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**BOOKING TERMS AND CONDITIONS (Full details will be sent with reservation)**

**Contract**

**Getaway Motorhomes Ltd. offer their vehicles for hire in accordance with the terms and conditions as detailed. By paying the deposit and committing to the booking the customer confirms that they have read, understood and agreed to the terms and conditions in their entirety.**

**Eligibility**

For insurance purposes, only persons names on the reservation form are permitted to drive the hire vehicle and are required to be between the ages of 25-75 years of age.

**Additional Criteria**

* Full UK licence
* Minimum 2 years driving experience.
* 2 x 3 point endorsements are acceptable without referral. Single convictions of 6 license points + will require referral.
* The driver will not have been involved in more than one fault accident within the last three years.
* The driver must not had any insurance renewals refused, declined cancelled or refused, had any special terms or conditions imposed or have any prosecution or police enquiry pending.
* The named drivers are responsible for ensuring that they operate the vehicle within the restrictions of their driving licence i.e. driving tests passed after Jan 1997 do not allow licence holders to drive a vehicle over 3500kg M.G.W without passing a further test.
* The driver will confirm that they have not had their licence suspended for any period within the last three years and has not obtained a BA, DD or UT conviction.

**Booking**

The hirer will be required to pay a non-refundable deposit of £200 at the time of booking, regardless of rental duration, to confirm the agreement. The deposit will be deducted from the balance payable and a confirmation and terms and conditions will be sent by email. All bookings are subject to acceptance of our terms and conditions. All bookings will require the balance to be paid in full 4 weeks prior to the date of hire. If this is not paid it may result in your booking being released without entitlement to a refund of the deposit.

Any bookings made within 4 weeks of the hire will be required to be paid in full.

Hirer is required to notify Getaway Motorhomes in writing at the time of booking if they intend to use the vehicle outside mainland UK. Also, any hire in relation to Festivals needs to be notified. Hiring will be subject to a supplementary charge.

Please advise of any special requirements at booking stage.

**Cancellations**

Cancellations must be submitted in writing or via email. Getaway Motorhomes reserve the right to cancel the booking before the start of the hire if the named driver’s licence is invalid or any previous declarations supplied are not correct.

**Covid-19**

If the Government has imposed restrictions on travel preventing hire, Getaway Motorhomes will provide a full credit of monies paid in order for the booking to be re-scheduled. This restriction is defined as either a full country lockdown or if the hirer is unable to travel from their region or to the Getaway Motorhomes address. For those who test positive for covid-19 within 10 days of the hire period, you are urged to notify Getaway Motorhomes as soon as possible. Cancellations under these circumstances would not be covered and would be due under the cancellations charges below.

**Cancellation Charges**

If for any reason you need to cancel your booking, fees will apply. These are highlighted below.

* For Government imposed restrictions an alternative date can be offered for the subsequent 12 months from the cancellation date of the booking, subject to availability.
* Cancellations made between 4 and up to 2 weeks prior to the start of the hire, will result in a loss of 50% of the hire charges paid.
* If the cancellation is made within 2 weeks of the travel date, it will result in full cancellation charges.

In the case that the hirer does not turn up then the complete hire charge will be forfeited and will not be refundable.

**Customers are strongly advised to take out their own travel insurance**

**Pet Policy**

Pets may be allowed on a request basis – there is a £50 surcharge. Hirers are reminded of their responsibility for damage caused to the vehicle during their hire howsoever caused. Dogs should not be left unattended in the vehicle to prevent any chewing scratching or any other damage to the vehicle. Any damage will be assessed and deducted from the hire deposit.

**NOTE: Full terms and conditions will be supplied with the booking form at time of booking.**