



Terms & Conditions

Rental Agreement Part B

Valid for bookings: From 12th September 2022
Valid for travel: From 1 April 2023 – 31 March 2024

Apollo Motorhome Holidays (UK)
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INTRODUCTION

Welcome and thank you for choosing Apollo for your holiday of a lifetime. We wish you a safe holiday full of fun and adventure. At Apollo we pride ourselves on our products and reputation which we have built over several decades. It is our intention to offer you the best experience. Please read the following Terms and Conditions ('T&Cs') carefully as they form part of your Rental Agreement.

DEFINITIONS

'**Apollo**' means Apollo Motorhome Holidays (UK), which is a trading name of Bunk Campers Ltd, Cyril Johnston Complex, Ballynahinch Road, Belfast, N Ireland, BT8 8DJ (NI059756).

'**Condition Report**' means the report provided by Apollo to Guest at collection describing the current condition of the Vehicle.

'**Guest**' means: (i) the person or persons named as the hirer of the Vehicle in Part A; (ii) any person or persons whose credit or debit card is presented in payment for payment of the hire of the Vehicle; or (iii) any person or person who deem or deems themselves to be the legal entity ultimately responsible for the Vehicle during the term of the Rental Agreement.

'**Driver**' means the person or persons named as the driver(s) of the Vehicle in Part A.

'**Hire Charge**' means the total charge for the hire of the Vehicle as stated in Part A.

'**Hire Period**' means the period for the hire of the Vehicle as stated in Part A (or as extended under clause 12 of these T&Cs).

'**Incident**' means any event causing: (i) theft of the Vehicle; (ii) damage or loss to the Vehicle (both interior and exterior) or its equipment, fixtures, fittings, windows, or tyres; or (iii) damage or loss to third party property.

'**Optional Extras**' means:

- (a) Bedding (duvet, pillows and covers) and towels.
- (b) Camping furniture (outdoor table and chairs);
- (c) Toilet tablets;
- (d) Child seat(s);
- (e) Pet fee;
- (f) Full camping gas bottle(s);
- (g) On-site car parking;
- (h) Apollo *Value Pack* (applicable to all models);
- (i) Apollo *VW Essentials Pack* (applicable to Nomad model only);
- (j) Apollo *Easy Return* service; and
- (k) Apollo *Drop and Go* service.

'**Part A**' means Part A of this Rental Agreement.

'**Pick-Up Date**' means the date when Guest is to collect the Vehicle as specified in Part A.

'**Pick-Up Location**' means the location that Guest is to collect the Vehicle from, as specified in Part A.

'**Pick-Up Window**' means any time between 3pm and 4.30pm each day (Monday to Saturday) when the Pick-Up Location is open for business and when vehicles can be collected.

'**Rental Agreement**' means Guest's contract with Apollo as confirmed via email to Guest upon booking. It includes Part A, these T&Cs and when Guest collects the Vehicle, the Condition Report.

'**Return Date**' means the date and time for the Vehicle to be returned to Apollo as specified in Part A.

'**Return Location**' means the location that Guest is to return the Vehicle to, as specified in Part A.

'**Return Window**' means any time between 9am and 11am each day (Monday to Saturday) when vehicles can be returned to Apollo.

'**Vehicle**' means the vehicle under hire as described under the heading 'Vehicle' in Part A. It includes the tyres, tools, accessories, all documents relating to the Vehicle, the living equipment, appliances and any other special equipment, and any replacement or substitute vehicle provided by Apollo to Guest under the Rental Agreement.

'**Security Deposit**' means the amount (as specified in clause 7.11 of these T&Cs) payable by Guest to Apollo and held as security by Apollo in relation to Guest's hire of the Vehicle.

'**Losses or 'damage**' means any loss or damage to the Vehicle, including damage that is caused by theft of the Vehicle or any adverse weather events that requires repair or replacement including assessment fees, towing, recovery, and reasonable storage fees.

1 INTERPRETATION

- 1.1 This Rental Agreement is between Guest and Apollo. It has been written in plain language. Guest should contact Apollo regarding any questions or queries it has in relation to this Rental Agreement using the contact details at the top of these T&Cs.
- 1.2 If there is any inconsistency between any of the provisions in these T&Cs and Part A, these T&Cs shall prevail.
- 1.3 The headings in these T&Cs are for reference only and shall not affect the interpretation of these T&Cs.
- 1.4 A **person** includes a natural person, corporate or unincorporated body (whether having separate legal personality).
- 1.5 A reference to a **company** shall include any company, corporation, or other body corporate, wherever and however incorporated or established.

- 1.6 Unless the context otherwise requires, words in the singular shall include the plural and, in the plural, shall include the singular.
- 1.7 A reference to legislation or a legislative provision is a reference to it as amended, extended, or re-enacted from time to time.
- 1.8 A reference to legislation or a legislative provision shall include all subordinate legislation made from time to time.

2 BOOKING AND PAYMENT

- 2.1 A reservation is only binding after Apollo has sent Guest a booking confirmation email. The Rental Agreement shall only be binding on Guest and Apollo once the booking confirmation email has been sent.
- 2.2 Apollo reserves the right to refuse any rental application at its discretion.
- 2.3 All prices are quoted and charged in the local currency of the Pick-Up Location.
- 2.4 Apollo can only accept payment by credit card (Visa or MasterCard only) or debit card (Visa Debit/MasterCard Debit only).
- 2.5 Unless Apollo offers Guest a deposit option, Guest shall pay the Hire Charge to Apollo in full at the time of booking. If Apollo offers Guest a deposit option, Guest shall pay 30% of the Hire Charge at the time of booking with the balance of the Hire Charge to be paid by Guest at least 28 days prior to start of the Hire Period.
- 2.6 Under no circumstances will Apollo release the Vehicle to Guest unless full payment of the Hire Charge has been received by Apollo (in cleared funds).

3 HIRE CHARGE – WHAT'S INCLUDED

- 3.1 Unless otherwise stated, the Hire Charge includes:
- Hire of the Vehicle for the Hire Period;
 - Local sales tax (e.g., VAT);
 - Unlimited mileage;
 - A kitchen kit;
 - A partially full camping gas bottle;
 - Insurance (as described in, and subject to the limitations and exclusions stated in, clauses 7.1 to 7.9 of these T&Cs);
 - Holiday Disruption Coverage (as described in, and subject to the limitations and exclusions stated in clause 15 of these T&Cs); and
 - Roadside assistance (as described in, and subject to the limitations and exclusions stated in clauses 17.1 to 17.4 of these T&Cs).

4 HIRE CHARGE – WHAT'S NOT INCLUDED

- 4.1 Unless otherwise stated in Part A, the Hire Charge does not include:
- Optional Extras.** These can be purchased separately by Guest. Please visit Apollo's website for additional details, availability, and pricing.
 - The Security Deposit.** This will be deducted from Guest on collection. Please see clauses 7.10 to 7.21 for details.
 - The Liability Reduction Option.** This can be purchased separately by Guest. Please see clause 8 for details; or
 - Windscreen, mirror, and tyre protection.** This can be purchased separately by Guest. Please see clause 9 for details.
- 4.2 Additionally, Drivers may be subject to the following charges:
- Additional Driver(s).** The Hire Charge only includes one Driver. An additional fee of £12.50/€15 per night of the Hire Period is payable for each additional Driver (subject to a maximum limit of three such drivers).
 - Young Driver(s).** Each Driver aged between 21 and 24 (inclusive) is required to pay an additional fee of £25/€30 per night of the Hire Period; and

- (c) **Driver(s) with licence endorsements.** Each Driver with penalty points/convictions on their driving licence within 5 years of the start of the Hire Period is required to pay an additional fee of £3/€3.50 per endorsement per night of the Hire Period.

- 4.3 If applicable, Guest shall be liable for the following additional charges:

Late return charge This applies if Guest fails to return the Vehicle during the Return Window on the Return Date.	£99/€115 for each hour after the relevant Return Window.
Vehicle cleaning charge This applies if, in Apollo's opinion, the interior of the Vehicle is returned in an unclean condition, or the exterior of the Vehicle is such that Apollo cannot check the return condition.	£250/€300.
Toilet cassette emptying charge This applies if the toilet cassette is not emptied and cleaned prior to return of the Vehicle.	£250/€300.
Fuel top-up charge This applies if the Vehicle is returned with less fuel than is required under Part A.	The cost to Apollo to refill the Vehicle to the required level together with a service fee of £40/€45.
Gas bottle charge This applies if the Vehicle is returned without the same number of gas bottles as was included in the Vehicle at collection.	£40/€45 per gas bottle.
Return Location failure charge This applies if Guest fails to return the Vehicle to the Return Location.	The full cost incurred by Apollo to recover the Vehicle and bring it back to the Return Location together with any daily rental fees applicable for the Vehicle for the period during which it is off the road as the result of such failure.
Driver driving penalty charge This applies if Apollo receives notification of a driving penalty (including parking fines and speeding tickets) which was incurred during the Hire Period. See clause 19 of these T&Cs for further details.	£50/€60 for each driving penalty received.
Cancellation charges This applies if Guest cancels this Rental Agreement under clause 12.1 of these T&Cs.	As set forth in clause 12.1 of these T&Cs.
Change request charge This applies if Guest requests to change any of the terms of Part A under clause 12.4 of these T&Cs.	As set forth in clause 12.4 of these T&Cs.
Smoke cleaning charge This applies if any person smokes inside the Vehicle during the Hire Period.	£500/€600.
Unauthorised pet charge This applies if a pet is brought into the Vehicle and Guest has not purchased the Pet fee Optional Extra	£250/€300.
Administration charge	£50/€60.

This applies if Apollo is required to liaise with Guest or any third party in relation to Guests' acts or omissions under this Rental Agreement.	
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- 5.15 Guest shall not be eligible for any refund of the Hire Charge or other charges paid by Guest for returning the Vehicle before the Return Date. Guest shall contact Apollo if it wishes to return the Vehicle early (and any such return will be entirely at Guest's cost).
- 5.16 Guest shall immediately notify Apollo if it becomes aware that it will not be able to return the Vehicle by the Return Time. Failure to do so may result in prosecution for driving whilst uninsured.

