



Terms & Conditions - Overview

We will need a photocopy or scanned image of the paper part of your driving licence and front and back of the photo card. On the day of hire you will need to bring the originals as well as two recent utility bills.

If you are not from the UK you will need to show your passport. Failure to do this and the hire could be cancelled with no refund.

Our Terms

The driver must be over 25 and under 75 years old with a full UK driving licence. Responsible individuals, families and couples only.

Everything must be returned in the same condition as before the hire period commenced.

We reserve the right to refuse to hire to any person without stating cause.

Booking Deposit

A non-refundable booking deposit of £250 is required to reserve a vehicle. This can be paid by bank transfer or PayPal. The remainder of the balance is due 6 weeks prior to the hire period commencing.

Security Deposit

We also require a £500 security deposit 14 days prior to the commencement of the vehicle hire period and the money will be held over the duration of the hire period. This can be paid by cleared cheque, by PayPal or by BACS bank transfer. We will refund your deposit in full within 5 working days of the vehicle being returned undamaged and on time, with a clean interior, a quarter tank of fuel and with all equipment in place and intact.

Fuel Policy

Our campers have a quarter tank of fuel at the start of the period of hire. Customers must return the campers with a quarter tank at the end of the rental. If you return the camper with low fuel you will be charged for the extra fuel at the end of the rental.

How Many Miles Can You Travel?

We allow for 100 miles per day (700 per week).

Excess mileage is charged at 25p per mile.

Please contact us if your trip exceeds this amount.

Remember with a top speed of 50-55 mph you need to allow longer for your journey than you would normally.



Terms & Conditions of Rental Agreement

1. DEFINITIONS

In these Terms and Conditions:

“Conditions” means the Terms and Conditions in this document, our Site (www.faroutcampers.co.uk) and other documents referred to in this document

“Site” is www.faroutcampers.co.uk

“Hire Period” means the period for which you have agreed to hire the Vehicle that we have confirmed

“Hire Charge” is the price you have agreed to pay for the Hire Period you have booked and that we have confirmed

“Us, We or Our” means Far Out Campers

“Vehicle” means the vehicle that you have agreed to hire

“You or Your” means you, the hirer of the Vehicle

2. YOUR CONTRACT WITH FAR OUT CAMPERS

We offer vehicles for hire strictly in accordance with these Conditions.

Please read this agreement carefully. By making a booking with us and by hiring the Vehicle you will be deemed to have read, understood and agreed to these Conditions.

If you do not agree to be bound by these Conditions, please do not hire a Vehicle with us.

We may amend these Conditions at any time by posting the amended terms on the Site.

3. BOOKING CONFIRMATION AND PAYMENT

Charges for the Hire Period (“the Hire Charge”) are based on our price list at the time of booking. An initial payment of £250 is required to confirm the booking. This is a deposit (“the Deposit”) which is non-refundable. A binding contract for the hire will come into existence when we issue your booking acceptance. We are under no obligation to accept any booking.

The balance of the Hire Charge (“the Balance”) is payable six weeks prior to the start date of the Hire Period, or at the time of booking if you book less than six weeks from the start date of the Hire Period.

4. HIRE PERIOD

Unless otherwise agreed with us, the Vehicle will be available on the day of collection from the agreed location at the agreed time and must be delivered back to the agreed location at the agreed time on the last day of the Hire Period.

If you do not bring the Vehicle back on time you will be liable to be charged for every day or part day you have the Vehicle after you should have returned it at the daily rate of the Hire Charge plus 50%. Should the late return of the Vehicle make us liable for extra costs (e.g. compensation of the next hirer) we reserve the right to recover these costs from you.



Failure to return the Vehicle at the agreed time will also result in the vehicle being uninsured and you will be committing a traffic offence under the road traffic act. If you are unavoidably delayed you must inform us before the agreed time of return and we will arrange further insurance at a charge of £28 per day plus a £25 administration charge. Late returns will also be charged at our daily rate for each day or part thereof.

There are no refunds for Vehicles returned early.

5. YOUR CANCELLATION OF HIRE

All cancellations must be notified in writing to us by first class post to our registered office but please call us immediately to inform us as this will improve the chances of re-hiring the Vehicle. Cancellation refunds do not include the £250 deposit. If written notice of cancellation is received less than 6 weeks prior to the commencement of the Hire Period all payments are non-refundable. If you cancel between 6 weeks and 12 weeks of commencement of the Hire Period a 50% refund may apply (not including the £250 non-refundable deposit) if we can re-hire the Vehicle to another hirer. If written notice of cancellation is received between 12 weeks or more of commencement of the Hire Period a 100% refund will be made (not including the £250 non-refundable deposit). Bookings are definite

6. OUR RIGHTS OF CANCELLATION

We reserve the right to cancel the hire if, at the commencement of the Hire Period the driver's licence or required documents are not produced or are invalid, you fail to provide the £500 security deposit or the address on your documents do not match. In these circumstances the total Hire Charge (including the £250 non-refundable deposit) will be forfeited.

