Terms & Conditions

Thank you for booking with Live the Wild Ltd.

*In these terms and conditions “Live the Wild” means a limited company registered in Scotland with company number SC702342, and “Hirer” means the person or persons who hire a vehicle from Live the Wild under these terms and conditions of rental. The “Driver” means the person or persons who will drive the vehicle – this may not necessarily be the Hirer.*

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### Licence Conditions for Hirer

Policy covers Hirers from 21 to 70 years of age.

However, this excludes Hirers and Drivers who:

- ~ have not held a full driving licence for 12 months if aged 25 or over
- ~ have not held a full driving licence for 24 months if between 21 and 24 years of age
- ~ are engaged in professional gambling, sport or entertainment, hawking or general dealing, street or market trading, or modelling
- ~ have been involved in more than one motoring accident or claim in the last 3 years
- ~ have been convicted of any motoring offence or has a prosecution pending other than parking or one speeding offence.

The following additional criteria must also be met:

- ~ Must meet the specified age limits within your policy (21-70) and have at least 2 years driving experience (Full UK or EU Licence types).
- ~ Two, 3 point convictions are acceptable (i.e. 2x SP30's, 3pts each) without referral.
- ~ Single convictions totalling 6 points+ will require referral back to the Insurer.
- ~ No more than one fault or outstanding incident/claim in the last three years.

We will be required to obtain the following:

- ~ Copy of the photo card Drivers' licence (Address & ID must be up to date)
- ~ Online licence check (prior to collection we require you to go online and obtain a DVLA check code or a printout showing your current license endorsements)
- ~ Two proof of address from separate sources
- ~ Cleared a traceable security deposit (BACS, Credit/Debit Card, PayPal etc.)
- ~ Signed rental agreement.

Acceptable proofs of address include:

- ~ Utility bills such as Electricity, Water, Gas
- ~ Broadband/Landline
- ~ Council tax
- ~ TV licence
- ~ Bank Statement
- ~ Credit card bill / statement
- ~ Mortgage statement
- ~ Polling card
- ~ HMRC self-assessment / tax credit

Both must be dated within 90 days of the hire date. The address & name on your licence must match both documents.

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### **Named Drivers**

Hirers can have an unlimited amount of named Drivers subject to them meeting all the Hirer criteria and agreed by Live the Wild.

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### **Insurance**

Our insurance brokers are Alan Boswell. The insurance does *not* cover the following:

- ~ wear and tear
- ~ depreciation
- ~ reduction in market value following repair
- ~ mechanical, electrical, electronic or computer failures or breakdowns or breakages
- ~ damage to tyres due to punctures, cuts, bursts or application of brakes.

Excess is to be paid by the Hirer or Driver and applies to each claim based on the age of the Driver:

- ~ £500 for Drivers aged 25-75
- ~ £750 for Drivers aged 23-24
- ~ £1000 for Drivers aged 21-22 or 76-79

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### **Breakdown Cover**

We offer a full RAC breakdown policy covering:

- ~ Roadside assistance
- ~ Home start
- ~ Recovery
- ~ Onward travel

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## Accidents/Damage

Any accident involving our campervans must be reported to us and the relevant police authority as soon as is reasonably possible.

The accident must be reported immediately by telephone to Live the Wild either by telephone (07890650867) or email (info@livethewildscotland.com). An accident report must be completed and provided to Live the Wild on return of the vehicle. Names, addresses, insurance details and vehicle information of all third parties must be obtained at the time of the accident and best efforts must be made to obtain the names and addresses of any witnesses.

The Hirer must not abandon the vehicle without taking adequate steps to prevent further damage, loss or contravention of traffic regulations or the law of any jurisdiction of the UK.

Every effort is made to ensure that the vehicle is in a safe and roadworthy condition before it leaves the premises, but Live the Wild shall be under no liability for third party claims or damages arising in connection with, or as a consequence of, any breakdown or accident.



## Security Deposit

A security deposit of £500 will be taken prior to or on collection of your campervan. This will be refunded to your original method of payment within 7-10 working days providing the vehicle is brought back in the same condition as it was let and the terms and conditions are met.



## Collection & Drop-Off

Collection/drop-off will be from Glasgow Harbour and agreed prior to collection date. The campervan will need to be returned to the same location as collection.

We are flexible with the timings of collections and drop-offs so long as these are pre-agreed before departure. We need to allow time to clean and service the van before the next hire, so it is crucial you let us know as soon as you can if you're running late. Please phone or text us on 07890650867.



## Fuel & Mileage

We run a "full to full" policy – we provide a full tank of fuel and ask that you please return the van in the same state. There is a petrol station directly opposite the collection point in Glasgow. Failure to return the van without a full tank of fuel will result in a charge of the missing fuel at the current price of the petrol station plus a fee of £25.

There is no limit on mileage, but the van must remain within the UK.