5 VEHICLE COLLECTION AND RETURN

Vehicle collection:

- 5.1 Guest shall collect the Vehicle from Pick-Up Location during the Pick-Up Window on the Pick-Up Date.
- 5.2 Guest should allow at least one hour to complete the Vehicle collection process.
- 5.3 Guest shall pay the Security Deposit in accordance with clauses 7.10 to 7.21 of these T&Cs.
- 5.4 Each Driver must be present on collection of the Vehicle their full valid driving licence (as outlined in clause 6 of these T&Cs), passport and credit/debit card for the Security Deposit. Photocopies of these documents will not be accepted.
- 5.5 The Vehicle will not be released without two forms of valid photo identification and full payment of the Security Deposit.
- 5.6 Apollo shall supply the Vehicle in a clean, safe, and roadworthy condition which complies with Apollo's quality assurance program and all regulatory and registration requirements applicable in the country of the Pick-Up Location.
- 5.7 By signing the Rental Agreement, Guest acknowledges and agrees that:
- The Vehicle was provided to Guest in a good operating condition and fit for hire;
 - It inspected the Vehicle prior to collection and noted no damage to, or defects in, the Vehicle (other than as noted in the Condition Report);
 - The Vehicle and its contents always remain the sole property of Apollo; and
 - It will return the Vehicle to the Return Location on the Return Date without alteration or addition, in the same condition (except for ordinary wear and tear) complete with all tools, tyres, gas bottle(s), accessories and equipment as were in the Vehicle on collection.
- 5.8 Apollo will make every effort to have the Vehicle ready for collection during the Pick-Up Window on the Pick-Up Date. However, during busy periods, there may be some delays caused by factors outside of Apollo's control. Should this be the case, no refunds will be due to Guest and no amendments will be made to the Hire Period to reflect such delays.
- 5.9 It is Guest's responsibility to ensure that it presents all the correct documentation and identification to Apollo on collection of the Vehicle. Should Guest fail to do so, then Apollo will be unable to release the Vehicle to Guest and the Rental Agreement will be terminated by Apollo in accordance with clause 11 of these T&Cs.
- 5.10 No refund of the Hire Charge or any other charges paid by Guest will be paid to Guest if Guest fails to collect the Vehicle on the Pick-Up Date.

Vehicle return:

- 5.11 Guest shall return the Vehicle to the Return Location during the Return Window on the Return Date.
- 5.12 Guest should allow up to 30 minutes to complete the Vehicle return process and for Apollo to check the Vehicle.
- 5.13 The Vehicle and its contents should be returned undamaged, with the required level of fuel (as specified in Part A), an empty and clean toilet cassette (if applicable), empty waste water tanks, the same number of gas bottles as was included in the Vehicle at collection, a clean interior (that is completely free of mud, rubbish and pet hair), and otherwise in the same condition as it left the Pick-Up Location (fair wear and tear excepted).
- 5.14 The exterior of the Vehicle does not require cleaning prior to return unless it is covered with excess mud or dirt making it difficult for Apollo to check the return condition.

Extensions to the Hire Period:

- 5.17 Apollo is under no obligation to grant extensions to the Hire Period. If Guest wishes to request an extension to the Hire Period, it shall obtain prior written authorisation from Apollo and pay such additional charges as Apollo may specify. Such payments shall be made by credit/debit card over the telephone or at an Apollo branch immediately upon authorisation of the extension.

6 DRIVERS AND DRIVING LICENCES

Drivers:

- 6.1 No more than four Drivers can be named in respect of any Vehicle.
- 6.2 Each Driver shall:
- Hold a full valid manual driving licence for at least 24 months prior to the Hire Period that entitles him or her to drive a European category B vehicle or equivalent up to 3500kg GMW. Drivers holding an automatic transmission driving licence only cannot drive any of our vehicles;
 - Provide Apollo with two separate forms of photographic identification on collection of the Vehicle;
 - Be aged between 21 and 80 (inclusive);
 - Be present at collection of the Vehicle;
 - Be liable for any legal penalties (including, without limitation parking fines and speeding penalties) incurred or imposed during the Hire Period; and
 - Declare, at the time of booking (and, prior to Vehicle collection, if relevant), if there are any endorsements on such Driver's driving licence. Apollo may not be able to provide insurance for such Driver to drive the Vehicle if such Driver has endorsements imposed on his or her driving licence (and in such an instance, the Vehicle may not be driven by such Driver). Guest should contact Apollo prior to collection to check if specific endorsements will prevent a Driver from driving the Vehicle.

Driving licenses:

- 6.3 Each Driver's driving licence shall:
- State Driver's then current home address. If this is not the case, then, in addition to the driving licence, Apollo will require two alternative proofs of identification for such Driver (i.e., a utility bill and bank statement dated no more than 60 days old which states such Driver's name and current address).
 - Be in English and issued in the UK, EEA, or Switzerland. If this is not the case, then such Driver shall provide an international driving licence. A certified translation of the driving licence **may** be accepted by Apollo depending on the country where the licence was issued. Please contact Apollo for more details.
- 6.4 If a Driver's driving licence has been:
- Issued in Great Britain, then such Driver shall be required to obtain a licence check-code from the .gov.uk website at least 24 hours prior to collection of the Vehicle to allow Apollo to check the licence counterpart; or
 - Issued in Northern Ireland, then such Driver shall provide both the original photo card and the paper counterpart to Apollo at time of collection of the Vehicle.

- 6.5 This Rental Agreement will be terminated by Apollo without liability or refund to Guest if Apollo is unable to check Driver's driving licence counterpart.

7 INSURANCE AND SECURITY DEPOSIT

Insurance:

- 7.1 Apollo provides comprehensive insurance and public liability insurance (the latter of which is subject to a limit of £5million/€5million) through a third-party insurer. This insurance will be valid for each Driver provided: (i) all the personal information supplied to Apollo by Guest at collection in relation to each Driver is correct; and (ii) each Driver complies with the requirements as set forth in clauses 6, 7.6 and 16 of these T&Cs.
- 7.2 Only Drivers are insured to drive the Vehicle.
- 7.3 The Vehicle is only insured for damage to the Vehicle (excluding damage to the windows, mirrors, and tyres of the Vehicle) and the property of a third party. The insurance does not include any personal insurance for Guest (including death or bodily injury to Guest or Driver), nor does it cover any personal possessions.
- 7.4 Apollo strongly recommends that Guest takes out its own personal travel insurance.
- 7.5 No other comprehensive insurance is acceptable for the rental of the Vehicle.
- 7.6 Apollo **cannot** offer insurance to a Driver (and such Driver cannot drive the Vehicle) if such Driver:
- (a) Does not meet the requirement set forth in clause 6 of these T&Cs;
 - (b) Has had their driving insurance declined and/or a renewal refused and/or special terms imposed and/or has had their driving insurance cover cancelled or voided by an insurer at any time;
 - (c) Has, whilst driving, been involved in more than one fault motor claim during the past 3 years;
 - (d) Has been disqualified from driving for a period exceeding six months in the last three years;
 - (e) Has been disqualified for a period exceeding three months in the past year; or
 - (f) Is engaged in any of the following acts, occupations, or professions:
 - i. Professional entertainment or theatrics if "in front of camera."
 - ii. Professional sport.
 - iii. Jockeys or in connection with racing of any sort;
 - iv. Undergraduates or students under 25 years of age;
 - v. Service personnel born outside of the United Kingdom if they have held their full driving licence for less than twenty-four months;
 - vi. Courier services, express mail, or parcel delivery if the Vehicle is to be used for business purposes;
 - vii. Fast food establishments (including food delivery) if the Vehicle is to be used for business purposes;
 - viii. Motor factors if the Vehicle is to be used for business purposes;
 - ix. Wholesale or daily newsagent deliveries if the Vehicle is to be used for business purposes; or
 - x. General dealers or street and/or market traders if the Vehicle is to be used for business purposes.
- 7.7 It is Guest's responsibility to ensure that a driver from its group can satisfy the requirements of these T&Cs. If this is not the case, then Apollo may terminate this Rental Agreement without liability to Guest.
- 7.8 Insurance may be invalidated if Guest or a Driver fails to declare (or correctly declare) any accidents, licence endorsements or driving convictions in accordance with clause 6.2(f) of these T&Cs.
- 7.9 If there is any ambiguity regarding whether a Driver complies with the requirements of Apollo's insurance, the opinion of Apollo (or its insurer) shall be final.

Security Deposit:

- 7.10 The hire of the Vehicle is subject to the prior payment of the Security Deposit by Guest in accordance with this clause and clauses 7.11 to 7.21.
- 7.11 The amount of the Security Deposit is as follows:
 - (a) For Drivers aged between 21 and 24 (inclusive): £3,000/€3,500; and
 - (b) For Drivers aged between 25 and 80 (inclusive): £2,500/€3,000.
- 7.12 Subject to the Security Deposit Exclusions noted in clause 7.21 below, the Security Deposit covers the liability of Guest in the event of: (i) one Incident only; and (ii) the failure by Guest to return the Vehicle in the same condition as it was when released to Guest.
- 7.13 Guest shall be required to pay Apollo a further Security Deposit after each Incident (subject to a maximum number of Incidents which shall be at Apollo's discretion) to continue with the rental of the Vehicle. If Guest fails to pay such further Security Deposit(s) (or more Incidents occur than the maximum number of Incidents permitted by Apollo at any time), the Rental Agreement shall automatically terminate, and Guest will forfeit the full amount of the Hire Charge (and other charges paid by Guest), and Security Deposit(s) already paid.
- 7.14 The Security Deposit(s) shall be taken as a pre-authorisation on Guest's credit card or debited from Guest's debit card at the time of collection. Pre-paid currency cards are not accepted by Apollo. The card used for the Security Deposit(s) shall be in Guest's name.
- 7.15 Guest hereby irrevocably authorises Apollo to deduct from the Security Deposit(s) any amounts due to Apollo arising under this Rental Agreement.
- 7.16 The Security Deposit(s) are payable in the currency of the Pick-Up Location.
- 7.17 Apollo is entitled to withhold the Security Deposit(s) until Guest's liability under this Rental Agreement and the full amount of damage or loss has been finally determined by Apollo.
- 7.18 The Security Deposit(s) shall be fully refundable to Guest within 28 days of return of the Vehicle to Apollo in accordance with this Rental Agreement provided:
 - (a) No Incidents have occurred;
 - (b) There are no outstanding insurance claims in relation to the Vehicle, a Guest, or a Driver;
 - (c) None of the charges set out in clause 4.3 are payable by Guest; and
 - (d) Apollo does not incur any demurrage costs as a result of the Vehicle being unavailable due to repairs required as a result of an Incident. (Any demurrage recovered from any negligent third party will be refunded to Guest upon its recovery by Apollo.)
- 7.19 Apollo shall apply the Security Deposit(s) to any costs, charges, liabilities, losses, or damages suffered or incurred by Apollo under clause 7.18.
- 7.20 **Security Deposit Exclusions:** Certain charges and costs are excluded from the Security Deposit. These are the '**Security Deposit Exclusions**', and they are set out in clause 7.21. If any of the Security Deposit Exclusions apply, and the Security Deposit does not cover the full amount of such charges or costs, then Guest shall, within 28 days of demand, forfeit the entire Security Deposit(s) **and** pay to Apollo the difference between the amount of the Security Deposit(s) and the amount of such charges or costs.
- 7.21 The Security Deposit Exclusions are:
 - (a) Any charges owing to Apollo under clause 4.3.
 - (b) Any costs incurred by Apollo to:
 - (i) Repair any damage or loss to the Vehicle caused wholly or partly by a breach by Guest of clause 16;
 - (ii) Repair any damage or loss to the Vehicle, including mechanical problems in the clutch or

gearbox of the Vehicle, which have been caused by a negligent act of, or intentionally caused by, Guest;

- (iii) Repair or replace aerials, glass, or wheels;
- (iv) Replace missing wheel trims, tools, or spares;
- (v) Repair any damage caused by Guest failing to follow proper operating procedures for the Vehicle (e.g. use correct fuel, checking oil, coolant levels and air pressure levels);
- (vi) Repair any damage to the underside of the Vehicle or its roof (which includes the overhead "Luton" area) due to negligence of Guest. Any such damage will be charged to Guest up to a maximum of £7,500/€9,000;
- (vii) Replace the Vehicle if the Vehicle is stolen after Guest left the keys in the ignition or in or on the Vehicle whilst it was unoccupied;
- (viii) Repair any damage caused to windscreen, mirrors and/or tyres of the Vehicle (unless windscreen, mirror and tyre protection has been purchased (see clause 9 of these T&Cs for details) and no exclusion applies);
- (ix) Repair any damage to the Vehicle which is caused by using it in contravention of any legislation or regulation controlling vehicular traffic;
- (x) Repair any damage to the Vehicle which is caused by freezing/overheating (e.g. unit not winterised or overheating of the Vehicle or systems such as plumbing or water systems);
- (xi) Repair any damage to the Vehicle (and any associated costs) resulting from recovery of the Vehicle if the Vehicle becomes bogged; and
- (xii) Repair any damage to the Vehicle caused by a single vehicle roll over of the Vehicle.