If you fail to pay the Balance at least six weeks prior to the commencement of the Hire Period or at the time of booking if your booking is less than 6 weeks from the commencement of the Hire Period we reserve the right to cancel the hire. In these circumstances you will forfeit the non-refundable £250 deposit and we reserve the right to retain or require payment of an appropriate proportion of the balance of the Hire Charge as compensation for loss of revenue.

We reserve the right to cancel the hire and refuse to hand over the Vehicle to any person who, in our reasonable opinion is not suitable to take charge. In such cases, the Hire Charge paid will be refunded (not including the £250 non-refundable deposit) we also reserve the right to retain or require payment of a proportion of the Balance as compensation for loss of revenue.

Should the hire be cancelled under this Condition 6 we do not have any further liability. You are strongly advised to insure against unavoidable cancellation.

7. AVAILABILITY

Occasionally vehicles are not available as agreed. If your booking has to be cancelled because the vehicle that you booked is no longer available we may offer you the choice of an alternative vehicle. This may be of similar size to the vehicle booked or larger, and will be similarly equipped. In this event, you will not be liable for higher rental charges. If a smaller vehicle is offered and accepted, the difference in charges will be refunded. If a larger vehicle is offered, we are not liable for additional expenses e.g. higher ferry charges, fuel costs and road tolls. Apart from as mentioned in this condition no liability will be accepted for any expenditure (including increased travel expenses to the vehicle) should you agree to the hire of the alternative vehicle.



Should you not agree to the alternative vehicle that we offer we will provide a full refund of all monies you have paid for your booking save for the non-refundable Deposit. Our liability to you will be limited to the return of the Balance paid.

Should we not be able to provide an alternative vehicle we will refund all monies you have paid in full.

8. THE HIRE INSURANCE

The Vehicle is insured for the period of the hire ONLY and a copy of the insurance policy is available from our head office on request. By signing the attached form you are accepting the conditions of the hire insurance policy. Fully Comprehensive insurance is included within the Hire Charge. A late return of the Vehicle would result in you committing a traffic offence under the road traffic act. You are strongly advised to take out additional personal holiday insurance.

9. SECURITY BOND

Prior to the commencement of the Hire Period we require a returnable security deposit of £500 from you. This can be paid by cleared cheque, PayPal or by BACS bank transfer 14 days before Hire Period commences. Costs will only be taken on return of the Vehicle to pay or part-pay for any loss or damage suffered as a result of your breach of these Conditions (in particular you are referred to Condition 20) or to cover the insurance excess on the insurance policy should it be necessary to claim on the insurance policy. You agree that any such costs will be released to us.

10. DRIVERS.

Drivers must be over 25 and under 75 years of age and have held a valid driving licence for at least 3 years. The licence must be unendorsed (except for speeding and parking offences) although at our absolute discretion we may allow the hire to commence even if the licence is otherwise endorsed. The licence must be produced at the time of collecting the Vehicle. Any additional insurance costs arising as a result of current endorsements will be invoiced to you and you agree to pay these charges before the Hire Period commences. Visitors from abroad must hold a current international driving permit or licence.

You must use our integrated online form to provide us with all necessary driver details that we request so that we can arrange the insurance of the Vehicle during the Hire Period.

Two forms of proof of identity along with photographic identification (either a passport or photographic driving licence) must be produced by you at the start of the Hire Period i.e.: your most recent Utility bills, Bank statements or Credit card statements. Mobile phone bills are not acceptable. Should you fail to provide the necessary information or produce the correct documentation in accordance with this Condition 10 the booking may be cancelled under Condition 6.

There will be an additional charge to the standard Hire Charge should the licence be foreign or endorsed. This additional charge will be advised to you at the time of booking.



