

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 checkin 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 checkin 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 damage deductible of 2500 EUR and a deposit of 2000 EUR will be blocked on the main drivers 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 the age of 25 year). The security deposit can only be paid using a physical credit or debit card credit/debit card (Visa, AMEX or Mastercard), and the credit/debit card owner must be present at the pick-up. Only debit cards which allow a hold deposit to be processed will be accepted. Under no circumstances will we accept a deposit to be charged as a transaction on any card type. Indie Campers recommends Traveller to check with their issuing bank whether the debit card will allow a hold deposit to be processed.

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, charge is 100 euro
- 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.

Indie Campers shall not be held liable for any inconvenience or loss resulting from the Traveller's failure to arrive at the designated depot at the agreed-upon time. A grace period of 30 minutes shall be granted from the scheduled pick-up time. Should the Traveller arrive more than 30 minutes late, Indie Campers reserves the right to apply a Late Pick-Up Fee of €50 per hour, in accordance with the penalty framework established in the Drop-Off Policy.

Travellers who fail to appear on the day of pick-up without prior notification shall be classified as a No-Show, and the provisions under that Clause shall apply, including forfeiture of the reservation and possible reallocation of the vehicle.

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

TRAVEL IN THE FOLLOWING AREAS IS STRICTLY FORBIDDEN AT ALL TIMES:

US

1. Vehicles are not permitted to enter Mexico at any time
2. Vehicles are not allowed to be driven at beaches
3. Denali Highway in Alaska (Highway 8 from Paxson to Cantwell)
4. North Canol Highway in the Yukon
5. Dalton Highway (north of Livengood)

6. Eagle, Alaska (Hwy 5 north) from the junction of Hwy 9 (Top of the World Highway) and Hwy 5 west
7. McCarthy Road between Chitina and McCarthy, Alaska
8. Northway Road (off AK-2) to Northway
9. Nabesna Road (off AK-1) to Nabesna
10. Highway 500 (Trans Labrador Highway) from Goose Bay to Labrador City
11. Highway 389 from Labrador City to Baie Comeau
12. Highway 510 from Red Bay to Happy Valley-Goose Bay
13. Highway 167 north of La Doré
14. Highway 109 and Baie James Road, Quebec.
15. Manhattan Island, USA
16. MANHATTAN Due to restrictions on vehicle heights, propane gas and parking, vehicles with propane are not permitted in Manhattan and are not permitted to travel through any underground or underwater tunnels.
17. Travel Restricted Areas Travel on the Dempster Highway in the Yukon is not permitted between 15 September and 15 May due to road conditions. We are happy for our Guests to travel on this road between 16 May and 14 September

CANADA

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13. Use of the Vehicle

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 aforementioned 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.

Fuel Policy

1 Fuel Level at Pick-Up:

Indie Campers will provide the vehicle with a fuel level above the reserve at the beginning of the rental period. The exact fuel level will be documented through photographic evidence at the check-in moment. The Traveller acknowledges and confirms the registered fuel level by signing the rental agreement.

2 Refueling Charges:

2.1 If the vehicle is not returned with the same fuel level as registered at pick-up, the Traveller will be charged for the missing fuel at the current market rate, plus an additional Refueling Service Fee per each 1/4 tank missing as detailed in the Fee Document. If the vehicle is returned with a fuel level that falls between designated quarter-tank levels (e.g., 1/3 tank, which is between 1/4 and 1/2 tank), the fuel level will be rounded to the nearest quarter-tank increment.

2.2 If the Traveller returns the vehicle with a fuel level higher than the level at which it was provided, Indie Campers is under no obligation to provide a refund, compensation, or credit for the excess fuel.

3. Disputes:

In case of any disagreement regarding the recorded fuel level, the matter will be reviewed by Indie Campers' customer service team. The Traveller will be required to provide supporting evidence for their claim.

4 On-trip Fuel Purchases:

Additional fuel required during the rental period must be purchased at the Traveller's own expense. Travellers are responsible for ensuring the correct type of fuel is used for the vehicle. Indie Campers will not reimburse the Traveller for any fuel expenses upon the vehicle's return.

5 Incorrect Fuel Use:

The use of incorrect fuel can result in serious damage to the vehicle. Therefore, Indie Campers will charge an Incorrect Fuel Fee and any additional costs associated with the repair of any damage, the associated costs with respect to the transportation of the vehicle to be repaired, and the potential loss of revenue associated with the vehicle repair block.

Gas Policy

1 Vehicle Models and Gas Installations

Indie Campers Fleet includes vehicles equipped with different gas installations, which are classified into two categories:

Models with Portable Cookers – These vehicles utilize small, portable propane canisters for cooking purposes.



Models with Built-in Cooker/Stove with Tank Gauge – These vehicles are equipped with an integrated gas system that operates through a refillable gas cylinder, which fuels both cooking and heating appliances.

