

CSE | Motorhome Hire

CSE Hire, Terms & Conditions

Definitions:

Us, we, our, ours, ourselves, the company, refer to CSE Hire.

Customer, hirer, you, your, yours, refer to the person/persons responsible who have signed the hire agreement.

Booking, the confirmed hire of a motorhome with a paid booking deposit.

Payments, monies, refer to any monies that have been paid to secure a hire, including part, full balance and any security deposits.

By signing the rental agreement, you are agreeing and accepting these terms and conditions in full. It is your responsibility to read and understand these terms fully before signing the rental agreement. If there is anything you do not fully understand please ask for more information.

CSE Hire reserve the right to refuse hire.

CSE Hire, Unit 6 & 6b Feidr Castell Business Park, Fishguard, Pembrokeshire SA65 9BB

Hire Charges are inclusive of:

UK Vehicle insurance

UK Breakdown cover

European Vehicle insurance & European Breakdown cover are available at an extra cost.

Unlimited mileage

UK VAT

Booking Confirmation and Payments:

A deposit of £250 is required to confirm a booking, this is a non-returnable amount and confirms that you are accepting our terms and conditions of hire. The balance of your hire is payable six weeks prior to the collection of your hired motorhome, if your booking is made less than six weeks from the start date of your hire, then the full amount of the hire is to be paid at the time of booking, if payment has not been received CSE Hire reserve the right to cancel your booking and retain the deposit. Payments can be made by BACS, credit or debit card, accepted cards are, Visa, Visa Debit or Mastercard, we do not accept cheques or cash payments for bookings or

as payment for security deposits. All information and documents required to hire a motorhome must be supplied at the time of collecting the motorhome. Failure to supply any requested information or full payments will result in your booking being cancelled and the loss of your deposit.

To hire a motorhome, you must provide the following information:

Your photo card drivers' licence (address & ID must be up to date) you must be no younger than 25 years of age and no older than 70 years of age (at the time of collecting your motorhome) and have at least two years driving experience. Two, 3-point convictions are acceptable (i.e. 2 x Sp30's 3 points each) without referral. Any single conviction totalling 6 points will require referral to our insurers. No more than one fault or outstanding accident/claim or incident in the last three years and you have not had your licence suspended for any period within the last three years.

DVLA provide an online facility for drivers to view and share their licence history, details can be accessed by logging onto the DVLA website at <https://www.gov.uk/view-driving-licence> you will need your National Insurance number, driving licence number and your postcode to generate the code that we will need to verify your details.

We are unable to insure any driver that has received any of the following convictions:

Disqualified Driver BA codes.

Reckless/Dangerous Driving DD codes.

Theft or Unauthorised Taking UT codes.

This is to comply with the insurance regulation imposed by our underwriters and is in no way intended to discriminate against any persons.

Two forms of proof of address be it UK based, or EU based, one utility bill or bank statement as primary proof, and one of the following as secondary proof, TV/internet/landline telephone bill, credit card bill/statement, mortgage/pension statement. Both of which must be dated within 90 days of the hire date.

The address and name on your licence must match both documents.

Cancellations and Cancellation fees:

You have the right to cancel your booking with us after you've paid your deposit at any time, should you decide not to or are unable to travel. All cancellations must be notified in writing to CSE Hire as soon as you have made the decision to cancel. Once your deposit is paid the full balance of your booking becomes due and you will still be liable for that payment on the due date. We will however use all endeavours to rebook the motorhome and in doing so will refund you all monies that have been paid. If we are unable to rebook the motorhome you will lose your deposit and any other monies that have been paid to ourselves.

We will however refund any bookings cancelled more than six weeks in advance of the start date less your deposit.

We would recommend taking cancellation insurance to cover yourselves when booking your motorhome holiday to protect against any financial loss, that cancelling your booking would incur.

Insurance Cover & Damage to the Motorhome:

You will be covered by our insurance provider with fully comprehensive insurance for the duration of the hire, failure to return the motorhome back to our unit at the agreed date and time will invalidate the insurance and the full responsibility of any accident, damage or loss will be your responsibility. The hirer will be covered on a policy which has a £1000.00 (£1500.00 for overseas travel) excess that will be taken as a security deposit/bond. In the event of any damage to the exterior or interior of the motorhome the full amount will be taken from the hirer to cover that insurance excess.

Damage to the roof (any area above the windscreen) will be charged at the full cost of the repair, damage to this area is considered negligent and as such is not covered by our insurance, these repairs can cost in excess of £10,000.

If diesel has been mistakenly added to the water system, DO NOT TURN THE TAPS ON TO EMPTY IT, please return the motorhome to our unit where we can empty and clean the water system to prevent further damage. In this circumstance, the rental will be deemed to be cancelled with any costs incurred being charged to the customer. If the taps have been turned on, the cost of replacing the water system is £6,500 which is fully payable by the customer and not covered under our insurance policy.

