

Terms and Conditions

1. Introduction

The following terms and conditions form part of the rental agreement between **White Cliffs Motorhomes** (referred to as “we”, “us” or “the Company”) and the customer (referred to as “you” or “the hirer”). By making a booking with us, you agree to comply with the following terms and conditions and accept them as legally binding. Please ensure that this agreement is read carefully.

2. Booking and Payment

A non-refundable deposit of £250 of the total rental price is required to confirm the booking. The remaining balance must be paid no later than 6 weeks prior to the start of the hire period. If payment is not received by this date, we reserve the right to cancel your booking, and your deposit will be forfeited. Bookings made where the hire starts within 6 weeks, will be required to pay in full at the time of booking. We accept payments via BACS, Credit/Debit Card and Cash (please note that for insurance purposes, the security deposit must be cleared and traceable via Bank Transfer or Card Payment – more details below in Section 5).

3. Cancellation Policy

All cancellations must be notified to us in writing, but please also call us immediately to inform us as this will improve our chances of rehiring the motorhome. We reserve the right to cancel the hire if the driver’s licences are invalid at the commencement of the hire, or if required documentation is not provided upon request. In these circumstances, the total hire charge will be forfeited. Cancellation charges are applied as follows:

- If you cancel more than 6 weeks before the hire date, you will be fully refunded, minus the non-refundable deposit.
- If you cancel between 6-2 weeks before the hire date, you will be refunded 50% of the total hire charge.
- Cancellations made less than 2 weeks before the hire will result in the loss of the full balance.

If we cancel the booking due to unforeseen circumstances, you will be offered a full refund or the option to reschedule with us.

4. Driver Requirements

Drivers must be between the ages of 25 and 79 and hold a full, valid driving license for a minimum of 2 years (UK, EU, AU and NZ licences are covered as standard with our insurance). If you have an alternative country of origin on your licence, please consult directly with us before you place a booking.

Drivers must not have any more than one fault or outstanding incident/claim within the last 3 years. Drivers that have any points/endorsements on their licence must also consult directly with us before placing a booking. Only drivers approved by us and named on the rental agreement are permitted to drive the vehicle.

5. Insurance

Comprehensive insurance is included in the hire for one named driver. Additional drivers can be added for an extra fee, subject to insurance approval. Drivers must provide valid documentation before the hiring date, see below breakdown:

- Front and back copies of driving licence (address & ID must be up to date)
- Online DVLA licence check code (for mainland UK licences)
- Signed rental agreement
- Two proofs of address from separate sources (see below accepted sources)
 - Electricity
 - Water
 - Gas
 - Broadband / Landline
 - Council Tax
 - TV Licence
 - Bank Statement
 - Credit Card Bill / Statement
 - Mortgage Statement
 - HMRC Self-assessment / Tax Credit
 - Student Loan
 - Payslips
 - Mobile Phone Bills
 - Pension Letters
 - Car Finance Statement
 - Loan Statement
 - Property Deed

All documents from the above list must be dated within 90 days of the hire date. The address and name on the licence must match both documents.

The insurance does not cover:

- Damage to the interior, tyres, or windows.
- Loss of personal belongings.

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- Damage caused by misuse, negligence, or driving under the influence of alcohol or drugs.

The hirer is also responsible for ensuring the vehicle is kept secure at all times. In the event of theft or loss of the vehicle, the hirer will be liable for the full excess amount. It is strongly advised that personal travel insurance is obtained to cover any personal items or additional costs not covered by the motorhome insurance policy.

Failure to comply with any of the insurance terms may result in the cancellation of the hire agreement without refund, and the hirer will be fully responsible for any resulting costs.

6. Security Deposit

A security deposit of £1000 is required prior to the collection of the motorhome. This must be a cleared and traceable payment via BACS or credit/debit card. This deposit acts as a bond and will be used to cover any damage, loss, or additional charges incurred during the hire period. The deposit will be refunded within 5 days after the vehicle is returned, provided no damage or breaches of the rental agreement are identified.

7. Vehicle Collection and Return Process

- *Collection:* The motorhome will be available for collection from 14:00 on the agreed start date. Exact timing to be confirmed with the hirer during the booking stage. You must bring your driving licence and all required documentation for verification. The handover process typically takes around 60 minutes, during which we will demonstrate the vehicle's key features and inspect it with you. Please allow sufficient time for this.
- *Return:* The motorhome must be returned by 11:00 on the agreed return date. Late returns will incur a penalty of £50 per hour for the first 2 hours. If the motorhome is returned any later than 13:00 on the agreed date, a full day's hire charge may be applied due to potential next hirer's being delayed. We must also be advised immediately if the hirer will be arriving any later than the agreed time of 11:00 on the return date. The vehicle must be returned in the same condition it was provided, including a full tank of fuel, and all personal belongings must be removed. A refuelling fee of £50 plus fuel costs will be charged if the vehicle is not returned with a full tank.
- *Inspections:* Upon return, we will inspect the vehicle for any damage or missing items. The condition of the vehicle will be compared with the pre-hire inspection report. Any issues identified, such as damage, excessive dirt, or failure to empty waste tanks, will result in deductions from the security deposit.
- *Early Return:* If you return the motorhome before the agreed date, no refund will be given for unused hire days.

