

## Rental Conditions Indie 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
- Liability of 2500 EUR, can be lowered by adding premium insurance
- Third party Liability.

### Camper is exclusive of

- All possible extra's

### Driver requirements

The traveler who makes a reservation must be over 18 years of age at the time of registration, present a valid driving license to drive in the countries of check in and of checkout, be legally eligible to drive the vehicle subject to rental, present a valid identification document and a valid payment method card, as well as meet all requirements defined by the Host, such as minimum age and driving experience at the date of beginning of rental. Additional drivers must be present at the time of collection, have a valid driving license to drive in the countries of check in and checkout and for the type of vehicle hired, as well as meet all requirements defined by the Host, such as minimum age and driving experience at the date of beginning of rental. Failure to meet these requirements will prevent other passengers to be added as additional drivers of the Vehicle

If one of the drivers is younger than 25 years old, it is only possible to have the basic insurance. Drivers under the age of 25 years are not qualified to purchase the Premium Protection plans. Credit card owner must be present at the time of pick up. The Rental Firm will not accept copies of driver's license, ID or debit/credit cards.

### Deposit/credit card

There is a deductible of 3000 EUR which will also be blocked on the creditcard as a deposit, this can be lowered by adding the Premium Protection plan. (the insurance includes Roadside Assistance, substitution vehicle, windows insurance, tire insurance, additional driver, security deposit lowered till EUR 500,- and liability lowered to EUR 199). We strongly recommend this insurance. (not allowed if any driver is under de age of 25 year)

### Minimum rental period

The minimum rental period is 5 nights

### One-ways

One ways are allowed, also from one country to another, please contact Worldwide campers for more information

## Changes

You can change the details of your reservations until 48 hours prior to pick up, but it depends on availability. Please contact Worldwide campers for more information

## Cancellations

**The charge when cancelling is:**

- If Cancelled up to 30 days prior to pick up you get 90% refund
- If Cancelled between 30 to 8 days prior to pick up you get 50% refund
- If Cancelled between 7 to 1 day prior to pick up you get 5% refund.
- Cancellation made on same day of pick up or no show, no refund is given.

## Transfers

Please contact Worldwide campers for transfer options, can be different for each location

## Picking up the vehicle

The standard pick-up times are between 2:30 and 6:30 pm, other pick up times could have an out of hours fee. Feel free to contact our customer service team to ask for more information about this.

*Indie Campers is one of the biggest and most popular European RV rental companies. This means that the more than 1200 RVs are always fully booked during the high season. Due to this, they have decided that small damages that do not influence the safety will not always be repaired immediately. Examples of these are a small scratch or a rip in the fly screen. When you pick up the vehicle, the employee on site will always inform you of these cases, so you cannot be held accountable.*

Please be aware for the United States and Canada is mandatory to stay in a hotel for the first night after arrival. It is not allowed to pick up an RV on the same day as your arrival.

## Dropping off the vehicle

The standard drop-off times are between 8:00 and 11:00am, other times could have an Out of Hours Fee. Feel free to contact our customer service time to ask for more information about this.

## Vehicle size

If the exact Campervan model booked is not available, the Rental firm reserves the right to provide the Hirer with a similar category or upgraded model, according to the pick-up location availability. Additionally, the Rental Firm cannot guarantee specific colors or designs for the rented vehicle

## Breakdown assistance and repair reimbursement

- 1) Any problems associated with the vehicle, including equipment failure, must be reported immediately to the Rental Firm as it might be possible to rectify the problem during the rental period. The absence of such report previously to external on-road assistance calling, nullifies the responsibility of the Rental Firm.
- 2) The Hirer must contact the Rental Firm before contacting any external on-road Assistance Company as the Rental Firm might assist the Hirer with technical issues, whereupon it will not dislocate its own employees for vehicle repairing/exchange services.
- 3) The Rental Firm's assistance covers any technical or mechanical malfunction of the vehicle arising from a manufacturing or material fault that directly renders the part concerned unfit for operation during the warranty period.
- 4) The following occurrences are not covered by the Rental Firm's assistance:
  - The vehicle running out of fuel.
  - The keys being locked inside the vehicle, damaged (e.g. humidity in the key), or lost.
  - Discharged batteries caused by incorrect usage and/or incorrect usage of any equipment that requires batteries to operate.
  - Vehicle blocked off-road or at an unpaved road.
  - A breakdown caused by willful neglect (e.g. off-road driving).
  - Assistance to change a flat tire. Any tow/relocation expenses will be charged to the Hirer.
- 5) The Rental Firm provides 24hr Assistance, although outside standard business working hours some delays may occur.
- 6) In case of any malfunction, the Hirer is not allowed to make repairs or alterations to the vehicle, unless authorized by the Rental Firm and following exact instructions. For any malfunction that does not require vehicle immobilization and that cannot be repaired on-site, the Rental Firm shall present to the Hirer a replacement part/vehicle at the closest rental depot, depending on availability.
- 7) In the event of vehicle immobilization due to mechanical breakdown, or accident, and if it is not possible to repair on-site, the Rental Firm shall send a tow truck to drive the vehicle and the Hirer to the closest workshop or rental depot.

