

## Rental Conditions Bunk Campers

All rates and conditions are subject to change as required and without prior notification.

*Let op: onze voorwaarden zijn in het Engels geschreven. Dit voorkomt vertalingsfouten en misverstanden*

### Standard inclusions

- Unlimited Mileage
- Kitchen Kit
- Fully Comprehensive Insurance for one named driver aged 21 – 79 and holding a full valid driving licence for more than 2 years
- 24/7 Roadside Assistance
- Liability of £2500 / €3000

### Camper is exclusive of

- Optional extra's
- Additional Driver
- One-way Fees
- Saturday collections fee
- Extra insurance

### Driver requirements

Driver(s) must hold a full valid driving licence for at least 24 months that entitles them to drive a European category B vehicle or equivalent up to 3500kg GMW.

The age limit is 21 - 79 years old, but for 21-24 years there is an extra surcharge.

All Drivers must be present at the time of pick up.

If the driving licence is not in the language of the country of rental, an international driving licence is required. A certified translation may be accepted depending on the country where the original licence was issued.

### Deposit/credit card

The security deposit is taken as a pre-authorisation on the main drivers credit card (Visa or Mastercard). No other form of payment is accepted, and pre-paid currency cards cannot be accepted. The card used for the security deposit should be in the lead driver's name and the amount will be held on your card immediately.

The deposit is £2500/€3000 for drivers aged 21-79.

## Liability:

### What are you protected for?

	Liability	Mechanical problems**	Vehicle Body	Third Party Property	Windscreen, Mirror and Tyre Protection	Underbody and Roof Damage
The Value Pack	£350/€400	✓	✓	✓	✓	x
The High Road	£350/€400	✓	✓	✓	✓	x
The Middle Road	£750/€1000	✓	✓	✓	x	x
The Low Road*	£2500/€3000	✓	✓	✓	x	x
Windscreen, Mirror and Tyre Protection	N/A	x	x	x	✓	x

Please note: the following are not covered by insurance, security deposit or liability reduction options. For these exceptions, the hirer/guest accepts full liability in addition to any excess or security deposit that applies.

- Damage caused to the vehicle where the terms of the Rental Contract have been breached
- Any damage or loss caused by a negligent act/For damage or loss intentionally caused by the guest
- Mechanical problems E.g., clutch/gearbox due to driver negligence
- Replacement or repair of aerials, glass or wheels except Windscreen, Mirrors & Tyre Protection has been purchased, where applicable
- Damage caused due to use of incorrect or contaminated fuel
- Missing wheel trims, tools or spares
- For damage caused by neglecting proper operating procedures, e.g. incorrect fuel type and quality, ignoring oil or coolant levels, air pressure
- Damage to the underbody of the vehicle or the roof, (which includes any part of the vehicle 6ft/182cm from the ground) which includes the overhead "Luton" area, is deemed as gross negligence.
- The theft of the vehicle if the keys are left in the ignition or in or on the vehicle whilst unoccupied, in which event the hirer shall be held fully responsible for a replacement vehicle
- Damage caused to windscreen, mirrors and/or tyre damage unless Windscreen, Mirror and Tyre Protection has been purchased and applies.
- For damage caused by the incorrect use of snow chains
- Damage caused to the vehicle when using the vehicle in contravention of any legislation or regulation controlling motor vehicles
- Damage caused by freezing/overheating due to travelling between temperature extremes without taking the necessary precautions to protect the vehicles systems
- Damage to and associated costs with recovery of a bogged vehicle
- Damage caused due to a single vehicle roll over

A £50 / €60 administration fee will be applied to all loss or damages.



### Minimum hire charge

To ensure our guests get the most out of their holiday, the following minimum hire charges apply:

1 April–30 June 2025: 5 nights

1 July–31 August 2025: 7 nights

1 September 2025–31 March 2026: 5 nights

Vehicles can be rented for fewer nights, but the minimum hire charge will apply.

### One-ways

Please check with worldwide campers for one way options.

### Changes

In the event the hirer wishes to make changes to the following; vehicle booked, pick up or drop off dates, pick up or drop off locations the following charges will apply

- If amended 30+ nights prior to pick up: £50 / €60 fee plus any increase in vehicle charges
- If amended 30 to 15 nights prior to pick up: £150 / €175 fee plus any increase in vehicle charges
- If amended 14 nights or fewer prior to pick up or no show: 100% of cancellation fees and new booking costs
- There is no refund for late pickup or early return of the motorhome
- No refunds for an amendment which reduces the number of booked nights
- If the rate scheme or motorhome category is changed, it is considered a new booking and cancellation fees may apply to the original booking
- The Flex Rate of a confirmed booking will not change with requested changes to party size and/or adding prepaid items.
- Any credits applied to a booking will have 12 months validity from the original date of pick up

