



Rental terms and conditions

DEFINITIONS

- The Rental Agreement is the document you sign when you pick up your vehicle, which includes a summary of your rental (e.g. length, services taken and an estimate of charges to be paid).
- When we refer to the Rental Agreement we mean (1) the signed document, (2) the Rental Terms.
- By signing the Rental Agreement, you indicate that the summary details are correct as well as your acceptance of these terms. The Rental Agreement begins at the agreed start of your rental period. The Rental Agreement is made with *Go West!* Ltd. and all references to 'Go West', 'we', 'us' and 'our' are to that company.

RESPONSIBILITY

- We are responsible to you for providing the vehicle in good overall and operating condition. Our responsibility does not extend to losses arising from your rental unless they are a direct and foreseeable result of our negligence or breach of the Rental Agreement. In this case our responsibility to you will not cover loss of profits or loss of opportunity.
- You must care for, use and return the vehicle in accordance with the Rental Agreement. You are responsible to us if the vehicle is returned late, lost or damaged, as well as for traffic fines and other charges that arise during the rental.

VEHICLE

- All references to 'the vehicle' in these Terms and Conditions are to the vehicle we supply to you for your rental, plus all parts and accessories belonging to the vehicle and any additional equipment provided to you, as part of the vehicle inventory or optional camping accessories.

CONDITION

- We will provide a summary of any pre-existing damage on our Rental Agreement at the start of your rental. It is important that you check the condition of the vehicle before leaving. Any differences must be reported so the Rental Agreement can be updated before your rental period starts.
- You are responsible for returning the vehicle in the condition we provided it in, subject to fair wear and tear. You will be responsible to us, to the extent allowed under applicable law, for any additional damage found on return.
- Fair wear and tear means 'ordinary wear due to reasonable use' and includes minor scratches to painted surfaces, stone chips, as well as normal wear on tyre treads and wiper blades.

CARE

- You are responsible for looking after the vehicle and reducing the risk of breakdown and damage. You must also make sure you use the correct fuel and check the tyres regularly. If any warning light is displayed in the vehicle requiring you to refill any other fluid such as oil you must refill it as necessary and we will refund the cost of the refill to you on presentation of a receipt. It is your responsibility to drive and park the vehicle carefully and in accordance with local traffic regulations and in a manner appropriate to the road conditions.



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Who can drive a *Go West!* Camper?

- Only drivers aged between 25 and 75 years who have held a full UK-issued driving licence for a minimum of 2 years are authorised to hire a *Go West!* Camper. If you have more than 3 penalty points our insurers may refuse to provide cover, or may impose surcharges at their discretion to be paid by the hirer.
- All hirers/main drivers must provide a photo ID licence, plus 2 utility bills as proof of residence at the address shown on their photo ID licence - proofs of identity must be from separate companies, and no more than 3 months old. (Drivers with a paper licence must provide a passport as proof of ID.)
- Additional drivers must provide a photo ID licence only, and all drivers must be present when the vehicle is collected or delivered at the start of the rental.
- DVLA licence check codes must be provided by all drivers on the day the rental starts.
- No additional drivers may be added after the rental period has started.
- Drivers are personally liable for any fines incurred - e.g. for parking and traffic offences.

What your rate includes

- Unlimited mileage in the UK, and individually agreed mileage limits in European countries covered by the *Go West!* Insurance policy.
- All domestic and camping requisites supplied as per the vehicle inventory.
- Bed linen, pillows and duvets if required.
- LPG gas - we'll refund the cost of refills paid for by the hirer, on production of a receipt.
- Fully comprehensive insurance covering damage to the vehicle, and third-party property and medical costs - less a £500 Insurance Excess, for which the hirer agrees to be liable.

Payment terms

- Reservations become binding subject to receipt by *Go West!* of your deposit, which will be 50% of the total hire fee for any booking.
- Before we accept your booking deposit, you must confirm that you have read all the *Go West!* Terms and Conditions, and agree to be bound by them from the date that your deposit is paid.
- Bookings must be paid for in full at least four weeks before your hire starts. Your £500 Security Deposit must be held by *Go West!* for no less than four days before your rental period starts.
- By agreeing to the *Go West!* Terms and Conditions, you irrevocably authorise *Go West!* to deduct from your security deposit any amounts due by you to *Go West!* under the terms of our agreement.