8 LIABILITY REDUCTION OPTION

- 8.1 Liability Reduction Option (**LRO**) is an optional extra that reduces Guest's liability under clause 7.11 to the amount specified in Part A. It applies to one Incident only.
- 8.2 The LRO does not apply to the Security Deposit Exclusions (see clauses 7.20 and 7.21 for details). This means that if any of the Security Deposit Exclusions apply, Guest shall remain liable for the full amount of the charges owing to Apollo and/or the costs payable to Apollo as set out in clause 7.21.
- 8.3 LRO can be purchased by Guest at time of booking or on or before collection of the Vehicle. It cannot be purchased after the start of the Hire Period. Current pricing for the LRO can be found on Apollo's website.
- 8.4 LRO applies in respect of the first Incident only in respect of the Vehicle (not the entire Hire Period). Once an Incident has occurred, the LRO will be applied to such Incident and Apollo's Security Deposit terms (as set out in clauses 7.11 to 7.21 above) will apply to the remainder of the Hire Period and any subsequent Incidents.
- 8.5 Once an Incident has occurred, a full Security Deposit amount will be immediately due to be paid by Guest to cover any subsequent Incidents. A second full value security deposit authorisation will be required at that time.
- 8.6 LRO cannot be purchased by Drivers less than 25 years of age.
- 8.7 Guest must report Incidents to Apollo within 24 hours of occurrence for the LRO to apply.

9 WINDSCREEN, MIRROR, AND TYRE PROTECTION

- 9.1 Windscreen, mirror, and tyre protection is an optional extra that covers replacement or repair of the Vehicle's windscreen, external mirrors, or tyre damage. It can be purchased by Guest at the time of booking online or on or before collection of the Vehicle. It cannot be purchased after the start of the Hire Period. Current pricing for windscreen, mirror and tyre protection can be found on Apollo's website.

- 9.2 Windscreen, mirror, and tyre protection is limited to replacement or repair of one windscreen, two mirrors or two tyres, after which normal replacement costs will be payable by Guest to Apollo.

- 9.3 Windscreen, mirror, and tyre protection cannot be purchased by Drivers less than 25 years of age.

10 CLAIMS AND CLAIM SETTLEMENT

- 10.1 Apollo shall use its reasonable endeavours to ensure that any money payable to Guest is paid to Guest as quickly as possible. Guest acknowledges, however, that third-party claims can, in some cases, take years to resolve and that the progress of claims is often outside of Apollo's control.
- 10.2 Apollo is entitled to withhold the Security Deposit, until Guest's liability and the amount of damage or loss has been finally determined by Apollo or its insurer.
- 10.3 Apollo shall refund the balance of the Security Deposit as soon as reasonably practicable after receiving the final resolution and payment relating to any third-party claim.
- 10.4 Guest agrees to provide all reasonable assistance to Apollo in handling any claim including providing all relevant information and evidence and attending court, if necessary, to give oral evidence.
- 10.5 For information regarding outstanding claims or Security Deposit refunds, Guest should contact info@apollocamper.eu.

11 TERMINATION BY APOLLO

- 11.1 Apollo reserves the right to immediately terminate this Rental Agreement and to repossess the Vehicle with no refund or other liability to Guest either before, on or after the commencement of hire of the Vehicle if:
 - (a) Guest or a Driver does not comply with clause 5.4 and clause 6 of these T&Cs;
 - (b) Guest fails to pay the Security Deposit as required under clauses 7.10 to 7.21 of these T&Cs;
 - (c) Over-occupancy of the Vehicle relative to the number of seatbelts occurs at any time during the Hire Period;
 - (d) Guest is in breach of any material term in this Rental Agreement;
 - (e) Guest obtained the hire of the Vehicle through fraud or misrepresentation;
 - (f) Any statement, representation or warranty made by Guest, or any Driver is incorrect;
 - (g) The Vehicle appears to Apollo to be abandoned;
 - (h) There is damage to the Vehicle, regardless of fault;
 - (i) The Vehicle is not returned by the Return Date or Apollo reasonably believes that the Vehicle will not be returned on Return Date; or
 - (j) Apollo reasonably believes that the safety of the public or passengers in the Vehicle is threatened, or the Vehicle is in danger.
- 11.2 Guest acknowledges that in the event of termination by Apollo under clause 11.1, Guest has no right to a refund of the Hire Charges (or any other charges paid by Guest) or the Security Deposit. In addition, Guest may be liable for the additional charges set forth in clause 4.3 of these T&Cs.
- 11.3 Apollo reserves the right to terminate this Rental Agreement prior to the Hire Period if there are operational issues affecting Apollo's rental fleet.

12 CANCELLATION OR CHANGE BY HIRER

Cancellation of Rental Agreement:

- 12.1 If Guest wishes to cancel this Rental Agreement, it shall pay the following cancellation charges to Apollo:
 - (a) If cancelled more than 30 nights prior to the start of the Hire Period: 30% of the total hire cost or 100% of booking deposit (whichever is greater).
 - (b) If cancelled 30 to 15 nights prior to the start of the Hire Period: 50% of the total hire cost; and

- (c) If cancelled 14 nights or less prior to the start of the Hire Period, or no-show: 100% of the total hire cost.
- 12.2 No refund is available on any low-cost relocation deals.

Change to Rental Agreement:

- 12.3 If Guest wishes to make changes to this Rental Agreement (for example to change the type of Vehicle, the Hire Period, the Pick-Up Location, or the Return Location), it shall pay the following charges:
- (a) If amended more than 30 nights prior to the start of the Hire Period: a fee of £50/€60 plus any increase in Vehicle charges; and
- (b) If amended 30 to 15 nights prior to the start of the Hire Period: a fee of £150/€175 fee plus any increase in Vehicle charges.
- 12.4 Guest cannot make changes to this Rental agreement within 14 nights of the start of the Hire Period.
- 12.5 Changes to a booking are subject to availability.
- 12.6 Any refunds payable to Guest resulting from a change to the Rental Agreement shall be via credit only to Guest's Apollo account.

13 VEHICLE SUBSTITUTION

- 13.1 Vehicles are booked by Guest by vehicle category (as determined by Apollo) and not by make or model.
- 13.2 Acting reasonably, Apollo reserves the right to change Guest's selected vehicle type or its specification in the event of unforeseen circumstances such as accidents, operational issues, or other reasons.
- 13.3 In such circumstances, Guest shall not be liable to Apollo for any increased rental charges for the substitute Vehicle. However, Guest shall be responsible for any additional running costs pertaining to the substituted Vehicle.
- 13.4 In the event of a downgraded vehicle type, Guest may be eligible for a partial refund of the Hire Charges.
- 13.5 If no alternative vehicle is available for Guest, Apollo's liability to Guest is limited to a refund of such portion of the Hire Charge as has been paid to Apollo by Guest. In all cases, no other refund will be available including compensation for additional arrangements booked by Guest (such as costs for flights, hotels, activities etc.).

14 MALFUNCTION OF ONBOARD COMPONENTS

- 14.1 Prior to the collection of the Vehicle by Guest, Apollo will carry out an inspection of all onboard components to ensure they function correctly.
- 14.2 On collection, Guest will be shown how each onboard component operates and what to look for if a system fails during the Hire Period.
- 14.3 If an onboard component malfunctions during the Hire Period, Apollo will attempt to resolve the issue without requiring Guest to return to the Pick-Up Location, however, this may not always be possible. Apollo cannot be held responsible should any loss of function happen and shall not be liable to refund any monies nor provide an alternative vehicle to Guest.
- 14.4 In the case of winter hire, Apollo cannot be held responsible in the event of any damage or inconveniences caused by freezing conditions. These are the responsibility of Guest.

15 HOLIDAY DISRUPTION COVERAGE

- 15.1 Should Guest's rental be disrupted by a mechanical breakdown/Vehicle system malfunction (which has not been caused by Guest) which render the Vehicle unusable for more than 48 hours after first reporting to Apollo, Guest shall be entitled to a maximum refund equal to the gross nightly rental rate for each night of the Hire Period affected until the breakdown/malfunction is rectified by Apollo or one of its agents or representatives.
- 15.2 Failure of mechanical and Vehicle systems which include cabin heating/hot water, water pump, shower, toilet, refrigerator,

gas hob/oven must be assessed by Apollo, or an Apollo authorised repairer.

- 15.3 Guest shall only be eligible for a refund under clause 15.1 if Guest notifies Apollo of the breakdown/malfunction promptly upon its occurrence. Failure to so notify acknowledges that the breakdown/malfunction is of such a minor nature that Guest does not wish to make a claim for loss of time in respect of the rental.
- 15.4 Defects and repairs of the radio/CD player, Sat Nav, reversing camera, bike racks and cruise control etc. are considered minor and are excluded from the scope of this clause 15.

16 USE OF THE VEHICLE

- 16.1 Only persons identified in the Part A as Driver may drive the Vehicle.
- 16.2 Guest agrees that during the Hire Period, it will not allow the Vehicle to:
- (a) Be driven outside the UK or Ireland;
- (b) Be driven by anyone who is not a Driver;
- (c) Be driven for any business or commercial use;
- (d) Be driven by anyone whose blood alcohol concentration exceeds the lawful percentage;
- (e) Be driven by anyone who has consumed or is under the influence of any illegal substance;
- (f) Be driven during any adverse weather or other unsafe conditions;
- (g) Be driven with snow chains fitted;
- (h) Be used to carry persons for hire, gain or reward;
- (i) Be used to carry any inflammable, explosive or corrosive materials;
- (j) Be used to push or tow any vehicle, trailer, boat, or other object (unless authorised in advance by Apollo);
- (k) Carry any greater load and/or number of persons than for which the Vehicle is designed;
- (l) Be used for racing, pace-making, speed trials, or driving in a dangerous, wilful, or reckless manner;
- (m) Be used to carry illegal substances or product either for commercial purposes, financial gain, or delivery of such goods;
- (n) Be driven in an unsafe or unroadworthy condition;
- (o) Be driven on unsealed and non-public roads;
- (p) Be driven on any unnumbered roads and highways;
- (q) Be driven without the permission of Apollo;
- (r) Be driven other than in a cautious, prudent, and normal manner;
- (s) Be left unattended with the ignition key in the ignition;
- (t) Be left unlocked while it is unoccupied;
- (u) Be submerged in water or to come into contact with salt water; or
- (v) Be driven into areas at war.
- 16.3 Guest acknowledges that Apollo may, at any time and at its sole discretion, restrict Guest from driving the Vehicle in certain areas due to adverse road or weather conditions or any other reasonable cause.

