

Rental conditions Just Go

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 25 – 79 and holding a full valid driving licence for more than 2 years
- 24/7 Roadside Assistance
- Liability of £2500 / €3000

**Insurance loading. In some cases, Just go will incur additional charges if the driver to be insured has a traffic conviction, more than 1 insurance claim or is in an occupation which is deemed high risk. These charges will be passed onto the Customer.*

***Just go will supply full breakdown cover to cover any mechanical faults to the base chassis of the motorhome. Any call out charges necessitated by the client through operator error, e.g. a flat Vehicle battery, wrong or insufficient fuel, keys locked in a motorhome etc, will be the responsibility of the client.*

Camper is exclusive of

- Optional extra's
- Additional Driver
- Oneway Fees
- Saturday collections fee

Driver requirements

All drivers need to be present on collection of the motorhome and must bring their full valid licence and passport and credit or debit card for Security Deposit. The age limit is 25 to 79 years. All drivers must have held a valid licence for more than 2 years that entitles them to drive a UK category B Vehicle up to 3500kg GMW

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

All drivers need to be present on collection of the motorhome and must bring their full valid licence and passport and credit or debit card for Security Deposit

There is a refundable £2500/€3000 Security Deposit payable by credit card. The card should be in the lead drivers name and the amount will be debited from your account immediately.

Pre-paid currency cards cannot be accepted. Just go reserves the right to increase the Security Deposit in certain circumstances or for specific events e.g. World Cup events, Festivals, clients travelling with pets, for any other hire where the Motorhome is carrying 4 or more adults. Cheque payments are not accepted against the Security Deposit.

Insurance

Liability Reduction Option (LRO)

Liability Reduction Option (LRO) is an optional extra that reduces the insurance excess for damage caused due to a Road Traffic Accident (RTA) or collision (i.e. reported accident) to either the Vehicle or third party property and the Security Deposit payable on collection depending on the LRO selected. There are two levels of LRO available, these are;

- Middle Road, reduces liability and security deposit payable on collection to £750.00 (see section 20. Security Deposit, for more information).
- High Road, reduces liability and security deposit payable on collection to £350.00 and will cover the cost of replacement tyres, mirrors or windscreen (see section 20. Security Deposit, for more information) However, neither option will cover any damage to the Vehicle or third party property caused through a reversing manoeuvre, any damage deemed as malicious i.e. Vehicle break in or vandalism, cover the replacement or repair of windows or cover the theft of the Vehicle. No insurance cover is offered for Overhead Damage, any damaged deemed as gross negligence or any internal damages therefore full liability will apply. This applies in respect of the first incident and / or claim, not the entire duration of the rental. Once an incident has occurred LRO cannot be restarted and standard insurance terms will apply. The incident must be reported to Just go within 24 hours otherwise the LRO cover will not be applicable. Maximum charge term for LRO is 21 nights. Should the Terms and Conditions not be adhered to, the LRO will be void and the Customer will be liable in full for all costs and damages. Please note that the LRO is completely optional and can be decided upon collection of your Vehicle. After the hire has commenced, LRO cannot be taken out. LRO cannot be offered to drivers over the age of 70.

Vehicle Damage - Insurance Cover

Insurance and liability reduction exclusions

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 the 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 and to the roof, (which includes any part of the vehicle 6ft/182cm from the ground), 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 vehicle's 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 rental period

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

Just go can only arrange one-way hires where collection has taken place from our Greater London depot and the Vehicle is returned to an alternative location. And are always on request.

Changes

Amendment fees

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.

Cancellations

The charge when cancelling is:

| | |
|--------------------------------------|-------------------------|
| More than 6 weeks prior to pick up | 25 % of total charges** |
| Between 6 and 2 weeks before pick up | 50% of total charges |
| Between 2 weeks or no show | 100 % of total charges |

***Or Booking Deposit (whichever is greater)*

Transfers

Transfer option can be added to the reservation at extra charge. Please check with customer service of Worldwide campers. Prices are on request.

Picking up the vehicle

Standard collection times are between 14h00 – 16h00. You must arrive at least 1 hour prior to depot closing. Please allow 1 hour for the handover at the depot; this allows us to complete the documentation and demonstrate your Vehicle to you. All drivers must be present for pick up.

