

## Terms and Conditions

This Agreement is between the OPERATOR (Taste of Freedom Limited) and the HIRER (you).

Company VAT Reg 247606592

## Contract

By taking the hire vehicle you are accepting the terms and conditions of this agreement. Please read the agreement carefully and raise any questions or misunderstandings with Taste of Freedom prior to hire. Misuse/breakage of systems/components due to misunderstanding is at the fault of the HIRER.

Hire quotes include:

- Unlimited Mileage
- UK fully comprehensive vehicle insurance & UK breakdown cover

Insurance extras: Additional insurance charges may apply if the driver to be insured has previous traffic convictions, a non-UK license or a high risk occupation. These are as a result of increased charges from the insurance company providing cover and are passed on to the customer at the same price. (Any questions concerning penalty points should be directed to the operator prior to booking)

Breakdown cover includes mechanical faults to the base chassis and engine of the motorhome, any call out due to operator error (eg. Flat battery) will be the responsibility of, and at the cost of the HIRER.

## Security Deposit

A security deposit of £50 (on credit or debit card) is required prior to release of the hire vehicle. This amount will be returned in full on return of the vehicle to the arranged location in the same condition as it was let out to you, including all appliances and the same level of fuel. In the event of damage the card will be charged up to £700 to rectify said damage. Taste of Freedom Ltd reserves the right to increase the security deposit to £1000 for special events (such as music festivals and sports fixtures).

The deposit may be retained by Taste of Freedom Ltd to fund any loss, soiling or damage to the motorhome inside and out; including that resulting from negligence. The deposit will be refunded within 3-7 working days if the vehicle and contents are returned in the same condition the vehicle was let.

## Insurance

The vehicle is insured for damage to third parties but the excess is payable by the HIRER. Additional drivers with a clean UK license will cost £5.00 per person per day. Endorsements on a drivers' license will increase this amount.

Drivers:

- Age limited 25-72 years (unless altered cover has been organised) and must have held a full license for two years.
- Both parts of valid driver's license required from all drivers at the start of hire along with two other form of identification including proof of address (passport, utility bill).

- Drivers are liable for all penalties incurred during hire (parking, speeding fines).

The hirer agrees and understands that:

- The vehicle is comprehensively insured for damage to third parties. If an accident occurs it is the responsibility of the HIRER to collect third party information and witness information at the scene and report the incident at the local police station. Do not accept liability to other parties. The HIRER agrees that they will assist Taste of Freedom Ltd in settling any claims for insurance including attending Court if required.
- The HIRER will have to pay an excess for any damage resulting whilst they are in command of the motorhome. This excess is £700 (covered by security deposit). The cost of a recovery vehicle or change over vehicle is payable by the HIRER, regardless of fault.
- The HIRER is responsible for the rectification of frozen pipework and damage to the awning (if applicable).
- The HIRER must lock the vehicle and keep the keys suitably safe at all times.
- The HIRER must try to protect the vehicle from severe weather as much as possible.
- The HIRER must use the correct fuel and will be liable for costs to rectify the engine if they do not.
- The HIRER is responsible for damage above cab height caused by low tress, bridges etc. This is deemed negligence.
- The HIRER is responsible for cost of recovery if the vehicle becomes stuck or bogged down.
- The HIRER must not let anyone except the named drivers operate the motorhome or do work on the vehicle without prior consent from Taste of Freedom Ltd.
- The HIRER must report any faults or damage to the vehicle to Taste of Freedom Ltd immediately.
- The HIRER must not use the motorhome to tow any vehicle or trailer or carry passengers for hire or reward.

#### Booking confirmation and payment

A payment of £245 per hire week (or £35 per day) is required to confirm the booking, this is non-refundable. A binding contract of hire will exist when booking is accepted. Once confirmed an invoice will be issued by post and email for the remaining balance, this is due 6 weeks prior to the start date of your hire (or at the time of booking if this is less than 6 weeks before hire). Taste of Freedom Ltd reserves the right to cancel booking if payment is not received by this time. **Payment is accepted by credit or debit card, cheque (in pounds sterling) or bank transfer.** There is no debit card fee, credit cards will be charged 1%. Cheques will not be accepted for bookings 2 weeks or less prior to departure. The security deposit of £50 must be taken on card and will be refunded by this method, in the event of damage the card will be charged to repair the fault and receipts will be provided.

#### Cancellations

All cancellations must be notified in writing to Taste of Freedom Ltd, however please call to cancel your booking also. If cancellation occurs more than 6 weeks before start of hire then you will be refunded in full less the £245 deposit. If cancellation occurs less than 6 weeks before start of hire then all monies paid and due are non-refundable. If however; the motorhome is re-hired for the

same period, then you may receive a refund less your initial deposit plus any other differences in hire cost.

### Collection & Return

Unless otherwise agreed the motorhome will be available for pick up on the collection date at the agreed location and time. Late collection may result in extra staffing charges or delay until the next day, no reimbursement will be given for the loss of hire time due to the customer's late arrival.

The motorhome must be returned on the return date to the agreed location by the time specified. Please allow 30 minutes- 1 hour for the completion of documentation, vehicle demonstration (collection) and vehicle checks (return). The agreed collection and return times are part of the hire agreement, if you fail to return the vehicle on time you may be liable to extra charges typically £50 per hour plus any additional costs incurred by Taste of Freedom Ltd as a result. If you are returning the vehicle late please advise Taste of Freedom Ltd immediately or you may be driving whilst uninsured. Extra insurance will be organised 10 mins prior to the return time if the vehicle has not been returned, at the cost of the hirer.