17 ROADSIDE ASSISTANCE AND VEHICLE MAINTENANCE

Roadside assistance

- 17.1 Apollo provides, through its network of third-party partners, 24-hour roadside assistance to Guest during the Hire Period.
- 17.2 Roadside assistance covers mechanical faults to the base chassis of the Vehicle only. Any callout charges incurred by Guest for any other issue (e.g., a flat Vehicle battery) will be payable by Guest to either Apollo or its third-party partner.
- 17.3 Roadside assistance may not be available in the location of Guest's Vehicle at the time of the fault. In such event, Guest

- may be required to contact nearby repairers, mechanics, and other necessary suppliers to assist in addressing the fault.
- 17.4 Assistance/recovery times are dependent on availability of Apollo's third-party partners and the location of Guest's Vehicle at the time of the fault.

Vehicle maintenance

- 17.5 Guest shall take reasonable steps to properly maintain the Vehicle during the Hire Period. This includes checking the oil, coolant and AdBlue® levels, tyre pressures and batteries every 500 miles.
- 17.6 Guest shall promptly report to Apollo as soon as possible, where the oil is above or below the recommended level or if the oil warning indication light is illuminated. Guest must add water/coolant to the cooling system and use a licenced mechanic to perform any tasks necessary and in accordance with the manufacturer's specifications.
- 17.7 Guest acknowledges that any loss or damage occasioned to the Vehicle as a result of Guest's failure to maintain the Vehicle in accordance with this clause must be paid by Guest.
- 17.8 Guest will be fully liable for any costs associated with the incorrect use of fuel in the Vehicle.
- 17.9 Apollo understands that while on holiday the Vehicle may require small repairs and small items included in the kitchen kit may need replacement. So as not to disrupt Guest's holiday, if the damage has not been caused by Guest, repairs of up to £100/€115 may be completed without prior authorisation from Apollo and will be reimbursed by Apollo on production of a valid receipt by Guest. For the avoidance of doubt, repairs costing over £100/€115 must be approved in advance by Apollo.
- 17.10 Subject to clause 17.9, Guest shall report all faults or damage caused to the Vehicle to Apollo within 24 hours of Guest becoming aware of them.

18 RESPONSIBILITY WHEN AN INCIDENT OCCURS

- 18.1 In the event of an Incident, Guest shall:
- (a) Notify Apollo within 24 hours of the Incident;
 - (b) Obtain the names and addresses of third parties and any witnesses and report the Incident to the nearest police station;
 - (c) Complete the Incident reporting form located in the Vehicle (or sent by Apollo by email);
 - (d) Not make any admission of liability or make a settlement offer to other parties;
 - (e) Assist Apollo in handling any claim arising from the Incident;
 - (f) Pay any costs relating to a change of vehicle as a result of an Incident regardless of which party is at fault;
 - (g) Accept that the Security Deposit will not be refunded until the claim is settled;
 - (h) Return the Vehicle to Apollo if requested to so that damage can be assessed.
- 18.2 Guest acknowledges that:
- (a) The Security Deposit or other amount(s) due in respect of an Incident shall be paid at the time of reporting the Incident and not at the end of the Hire Period, regardless of which party is at fault; and
 - (b) An alternative vehicle is not guaranteed and there will be no refund for unused days as a result of termination of this Rental Agreement due to damage caused by an Incident.

19 VIOLATION OF TRAFFIC LAWS AND REGULATIONS

- 19.1 Each Driver is 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.
- 19.2 If any traffic violation penalty or infringement is presented to Apollo relating to Guest's hire of the Vehicle, Apollo will charge Guest the full cost of such penalty or infringement together

with the Driver penalty charge set forth in clause 4.3 of these T&Cs.

- 19.3 Apollo does not hold any responsibility for appealing the penalty or infringement; this is sole the responsibility of Guest or the relevant Driver.
- 19.4 If a refund of a penalty or infringement is provided to Apollo by the relevant authority, Apollo will refund this to Guest (minus the Driver penalty charge set forth in clause 4.3 of these T&Cs).
- 19.5 Guest is responsible for paying the M50 road toll in Ireland. The toll fee is automatically paid by Apollo however it will be recharged to Guest within 28 days of occurrence.

20 SMOKING

- 20.1 Smoking is strictly prohibited in, or within 5 metres of, the Vehicle.

21 PETS

- 21.1 All Apollo vehicle types are dog friendly.
- 21.2 Domestic pet dogs only may be carried (maximum of 2 dogs per Vehicle) provided Guest has paid the Pet fee Optional Extra. Please contact Apollo for details.
- 21.3 Guest is solely responsible for ensuring compliance with all animal protection, carriage, vaccination, and transit/entry laws and regulations required during the Hire Period.
- 21.4 Costs, including cleaning, incurred due to non-compliance with this clause 21 and any loss consequently incurred by Apollo due to the unavailability of the Vehicle for other Guests shall be borne entirely by Guest.

22 EXCHANGE RATE FLUCTUATIONS/REFUNDS

- 22.1 Transactions under this Rental Agreement are conducted in the currency of the Pick-Up Location.
- 22.2 Guest acknowledges that, due to exchange rate fluctuations, in some instances there may be variance between the amount initially debited against Guest's payment card and the amount subsequently refunded. Apollo has no control over such variations and Guest accepts they are at its sole risk.
- 22.3 Refunds (including repayment of the Security Deposit) can take up to 28 days to clear Guest's account.

23 COMPLAINTS

- 23.1 If Guest has a complaint in relation to Apollo or the Vehicle, it should report the same as soon as possible to the Pick-Up Location. Apollo will attempt to resolve the complaint as soon as possible.
- 23.2 In the event that a complaint is not satisfactorily resolved, Guest may submit a formal complaint to Apollo using the contact details at the top of these T&Cs.
- 23.3 All complaints should be submitted by Guest within 14 days of the end of the Hire Period.

24 APOLLO'S LIABILITY

- 24.1 Nothing in this Rental Agreement limits any liability which cannot legally be limited, including liability for:
- (a) Death or personal injury caused by negligence; and
 - (b) Fraud or fraudulent misrepresentation.
- 24.2 Subject to clause 24.1:
- (a) Apollo's total liability to Guest is limited to the total amount received from Guest under this Rental Agreement as at the Pick-Up Date (excluding the Security Deposit); and
 - (b) The following types of loss are wholly excluded under this Rental Agreement: (i) loss of profits; (ii) loss of sales or business; (iii) loss of agreements or contracts; (iv) loss of anticipated savings; and (v) indirect or consequential loss.
- 24.3 Unless Guest notifies Apollo that it intends to make a claim in respect of an event within the notice period, Apollo shall have

no liability for that event. The notice period for an event shall start on the day on which Guest became, or ought reasonably to have become, aware of its having grounds to make a claim in respect of the event and shall expire 12 months from that date. The notice must be in writing and must identify the event and the grounds for the claim in reasonable detail.

25 PRIVACY

Apollo will process Guest's personal data only in accordance with its Privacy Policy which is available at www.ApolloCamper.eu.

26 GENERAL

- 26.1 Except as set out in these T&Cs, no variation of the Rental Agreement shall be effective unless it is in writing and signed by both Guest and an authorised representative of Apollo.
- 26.2 Unless it expressly states otherwise, the Rental Agreement does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Rental Agreement.
- 26.3 If any provision or part-provision of the Rental Agreement is or becomes invalid, illegal, or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of the Rental Agreement. If any provision or part-provision of the Rental Agreement is deleted under this clause 26.3, Guest and Apollo shall negotiate in good faith to agree a replacement provision that, to the greatest extent possible, achieves the intended commercial result of the original provision.
- 26.4 This Rental Agreement is constituting the entire agreement between Apollo and Guest and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between Apollo and Guest, whether written or oral, relating to its subject matter.
- 26.5 Apollo's brochures, websites and advertising material contain only representations of Apollo's vehicles. Guest acknowledges that pictures, illustrations, descriptions, and measurements of Apollo's vehicles may be different to the Vehicle offered to Guest due to modifications and/or upgrades. Apollo is not liable to Guest for any such variance.
- 26.6 Each of Apollo and Guest acknowledges that in entering into this Rental Agreement it does not rely on and shall have no remedies in respect of any statement, representation, assurance, or warranty (whether made innocently or negligently) that is not set out in the Rental Agreement.
- 26.7 Apollo shall not be in breach of the Rental Agreement nor liable for delay in performing, or failure to perform, any of its obligations under the Rental Agreement if such delay or failure

results from events, circumstances or causes beyond its reasonable control.

- 26.8 A waiver of any right or remedy under the Rental Agreement or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent right or remedy. A failure or delay by Apollo to exercise any right or remedy provided under the Rental Agreement or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under the Rental Agreement or by law shall prevent or restrict the further exercise of that or any other right or remedy.
- 26.9 The Rental Agreement, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of Northern Ireland.
- 26.10 Apollo and Guest irrevocably agree that the courts of Northern Ireland shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with the Rental Agreement or its subject matter or formation.

AGREED AND ACCEPTED:

1. **By Guest:** _____
Name: _____

2. **By Driver:** _____
Name: _____

3. **By Driver:** _____
Name: _____

4. **By Driver:** _____
Name: _____

5. **By Driver:** _____
Name: _____

6. **By Apollo's authorised representative:** _____
Name: _____

Date: _____



Terms & Conditions

Valid for bookings: From 4th December 2023
Valid for travel: From 1 April 2024 – 31 March 2025

thl UK & Ireland Limited

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Internet: www.bunkcampers.com | www.justgo.uk.com
Email : enquiries@bunkcampers.com | enquiries@justgo.uk.com

INTRODUCTION

Welcome and thank you for choosing *thl* UK & Ireland for your holiday of a lifetime. We wish you a safe holiday full of fun and adventure. At *thl* UK & Ireland we pride ourselves on our products and reputation which we have built over several decades. It is our intention to offer you the best experience. Please read the following Terms and Conditions ('T&Cs') carefully as they form part of your Rental Agreement.

DEFINITIONS

'Bunk Campers', 'Just go', 'Apollo' means *thl* UK & Ireland which is the trading name of Bunk Campers, Just go and Apollo, Harlington Street, Toddington, Bedfordshire, LU5 6HF (4340898)

'Condition Report' means the report provided by *thl* UK & Ireland to Guest at collection describing the current condition of the Vehicle.

'Guest' means: (i) the person or persons named as the hirer of the Vehicle in Part A; (ii) any person or persons whose credit or debit card is presented in payment for payment of the hire of the Vehicle; or (iii) any person or persons who deem or deems themselves to be the legal entity ultimately responsible for the Vehicle during the term of the Rental Agreement.

'Driver' means the person or persons named as the driver(s) of the Vehicle in Part A.

'Hire Charge' means the total charge for the hire of the Vehicle as stated in Part A.

'Hire Period' means the period for the hire of the Vehicle as stated in Part A (or as extended under clause 13 of these T&Cs).

'Incident' means any event causing: (i) theft of the Vehicle; (ii) damage or loss to the Vehicle (both interior and exterior) or its equipment, fixtures, fittings, windows, or tyres; or (iii) damage or loss to third party property.