YOUR RESPONSIBILITIES

11. USING THE VEHICLE

- a. The Vehicle must only be driven by you and any other driver named on the hire insurance policy, or by anyone else we authorise in writing. You and/or any other authorised driver will:
 - b. Not use the Vehicle for hire or reward;
 - c. Not use the Vehicle for any illegal purpose;
 - d. Not use the Vehicle for racing, pacemaking, testing the Vehicle's reliability and speed or teaching someone to drive;
 - e. Not use the Vehicle while under the influence of alcohol or drugs;
 - f. Not drive the Vehicle outside England, Scotland and Wales, unless we have given you written permission;
 - g. Not overload the Vehicle;
 - h. Not, if the Vehicle is a commercial vehicle, use it for a purpose for which you need an operator's licence if you do not have one.
 - i. Not carry more passengers than the seating capacity of the Vehicle or allow the Vehicle to be overloaded.
 - j. All drivers must be aware of the (unusual) height of the camper vans and are responsible for ALL damage if driven under an obstruction that is too low for the vehicle to clear. The obvious examples are low bridges, trees, height barriers into car parks etc. In this event neither the basic vehicle insurance nor the CDW (if applicable) will apply and the hirer will be responsible for the repair of all damages. Overhead damage is deemed as any damage to any part of the vehicle which occurs above 6 feet (1.83 metres) and or any third party property.
 - k. Be responsible for all fines and costs (including court costs) for parking, traffic or other offences, congestion charges (including any costs which arise if the Vehicle is clamped) and you will pay the appropriate authority any fines and costs if and when the authority demands this payment.

12. CARING FOR THE VEHICLE

- a. You must look after the Vehicle and the keys to the Vehicle. You must always lock the Vehicle when you are not using it, and use any security device fitted to or supplied with the Vehicle. You must always protect the Vehicle against bad weather which can cause damage. You must make sure that you use the correct fuel.
- b. You must not sell, rent or dispose of the Vehicle or any of its parts. You must not give anyone any legal rights over the Vehicle.
- c. You must not let anyone work on the Vehicle without Far Out Campers' permission. If we did not give you permission in advance for any work, you will only receive a refund up to a maximum value of £50 if you have a receipt for the work.
- d. You must let the Owner know as soon as you become aware of a fault in the Vehicle.
- e. You must ensure that the Vehicle is kept in good condition and repair
- f. You must bring the Vehicle back to the place agreed, at the time agreed and remain responsible for the Vehicle until this time. Far Out Campers must see the Vehicle to check that it is in good condition.



- g. Before you bring back the Vehicle you must check that you have not left any personal belongings in the Vehicle.
- h. You must not tamper with the mechanics of the Vehicle at any time.

13. PETS

All animals other than guide dogs have to be approved by us at the time of booking. If approved, any damage however caused by the animals will be charged to you in full. There will be a weekly fee of £25.

14. SMOKING

Smoking is strictly prohibited in all Vehicles.

15. BED LINEN AND TOWELS

Bed linen, pillows and towels are not provided with the Vehicle. If you specifically require these items or are travelling from abroad please enquire about availability. A charge will be made for this which would be notified to you in advance .

16. GAS

One bottle of gas is included in the Hire Charge but should you need to replace an empty bottle during the course of your hire, this is your responsibility.

17. WHAT TO DO IF YOU BREAK DOWN

If you breakdown you should:

Contact the breakdown service that covers the Vehicle and inform Far Out Campers immediately. In the unlikely event of a breakdown, you should seek the help of the appropriate breakdown company quoting the registration number of the Vehicle. You are only authorised to request repairs up to a value of £50, repairs costing in excess of £50 must first be authorised by the Owner PRIOR to the work being undertaken.

18. WHAT TO DO IF YOU HAVE AN ACCIDENT

If you have an accident you must not admit responsibility. You should get the names and addresses of everyone involved, including witnesses. You should also:

- a. Make the Vehicle secure.
- b. Tell the police straight away if anyone is injured or there is a disagreement over who is responsible;
- c. Contact Far Out Campers immediately. You must complete an accident report sending a copy to our head office.



LIABILITY AND LIMITATION

19. WINDSCREENS & TYRES

You are responsible for any damage to the windscreen and windows, punctures or other damage to tyres during the hire period. Where possible it should be repaired or replaced as appropriate and paid for by you at the time but you should contact Far Out Campers to seek instructions before carrying out the repair.

20. YOUR LIABILITY

Where damage is caused to the Vehicle during the hire period we may, at our absolute discretion, utilise the insurance policy to claim for the loss or damage sustained. In these instances you will be liable for the excess. If we claim under the insurance policy this will not reduce your liability under any other provision of this Condition 20. We will not claim under the insurance policy where damage to the Vehicle is caused by a breach of any of these Conditions.

You agree that you will be liable for any damage sustained to the Vehicle during the hire period where such loss or damage is not claimed under the insurance policy. You also agree that you will be liable for any loss or damage suffered by us resulting from you breaching these Conditions.