### Cancellations

#### **The charge when cancelling is:**

More than 6 weeks prior to pick up	25% of total charges (min 300 GBP)
------------------------------------	------------------------------------

Between 6 and 2 weeks before pick up	50% of total charges
--------------------------------------	----------------------

Within 2 weeks and day of pick up	100 % of total charges
-----------------------------------	------------------------

\*\* There is a £50/€60 administration fee on cancellations from Bunk Campers

### Transfers

Transfers are not included. Most of our branches are conveniently located near major airports, making pick up and drop off even easier for our guests. Guests can arrange transport to and from the airport via taxi or other form of transport, but costs are not included or reimbursed. In Scotland, our branch is located close to Edinburgh (EDI) airport, with airport transfers available at additional cost.

### Picking up the vehicle





Bunk Campers depots are open Monday – Saturday between 2 pm - 4.30 pm for guests to collect their vehicle. Guests should allow 1-2 hours to complete the paperwork and demonstration process.

### Dropping off the vehicle

Return of the vehicle is between 8 am - 10 am unless otherwise agreed and additional premiums paid. The hirer should allow 1 hour to complete the return documentation and check the vehicle. Any late returns will be liable to pay the late return penalty.

The vehicle must be returned with the same amount of fuel equal to that at the time Bunk Campers provided the vehicle. If the vehicle is returned with less fuel, the difference will be charged at daily price at the branch and a service fee of £50 / €60 needs to be paid. There is no refund if the guest returns with more fuel than on departure.

### Vehicle size

Vehicles are booked by vehicle category and not by make or model.

Acting reasonably, Bunk Campers reserves the absolute right to change your vehicle type or its specification in the event of unforeseen circumstances such as accidents, operational issues or other losses.

- The hirer is not liable for any increased rental charges from the substitute vehicle. The hirer is liable for any additional running costs pertaining to the substitute vehicle.
- In the event of a downgraded vehicle type, the hirer may be eligible for a partial refund.
- In the event of no alternative vehicle being available to you, Bunk Campers liability is limited to a refund of the hire charge. In all cases, no other refund will be available including compensation for additional arrangements booked by hirer (e.g.: flights, hotels, activities).
- The substitution of an alternate vehicle due to unforeseen circumstances is not a breach of contract and does not result in a refund, however a refund entitlement will be provided by Bunk Campers where there has been a breach of the contract giving rise to the right for a refund.

If You decide to rent a Vehicle of a lesser class than the one booked, You are not entitled to a refund.

### Breakdown assistance and repair reimbursement

Bunk Campers understand that while on holiday the vehicle may require small repairs or small items included in the kitchen kit may need replacement. So as not to disrupt the road trip any further, if the damage was not caused by the hirer, repairs up to £100/€100 can be completed without authorisation and will be reimbursed on production of a valid receipt. If repairs over £100/€100 are needed, the hirer must obtain Bunk Campers authority before any work is carried out.

Should the matter be of a more serious nature, Bunk Campers will make every attempt to rectify the situation immediately. This will include contacting nearby repairers, mechanics and other necessary suppliers to assist in addressing the issue and direct the hirer to the nearest supplier or Branch when required.





### Travel restrictions

Vehicles hired from the UK and Ireland are able to travel throughout the UK and Ireland. Travel to mainland Europe is on request. Please contact us for more information.

### Parking/Traffic Violations

Guests are personally liable for all legal penalties and fees pertaining to any traffic violation infringements under the current Road Traffic Legislation applicable in the country of travel.

If any traffic violation infringements are presented to Bunk Campers for the hire period which the guest is liable for, Bunk Campers will charge to the guest, the full cost along with an administration fee of £50/€60 for each infringement. Any tolls will incur an admin fee of £2.50/€2.50.

### Pets and animals

All Bunk Campers vehicle types are pet friendly. Domestic pet dogs only may be carried (maximum of 2 dogs) and only following express consent of Bunk Campers and the additional premium paid. You are solely responsible for ensuring compliance with the corresponding animal protection, carriage, vaccination and transit/ entry requirements. Cleaning costs incurred due to non-compliance or infringement of said regulations and any loss of profit consequently incurred by Bunk Campers due to the extended downtime required shall be borne by you

### Cleaning Fees

- A cleaning fee of up to £250/€300 will be charged against the deposit if the vehicle is not returned with the interior in a clean condition.
- An additional fee of £250/€300 will be charged against the deposit if the toilet and waste tank are not emptied and cleaned prior to the return of the vehicle.
- An additional fee of £500/€600 will be charged if it is found that smoking (including the use of cannabis and e-cigarettes) has been permitted in the vehicle.
- An additional £250/€300 will be charged if an unauthorised pet has been carried in the vehicle.