## Travel restrictions

The rental vehicle is insured against third party vehicles and property damage. The Insurance is valid in the following 32 European countries: Andorra, Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the UK.

The vehicles can only be driven in these countries, and driving in other countries other than the ones mentioned above constitutes a violation of this Rental Agreement and the Rental Firm cannot be liable for any damage, malfunction or other consequence that happens outside the countries where Insurance is valid, being the Hirer liable for any reparation costs and/or relocation of the vehicle and any other administrative costs, charges, fees and fines the Rental firm incurred as a result of that unauthorized use. The Rental Firm reserves the right to charge the Hirer a penalty of 1,000€ (one thousand euros) for each day the vehicle is used or located in a country where the Insurance is not valid.

The Hirer undertakes that, during the Rental Period, the vehicle will not be:

- a) Driven by any person that is not mentioned in the rental agreement as a driver
- b) Driven in an imprudent and dangerous way.
- c) Driven by a person under the influence of alcohol or drugs.

- d) Left with the key inside the vehicle, while unoccupied.
- e) Damaged by submersion in water, contact with salt water, driving through flooded areas, beach driving and unpaved roads.
- f) Used for any race, contest or any illegal activities.
- g) Used to tow any vehicle.
- h) Used to carry passengers or property for hire or reward.
- i) Used to carry a number of passengers superior to the maximum capacity permitted by law.
- j) Used to carry hazard materials, volatile liquids, gases, explosives or other corrosive or inflammable material, apart from the gas provided by the Rental Firm.
- k) Used for the purpose of transporting and haulage goods other than what might be reasonably expected of a leisure rental.
- l) install accessories and advertising or commercial mentions.
- m) driven off-road, on closed roads, or roads not suited for the rented vehicle according to local laws and regulation.

The Rental Firm shall not be responsible for any of the consequences, nor for any damage, loss and/or other costs resulting from the Hirer not acting in conformity with the before mentioned points above.

The Hirer acknowledges that the Rental Firm retains the title of the Vehicle at all times and shall not agree, attempt, offer or purport to sell, sub-let, lend or mortgage the vehicle to any other party.

The Hirer shall not make any modifications or additions to the vehicle, without prior written consent from the Rental Firm.

The Hirer shall take all reasonable steps to properly maintain the vehicle, including, daily checks of the Oil, Water and Batteries, and will contact the Rental Firm if vehicle warning lights indicate any potential malfunction.

Any electrical devices (including the cooler) cannot be connected to the battery for more than 4 hours in a row, without charging the vehicle battery every day in camping places or in other 220V sources.

The Hirer is responsible for monitoring and obtaining information on weather forecasts and road conditions on his travels, and public warning thereof.

This Rental Agreement will be immediately terminated and the booking will be canceled without any need of judicial intervention if the vehicle is used in any terms that constitute a violation of this Rental Agreement or the commission of a crime. Additionally, the Rental Firm reserves the right to, justifiably, recover the vehicle, at any time, without previous notice, and the Hirer is held responsible for all the charges involved.

The Hirer may not, in any case, sublet or assign the Vehicle without prior written consent of the Rental Firm.

### Parking/Traffic Violations

Indie campers is authorized to charge the credit card on file for any further amounts that may arise such as parking tickets, fines, traffic offence penalties, tolls, damages to the vehicle (interior or exterior) and overdue amounts, of which the Hirer bears the sole responsibility.

Rental Firm is entitled to verify any of the damages to the vehicle for 30 days after the last day of the rental agreement. If the Rental Firm is notified or contacted by any administrative private or public entity due to the Hirer's behavior, the Rental Firm will charge the Hirer, for each individual event, an administrative fee of

- i) 25€ if only the identification of the Hirer/Driver was legally required or
- ii) an administrative fee of € 50 if the Rental Firm had to legally make any payment on behalf of the Hirer or present any opposition/appeal, without prejudice of the complete reimbursement to the Rental Firm by the Hirer of any amounts paid by the Rental Firm arising or aggravated by the Hirer's behavior

### Pets and animals

It is permitted to travel with one pet if its weight does not exceed 30kg. In such a case, a fee will be charged (Pet Fee). The Pet Fee only covers the cleaning of the vehicle after the rental, while the Hirer is liable for any and all damages caused by the pet in the interior and exterior of the vehicle. It is of the entirely the responsibility of the Hirer to guarantee that the pet travels in safe conditions and according to the local regulations. The Rental Firm will not be liable for any traffic tickets or legal fees due to the pet's presence inside the vehicle.

### Smoking

Smoking is not allowed inside the vehicle.