If any charges, including damage repairs and replacement costs exceed the level of the security deposit paid, the customer will be charged the additional sum to cover this excess.

Any damage to the engine due to any fluids not being checked or the filling of incorrect fuel, will be charged at the full cost of the repair plus loss of use.

In the event of more than one claim being presented, the hirer accepts that they are liable for the excess amount for each incident.

Please note that any damage to tyres, windscreens, overhead damage and personal possessions are not covered by our insurers.

We would recommend that the hirer takes out appropriate insurance to cover persons, personal items and collision damage waiver.

Availability:

Whilst we make every effort to have your chosen motorhome ready for collection, in the event of a previous hirer returning late or any circumstances beyond our control we cannot accept liability, but will make every effort to inform you in good time should this happen.

If circumstances beyond our control mean it is not possible for us to honour a booking where all payments have been received, CSE Hire will reimburse all payments but will not be held liable for any additional costs incurred.

Failure to collect:

Failure to collect your hired motorhome on the booked day without having made any attempt to contact us could result in the loss of deposit and any monies paid.

Collection and use of your hired motorhome:

The hire of your motorhome starts on the date agreed with us at the time of booking. Collection times are between 3pm (15:00 hrs) and 4pm (16.00 hrs) unless a pre-arranged time has been agreed. Collection is from our unit in Fishguard, please allow at least one hour for the handover and user instructions for the motorhome. Please ensure that all drivers are present at the time of collection and that you have your full photo driving licence and any associated documents as proof of identity and they must be originals not photocopies, we are unable to release any motorhome without proof of identity.

If you are leaving your car with us; we do have secure parking at our unit for one vehicle, however all vehicles are left at the owner's risk and we cannot be held liable for any theft or damage. We would request that you leave a key with us in case of emergencies where we may need to move your car, all keys are kept in our safe.

We will ask you to check with us that the motorhome is clean and free of any damage prior to departing and sign to confirm this.

It is your responsibility to look after the motorhome during the hire period, you must always lock the vehicle when you are not in it and use any security devices fitted or supplied. Do not drive the motorhome with doors/windows or hatches open. Do not drive with the water tanks (Fresh/Grey) full or the gas connected. Do not leave the motorhome unattended with the keys in the ignition. Always check fuel type prior to fill up at filling stations, failure to re-fuel correctly will be your responsibility. You are responsible for any damage to the motorhome caused by collision with low or overhanging objects such as bridges, trees and rocks. Do not attempt to drive the motorhome through flood water, if there is a risk of flooding move the motorhome to higher ground before the flood strikes. Do not leave the gas hobs or oven on when you are not in the motorhome, never leave cooking unattended. It is the hirers responsibility to check and maintain oil and water levels of the engine along with tyre pressures and tyre conditions during the hire period.

Smoking is strictly forbidden inside any of our motorhomes, any infringement of this will incur a minimum cleaning and fumigation charge of £300. We do not currently permit pets of any variety inside our motorhomes.

In the event of a breakdown you must not give anyone permission to carry out work on the motorhome without prior consent from us. You must let us know as soon as you become aware of a defect to the motorhome. Any damage to the tyres caused by braking, punctures, cuts or burst are your responsibility.

Accidents:

In the event of an accident regardless of blame it is important that you take the following action:

Stop, as soon as possible, in a safe place and make sure the motorhome is secure. If anybody has been injured, call the police and ambulance service.

Take photographs of the vehicles and final position of each vehicle.

Make a note of the vehicle registration number, name and address of any other drivers involved in the accident.

The number of passengers in each vehicle and the names of any persons injured.

The name and address of any witnesses to the accident

The name, number and constabulary of any officer who attends the accident.

You must give your own details to anyone who has reasonable grounds to request them.

DO NOT admit responsibility, either verbally or in writing. Instead, simply supply your details along with the insurance policy number to the other driver(s) person(s) involved and ask them to call CSE Hire 01348 875587.

If for any reason you have not been able to exchange details with other drivers or owners of property, or you were in a collision with an animal, you must report the accident to the police as soon as possible and certainly within 24 hours of the accident.

You must fill in our accident report form and send it to either our unit address in Fishguard or email a copy of it to info@csehire.co.uk

Delay in notification of an accident may invalidate your/our right to claim.

Any motor vehicle fines, parking fines, speeding fines or congestion charges are your responsibility and your details to the extent that the law allows will be passed to the relevant authorities.

Smoking or the use of illegal substances is strictly forbidden in any of our motorhomes.

Conditions for the use of the motorhome:

The motorhome must only be driven by those persons that have submitted and had accepted their driving licenses by CSE Hire, or by any person that we authorise to drive the vehicle. It is agreed that the persons driving the motorhome are fit and proper to do so and undertake the responsibility to drive the vehicle in accordance to Road Traffic Act's and The Highway Code's of whichever country they are in. The driver/s are responsible for ensuring that seatbelts are worn by all passengers in the manner they were designed for.