'Optional Extras' means:

- (a) Bedding (duvet, pillows and covers) and towels;
- (b) Camping furniture (outdoor table and chairs);
- (c) Toilet chemicals;
- (d) Child seat(s);
- (e) Pet fee;
- (f) Full camping gas bottle(s);
- (g) On-site car parking;
- (h) *Value Pack* (applicable to all models);
- (i) *Easy Return* service;
- (j) *Drop and Go* service;
- (k) *Flexible Change Cover*; and
- (l) *Additional optional extras may be available.*

'Part A' means Part A of this Rental Agreement.

'Pick-Up Date' means the date when Guest is to collect the Vehicle as specified in the rental contract.

'Pick-Up Location' means the location that Guest is to collect the Vehicle from, as specified in rental contract.

'Pick-Up Window' means any time between 2pm and 4.30pm each day (Monday to Saturday) when the Pick-Up Location is open for business and when vehicles can be collected.

'Rental Contract' means Guest's contract with *thl* UK & Ireland as confirmed via email to Guest upon booking. It includes Part A, these T&Cs and when Guest collects the Vehicle, the Condition Report.

'Return Date' means the date and time for the Vehicle to be returned to Bunk Campers, Just go or Apollo as specified in the rental contract.

'Return Location' means the location that Guest is to return the Vehicle to, as specified in the rental contract.

'Return Window' means any time between 8am and 10am each day (Monday to Saturday) when vehicles can be returned.

'Vehicle' means the vehicle under hire as described under the heading 'Vehicle' in the rental contract. It includes the tyres, tools, accessories, all documents relating to the Vehicle, the living equipment, appliances and any other special equipment, and any replacement or substitute vehicle provided by thl UK & Ireland to Guest under the Rental Agreement.

'Mystery Vehicle' means a vehicle that is allocated on day of collection. **thl** UK & Ireland will provide a motorhome or campervan that will sleep the minimum guest volume. 2 berth, 4 berth or 6 berth. For mystery vehicles, layout and model cannot be guaranteed. Specifications may differ from other vehicle models and extras cannot be guaranteed. Mystery vehicles may be allocated from any brand within **thl** UK & Ireland (Just go, Bunk Campers, Apollo).

'Security Deposit' means the amount (as specified in clause 7.11 of these T&Cs) payable by Guest to **thl** UK & Ireland and held as security by **thl** UK & Ireland in relation to Guest's hire of the Vehicle.

'Losses or 'damage' means any loss or damage to the Vehicle, including damage that is caused by theft of the Vehicle or any adverse weather events that requires repair or replacement including assessment fees, towing, recovery, and reasonable storage fees.

1 INTERPRETATION

- 1.1 This Rental Agreement is between the Guest and **thl** UK & Ireland. It has been written in plain language. Guest should contact **thl** UK & Ireland regarding any questions or queries it has in relation to this Rental Agreement using the contact details at the top of these T&Cs.
- 1.2 If there is any inconsistency between any of the provisions in these T&Cs and Part A, these T&Cs shall prevail.
- 1.3 The headings in these T&Cs are for reference only and shall not affect the interpretation of these T&Cs.
- 1.4 A **person** includes a natural person, corporate or unincorporated body (whether having separate legal personality).
- 1.5 A reference to a **company** shall include any company, corporation, or other body corporate, wherever and however incorporated or established.
- 1.6 Unless the context otherwise requires, words in the singular shall include the plural and, in the plural, shall include the singular.
- 1.7 A reference to legislation or a legislative provision is a reference to it as amended, extended, or re-enacted from time to time.
- 1.8 A reference to legislation or a legislative provision shall include all subordinate legislation made from time to time.

2 BOOKING AND PAYMENT

- 2.1 A reservation is only binding after **thl** UK & Ireland have sent Guest a booking confirmation email. The Rental Agreement shall only be binding on Guest and **thl** UK & Ireland once the booking confirmation email has been sent.
- 2.2 **thl** UK & Ireland reserves the right to refuse any rental application at its discretion.
- 2.3 All prices are quoted and charged in the local currency of the Pick-Up Location.
- 2.4 **thl** UK & Ireland can only accept payment by credit card (Visa or MasterCard only) or debit card (Visa Debit/MasterCard Debit only).
- 2.5 Unless **thl** UK & Ireland offers a Guest a deposit option, Guest shall pay the Hire Charge in full at the time of booking. If **thl** UK & Ireland offers Guest a deposit option, Guest shall pay 25% of the Hire Charge at the time of booking with the balance of the Hire Charge to be paid by Guest at least 42 days prior to start of the Hire Period.
- 2.6 Under no circumstances will **thl** UK & Ireland release the Vehicle to Guest unless full payment of the Hire Charge has been received by **thl** UK & Ireland (in cleared funds).

3 HIRE CHARGE – WHAT'S INCLUDED

- 3.1 Unless otherwise stated, the Hire Charge includes:
 - (a) Hire of the Vehicle for the Hire Period;
 - (b) Local sales tax (e.g., VAT);
 - (c) Government road tax;
 - (d) Unlimited mileage;
 - (e) A kitchen kit;
 - (f) If your vehicle is equipped with a gas bottle you will receive a partially full camping gas bottle, with the option to purchase a full campaign gas bottle. If your vehicle is fitted with an LPG gas tank it will be provided full and must be returned full
 - (g) Insurance (as described in, and subject to the limitations and exclusions stated in, clauses 7.1 to 7.9 of these T&Cs);
 - (h) Holiday Disruption Coverage (as described in, and subject to the limitations and exclusions stated in clause 15 of these T&Cs); and
 - (i) Roadside assistance (as described in, and subject to the limitations and exclusions stated in clauses 18.1 to 18.4 of these T&Cs).

4 HIRE CHARGE – WHAT'S NOT INCLUDED

- 4.1 Unless otherwise stated in the rental contract., the Hire Charge does not include:
 - (a) **Optional Extras.** These can be purchased separately by Guest. Please visit our websites for additional details, availability, and pricing;
 - (b) **The Security Deposit.** This will be deducted from Guest on collection. Please see clauses 7.10 to 7.21 for details;
 - (c) **The Liability Reduction Option.** This can be purchased separately by Guest. Please see clause 8 for details; or
- 4.2 Additionally, Drivers may be subject to the following charges:
 - (a) **Additional Driver(s).** The Hire Charge only includes one Driver. An additional fee of £12.50/€15 per night of the Hire Period is payable for each additional Driver (subject to a maximum limit of three such drivers);
 - (b) **Driver(s) with licence endorsements.** Each Driver with penalty points/convictions on their driving licence is required to pay an additional fee of £2/€2.50 per endorsement per night of the Hire Period.
- 4.3 If applicable, Guest shall be liable for the following additional charges:

Late return charge This applies if Guest fails to return the Vehicle during the Return Window on the Return Date.	£99/€115 for each hour after the relevant Return Window.
Vehicle cleaning charge This applies if, in thl UK & Ireland's opinion, the interior of the Vehicle is returned in an unclean condition, or the exterior of the Vehicle is such that thl UK & Ireland cannot check the return condition.	£250/€300.
Toilet cassette emptying charge This applies if the toilet cassette is not emptied and cleaned prior to return of the Vehicle.	£250/€300.
Fuel top-up charge This applies if the Vehicle is returned with less fuel than is required under the rental contract.	The cost to thl UK & Ireland to refill the Vehicle to the required level together with a service fee of £50/€60.
Gas bottle charge This applies if the Vehicle is returned without the same number of gas bottles as was included in the Vehicle at collection.	£40/€45 per gas bottle.
Return Location failure charge This applies if Guest fails to return the Vehicle to the Return Location.	The full cost incurred by thl UK & Ireland to recover the Vehicle and bring it back to the Return Location together with any daily rental fees applicable for the Vehicle for the period during which it is off the road as the result of such failure.
Driver driving penalty charge This applies if Bunk Campers receives notification of a driving penalty (including parking fines and speeding tickets) which was incurred during the Hire Period. See clause 19 of these T&Cs for further details.	£50/€60 for each driving penalty received.
Cancellation charges This applies if Guest cancels this Rental Agreement under clause 12.1 of these T&Cs.	As set forth in clause 12.1 of these T&Cs.
Change request charge This applies if Guest requests to change any of the terms of Part A under clause 12.4 of these T&Cs. Unless the cover has been purchased.	As set forth in clause 12.4 of these T&Cs.
Smoke cleaning charge This applies if any person smokes inside the Vehicle during the Hire Period.	£500/€600.
Unauthorised pet charge This applies if a pet is brought into the Vehicle and Guest has not purchased the Pet fee Optional Extra	£250/€300.
Administration charge This applies if thl UK & Ireland is required to liaise with Guest or any third party in relation Guests acts or omissions under this Rental Contract.	£50/€60.

5 VEHICLE COLLECTION AND RETURN

Vehicle collection:

- 5.1 Guest shall collect the Vehicle from Pick-Up Location during the Pick-Up Window on the Pick-Up Date.
- 5.2 Guest should allow at least one hour to complete the Vehicle collection process.
- 5.3 Guest shall pay the Security Deposit in accordance with clauses 7.10 to 7.21 of these T&Cs.
- 5.4 Each Driver must be present on collection of the Vehicle their full valid driving licence (as outlined in clause 6 of these T&Cs), passport or identity card and credit/debit card for the Security Deposit. Photocopies of these documents will not be accepted.
- 5.5 The Vehicle will not be released without two forms of valid photo identification and full payment of the Security Deposit.
- 5.6 **thl** UK & Ireland shall supply the Vehicle in a clean, safe, and roadworthy condition which complies with **thl** UK & Ireland's quality assurance program and all regulatory and registration requirements applicable in the country of the Pick-Up Location.
- 5.7 By signing the Rental Agreement, Guest acknowledges and agrees that:
 - (a) The Vehicle was provided to Guest in a good operating condition and fit for hire;
 - (b) It inspected the Vehicle prior to collection and noted no damage to, or defects in, the Vehicle (other than as noted in the Condition Report);
 - (c) The Vehicle and its contents always remain the sole property of **thl** UK & Ireland; and
 - (d) It will return the Vehicle to the Return Location on the Return Date without alteration or addition, in the same condition (except for ordinary wear and tear) complete with all tools, tyres, gas bottle(s), accessories and equipment as were in the Vehicle on collection.
- 5.8 **thl** UK & Ireland will make every effort to have the Vehicle ready for collection during the Pick-Up Window on the Pick-Up Date. However, during busy periods, there may be some delays caused by factors outside of **thl** UK & Ireland's control. Should this be the case, no refunds will be due to Guest and no amendments will be made to the Hire Period to reflect such delays.

- 5.9 It is Guest's responsibility to ensure that it presents all the correct documentation and identification to **thl** UK & Ireland on collection of the Vehicle. Should Guest fail to do so, then **thl** UK & Ireland will be unable to release the Vehicle to Guest and the Rental Agreement will be terminated in accordance with clause 11 of these T&Cs.
- 5.10 No refund of the Hire Charge or any other charges paid by Guest will be paid to Guest if Guest fails to collect the Vehicle on the Pick-Up Date.

