

New Adventure Motorhome Hire Terms and Conditions

Drivers

Drivers must be aged 25 years or older at the time of collection and not be aged 79 or older at any point during the Rental Period.

There shall be a maximum of 3 Drivers per Vehicle.

All Drivers must have held a valid license for more than 3 years that entitles them to drive a UK category B vehicle up to 3500kg GMW.

Drivers holding only an automatic license can only drive automatic models and this must be declared at the time of booking.

All Drivers must be present at collection of the Vehicle, no exceptions can be made, and All Drivers must produce a full, valid standard driver's license, utility bill and financial/bank statement showing same address as drivers license no older than 90 days old and credit or debit card for payment of the Security Deposit.

Where Drivers possess a GB photocard license we require the photocard and NI (National Insurance) number to check license details on the DVLA's online system. We are unable to insure drivers if we have not DVLA checked their license details.

Where Drivers possess a modern Northern Ireland license we require both the photocard and paper counterpart.

The Driver's license address must be their current home address.

All Drivers whose license have been issued outside of the EU or Commonwealth are required to supply a valid International driving permit alongside their standard license at the start of hire. This must be issued in the country the license was issued in and confirm they are able to drive a UK category B vehicle up to 3500kg GMW.

Endorsements on the Drivers license must be declared at the time of booking and verified upon signature of the Rental Agreement. New Adventure Motorhome Hire can accept up to 6 points.

The Driver must declare at the time of booking and confirm upon signature of the Rental Agreement if they have made or had vehicle insurance claims made against them within the last 3 years. New Adventure Motorhome Hire may not be able to get cover should the Customer have had 2 or more claims within the last 3 years, and New Adventure Motorhome Hire be entitled at their discretion to reject the booking or cancel the booking. The Driver(s) must declare their occupation upon booking and again on collection of the Vehicle. New Adventure may not be able to offer cover for the following occupations:

A Celebrities;

B Sports personalities;

C Musicians;

D Entertainers;

E Serving Foreign Armed services personal/ Embassy employees based in the UK; and/or

Should the driver not disclose that they fulfil one of the above occupations even in a part time capacity, this will render the agreement void and the Customer will be fully liable for all of their obligations (including payments due) under the Contract.

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Production of all drivers' licenses required on day of departure or before if necessary. We need to be able to physically see and verify both the plastic photo card and your online license record - a code can be obtained online from the DVLA for this purpose, we can talk you through this if required, but you will need some personal details to hand such as your National Insurance Number. More information is available from the DVLA [here](#). Drivers are personally liable for all legal penalties (e.g. parking tickets/speeding fines) which are incurred during the period of hire including congestion charges and charges which arise should the vehicle have to be recovered due to your negligence.

Insurance

Fully comprehensive vehicle insurance is provided. The hirer is responsible for the insurance excess of £850 (£1000 where festivals are attended or European travel included). In the event of any damage to either the vehicle or third party property, the hirer will be liable for the first £850 (£1000 where festivals are attended or European travel included). The hirer will also be fully liable for replacement or repair of windows or tyre damage caused due to negligence. This applies in respect of each claim, not per hire.

Personal Property

The hirer's personal property is not covered by the insurance and it is recommended that hirers take out personal travel and cancellation insurance.

Security Deposit

A security deposit of £850 will be payable on the day of collection with cleared funds. A security deposit of £1000 is payable if the vehicle is to be used for festivals or European travel. This security deposit will be refunded in full subject to the vehicle being returned in a clean, undamaged and complete condition. The vehicle will be thoroughly inspected upon return and any issues will be discussed directly with the hirer. A cleaning fee of £50.00 if the Vehicle is not returned with the interior in a clean condition. An additional fee of £50.00 will be applicable if the toilet and waste water tank are not emptied prior to the return of the Vehicle. In the event of any damage or loss, the security deposit will be retained until the full cost of repair/replacement is ascertained. Upon completion of any repair/replacement, a detailed invoice will be sent to you, along with any refund of the security deposit which may be due. An administration charge of £25.00 will be added to all repair/replacement invoices.