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- *Breakdowns and Delays:* If you experience any issues or breakdowns during the hire, please inform us immediately. In the event of delays due to breakdown or any other unforeseen circumstance, please notify us as soon as possible to make appropriate arrangements.

8. Use of the Vehicle

- The motorhome may only be driven by the named drivers approved by our company. You must not sublet or lend it to any third party.
- The vehicle must not be used for towing, racing, carrying dangerous goods or carrying more passengers than permitted by the vehicle specifications.
- The motorhome must not be driven off-road or in prohibited areas.
- Drivers must adhere to all local laws and road regulation, including speed limits and parking rules. The hirer is responsible for all fines and costs incurred for any parking
- Use of the motorhome under the influence of drugs or alcohol is strictly prohibited.
- Smoking is strictly prohibited inside the motorhome. Failure to comply will result in a £300 smoking charge.
- Pets are only permitted to enter the motorhome with prior approval from us. Additional cleaning charges may be applied if approved. Hirers who allow animals into the motorhome without previous authorisation will incur a £200 fee plus a valeting charge, if required
- The hirer must take reasonable care of the motorhome, perform basic maintenance checks (such as oil and tyre pressure), and avoid any negligent use of the vehicle. Failure to do so may result in charges for damages.
- The hirer is responsible for ensuring the vehicle is locked and secure when not in use. Personal belongings should not be left unattended in the vehicle, as they are not covered by insurance. We suggest that the hirer purchases their own travel insurance to cover any personal losses they may incur.
- The vehicle may only be used within permitted geographical areas as agreed in the rental agreement. Travel outside the permitted areas, or attending events such as festivals without prior approval, is prohibited.

9. Breakdowns and Accidents

- *Breakdowns:* In the event of a mechanical breakdown, the hirer must immediately contact us and our designated breakdown assistance provider, whose details will be provided upon collection. The motorhome is covered by roadside assistance within the UK and approved travel areas. The hirer must not attempt any major repairs without prior approval. Minor repairs (such as tyre changes) may be conducted by the hirer, providing the repair has been

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approved by us and when receipts are kept for potential reimbursement. Any unauthorized repairs will not be reimbursed.

- *Responsibility for Repairs:* The hirer will be held responsible for repairs resulting from driver negligence, improper use, or failure to follow instructions (such as incorrect refuelling, oil levels not maintained). Any damage caused by improper driver, such as travelling on prohibited terrain, will also be charged to the hirer.
- *Accidents:* If involved in an accident, the hirer must:
 - Ensure the safety of all occupants and make the vehicle secure
 - Notify local authorities and report the accident as appropriate
 - Obtain full details of all parties involved, including witnesses
 - Inform us at [White Cliffs Motorhomes](#) immediately
 - Complete an accident report form
 - Avoid admitting liability or settling claims without our approval
 - Safely obtain as much photo or video evidence as possible
- *Repairs Following an Accident:* Any damage resulting from an accident will be assessed upon return. The insurance excess of £1000 will apply, and any damage exceeding the coverage limits will be the hirer's responsibility.

10. Cleaning and Waste Disposal

- The motorhome must be returned in a clean and tidy condition. A cleaning fee will be applied if returned excessively dirty.
- The hirer must empty the toilet cassette and waste tank before returning the motorhome. Failure to do so will incur a £100 charge.
- The hirer must dispose of all rubbish and litter before returning the motorhome. Failure to do so will incur a £100 charge.

11. Liability

White Cliffs Motorhomes are not liable for any loss or damage to your personal belongings, injury or damages. It is recommended that you take out personal travel insurance to cover these risks. We are not liable for any claims made by third parties for any damage, injury, or loss incurred as a result of the hirer's use of the motorhome. We will also not be held liable for any consequential loss, such as loss of enjoyment or travel disruptions, resulting from vehicle breakdowns, accidents or mechanical failures.

12. Availability and Termination of the Agreement

- *Availability of the Vehicle:* All bookings are subject to the availability of the motorhome. We reserve the right to cancel a booking if the motorhome becomes unavailable due to mechanical failure, accidents, or other unforeseen circumstances. In such cases, we will offer a full refund or an

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alternative vehicle where possible, but will not be liable for any additional costs or compensation for loss of travel plans

- *Termination:* We reserve the right to terminate the agreement immediately and without notice in the event of:
 - Failure to provide documentation or false information by the hirer
 - Breach of the terms and conditions, including misuse of the vehicle
 - Evidence of driving under the influence of alcohol or drugs
 - Actions that compromise the safety of the vehicle/occupants

If the agreement is terminated, the hirer must return the vehicle immediately, and no refunds will be issued for the remaining hire period. We may also recover the vehicle at the hirer's expense if necessary.

If the hirer wishes to terminate the agreement before the start of the hire period, cancellation charges will apply as per our cancellation policy. Termination of the agreement during the hire period will not entitle the hirer to a refund for any unused hire days.

- *Force Majeure:* We will not be liable for failure to provide the motorhome or fulfil any part of the agreement due to circumstances beyond our control, including but not limited to natural disasters, severe weather conditions, or government restrictions.

13. Confirmation of Agreement

By ticking the box below, I confirm that I have read, understood, and agree to the terms and conditions outlined by White Cliffs Motorhomes. I acknowledge my responsibilities as the hirer, including the insurance and security deposit terms, and agree to abide by all policies during the hire period.

☐ I agree to the above terms and conditions.

Printed Name: _____

Signature: _____

Date: _____