2 Provision and Purchase of Gas Canisters and Cylinders

2.1 For all vehicle models, Indie Campers ensures that a sealed gas canister or cylinder is made available at the time of pick-up.

2.2 For vehicles equipped with portable cookers, a sealed propane canister is provided with every booking. Travellers have the option to purchase an additional propane canister in advance at a discounted rate during the online booking process or at the time of pick-up at the standard price, subject to stock availability at the depot. Regardless of any prior purchases, for safety reasons, each booking includes one sealed canister. If the Traveller opens the canister during the trip, they shall be charged at drop-off at the standard price.

2.3 For vehicles equipped with a built-in cooker/stove with a tank gauge, Indie Campers provides one full, sealed camping gas cylinder with every booking. Travellers may purchase an additional gas cylinder in advance at a discounted price during the online booking process or at the standard price at the time of pick-up. Similar to portable cookers, for safety reasons, a sealed cylinder is included in all bookings. Should the Traveller open the cylinder during the trip, they shall be charged at drop-off at the standard price.

3 Availability and Refund Policy

3.1 Where a Traveller has pre-purchased a propane canister or gas cylinder, Indie Campers guarantees its provision at the time of pick-up. In the event that the pre-purchased canister or cylinder is not available at the designated pick-up location, Indie Campers shall issue a refund equivalent to the purchase price of the unavailable gas container. However, no guarantee is made regarding the availability of canisters or cylinders for purchase at the depot at the time of pick-up if they were not pre-booked.

3.2 No refunds or credits shall be issued for any gas canister or cylinder that remains partially or fully unused during the rental period. Similarly, if a Traveller purchases a canister or cylinder but elects not to use it, no refund shall be granted. Refunds shall only be issued in cases where the Traveller has pre-purchased a gas canister or cylinder, and Indie Campers is unable to supply it at the time of pick-up, in which case the refund amount shall be limited to the value of the pre-purchased item.

4 Additional Gas or Refills

4.1 Travellers may purchase additional propane or gas canisters at their own expense during the rental period. These can be acquired at locations commonly available along travel routes, such as gas stations, camping supply stores, or other retail outlets where such products are typically sold as well as Indie Campers Depots.

4.2 The Traveller is responsible for ensuring the purchased gas is compatible with the vehicle's specifications and country-specific regulations. Failure to do so, resulting in damage to the vehicle or its systems due to incompatibility, will result in the imposition of a Gas Incompatibility Fee. This fee will cover all costs associated with repairs, replacements, or damages incurred. Indie Campers reserves the right to charge the Traveller for this fee as outlined in the Rental Agreement.

5 One-Way Trips and Gas Compatibility

For one-way trips that cross country borders, travellers will be provided with 2 (two) sealed gas containers to ensure compatibility with the regulations and adaptors required in different countries. The provisions outlined in Articles 11.1 and 11.2 remain fully applicable and binding, including the requirements for safety, pre-purchase, installation, usage, and any associated charges as stipulated.

6 Traveller-Supplied Gas Cylinders

6.1 Travellers may bring their own gas cylinders or canisters, provided they are compatible with the country-specific adaptors and the vehicle's requirements. The Traveller assumes full responsibility for any damages caused to the vehicle or its systems resulting from the use of incompatible or improper gas cylinders or canisters. In such cases, Indie Campers reserves the right to impose a Gas Incompatibility Fee, covering all repair, replacement, or associated costs as outlined in the Rental Agreement.

6.2 Indie Campers reserves the right to inspect, accept or deny, the gas cylinders or canisters that the Traveller brings. It is expressly stated that any inspection or lack of objection by Indie Campers does not constitute approval, certification, or confirmation of the canister's compatibility, fitness for purpose, or suitability for use with the vehicle. The Traveller remains solely responsible for ensuring compatibility and assumes full liability for any damages caused by the use of their gas cylinders or canisters. In such cases, Indie Campers reserves the right to impose a Gas Incompatibility Fee, covering all repair, replacement, or associated costs as outlined in the Rental Agreement.

AdBlue Policy

1 AdBlue is a diesel exhaust fluid required in modern diesel engine vehicles. All models requiring AdBlue are identified with an AdBlue tank, located next to the fuel tank. Similarly to fuel level, the vehicle dashboard shows if the AdBlue level is low.

2 The vehicle is delivered above the minimum AdBlue for circulation (without AdBlue lights on) and must be returned in the same conditions, otherwise a Refuelling Fee will be applied.

3 During the trip, the Hirer is responsible to guarantee that the vehicle always has both Fuel and AdBlue required for circulation without damaging the engine.

4 Additional AdBlue can be purchased throughout the rental period at any fuel station at the Travellers own expense. The Rental Firm will not reimburse the Hirer for any AdBlue fluid expenses upon return of the vehicle.

Smoking

Smoking, including the use of cigarettes, cigars, e-cigarettes, vaping devices, or any other smoking-related derivatives, is strictly prohibited inside the vehicle.