Vehicle return:

- 5.11 Guest shall return the Vehicle to the Return Location during the Return Window on the Return Date.
- 5.12 Guest should allow up to 30 minutes to complete the Vehicle return process and for **thl** UK & Ireland to check the Vehicle.
- 5.13 The Vehicle and its contents should be returned undamaged, with the required level of fuel (as specified in the rental contract.), an empty and clean toilet cassette, empty waste water tanks, the same number of gas bottles as was included in the Vehicle at collection or full LPG gas tank a clean interior (that is completely free of mud, rubbish and pet hair), and otherwise in the same condition as it left the Pick-Up Location (fair wear and tear excepted).
- 5.14 The exterior of the Vehicle does not require cleaning prior to return unless it is covered with excess mud or dirt making it difficult for **thl** UK & Ireland to check the return condition.
- 5.15 Guest shall not be eligible for any refund of the Hire Charge or other charges paid by Guest for returning the Vehicle before the Return Date. Guest shall contact **thl** UK & Ireland if it wishes to return the Vehicle early (and any such return will be entirely at Guest's cost).
- 5.16 Guest shall immediately notify **thl** UK & Ireland if it becomes aware that it will not be able to return the Vehicle by the Return Time. Failure to do so may result in prosecution for driving whilst uninsured.

Extensions to the Hire Period:

- 5.17 **thl** UK & Ireland is under no obligation to grant extensions to the Hire Period. If Guest wishes to request an extension to the Hire Period, it shall obtain prior written authorisation from **thl** UK & Ireland and pay such additional charges as **thl** UK & Ireland may specify. Such payments shall be made by credit/debit card over the telephone or at a **thl** UK & Ireland branch immediately upon authorisation of the extension.

6 DRIVERS AND DRIVING LICENCES

Drivers:

- 6.1 No more than four Drivers can be named in respect of any Vehicle.
- 6.2 Each Driver shall:
- (a) In regards to UK, EU or Commonwealth Nation hold a full valid manual driving licence for at least 24 months prior to the Hire Period that entitles him or her to drive a European category B vehicle or equivalent up to 3500kg GMW. Drivers holding an automatic transmission driving licence only cannot drive any of our vehicles;
 - (b) In regards to all other drivers licence holders issued outside the UK or Commonwealth of Nation hold a full valid manual driving licence for at least 24 months prior to the Hire Period that entitles him or her to drive a European category B vehicle or equivalent up to 3500kg GMW. Drivers holding an automatic transmission driving licence only cannot drive any of our vehicles;
 - (c) Provide **thl** UK & Ireland with two separate forms of photographic identification on collection of the Vehicle.
 - (d) In reference to Bunk Campers and Apollo brand, be aged between 21 and 80 (inclusive);
 - (e) In reference to Just go brand, be aged between 25 and 80 (inclusive);
 - (f) Be present at collection of the Vehicle;
 - (g) Be liable for any legal penalties (including, without limitation parking fines and speeding penalties) incurred or imposed during the Hire Period; and
 - (h) Declare, at the time of booking (and, prior to Vehicle collection, if relevant), if there are any endorsements on such Driver's driving licence. **thl** UK & Ireland may not be able to provide insurance for such Driver to drive the Vehicle if such Driver has endorsements imposed on his or her driving licence (and in such an instance, the Vehicle may not be driven by such Driver). Guest should contact **thl** UK & Ireland prior to collection to check if specific endorsements will prevent a Driver from driving the Vehicle.

Driving licences:

- 6.3 Each Driver's driving licence shall:
- (a) State Driver's then current home address. If this is not the case, then, in addition to the driving licence, **thl** UK & Ireland will require two alternative proofs of identification for such Driver (i.e., a utility bill and bank statement dated no more than 60 days old which states such Driver's name and current address);
 - (b) Be in English and issued in the UK, EEA, or Switzerland. If this is not the case, then such Driver shall provide an international driving licence. A certified translation of the driving licence **may** be accepted by **thl** UK & Ireland depending on the country where the licence was issued. Please contact **thl** UK & Ireland for more details;
- 6.4 If a Driver's driving licence has been:
- (a) Issued in Great Britain, then such Driver shall be required to obtain a licence check-code from the .gov.uk website at least 24 hours prior to collection of the Vehicle to allow **thl** UK & Ireland to check the licence counterpart; or
 - (b) Issued in Northern Ireland, then such Driver shall provide both the original photo card and the paper counterpart to **thl** UK & Ireland at time of collection of the Vehicle.
- 6.5 This Rental Contract will be terminated by **thl** UK & Ireland without liability or refund to Guest if **thl** UK & Ireland is unable to check Driver's driving licence counterpart.

7 INSURANCE AND SECURITY DEPOSIT

Insurance:

- 7.1 **thl** UK & Ireland provides comprehensive insurance and public liability insurance (the latter of which is subject to a limit of £5million/€5million) through a third-party insurer. This insurance will be valid for each Driver provided: (i) all the personal information supplied to **thl** UK & Ireland by Guest at collection in relation to each Driver is correct; and (ii) each Driver complies with the requirements as set forth in clauses 6, 7.6 and 17 of these T&Cs).

- 7.2 Only Drivers are insured to drive the Vehicle.
- 7.3 The Vehicle is only insured for damage to the Vehicle (excluding damage to the windows, mirrors, and tyres, **overhead and underside** of the Vehicle) and the property of a third party. The insurance does not include any personal insurance for Guest (including death or bodily injury to Guest or Driver), nor does it cover any personal possessions.
- 7.4 **thl** UK & Ireland strongly recommends that Guest takes out its own personal travel insurance.
- 7.5 No other comprehensive insurance is acceptable for the rental of the Vehicle.
- 7.6 **thl** UK & Ireland **cannot** offer insurance to a Driver (and such Driver cannot drive the Vehicle) if such Driver:
- (a) Does not meet the requirement set forth in clause 6 of these T&Cs;
 - (b) Has had their driving insurance declined and/or a renewal refused and/or special terms imposed and/or has had their driving insurance cover cancelled or voided by an insurer at any time;
 - (c) Has, whilst driving, been involved in more than one fault motor claim during the past 3 years;
 - (d) Has been disqualified from driving for a period exceeding six months in the last three years;
 - (e) Has been disqualified for a period exceeding three months in the past year; or
 - (f) Is engaged in any of the following acts, occupations, or professions:
 - i. Professional entertainment or theatrics if "in front of camera";
 - ii. Professional sport;
 - iii. Jockeys or in connection with racing of any sort;
 - iv. Undergraduates or students under 25 years of age;
 - v. Service personnel born outside of the United Kingdom and Ireland.
 - vi. Courier services, express mail, or parcel delivery if the Vehicle is to be used for business purposes;
 - vii. Fast food establishments (including food delivery) if the Vehicle is to be used for business purposes;
 - viii. Motor factors if the Vehicle is to be used for business purposes;
 - ix. Wholesale or daily newsagent deliveries if the Vehicle is to be used for business purposes; or
 - x. General dealers or street and/or market traders if the Vehicle is to be used for business purposes.
- 7.7 It is Guest's responsibility to ensure that a driver from its group can satisfy the requirements of these T&CS. If this is not the case, then **thl** UK & Ireland may terminate this Rental Agreement without liability to Guest.
- 7.8 Insurance may be invalidated if Guest or a Driver fails to declare (or correctly declare) any accidents, licence endorsements or driving convictions in accordance with clause 6.2(f) of these T&Cs.
- 7.9 If there is any ambiguity regarding whether a Driver complies with the requirements of **thl** UK & Ireland's insurance, the opinion of **thl** UK & Ireland (or its insurer) shall be final.

Security Deposit:

- 7.10 The hire of the Vehicle is subject to the prior payment of the Security Deposit by Guest in accordance with this clause and clauses 7.11 to 7.21.
- 7.11 The amount of the Security Deposit is as follows:
- (a) For Drivers aged between 21 and 80 (inclusive): £2,500/€3,000.
- 7.12 Subject to the Security Deposit Exclusions noted in clause 7.21 below, the Security Deposit covers the liability of Guest in the event of: (i) one Incident only; and (ii) the failure by Guest to return the Vehicle in the same condition as it was when released to Guest.
- 7.13 Guest shall be required to pay **thl** UK & Ireland a further Security Deposit after each Incident (subject to a maximum number of Incidents which shall be at **thl** UK & Ireland's discretion) to continue with the rental of the Vehicle. If Guest fails to pay such further
- 7.14 r Security Deposit(s) (or more Incidents occur than the maximum number of Incidents permitted by **thl** UK & Ireland at any time), the Rental Contract shall automatically terminate, and Guest will forfeit the full amount of the Hire Charge (and other charges paid by Guest), and Security Deposit(s) already paid.
- 7.15 The Security Deposit(s) shall be taken as a pre-authorisation on Guest's credit card or debited from Guest's debit card at the time of collection. Pre-paid currency cards are not accepted by **thl** UK & Ireland. The card used for the Security Deposit(s) shall be in Guest's name.
- 7.16 Guest hereby irrevocably authorises **thl** UK & Ireland to deduct from the Security Deposit(s) any amounts due to **thl** UK & Ireland arising under this Rental Agreement.
- 7.17 The Security Deposit(s) are payable in the currency of the Pick-Up Location.
- 7.18 **thl** UK & Ireland is entitled to withhold the Security Deposit(s) until Guest's liability under this Rental Agreement and the full amount of damage or loss has been finally determined by **thl** UK & Ireland.
- 7.19 The Security Deposit(s) shall be fully refundable to Guest within 28 days of return of the Vehicle to **thl** UK & Ireland in accordance with this Rental Agreement provided:
- (a) No Incidents have occurred;
 - (b) There are no outstanding insurance claims in relation to the Vehicle, a Guest, or a Driver;
 - (c) None of the charges set out in clause 4.3 are payable by Guest; and
 - (d) **thl** UK & Ireland does not incur any demurrage costs as a result of the Vehicle being unavailable due to repairs required as a result of an Incident. (Any demurrage recovered from any negligent third party will be refunded to Guest upon its recovery by **thl** UK & Ireland.)
- 7.20 **thl** UK & Ireland shall apply the Security Deposit(s) to any costs, charges, liabilities, losses, or damages suffered or incurred by **thl** UK & Ireland under clause 7.18.
- 7.21 **Security Deposit Exclusions:** Certain charges and costs are excluded from the Security Deposit. These are the '**Security Deposit Exclusions**', and they are set out in clause 7.21. If any of the Security Deposit Exclusions apply, and the Security Deposit does not cover the full amount of such charges or costs, then Guest shall, within 28 days of demand, forfeit the entire Security Deposit(s) **and** pay to **thl** UK & Ireland the difference between the amount of the Security Deposit(s) and the amount of such charges or costs.
- 7.22 The Security Deposit Exclusions are:
- (a) Any charges owing to **thl** UK & Ireland under clause 4.3.
 - (b) Any costs incurred by **thl** UK & Ireland to:
 - (i) Repair any damage or loss to the Vehicle caused wholly or partly by a breach by Guest of clause 16;

- (ii) Repair any damage or loss to the Vehicle, including mechanical problems in the clutch or gearbox of the Vehicle, which have been caused by a negligent act of, or intentionally caused by, Guest;
- (iii) Repair or replace aerials, glass, or wheels;
- (iv) Replace missing wheel trims, tools, or spares;
- (v) Repair any damage caused by Guest failing to follow proper operating procedures for the Vehicle (e.g. use correct fuel, checking oil, coolant levels and air pressure levels);
- (vi) Repair any damage to the underside of the Vehicle or its roof (which includes the overhead "Luton" area).
- (vii) Replace the Vehicle if the Vehicle is stolen after Guest left the keys in the ignition or in or on the Vehicle whilst it was unoccupied;
- (viii) Repair any damage caused to windscreen, mirrors and/or tyres of the Vehicle (unless windscreen, mirror and tyre protection is included (see clause 9 of these T&Cs for details) and no exclusion applies);
- (ix) Repair any damage to the Vehicle which is caused by using it in contravention of any legislation or regulation controlling vehicular traffic;
- (x) Repair any damage to the Vehicle which is caused by freezing/overheating (e.g. unit not winterised or overheating of the Vehicle or systems such as plumbing or water systems);
- (xi) Repair any damage to the Vehicle (and any associated costs) resulting from recovery of the Vehicle if the Vehicle becomes bogged; and
- (xii) Repair any damage to the Vehicle caused by a single vehicle roll over of the Vehicle.

