

## Rental Conditions Hostel on Wheels

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
- Basic equipment
- Base protection with a € 2.000,- security deposit (information about insurance on last page)
- Radio CD/MP3 player, with aux and usb (cables are not included)

### Camper is exclusive of

- Optional extra's
- Extra insurance

### Driver requirements

Only the Hirer and the additional drivers identified in the preceding Special Conditions can drive the vehicle. For that, the identification documents and the respective valid driving licenses must be presented at the beginning of the rental period, before collecting the vehicle. The Hirer and the additional drivers must be over 21 years old, when signing the rental contract, and must present a valid B class driving license (light vehicles).

Regarding the previous, as to the valid driving license, it's also applicable to the driving licenses issued by E.U. countries, as for those issued by the Federal Republic of Brazil, the Republic of Cape Verde, the Republic of Angola, the Principality of Andorra, the Democratic Republic of São Tomé and Príncipe, and the Republic of Mozambique. In case the Hirer and the additional drivers are not residents in an E.U. country or in any of the referred countries in the previous, apart from the minimum age requirement, they must also present a valid international driving license.

### Deposit/credit card

The security deposit can only be made through a valid credit card (VISA or MASTERCARD). At the vehicle delivery, the Hirer is required to make a security deposit in proportion of the excess amount, according to the chosen insurance coverage. This amount will be frozen in the Hirer's credit card by the Rental Firm, to ensure the excess payment, in the event of robbery or accident and any other VEHICLE damage during the rental period. If the security deposit amount is not authorized by the bank or by the credit card company, the contract cannot be executed and the VEHICLE cannot be delivered. In this case, there will be no entitlement to the Hirer for reimbursement of amounts paid. The security deposit will be returned by the Rental Firm to the Hirer at the end of the rental period, after an inspection made by a Rental Firm's employer, who shall state that the VEHICLE is in the same condition than when it was collected by the Hirer. In the event of damage detection, the Rental

Firm will establish the amount the Hirer must pay, which will be deducted to the security deposit given as guarantee.

If the vehicle is operated in a non-proper way, the Hirer is held liable for the repair costs, if the resultant damage cost is superior than the security deposit value. If the damages are not detected immediately, the Rental Firm has a 10-day period, from the contract termination, to cash or to refund the security deposit or to claim the difference between settlement and the cost of faults or defects

## Minimum rental period

The minimum hiring period is 7 days

## One-ways

One way is possible, but with extra pick up/drop off fee. Please request more information with Worldwide campers.

## Changes

Changes are possible after booking and before pick up on request base only. Please contact worldwide campers for possibilities.

If the Hirer wishes to extend the vehicle without driver rental contract, beyond the stipulated date, he must request to the Rental Firm, with a minimum of 24-hour notice, before the end of the current contract. The extension of the rental period, is submitted to the Rental Firm's approval, which in that case will celebrate another vehicle without driver rental contract with the Hirer. If the Rental Firm refuses to extend the contract, the Hirer must deliver the VEHICLE on the previous stipulated date.

## Cancellations

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

31 days prior to pick up	100 euro
Between 30 days and 15 days before pick up	50% of total charges
Between 14 days to before pick up or no show	100 % of total charges

## Transfers

You can collect and return the campervan at the Lisbon office.

Hostel on wheels also provide a pick-up and drop-off service for an extra charge

- From Lisbon airport
- Train station, bus station or hotel in the city of Lisbon
- Cities of Faro or Porto
- Airports in Spain

## Picking up the vehicle

- A valid European driving license or International driving license;
- A credit card (VISA or MASTERCARD) with credit limit to cover the security deposit;
- A valid identification document (Passport or ID Card);
- ...and a BIG SMILE, YOU'RE ON HOLIDAYS :-)

Where can I leave my car during the rental period? And travel bags? The parking, outside our office, is free. However, it's entirely at your own risk. We can store your travel bags (trolleys) at our store, for free, so you have more space in the Campervan.

## Dropping off the vehicle

We deliver the Campervan with a full diesel tank and you must return it the same way. The interior and exterior conditions must be the same as they were at the beginning of the rental. Any damage on the vehicle or equipment will be quantified and its value deducted on the security deposit amount. The Campervan has to be returned with the interior, WC and equipment totally cleaned and organised (no garbage, sand, mud or any other waste) and the residual water deposit has to be empty, otherwise a € 100,00 cleaning fee will be applicable.

If the vehicle is returned late, a penalty of €35 will be charged per 30 minutes of delay (or fraction)

## Vehicle size

If the vehicle is declined at pick up, because of the size or storage or what reason there could be. No refund will be given.

## Breakdown assistance and repair reimbursement

In case of accident, the Hirer must immediately contact the Rental Firm to inform the location and circumstances of the accident, and simultaneously call the authorities for them to register the accident, being the Hirer obliged to remain in the accident location. If the conditions are accomplished to fill out the "European Accident Statement", the Hirer is responsible for it, by filing in all the correct and necessary information. Also the Hirer must deliver the "European Accident Statement" to the Rental Firm, so it can be delivered to the Insurance Company.