Reservations

Select departure and return date. Telephone or e-mail to confirm availability and advise us of any special requests or extras.

Telephone or email us to reserve your vehicle. A deposit of £ 199 per hire will be required, payment can be made by card, cheque or bank transfer. Confirmation and an invoice for the balance will be sent to you following confirmation of cleared funds; please note full payment is required 3 weeks before the start of the hire period.

Festivals

Festival bookings are at the discretion of New Adventure Motorhome Hire.

European Travel

European travel is available on request.

Vehicle Tracking and Dashboard Camera

Please note that for security and insurance reasons our vehicles are fitted with a dashboard camera which films the vehicles journeys in real time, this system is disabled when the vehicle ignition is in the off position. Vehicles are also fitted with a tracker device. The tracking system we use is capable of realtime location, speed and diagnostic checks where necessary. This also enhances your own safety in the event of a breakdown.

Interference or tampering with either of these systems will result in the total loss of your security deposit.

Cancellation Charges

If booking is canceled 3 weeks prior to departure the booking deposit will be lost.

If booking is canceled within 3 weeks of departure or no show, 100% cost of hire will be charged.

Availability

Occasionally motorhomes are not available as agreed, which is almost always due to events beyond New Adventure's control (see below). If your booking has to be cancelled (which the motorhome operator has the right to do) New Adventure will provide a full refund of all monies you have paid for your booking.

Events Beyond New Adventure's Control

Unfortunately, events beyond New Adventure's control may occasionally affect bookings. When reference is made to such events in these Conditions of Hire, this means any event(s) or circumstance(s) which New Adventure could not, even with all due care, foresee or avoid. New Adventure can't accept responsibility or pay any compensation, costs or expenses where the performance of your contract with New Adventure is prevented or affected or you otherwise suffer any loss or damage as a result of events beyond New Adventure's control. This includes any delays to and/or restrictions to your hire to which you may be subject. However, if your booking has to be cancelled as a result, New Adventure, the motorhome operator, will of course offer you the choice of an alternative motorhome (if available) or refund as described above.

Payment

Hire rates quoted include:

Unlimited miles. UK comprehensive vehicle insurance, UK breakdown cover. Availability is on a request and confirm basis at the time of reservation. It is only binding after it has been confirmed and a down payment of £ 199 has been received. Settlement of the remaining balance will be due 3 weeks prior to departure. New Adventure reserves the right to cancel the booking if payment is not received no later than 3 weeks prior to departure date. For late bookings (less than 3 weeks prior to departure) the full hire price is payable on booking.

Collection and Returns

Please allow 1 hour for the handover at the collection point to demonstrate the vehicle to you and complete documentation. Please allow for same on your return. Motorhomes are available for collection at 3pm and should be dropped off by 10.30 am on agreed date (unless agreed differently). If you do not bring the vehicle back at the agreed time, you are breaking the Conditions of this Agreement and there will be a penalty charge of £50 per hour for vehicles that are returned late and the hirer will not be covered by our insurance.

Breakdowns

In the event of a breakdown please call our 24hr breakdown number. Our vehicles are fully covered by breakdown cover, full details are located in the information pack of each vehicle.

Accidents

In the event of an accident you must not admit responsibility, you should get the relevant details of all parties involved, including the name of the driver, their contact number and address along with their vehicle registration and insurance details. It is also beneficial to obtain any names, addresses and telephone numbers of any witnesses in the event of an accident. Also ensure that the vehicle is secure, and inform the police immediately and contact New Adventure as soon as possible.

Damage repair costs to the roof, sides and underbody of the vehicle caused by misjudgment or negligence will be recoverable in full from the hirer in addition to the security deposit.