8 LIABILITY REDUCTION OPTION

- 8.1 Liability Reduction Option (**LRO**) is an optional extra that reduces Guest's liability under clause 7.11 to the amount specified in Part A. It applies to one Incident only.
- 8.2 The LRO does not apply to the Security Deposit Exclusions (see clauses 7.20 and 7.21 for details). This means that if any of the Security Deposit Exclusions apply, Guest shall remain liable for the full amount of the charges owing to **thl** UK & Ireland and/or the costs payable to **thl** UK & Ireland as set out in clause 7.21.
- 8.3 LRO can be purchased by Guest at time of booking or on or before collection of the Vehicle. It cannot be purchased after the start of the Hire Period. Current pricing for the LRO can be found on **thl** UK & Ireland's website.
- 8.4 LRO applies in respect of the first Incident only in respect of the Vehicle (not the entire Hire Period). Once an Incident has occurred, the LRO will be applied to such Incident and **thl** UK & Ireland's Security Deposit terms (as set out in clauses 7.11 to 7.21 above) will apply to the remainder of the Hire Period and any subsequent Incidents.
- 8.5 Once an Incident has occurred, a full Security Deposit amount will be immediately due to be paid by Guest to cover any subsequent Incidents. A second full value security deposit authorisation will be required at that time.
- 8.6 Guest must report Incidents to **thl** UK & Ireland within 24 hours of occurrence for the LRO to apply.

9 FLEXIBLE CHANGE COVER

- 9.1 Guests can choose to include our flexible cancellation option within their booking for a fee of £50/€60.
- 9.2 Flexible cancellation option allows for free of charge cancellation up to 14 days before the booked collection date.
- 9.3 Guests can choose to make one free of charge amendment to the confirmed booking. Subject to availability.
- 9.4 Guests are liable for any price increases caused by booking amendment.
- 9.5 Flexible cancellation must be added to booking at time of booking confirmation.

10 WINDSCREEN, MIRROR, AND TYRE PROTECTION

- 10.1 Windscreen, mirror, and tyre protection is included within High Road or Value Pack that covers replacement or repair of the Vehicle's windscreen, external mirrors, or tyre damage. It can be purchased by Guest at the time of booking online or on or before collection of the Vehicle. It cannot be purchased after the start of the Hire Period.
- 10.2 Windscreen, mirror, and tyre protection is limited to replacement or repair of one windscreen, two mirrors or two tyres, after which normal replacement costs will be payable by Guest to **thl** UK & Ireland.

11 CLAIMS AND CLAIM SETTLEMENT

- 11.1 **thl** UK & Ireland shall use its reasonable endeavours to ensure that any money payable to Guest is paid to Guest as quickly as possible. Guest acknowledges, however, that third-party claims can, in some cases, take years to resolve and that the progress of claims is often outside of **thl** UK & Ireland's control.
- 11.2 **thl** UK & Ireland is entitled to withhold the Security Deposit, until Guest's liability and the amount of damage or loss has been finally determined by **thl** UK & Ireland or its insurer.
- 11.3 **thl** UK & Ireland shall refund the balance of the Security Deposit as soon as reasonably practicable after receiving the final resolution and payment relating to any third-party claim.
- 11.4 Guest agrees to provide all reasonable assistance to **thl** UK & Ireland in handling any claim including providing all relevant information and evidence and attending court, if necessary, to give oral evidence.
- 11.5 For information regarding outstanding claims or Security Deposit refunds, Guest should contact enquiries@bunkcampers.com or enquiries@justgo.uk.com.

12 TERMINATION BY **thl** UK & IRELAND

- 12.1 **thl** UK & Ireland reserves the right to immediately terminate this Rental Agreement and to repossess the Vehicle with no refund or other liability to Guest either before, on or after the commencement of hire of the Vehicle if:
- (a) Guest or a Driver does not comply with clause 5.4 and clause 6 of these T&Cs;
 - (b) Guest fails to pay the Security Deposit as required under clauses 7.10 to 7.21 of these T&Cs;
 - (c) Over-occupancy of the Vehicle relative to the number of seatbelts occurs at any time during the Hire Period;
 - (d) Guest is in breach of any material term in this Rental Agreement;
 - (e) Guest obtained the hire of the Vehicle through fraud or misrepresentation;
 - (f) Any statement, representation or warranty made by Guest, or any Driver is incorrect;

- (g) The Vehicle appears to **thl** UK & Ireland to be abandoned;
 - (h) There is damage to the Vehicle, regardless of fault;
 - (i) The Vehicle is not returned by the Return Date or **thl** UK & Ireland reasonably believes that the Vehicle will not be returned on Return Date; or
 - (j) **thl** UK & Ireland reasonably believes that the safety of the public or passengers in the Vehicle is threatened, or the Vehicle is in danger.
- 12.2 Guest acknowledges that in the event of termination by **thl** UK & Ireland under clause 12.1, Guest has no right to a refund of the Hire Charges (or any other charges paid by Guest) or the Security Deposit. In addition, Guest may be liable for the additional charges set forth in clause 4.3 of these T&Cs.
- 12.3 **thl** UK & Ireland reserves the right to terminate this Rental Agreement prior to the Hire Period if there are operational issues affecting **thl** UK & Ireland's rental fleet.

13 CANCELLATION OR CHANGE BY HIRER

Cancellation of Rental Agreement:

- 13.1 If Guest wishes to cancel this Rental Agreement, it shall pay the following cancellation charges to **thl** UK & Ireland:
- (a) If cancelled within 24 hours of booking: 100% of the total cost will be refunded.
 - (b) If cancelled more than 42 nights prior to the start of the Hire Period: 25% of the total hire cost or 100% of booking deposit (whichever is greater);
 - (c) If cancelled 41 to 15 nights prior to the start of the Hire Period: 50% of the total hire cost; and
 - (d) If cancelled 14 nights or less prior to the start of the Hire Period, or no-show: 100% of the total hire cost.
- 13.2 No refund is available on any low-cost relocation deals.

Change to Rental Agreement:

- 13.3 If Guest wishes to make changes to this Rental Agreement (for example to change the type of Vehicle, the Hire Period, the Pick-Up Location, or the Return Location), it shall pay the following charges:
- (a) If amended more than 30 nights prior to the start of the Hire Period: a fee of £50/€60 plus any increase in Vehicle charges; and
 - (b) If amended 30 to 15 nights prior to the start of the Hire Period: a fee of £150/€175 plus any increase in Vehicle charges.
- 13.4 Guest cannot make changes to this Rental agreement within 14 nights of the start of the Hire Period.
- 13.5 Changes to a booking are subject to availability.
- 13.6 Any refunds payable to Guest resulting from a change to the Rental Agreement shall be via credit only to Guest's **thl** UK & Ireland account.

14 VEHICLE SUBSTITUTION

- 14.1 Vehicles are booked by Guest by vehicle category (as determined by **thl** UK & Ireland) and not by make or model or brand.
- 14.2 Vehicles supplied by **thl** UK & Ireland may be substituted to alternative brands; Bunk Campers, Just go and Apollo. Acting reasonably, **thl** UK & Ireland reserves the right to change Guest's selected vehicle type or its specification in the event of unforeseen circumstances such as accidents, operational issues, or other reasons.
- 14.3 In such circumstances, Guest shall not be liable to **thl** UK & Ireland for any increased rental charges for the substitute Vehicle. However, Guest shall be responsible for any additional running costs pertaining to the substituted Vehicle.
- 14.4 In the event of a downgraded vehicle type, Guest may be eligible for a partial refund of the Hire Charges.
- 14.5 If no alternative vehicle is available for Guest, **thl** UK & Ireland's liability to Guest is limited to a refund of such portion of the Hire Charge as has been paid to **thl** UK & Ireland by Guest. In all cases, no other refund will be available including compensation for additional arrangements booked by Guest (such as costs for flights, hotels, activities etc.).

15 MALFUNCTION OF ONBOARD COMPONENTS

- 15.1 Prior to the collection of the Vehicle by Guest, **thl** UK & Ireland will carry out an inspection of all onboard components to ensure they function correctly.
- 15.2 On collection, Guest will be shown how each onboard component operates and what to look for if a system fails during the Hire Period.
- 15.3 If an onboard component malfunctions during the Hire Period, **thl** UK & Ireland will attempt to resolve the issue without requiring Guest to return to the Pick-Up Location, however, this may not always be possible. **thl** UK & Ireland cannot be held responsible should any loss of function happen and shall not be liable to refund any monies nor provide an alternative vehicle to Guest.
- 15.4 In the case of winter hire, **thl** UK & Ireland cannot be held responsible in the event of any damage or inconveniences caused by freezing conditions. These are the responsibility of Guest.

16 HOLIDAY DISRUPTION COVERAGE

- 16.1 Should Guest's rental be disrupted by a mechanical breakdown/Vehicle system malfunction (which has not been caused by Guest) which render the Vehicle unusable for more than 48 hours after first reporting to **thl** UK & Ireland, Guest shall be entitled to a maximum refund equal to the gross nightly rental rate for each night of the Hire Period affected until the breakdown/malfunction is rectified by **thl** UK & Ireland or one of its agents or representatives.
- 16.2 Failure of mechanical and Vehicle systems which include cabin heating/hot water, water pump, shower, toilet, refrigerator, gas hob/oven must be assessed by **thl** UK & Ireland, or an **thl** UK & Ireland authorised repairer.
- 16.3 Guest shall only be eligible for a refund under clause 15.1 if Guest notifies **thl** UK & Ireland of the breakdown/malfunction promptly upon its occurrence. Failure to so notify acknowledges that the breakdown/malfunction is of such a minor nature that Guest does not wish to make a claim for loss of time in respect of the rental.
- 16.4 Defects and repairs of the radio/CD player, Sat Nav, reversing camera, bike racks and cruise control etc. are considered minor and are excluded from the scope of this clause 15.