## Booking & Payment

Where a booking is made using our online booking system via Checkfront, the Hirer will receive a system generated booking summary to the email address which they have provided. This email summary does not constitute a contract between the Hirer and Live the Wild. A contract will only be binding when a subsequent confirmation email is sent by Live the Wild to the Hirer confirming the booking, any additional extras, collection/drop-off point and time, licencing requirements etc.

To secure the rental of the campervan for a requested rental period, a deposit of 25% of the total rental cost must be paid at time of booking. Any additional extras (such as tent hire) need to be paid in full at time of booking.

Four weeks (28 days) prior to the commencement of the rental period, the remaining balance must be paid. Where bookings are made within four weeks of commencement of the rental period, the full rental price must be paid at the time of booking. Once the initial booking is made through the Checkfront page, you will receive an invoice from Live the Wild to complete the booking.

If the balance is not received 28 days prior to commencement of the hire, Live the Wild reserves the right to treat the booking as cancelled.

The campervan will not be released before payment and receipt by Live the Wild of the full rental cost.

We accept all major credit and debit cards. We do not accept cheques.

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### **Travel Insurance**

We strongly recommend that you take out separate travel insurance. It is your responsibility to ensure that the travel insurance you purchase is adequate for your particular needs. We do not check travel insurance policies.

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### **Additional Extras**

We offer additional extras such as a 2-person tent, 4-person tent, Artisan Afternoon Tea for your first night etc. These are all available on our website [www.livethewildscotland.com](http://www.livethewildscotland.com) and need to be paid for in full at the time of booking.

Please note that whilst our vans are able to carry childseats, we do not provide these – you can rent these from a separate company or feel free to bring your own. We do this to ensure the safety of the child as we cannot be 100% sure that a car seat out on loan has not been damaged.

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### **Smoking & Pets**

There is strictly no smoking of cigarettes or e-cigarettes in the van or within a proximity which would allow smoke to penetrate the interior of the van.

Please see our website listings to clarify which campervans allow pets.

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### **Cancellation Policy**

We strongly advise that you take out your own insurance against unavoidable cancellation.

Our cancellation policy is as follows:

- ~ If you cancel your booking more than six weeks before departure date, a full refund is applicable.
- ~ If you cancel 6 to 4 weeks, your 25% deposit will be retained.
- ~ If you cancel your booking within 28 days of your departure date, the full amount will be non-refundable.

We reserve the right to cancel your booking should you not meet the following criteria:

1. Failure to pay in full 28 days before your departure.
2. If any information you have provided us with at booking is incorrect or invalid – e.g. documentation does not match the details you originally provided.

In the unfortunate event that we need to cancel your booking, you will either be able to rearrange your booking to another date or receive a full refund.

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### **COVID Cancellation Policy**

If either the Hirer or Live the Wild is required to cancel the booking as a result of Covid (e.g. government imposed restrictions, a positive Covid test result by any of the members of the hiring party, a requirement to isolate for any of the members of the hiring party etc.) then we will allow you to reschedule your booking free of charge. If you're unable to reschedule your booking, we will provide you with a Live the Wild voucher for the full cost of your original booking. This voucher will expire in 2 years.

Please note that we will require adequate proof that a cancellation is a result of Covid – e.g. a government text or email showing a positive result.

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### **Limitation of Liabilities**

We accept no liability for replacement vehicle costs, travel or accommodation costs or any other consequential loss claims arising from the breakdown of the campervan, fair wear and tear excepted, or any accident or other such related causes. Live the Wild will not be liable for any costs and expenses incurred for speeding, parking fines, congestion charges and for any other offences committed against the Road Traffic Act or traffic regulations or otherwise.

The Hirer shall be solely responsible for the costs of repair and or replacement as necessary in relation to damage to windscreen, tyres and punctures.



## Privacy Policy

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

We may collect the following information when you make your booking with us:-

- ~ name and job title
- ~ contact information including email address
- ~ driving license information
- ~ digital images captured of driving licenses, passport, ID documents and proof of address

You consent to Live the Wild holding your details under the following circumstances:

- ~ Making a booking with Live the Wild
- ~ Hiring a campervan with Live the Wild

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- ~ Internal record keeping pertaining to our Vehicle Hire Contract
- ~ We may share your information with our insurance broker Alan Boswell
- ~ We may use the information to improve our products and services.
- ~ We may periodically send promotional email about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- ~ From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail.
- ~ We may use the information to customise the website according to your interests.

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

You may choose to restrict the collection or use of your personal. If you have previously agreed to allow us to use your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us to unsubscribe.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the 2018/Retained EU Law Version of the General Data Protection Regulation (EU) (2016/679) (UK GDPR). There are no fees or charges for the first request, but additional requests for the same data may be subject to an administrative fee. If you would like a copy of the information held on

you please contact us at our email address above. If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible. We will promptly correct any information found to be incorrect.

We will keep any information we hold on you for 7 years.