Taste of Freedom Ltd offers off road secure parking, hirers are welcome to bring their belongings and leave the car whilst on hire. Keys to any cars left with us must be handed over if in the case of an emergency the car needs to be moved.

Cars will be kept as safe as possible from damage but cars are left at the owner's risk.

The HIRER will return the vehicle in accordance with the terms of this agreement, in a clean condition with the same amount of fuel as the vehicle had on departure, at the time and date stated. If the fuel level is not equal: the cost to equal the level will be deducted from the security deposit + £20.00 for labour.

On accepting the vehicle on departure the HIRER agrees that on breaking this agreement they will be liable for the costs incurred and they accept the terms and conditions of this Agreement.

### Availability

Due to unforeseen circumstances motorhomes may occasionally become unavailable. If this occurs Taste of Freedom Ltd will supply a motorhome to the same standard or above as the one requested or where this is not possible a full refund will be issued. This will always almost result from events beyond our control and we suggest taking out holiday insurance to protect against such events.

Taste of Freedom will not be liable for customer's losses arising from cancellations.

### Suitable Persons

Taste of Freedom Ltd reserves the right to refuse hand over of any motorhome to any person(s) whom we reasonably deem unsuitable to take responsibility of the motorhome.

### Miscellaneous

Please note you will not be charged for standard cleaning; if however, the motorhome is in a soiled state and extra cleaning is required, you will be charged for this service (typically £50-100). Before leaving when returning the motorhome you will be required to sign off that you have been present during the return check of the motorhome. If the inspection finds that the motorhome requires extra cleaning or repair this will be entered on the sheet you will sign. However Taste of Freedom Ltd retains a 24 hour grace period in which it may find hidden breakages or faults resulting from

occupancy, if this occurs the costs will be deducted from the security deposit before it is refunded. (You will be notified of such findings immediately)

Upon leaving the vehicle please ensure all personal belongings are removed. Return of left belongings will be at the hirer's expense.

Any minor repairs to the vehicle will be carried out by Taste of Freedom Ltd where possible, these repairs will be charged at a labour cost of £25 per hour. Any repairs which require a professional estimate to be carried out will carry a £25 admin charge and the cost of fuel to gather this estimate if required.

Any parking/toll fines the HIRER incurs on hire should be paid immediately. Any fines not paid will be payable from the security deposit and an admin charge of £20 per ticket will apply. If the deposit is already exceeded then Taste of Freedom Ltd will pass liability for these fines to the HIRER.

Any damage to panels or components which are deemed by Taste of Freedom Ltd to be minor and will not require part replacement will be charged at a smaller fee without estimate to go towards the eventual repair or replacement of the part, typically this will be £25-150.

Smoking carries a £100 fine.

Every effort will be made to provide the vehicle in a high quality state and fully operational however due to the wear on the vehicles there may be some minor cosmetic issues or non functioning components which cannot be rectified at short notice. Cosmetic issues and non-functioning equipment will not constitute grounds for any refund of monies paid, but a partial refund may be granted at the discretion of Taste of Freedom Ltd.

The waste water and toilet tank must be emptied on your last day of hire before return. A £50 charge may be applied if this is not completed.

Driving is restricted to sealed tarmac roads and Taste of Freedom Ltd reserves the right to restrict movements in times of severe weather conditions.

All passengers must be seated and wear seatbelts at all times when the motorhome is in motion. This is for your own safety.

Gas is included. Taste of Freedom Ltd will ensure plenty is supplied for the hire period, if the HIRER requires more then they may fill the gas tanks at an appropriate dealer at their own cost.

**SMOKING IS STRICTLY PROHIBITED IN ALL OUR VEHICLES.**

### Maintenance

The motorhome will be supplied to use in a fully serviced condition however it is the responsibility of the HIRER to carry out water, oil, tyre and battery checks. If a mechanical or electrical fault occurs which is not due to negligence or breaking of the terms set out herein then Taste of Freedom Ltd will reimburse up to £200.00 to the HIRER for rectifying the problem provided valid receipts are provided on return and prior consent is given.

The HIRER is liable for any costs incurred from using the incorrect fuel.

### Termination of Agreement

The HIRER acknowledges that Taste of Freedom Ltd may terminate this Agreement and repossess the vehicle at any time and they are responsible for the costs of repossessing the vehicle if;

- There is a breach in the Agreement.
- The vehicle has been obtained by fraud or misrepresentation.
- The vehicle is abandoned.
- The vehicle is not returned by the agreed time or Taste of Freedom Ltd has reason to believe it will not be returned by the agreed time.
- Taste of Freedom Ltd has grounds to believe that the safety of the motorhome or its passengers is in jeopardy. In the event of termination and repossession the HIRER has no right to any refund of the rental charges or security deposit.
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#### Vehicle Ownership

The HIRER acknowledges that Taste of Freedom Ltd retains the rights and ownership of the vehicle and exchange of monies for possession of the vehicle if for rental purposes and for a limited time only. The HIRER will not agree, attempt or offer to sell, sublet, mortgage, or let any part or whole of the vehicle supplied by Taste of Freedom Ltd.

This agreement shall be governed by the laws of England.