17 USE OF THE VEHICLE

- 17.1 Only persons identified in the Rental Contract as Driver may drive the Vehicle.
- 17.2 Guest agrees that during the Hire Period, it will not allow the Vehicle to:
- (a) Be driven outside the UK or Ireland;
 - (b) Be driven by anyone who is not a Driver;
 - (c) Be driven for any business or commercial use;
 - (d) Be driven by anyone whose blood alcohol concentration exceeds the lawful percentage;
 - (e) Be driven by anyone who has consumed or is under the influence of any illegal substance;
 - (f) Be driven during any adverse weather or other unsafe conditions;
 - (g) Be used to carry persons for hire, gain or reward;
 - (h) Be used to carry any inflammable, explosive or corrosive materials;
 - (i) Be used to push or tow any vehicle, trailer, boat, or other object (unless authorised in advance by **thi** UK & Ireland);
 - (j) Carry any greater load and/or number of persons than for which the Vehicle is designed;
 - (k) Be used for racing, pace-making, speed trials, or driving in a dangerous, wilful, or reckless manner;
 - (l) Be used to carry illegal substances or product either for commercial purposes, financial gain, or delivery of such goods;
 - (m) Be driven in an unsafe or unroadworthy condition;
 - (n) Be driven on unsealed and non-public roads;
 - (o) Be driven on any unnumbered roads and highways;
 - (p) Be driven without the permission of **thi** UK & Ireland;
 - (q) Be driven other than in a cautious, prudent, and normal manner;
 - (r) Be left unattended with the ignition key in the ignition.
 - (s) Be left unlocked while it is unoccupied;
 - (t) Be submerged in water or to come into contact with salt water; or
 - (u) Be driven into areas at war.

Guest acknowledges that **thi** UK & Ireland may, at any time and at its sole discretion, restrict Guest from driving the Vehicle in certain areas due to adverse road or weather conditions or any other reasonable cause.

18 ROADSIDE ASSISTANCE AND VEHICLE MAINTENANCE

Roadside assistance

- 18.1 **thi** UK & Ireland provides, through its network of third-party partners, 24-hour roadside assistance to Guest during the Hire Period.
- 18.2 Roadside assistance covers mechanical faults to the base chassis of the Vehicle only. Any callout charges incurred by Guest for any other issue (e.g., a flat Vehicle battery) will be payable by Guest to either **thi** UK & Ireland or its third-party partner.
- 18.3 Roadside assistance may not be available in the location of Guest's Vehicle at the time of the fault. In such event, Guest may be required to contact nearby repairers, mechanics, and other necessary suppliers to assist in addressing the fault.
- 18.4 Assistance/recovery times are dependent on availability of **thi** UK & Ireland's third-party partners and the location of Guest's Vehicle at the time of the fault.

Vehicle maintenance

- 18.5 Guest shall take reasonable steps to properly maintain the Vehicle during the Hire Period. This includes checking the oil, coolant and AdBlue® levels, tyre pressures and batteries every 500 miles/km.
- 18.6 Guest shall promptly report to **thi** UK & Ireland as soon as possible, where the oil is above or below the recommended level or if the oil warning indication light is illuminated. Guest must add water/coolant to the cooling system and use a licenced mechanic to perform any tasks necessary and in accordance with the manufacturer's specifications.
- 18.7 Guest acknowledges that any loss or damage occasioned to the Vehicle as a result of Guest's failure to maintain the Vehicle in accordance with this clause must be paid by Guest.
- 18.8 Guest will be fully liable for any costs associated with the incorrect use of fuel in the Vehicle.
- 18.9 Guest shall report all faults or damage caused to the Vehicle to **thi** UK & Ireland within 24 hours of Guest becoming aware of them.

19 RESPONSIBILITY WHEN AN INCIDENT OCCURS

- 19.1 In the event of an Incident, Guest shall:
- (a) Notify **thi** UK & Ireland within 24 hours of the Incident;
 - (b) Obtain the names and addresses of third parties and any witnesses and report the Incident to the nearest police station;
 - (c) Complete the Incident reporting form located in the Vehicle (or sent by **thi** UK & Ireland by email);
 - (d) Not make any admission of liability or make a settlement offer to other parties;
 - (e) Assist **thi** UK & Ireland in handling any claim arising from the Incident;
 - (f) Pay any costs relating to a change of vehicle as a result of an Incident regardless of which party is at fault;
 - (g) Accept that the Security Deposit will not be refunded until the claim is settled;
 - (h) Return the Vehicle to **thi** UK & Ireland if requested to so that damage can be assessed;
- 19.2 Guest acknowledges that:
- (a) The Security Deposit or other amount(s) due in respect of an Incident shall be paid at the time of reporting the Incident and not at the end of the Hire Period, regardless of which party is at fault; and
 - (b) An alternative vehicle is not guaranteed and there will be no refund for unused days as a result of termination of this Rental Agreement due to damage caused by an Incident.

20 VIOLATION OF TRAFFIC LAWS AND REGULATIONS

- 20.1 Each Driver is 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.
- 20.2 If any traffic violation penalty or infringement is presented to **thi** UK & Ireland relating to Guest's hire of the Vehicle, **thi** UK & Ireland will charge Guest the full cost of such penalty or infringement together with the Driver penalty charge set forth in clause 4.3 of these T&Cs.

- 20.3 **thl** UK & Ireland does not hold any responsibility for appealing the penalty or infringement; this is sole the responsibility of Guest or the relevant Driver.
- 20.4 If a refund of a penalty or infringement is provided to **thl** UK & Ireland by the relevant authority, **thl** UK & Ireland will refund this to Guest (minus the Driver penalty charge set forth in clause 4.3 of these T&Cs).
- 20.5 Guest is responsible for paying the M50 road toll in Ireland. The toll fee is automatically paid by **thl** UK & Ireland however it will be recharged to Guest within 28 days of occurrence.

21 SMOKING

- 21.1 Smoking is strictly prohibited in, or within 5 metres of, the Vehicle.

22 PETS

- 22.1 All **thl** UK & Ireland vehicle types are dog friendly.
- 22.2 Domestic pet dogs only may be carried (maximum of 2 dogs per Vehicle) provided Guest has paid the Pet fee Optional Extra. Please contact **thl** UK & Ireland for details.
- 22.3 Guest is solely responsible for ensuring compliance with all animal protection, carriage, vaccination, and transit/entry laws and regulations required during the Hire Period.
- 22.4 Costs, including cleaning, incurred due to non-compliance with this clause 21 and any loss consequently incurred by **thl** UK & Ireland due to the unavailability of the Vehicle for other Guests shall be borne entirely by Guest.

23 EXCHANGE RATE FLUCTUATIONS/REFUNDS

- 23.1 Transactions under this Rental Agreement are conducted in the currency of the Pick-Up Location.
- 23.2 Guest acknowledges that, due to exchange rate fluctuations, in some instances there may be variance between the amount initially debited against Guest's payment card and the amount subsequently refunded. **thl** UK & Ireland has no control over such variations and Guest accepts they are at its sole risk.
- 23.3 Refunds (including repayment of the Security Deposit) can take up to 28 days to clear Guest's account.

24 COMPLAINTS

- 24.1 If Guest has a complaint in relation to **thl** UK & Ireland or the Vehicle, it should report the same as soon as possible to the Pick-Up Location. **thl** UK & Ireland will attempt to resolve the complaint as soon as possible.
- 24.2 In the event that a complaint is not satisfactorily resolved, Guest may submit a formal complaint to **thl** UK & Ireland using the contact details at the top of these T&Cs.
- 24.3 All complaints should be submitted by Guest within 14 days of the end of the Hire Period.

25 **THL** UK & IRELAND'S LIABILITY

- 25.1 Nothing in this Rental Agreement limits any liability which cannot legally be limited, including liability for:
- (a) Death or personal injury caused by negligence; and
 - (b) Fraud or fraudulent misrepresentation.
- 25.2 Subject to clause 25.1:
- (a) **thl** UK & Ireland's total liability to Guest is limited to the total amount received from Guest under this Rental Agreement as at the Pick-Up Date (excluding the Security Deposit); and
 - (b) The following types of loss are wholly excluded under this Rental Agreement: (i) loss of profits; (ii) loss of sales or business; (iii) loss of agreements or contracts; (iv) loss of anticipated savings; and (v) indirect or consequential loss.
- 25.3 Unless Guest notifies **thl** UK & Ireland that it intends to make a claim in respect of an event within the notice period, **thl** UK & Ireland shall have no liability for that event. The notice period for an event shall start on the day on which Guest became, or ought reasonably to have become, aware of its having grounds to make a claim in respect of the event and shall expire 12 months from that date. The notice must be in writing and must identify the event and the grounds for the claim in reasonable detail.

26 PRIVACY

thl UK & Ireland will process Guest's personal data only in accordance with its Privacy Policy which is available at <https://www.thlonline.com/privacy>

27 GENERAL

- 27.1 Except as set out in these T&Cs, no variation of the Rental Contract shall be effective unless it is in writing and signed by both Guest and an authorised representative of **thl** UK & Ireland.
- 27.2 Unless it expressly states otherwise, the Rental Contract does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Rental Agreement.
- 27.3 If any provision or part-provision of the Rental Contract is or becomes invalid, illegal, or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of the Rental Agreement. If any provision or part-provision of the Rental

Agreement is deleted under this clause 26.3, Guest and **thl** UK & Ireland shall negotiate in good faith to agree a replacement provision that, to the greatest extent possible, achieves the intended commercial result of the original provision.

- 27.4 This Rental Agreement is constituting the entire agreement between **thl** UK & Ireland and Guest and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between **thl** UK & Ireland and Guest, whether written or oral, relating to its subject matter.
- 27.5 **thl** UK & Ireland's brochures, websites and advertising material contain only representations of **thl** UK & Ireland's vehicles. Guest acknowledges that pictures, illustrations, descriptions, and measurements of **thl** UK & Ireland's vehicles may be different to the Vehicle offered to Guest due to modifications and/or upgrades. **thl** UK & Ireland is not liable to Guest for any such variance.
- 27.6 Each of **thl** UK & Ireland and Guest acknowledges that in entering into this Rental Agreement it does not rely on and shall have no remedies in respect of any statement, representation, assurance, or warranty (whether made innocently or negligently) that is not set out in the Rental Agreement.
- 27.7 **thl** UK & Ireland shall not be in breach of the Rental Agreement nor liable for delay in performing, or failure to perform, any of its obligations under the Rental Agreement if such delay or failure results from events, circumstances or causes beyond its reasonable control.
- 27.8 A waiver of any right or remedy under the Rental Agreement or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent right or remedy. A failure or delay by **thl** UK & Ireland to exercise any right or remedy provided under the Rental Agreement or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under the Rental Agreement or by law shall prevent or restrict the further exercise of that or any other right or remedy.
- 27.9 The Rental Agreement, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of United Kingdom.
- 27.10 **thl** UK & Ireland and Guest irrevocably agree that the courts of United Kingdom shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with the Rental Agreement or its subject matter or formation.

AGREED AND ACCEPTED:

- 1. **By Guest:** _____
Name: _____
- 2. **By Driver:** _____
Name: _____
- 3. **By Driver:** _____
Name: _____
- 4. **By Driver:** _____
Name: _____
- 5. **By Driver:** _____
Name: _____
- 6. **By thl UK & Ireland's authorised representative:** _____
Name: _____

- Date:** _____