Comprehensive insurance, with £500 excess liability

- The hirer and any additional driver named on the rental contract are insured to drive with fully comprehensive cover against accident, theft or third party loss or injury, subject to a £500 policy excess for which the contracted hirer is liable in the event of any loss or damage to the vehicle and its inventory, unless they have purchased Collision Damage Waiver ([see below](#)) before the rental period starts.

Windscreen and tyre repairs

The insurance policy does not cover damage to windscreen or tyres while driving. The hirer is therefore liable for:

- The full cost of repairing or replacing tyres that are damaged during the rental.
- The first £100 of any necessary windscreen repairs or replacement - £100 being the amount of our windscreen insurance excess.



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Compulsory £500 Security Deposit

- A refundable Security Deposit of £500 must be provided to cover the Insurance Excess; hirers who have not opted to purchase Collision Damage Waiver (see below) will be liable for all damages or loss to the vehicle and its fittings up to this amount.
- The £500 Security Deposit must be provided 5 days prior to your booking, and will be refunded in full within 7 days of your hire period ending, assuming no deductions are due for late return, cleaning, topping off fuel, or any damage or losses to the exterior or interior of the vehicle, and/or the vehicle contents listed in the rental inventory.
- This £500 Security Deposit must be held on a credit or debit card as a pre-authorisation, and cannot be paid in cash under any circumstances. (Please check in advance that your preferred card provider allows amounts to be held/pre-authorised by *Go West!* in this way.)
- Opting to purchase Insurance Excess Waiver does not reduce the Security Deposit required - a £500 pre-authorisation is required for all rentals.
- Any breach of *Go West!* Terms and Conditions means hirers will be held liable for all damage incurred to the vehicle or contents during their hire period.

Collision Damage Waiver (optional)

- For an additional daily fee of £12, Collision Damage Waiver reduces the hirer's liability for insured damage or losses to £150.
- **N.B. Purchasing Collision Damage Waiver does NOT affect the hirer's liability for tyre, windscreen or mirror repairs. Nor does it cover repairs to the pop-top roof or any interior fittings/furnishings.**

Please note your liability for damage to or loss of the vehicle will not be reduced where you or an authorised driver are grossly negligent (for example failure to assess the vehicle's height, driving on unsuitable road conditions, improper use of the vehicle, contribution to damage to / theft of the vehicle) and in particular, but not limited to:

- Striking overhead or overhanging objects;
- Driving with the pop-top roof open, or closed but incorrectly secured;
- Driving on a road in bad condition without due care resulting in damage to the undercarriage;
- Driving on a beach causing damage by salt water and/or sand;
- Driving through flooded roads causing damage to the engine;
- Putting wrong fuel in the vehicle or otherwise contaminating the fuel;
- Damage occurring as a result of ignoring a warning light;
- Burning a clutch (which requires persistent ill use) or using the handbrake incorrectly;
- Damage to the wheel rim caused by driving with a flat tyre;
- Fitting unauthorised objects to the interior or exterior of the vehicle;
- Carrying especially dirty, smelly or otherwise unsuitable materials that require extra cleaning costs or that cause damage or burns to the interior;
- Damage resulting from locking the keys in the vehicle or losing the keys;
- Damage resulting from leaving the windows open;

Breakdown assistance

If you experience any problem with the vehicle due to mechanical failure or accident you should call Emergency Roadside Assistance as per the vehicle handbook. Although this service is included in your rate, you will be responsible to us for any breakdown call out costs we incur where you are at fault (including, but not limited to, misfuelling or running out of battery charge, lost or locked-in keys). N.B. You must not allow anyone to service or repair the vehicle without our permission.



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Accidents

If you have an accident you agree to cooperate with us and our insurers in any investigation or subsequent legal proceedings. You must also take the following steps:

- Immediately report the accident to the local police.
- Also, immediately report the accident to *Go West!*
- Do not admit fault, but take a note of the names, addresses and contact details of everyone involved, including witnesses.
- If the vehicle is not driveable, contact the Emergency Roadside Assistance number provided.

Damage and theft

If the vehicle is lost, stolen or damaged during your rental, you are responsible for any claims or losses (up to the full replacement value of the vehicle) which the insurer refuses to cover or make good due to a determination that you as a hirer contributed to the loss through carelessness or any wilful act. In the case of theft you must be able to show that you have taken appropriate care by returning all keys to us, as well as a copy and/or reference of the police report, otherwise the comprehensive insurance may be invalidated.