Without limiting the generality of the above this includes the following charges:

- a. Our reasonable administration charges for resolving damage to the Vehicle.
- b. Charges for any loss or damage to the Vehicle (even if it is accidental or not your fault) subject to the cover provided by the hire insurance.
- c. Charges for damages to windscreen and windows, punctures, or other damages to tyres
- d. A minimum £150 valeting fee will be charged if the Vehicle is not returned in the condition it was collected in with regard to interior cleanliness or if you do not comply with Condition 14.
- e. The cost of making good any damage to the interior of the Vehicle (including cigarette burns) living or cooking equipment
- f. The cost of making good any damage caused to the Vehicle caused by improper use.
- g. A refuelling service charge if you have used, and not replaced, more fuel than was provided at the start of the hire. The charge is based on the cost of the fuel plus £30.
- h. Any costs and reasonable administration charges which arise when we deal with your failure to pay charges that you are responsible for under Condition 11(k).
- i. Any charges arising from Customs and Excise or Immigration Authorities seizing the Vehicle, together with a loss-of-income charge while the Owner cannot rent out the Vehicle, if and when we demand this payment.
- j. Any published or agreed rates for delivering and collecting the Vehicle
- k. Interest which will be added every day to any amount you do not pay on time, at the rate of 4% a year above the base lending rate of Bank of England from time to time. Value added tax and all other taxes on any of the charges listed above, as appropriate. You are responsible for all charges, even if you have asked someone else to be responsible for them.



We will utilise the damage bond referred to in Condition 9 to meet any amounts for which you are liable under this Condition 20. Should the damage bond be insufficient to cover all of your liability you agree to pay the additional amounts for which you are liable within 28 days of our demand.

21. EVENTS BEYOND THE OWNER'S CONTROL

Unfortunately, events beyond our control occasionally affect bookings. When reference is made to such events in these Conditions this means any event(s) or circumstance(s) which we could not, even with all due care, foresee or avoid. We cannot accept responsibility or pay any compensation, costs or expenses where the performance of your contract with us is prevented or affected or you otherwise suffer any loss or damage as a result of events beyond our control. This includes any delays to and/or restrictions to the hire to which you may be subject. However, if your booking has to be cancelled as a result, we will offer you the choice of an alternative vehicle (if available) or refund as described in Condition 6. Our liability will be limited to the return of any monies paid by you.

22. PERSONAL BELONGINGS

We will not be responsible for any claims in respect of any loss or damage to personal belongings or effects of you or any other person or persons.

23. BREAKDOWN AND ACCIDENT

We will not be responsible for hotel costs, losses or any other expenses subsequent to a breakdown. You are strongly advised to take out personal travel insurance to cover against termination of the hire due to the unlikely event of a breakdown.

We will not be responsible for any loss or damage or expense which occurs as a result of any accident.

24. PARKING

Any vehicle that you park at our premises is parked solely and absolutely at your risk.

25. GENERAL LIMITATION

We will not be liable to you for any loss of profit or for any special, consequential or indirect damage or loss suffered.

Nothing in this clause or in these Conditions shall be construed to operate so as to exclude or limit any liability for death or personal injury caused by our negligence or of our servants, employees or agents or to exclude or limit any liability in respect of fraud or fraudulent misrepresentation.



TERMINATION

26. ENDING THE AGREEMENT

Notwithstanding anything stated elsewhere in these Conditions, we will be entitled to end this agreement straight away if:

- a. We find out that your belongings have been taken away from you to pay off your debts,
- b. Being an individual you become subject to a bankruptcy order
- c. Being a company, you go into liquidation
- d. You make a proposal to enter into any voluntary arrangement
- e. You are in breach of any of these Conditions

If we end the agreement it will not affect our right to receive any monies we are owed under these Conditions.

27. PAYPAL AND GOOGLE CHECKOUT

Both the hire charge and the security deposit can be paid using the above facility but will be subject to Paypal's standard charges.

28. INFORMATION

If you are in breach of any of these Conditions we can give the information you have provided to credit reference agencies, the Driver and Vehicle Licensing Authority (DVLA), debt collectors and any other relevant organisation. We may also disclose your information if we are required to do so by law.



GENERAL

29. COMPLAINTS

Any complaints should be received in writing at our head office (email not included) within 7 days of the Vehicle being returned from hire.

30. NOTICES

Any notice required to be given under these Conditions should be sent by prepaid first class post or e-mail.

31. SEVERABILITY

If any provision of these Conditions is held to be void, illegal or unenforceable under any enactment or rule of law such term or provision shall to that extent be deemed to not form part of these Conditions but all other provisions of these Conditions shall remain in full force and effect.

32. GOVERNING LAW

This agreement is governed by the laws of England and Wales. You agree that any dispute will be settled in the courts of England and Wales.

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