Fuel/Oil/Gas/Tyres/Windscreen

The vehicles are supplied with a full tank of diesel fuel and have to be returned full. If the vehicle is not returned full of fuel, the cost to refill the fuel tank will be charged at 25% above current forecourt prices. The engine oil, water levels and tyre pressures have to be checked at least once in your hire week. The hirer is also responsible for repair or replacement of punctured and damaged tyres and damaged/broken windscreen. The vehicle is equipped with a 2x full refillable gas bottles at the time of hire, 1x gas bottles is free to use. The 2nd bottle is charged at the current rate once anti tamper seal is removed. Refills thereafter are the responsibility of the hirer.

Your Responsibilities

You must look after the vehicle and the keys to the vehicle. You must always lock the vehicle when you are not using it and use any security device fitted to or supplied with the vehicle. You must always protect the vehicle against bad weather which can cause damage. You must make sure that you use the correct fuel. You are responsible for any damage to the vehicle caused by hitting low level objects, such as bridges, low branches or overhead barriers.

You must not sell, rent or dispose of the vehicle or any of its parts. You must not give anyone any legal rights over the vehicle. You must not let anyone work on the vehicle without New Adventure's permission. If New Adventure does give you permission, you will only receive a refund if you have a receipt for the work. You must let New Adventure know as soon as you become aware of a fault in the vehicle. You must bring the vehicle back to the place agreed, at the time agreed and remain responsible for the vehicle until this time. The New Adventure must see the vehicle to check that it is in good condition.

You will have to pay for repairs if:

The vehicle needs more than our standard valeting-cleaning

You have damaged the vehicle, inside or out

You misfuel the vehicle and it is required to drain the tank and clean any fuel related engine components

Before you return the vehicle you must check that you have not left any personal belongings in the vehicle. New Adventure cannot be responsible for the loss of any personal items.

You are responsible for any loss or damage to the motorhome including that caused by neglect, misuse, accident or non fault accident.

You are responsible for the rectification of any frozen pipe work.

Conditions of using the vehicle

The vehicle must only be driven by you and any other driver named on the hire insurance policy, or by anyone else we authorise in writing. Anyone driving the vehicle must have a full valid driving license.

The vehicle cannot be used for hire and reward, racing, time trials, pace making, testing reliability, teaching someone to drive.

The vehicle must not exceed its 3.5 tonne weight limit or be driven while under the influence of drugs or alcohol.

Exceed the total number of people that can be carried in the vehicle. This is limited to the total number of seatbelts fitted. This is a legal requirement – you must not carry anyone who is not wearing a seatbelt including any children under the age of 12.

Additional Charges for UK travel

All fines and costs (including court costs) for parking/traffic or other offenses, congestion charges, (including any costs which arise if the vehicle is clamped). You must pay the appropriate authority fines or costs if and when the authority demands this payment. If you do not, you will be responsible to pay any costs and reasonable administration charges which arise when New Adventure solicitor deals with these matters. Interest will be added every day to any amount you do not pay in time, at the rate of National Westminster Bank.

Liability

If the vehicle or equipment fail due to our negligence which deprives you of complete use of the vehicle we are limited to the refund of any rental charges for days lost.

Pets

New Adventure allow well behaved pets, but may incur a cleaning charge taken from your security deposit if extra cleaning is needed.

Toilet Cassette

It is the hirers' responsibility during the period of hire and prior to returning the vehicle, in ensuring the toilet cassette be regularly emptied and cleaned. Any evidence of overflow, or if the cassette is returned not emptied or cleaned will incur a £50 penalty.

Smoking

Smoking is strictly prohibited, by law, in all of our hire vehicles and if discovered, will result in the loss of your full security deposit, to cover valeting costs.

Storage of your Vehicle During Hire Period

Any vehicle(s)/contents will be left at the owners risk. We expect all vehicles left with us to have current vehicle insurance.

Governing Law

This agreement is governed by the laws of the country in which it is signed. Any dispute maybe settled in the courts of that country.