The Hirer is obliged to the following procedures:

- Inform the Rental Firm and the authority agents any accident, theft, robbery or any incident, less than 24 hours after the occurrence;
- To obtain the names and addresses of all the intervenient and witnesses; - Not to abandon the VEHICLE without taking the necessary precautions regarding the safety of the VEHICLE;
- Not to assume any responsibility or to declare guilty in case of accident, that might input responsibility to the Rental Firm;
- To immediately contact the Rental Firm giving them a full report of the accident, including the authority's accident report.

In case of accident due to excessive speed, negligent manner, driving under the influence of alcohol or drugs or any illegal substance that diminishes driving ability, the Hirer will be liable for all repair expenses and respective compensation for the time the vehicle is neutralized, regardless of the insurance option subscribed.

If the Hirer verifies the existence of any mechanical or electrical malfunction, he must immediately stop the VEHICLE and contact the Rental Firm, which will indicate the correct procedure. If it is possible to repair the malfunction on the location, the Hirer, after Rental Firm's written authorization, can repair the VEHICLE, in a manufacturer assistance service and according to the instructions given by the rental Firm.

In case of the VEHICLE's immobilization and impossibility to circulate, in the sequence of any of the situations described in the previous numbers, the Rental Firm will send a tow truck to transport the VEHICLE to its office or any other manufacturer assistance service indicated. In case the situation written in the previous occurs and:

- the VEHICLE is less than 50 kilometers from the Rental Firm's office, another VEHICLE will be sent for substitution;
- the VEHICLE is more than 50 kilometers from the Rental Firm's office, the Hirer and the VEHICLE will be transported to the Rental Firm's office, where another VEHICLE will be delivered.

The VEHICLE substitution, as written in the previous, will only be assured according to availability of substitution vehicles. In case of unavailability of a substitution vehicle, the Rental Firm will refund the Hirer for the remaining period of the signed contract.

The costs of any repair made by the Hirer will be supported by the Rental Firm, as long as the steps described in the previous numbers were fulfilled and as long as the expenses invoices be presented. Any expense with the recovery of the VEHICLE, regarding tow truck or any other means, in Portugal or abroad, due to a non-proper use of the VEHICLE will be full responsibility of the Hirer.

#### Travel restrictions

You can drive outside Portugal if you choose the ULTRA insurance additional protection.

#### Parking/Traffic Violations

Fines are the responsibility of the renter, and will be charged accordingly, could be with extra administration fee.

#### Pets and animals

Hostel on wheels is "pet friendly", so you can bring along your pet, however there is a sterilization fee regarding odor and hair removal. We want to deliver the Campervan to the next client like if it was for our own use. Any damage caused by any pet, will be charged to the client.

#### Smoking

Smoking is not allowed inside the hostel on wheels vehicles

## \*\* Extra information specific for Hostel on wheels\*\*

Protection insurance The VEHICLE is insured with a mandatory by the Portuguese law third party insurance, which covers only the Hirer and/or the additional drivers. The Hirer can subscribe one of the following coverages, that includes damage caused by accident and theft or robbery of the VEHICLE:

- BASE Coverage: security deposit of € 2.000,00 (minimum limit of caused damage) included in the rental daily price of the VEHICLE.
- PLUS Coverage: reduces the security deposit to € 900,00 and includes windows insurance and one additional driver – increase of the rental daily price of the VEHICLE according to the Rental Firm's price table.
- ULTRA Coverage: reduces the security deposit to € 300,00 and includes windows insurance, up to 4 additional drivers, extensive coverage to occupants and circulation outside Portugal - increase of the rental daily price of the VEHICLE according to the Rental Firm's price table.

BASE € 0,00	ULTRA € 22 por dia per day	PLUS € 15 por dia per day
Quebra de Vidros ✗	✓	✓ Windows Insurance
Seguro de Passageiros ✗	✓	✗ Passengers Insurance
Circular Fora de Portugal ✗	✓	✗ Drive Outside Portugal
Kms Ilimitados ✓	✓	✓ Unlimited Kms
Condutores Permitidos 1	5	2 Drivers Allowed
Assistência 24H ✓	✓	✓ 24H Assistance
CAUÇÃO € 2.000	€ 300	€ 900 SECURITY DEPOSIT

Whatever insurance coverage subscribed, the Hirer is liable for all negligent use of the vehicle. In case of accident, theft or robbery, the Hirer is responsible for a mandatory relief, regarding the damage caused in the VEHICLE, up to the fixed amount of the subscribed insurance coverage. The Hirer will be responsible by any expense, regarding repair of damage tires, rear view mirrors, the inferior part of the bodywork and the superior panels (above the windshield), if these weren't part of a car crash accident.

If the Hirer does not subscribe the insurance coverage PLUS or ULTRA, every damage of isolated car window breaking, are the Hirer's full responsibility. Every damage in the VEHICLE, caused by circulation in non-asphalt roads, will be the Hirer's full responsibility.

In case of theft or robbery of the VEHICLE, the Hirer must immediately inform the competent authorities, inform and send copy of that notice to the Rental Firm, together with the VEHICLE keys, in a maximum period of 24 hours. If these instructions are not followed, the insurance coverages will expire, and all costs will be full responsibility of the Hirer.

The VEHICLE is covered with insurance, only for the duration of the contract and as described in the Special Conditions, unless there is an approved contract extension. The Rental Firm cannot be liable for any accident caused by the Hirer further then to the rental duration, being the Hirer the only liable one. The Rental Firm cannot be liable for any accident caused by the Hirer further then to the rental duration, being the Hirer the only liable one.