Authorised drivers

Unless someone is named on the Rental Agreement, they are not authorised to drive the vehicle.

Driving abroad

You may only drive the vehicle in the country of rental. If you want to drive the vehicle in any other country, you must gain our prior permission which will be recorded on the Rental Agreement.

Mileage

UK rentals include unlimited mileage, but if we permit you to drive the vehicle abroad then your rental may be subject to a maximum number of miles agreed in advance. If you exceed this mileage then additional fees may apply.

Fines, tolls and charges

You are responsible for all fines, road tolls, congestion charges and other similar charges (including parking fines or charges) incurred in relation to the vehicle during your rental. Some of these will be sent to us for payment, which we will pay and recover from you by way of reimbursement. Alternatively, we may be required to provide your details to the relevant authority or other third party, who will contact you directly.

Cancellation Charges

- For cancellations more than 6 weeks (42 nights) before a rental is due to start *Go West!* will issue a full refund, less a £40 admin charge.
- For cancellations between 6 and 4 weeks before a rental is due to start, *Go West!* will refund £50% of your total booking fee.
- For cancellations made less than 4 weeks before your rental is due to start, no refunds will be made.

(We recommend you take out holiday/travel insurance to cover these eventualities.)



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RENTAL RESTRICTIONS

You are not permitted to use the vehicle:

- To carry passengers for remuneration (e.g. as a taxi or car sharing arrangement or similar).
- Off road or on roads unsuitable for the vehicle (including racetracks).
- When it is overloaded with passengers and/ or baggage.
- To tow or push any vehicle, trailer or other object (without our express permission).
- To carry anything which may harm the vehicle (including but not limited to highly flammable, toxic, explosive or combustible materials such as nitrous oxide or any other hazardous materials and substances) or delay our ability to rent the vehicle again (because of its condition or smell).
- To carry cargo for remuneration.
- For motor sports purposes, in particular driving events where it is important to achieve maximum speed, or for the associated practice and training drives, such as races, rallies or other competitions.
- For vehicle tests and/or driving tests or driver safety training.
- In restricted areas, including airport service roads and associated areas.
- In contravention of any traffic or other regulations.
- For any illegal purpose.

RENTAL AND OTHER CHARGES

Hirers agree to pay *Go West!*:

- All rental charges.
- The security deposit to be held on a credit card.
- Fees in the event of cancellation of a rental agreement before the vehicle handover.
- The cost of any damage to the vehicle or the property of any third party, subject to the insurance Excess or Collision Damage Waiver limit.
- Fines and charges including but not limited to parking fines, speeding fines and congestion charges - including a £20 admin fee charged by *Go West!*
- Daily rental charges for any period the vehicle is out of use for accident repairs, subject to the insurance Excess.

VEHICLE RETURNS

You need to return the vehicle to the return location by the time stated on your Rental Agreement, or as otherwise agreed with us, otherwise additional charges may be applied.

If you want to change the time or place of return or arrange for us to collect the vehicle, any amendment to the prior agreed return arrangement is at our discretion and may involve additional charges.

In certain circumstances, we may also apply a Late Return Charge towards costs we incur if you return the vehicle other than at the agreed time.

Fuel

We will supply your vehicle with a full tank of fuel. However fuel used is not included in your rental rate, so you will need to return the vehicle with a full tank or pay for the additional fuel required to fill the tank on return, including a £25 service charge for having us refuel the vehicle on your behalf.



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Additional charges

We will check the vehicle on your return and add any additional charges arising from your use of the vehicle, such as for fuel, vehicle condition/damage/missing accessories and early/ late return. **Vehicle return policy**

- Pick up and return times will be agreed in writing and set out on the rental agreement provided.
- Late returns significantly affect our ability to prepare vehicles for subsequent bookings, so to avoid this eventuality we charge late return fees.
- Late return fees are charged at £25 for every full half-hour after your agreed check-in time, up to a maximum of 1hr and 30mins after which a full day rate will be deducted from your Security Deposit.
- *Go West!* has 48hrs to make a thorough inspection inside and out of any returned vehicle, having first cleaned it to allow such an inspection to take place. Damage found within this 48-hour period will be notified to the hirer by photo and email, prior to the cost of repairs being deducted from the Security Deposit.
- An £75 cleaning fee will be deducted if the Camper has not been cleaned internally.
- A £50 fee will be deducted if the porta-potti and waste water tanks are not emptied and adequately cleaned prior to the vehicle's return.