You or anyone authorised to drive the motorhome must not do any of the following:

Carry passengers for hire and reward or any other form of profit or remuneration.

Use the motorhome for any illegal purpose.

Use the motorhome for racing, rallying, pace making, testing the vehicles reliability or speed or teaching someone to drive.

Drive any roads/surface other than sealed tarmac or hardstanding solid ground.

Drive on beaches or land submerged in water or saltwater.

Drive the motorhome under the influence of alcohol or illegal substances.

Carry passenger and/or luggage that would exceed the payload for the motorhome.

Drive the motorhome outside the UK without consent or authorisation from CSE Motorhome Hire.

Carry goods of an explosive, dangerous or hazardous nature. The carrying of the gas cylinder is allowed under our insurance terms provided it remains in the approved locker.

Power Supply and Fuel.

Your motorhome is fitted with a 12-volt battery and 240 volts on an electric hook up on site. Please bear in mind that not all camp sites are the same and may have different rates of power, so always check. Your motorhome will be supplied with two gas cylinders, one full and one part used, it is the hirers responsibility to check the connection of any new gas cylinders for leaks when fitted. Any cylinders missing on return will be charged to the hirer. The leisure battery will only be charged up when the motorhome engine is running or when you are

connected to a campsite hook up. We will supply you with all cables and food grade water hoses to enable you to connect to power and fill up with water, these all conform to BS certification and must not be tampered with or modified. We would advise you to use either bottled or boiled water when using the motorhome, especially if you're staying in one place for more than a few days, most water supplies are safe to drink due to the added chlorine but the quality will dissipate after 24 hours.

Returning your hired motorhome:

Unless otherwise agreed with us your motorhome is to be returned to our unit no later than 11am on the agreed return day. Late returns can have a significant impact on the next hire, should you return late without giving us prior notice we reserve the right to charge £50 per hour or per part hour, there are no refunds for early return.

Please return your hired motorhome with a full tank of fuel, the nearest filling station is located at the end of the industrial estate, Pendre Service Station, High Street Fishguard SA65 9BE **Please use the pump nearest the road due to height restrictions.** Failure to return the motorhome full of fuel will result in amount of the fuel cost plus £50 which will be deducted from your security bond.

It is your responsibility to ensure you remove all your personal possessions from the motorhome and ensure that it is clean and tidy throughout. The chemical toilet must be empty, clean and free from waste, failure to empty the toilet will incur a charge of £100 deductible from your security deposit. All kitchen equipment must be cleaned, the cooker, hob and fridge must be free of cooking residue and food.

You are responsible for any loss or damage to the motorhome caused by misuse, negligence or accident. If the hirer is found to have caused damage internally or externally through negligence, then the hirer will be responsible for the full cost of repair. The hirer will be responsible for any additional cleaning of the motorhome from the contamination or soiling of upholstery or soft furnishings by means of bodily fluids, i.e. facies, urine or vomit.

The motorhome remains the hirers responsibility until one of our staff has seen the motorhome and confirmed it is in good condition, the full handover is then complete.

Trackers and Satellite Devices

All our motorhomes are fitted with trackers/satellite devices which can monitor the speed and location of the motorhome and immobilise it should we be notified of any activity that causes concern, such as the vehicle being stolen, not returned to our unit or to locate the motorhome in case of accident or breakdown. These trackers are fitted as a requirement by our insurance company and are only intended to monitor the safe use of the motorhome whilst being hired. They are by no means used for or intended to be used to impinge on your personal privacy.

Our Responsibility:

We maintain the motorhome to the manufactures recommended standard. We undertake that the motorhome is roadworthy and suitable for hire at the start of the rental period. All habitation areas are maintained and tested in accordance to the current regulations.

Security Deposit/Bond.

CSE Motorhome Hire will require you to pay a security deposit/bond when hiring one of our motorhomes, this is £1000.00 UK Pounds Sterling for travel within the UK or £1500.00 for travel into Europe. This is held until the motorhome is returned and checked for any damage or missing items, once we have checked and confirmed everything is in order, we will return the deposit back to card it was taken from. Please bear in mind that although the deposit is not physically taken from your card, the funds will not be available for you to use until we return it. Please allow up to 10 days for the refund to show.

Ending the Agreement:

CSE Hire will end this agreement if we find out that your goods/possessions have been removed from you to pay off debt or a receiving order is made against you.

If the hirer is a company that goes into liquidation voluntarily or compulsorily and a receiver has been appointed or we find that your goods have been removed to pay off your debts, we will end this agreement.

If the hirer fails to meet any of the conditions in this agreement, we will end the agreement.

If CSE Hire end this agreement it will not affect our right to receive any money we are owed under the conditions of this agreement. We will also exercise our right to claim extra cost from the hirer if you fail to meet the conditions set out in this agreement.

CSE Hire are the owners of all hire vehicles and do not operate as an agent for third party motorhome hirers.

Governing Law:

This agreement is covered by the laws of England and Wales. Any disputes may be settled in the courts of law within that country.