Dropping of the vehicle

Standard return times are between 08h00 – 10h00. The Vehicle must be returned on the correct date and before the time stated on the rental agreement. Hirer will be liable for the full Security Deposit amount should they abandon the Vehicle without agreement from Just go - please allow 1 hour for the hand-over at the depot. Vehicles must be returned undamaged, with a full tank of diesel, AdBlue (2019 Ford models only and all 2020 models) and gas unless the Motorhome refill package has been purchased in advance, see section 11. The waste water and toilet cassette must be emptied prior to return and the interior clean, in the same conditions as when the motorhome left the depot otherwise a charge will be made for additional valeting and/or upholstery cleaning if required. In addition, a separate toilet cleaning fee will apply if the toilet waste tank is not empty on return. Please note that there are no toilet emptying facilities at Just go's depot so this must be emptied prior to return. Motorhomes must be returned to the depot stated on the rental agreement. Should a motorhome be returned to the wrong depot then a relocation fee of £500.00 will be charge

Late return: If you will be late returning, Just go must be advised immediately. Failure to do so may result in a prosecution for driving whilst uninsured. An additional charge will also be payable for all late returns

Vehicle Change

Just go reserves the right, at its absolute discretion, to substitute a comparable Vehicle for the Vehicle ordered. In that event, you shall not be liable for any increased rental pertaining to the

substitute Vehicle. Such substitution shall not entitle you to any refund and does not constitute a breach of This Agreement.

Should the Customer decide to change the motorhome that they have booked, subject to availability Just go will try to accommodate the request where possible. Should there be an increase in the daily rental cost, the client will be liable for the increased premium in line with section 6, payment terms. Should the daily rental cost be lower, the original booked price will stand and no refund will be given. Should Just go not be able to accommodate the request and the Customer decides to cancel the Booking, Just go cancellation terms shall apply, see section 7, cancellation charges for more details.

Breakdown assistance and repair reimbursement

You will pay for the cost of repairing or replacing tyres damaged during the Rental Period. Just go will reimburse you for expenditure reasonably incurred if:

- i. The tyre is defective and is returned by you to Just go for inspection; and ii. You produce relevant receipts; and
- iii. The manufacturer accepts liability under his warranty iv. CDW was taken out

Travel restrictions

- a) All Vehicles may only be driven on sealed / bitumen roads
- b) You acknowledge that Just go reserves the right at any time, at its sole discretion, to restrict Vehicle movements in certain areas due to adverse road or weather conditions or any other reasonable cause

Travelling to Europe mainland or Ireland will be charged to extra insurance, please contact us for more information

Europe Travel

For those travelling within Europe there is an additional charge of £15.00 per night for European cover (including European roadside assistance). European cover is mandatory and you will be in breach of these terms and conditions should you take a motorhome into Europe without taking out the additional European cover. Maximum charge term for European cover is 21 nights.

The following Countries are covered by the European Travel Insurance:

Andorra, Austria, Belgium, Croatia, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Switzerland (including Liechtenstein), Sweden.

Travel outside of the countries listed above will be in breach of these terms and conditions and you will not be covered by any insurance. Please check your route carefully and ensure you do not go outside of these countries.

Ireland Travel

For those travelling within Ireland there is an additional charge of £10.00 per night for your Ireland cover (including Irish roadside assistance). Ireland cover is mandatory and you will be in breach of these terms and conditions should you take a motorhome into Ireland without taking out Ireland cover insurance. Maximum charge term for Ireland cover is 21 nights.

Parking/Traffic Violations

All parking fines, other fines or penalties and associated administration costs incurred in relation to the Vehicle during the Rental Period will be charged to the driver. There will also be an administration fee per penalty charge notice received

Pets and animals

Just go authorises pet(s) to be taken on board if:

- prior written consent has been obtained from Just go and an extra charge is booked with the reservation
- an increased Security Deposit is paid
- they are not left in the Vehicle unattended
- they are not allowed on any of the soft furnishings or upholstery (this includes the beds, seats/sofas)
- the Vehicle is returned in a clean and tidy condition as if a pet was never present. Should this not be the case, or any pet hairs are found, cleaning charges and upholstery cleaning charges will apply.
- you agree to cover the cost of all damage caused by a pet, even if it exceeds the Security Deposit

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.