



Terms and Conditions

Please read the following terms and conditions, by booking with Wild and Free Cornish Campers you agree to these terms and conditions. It may seem a little wordy, but we want you to know how everything works!

1. Drivers

Our insurance at booking will cover one person, that person will be the designated driver for the duration of your hire. The driver must be over the age of 25 years old and hold a full driving licence for a minimum of 3 years. A photo ID driving licence will be required and 2 forms of 'proof of address' must be presented when collecting the van. Additional checks will be required prior to collection through our insurance.

2. Booking

The hirer must sign a copy of these terms and conditions prior to the van being driven. The balance of the hire charge must be paid 6 weeks prior to the start of the hire. Payment can be made by cheque; BACS transfer or cash. A minimum payment of £150 is required to secure your booking.

3. Cancellation

In the unfortunate event that you need to cancel your booking, the following charges will apply:

- 30 days prior to rental to no show 100% of total hire charge
- 4 weeks to 6 weeks prior to rental 50% of total hire charge
- More than 6 weeks prior to rental 20% of total hire charge

Please note in the event of a cancellation we will always try to re-book for you, and where this is successful, we will give you a refund of the balance paid, minus the deposit. In the event that you lose your deposit, you will be able to apply this to a future booking with Wild and Free Cornish Campers made within 2 years of original booking.

Customers are advised to check their own travel insurance policy in the event of a cancellation.

4. Hire Extensions

Should you wish to extend your hire this may be possible, but you must contact us giving us as much notice as possible so we can confirm availability.

8 St Matthew's Hill, Wadebridge, Cornwall, PL27 6DX

T 01208 813688 / 07817 217707 E info@wildandfreecornishcampers.co.uk

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5. Security/Damage Deposit

Before collection a security deposit of £500 must be paid. This will be returned to you in full after the rental, provided the van is returned on time, undamaged, with a full tank of fuel and in a clean condition. The payment can be made in cash or BACS transfer.

6. Collection and Return

Collection and return should be at the times agreed with Wild and Free Cornish Campers. If you feel you will be late, please notify us as soon as possible. A specific timeslot will be given to you, two weeks before the day of collection. Failure to return by the agreed time could impact on someone else's hire, and as a result could lead to a deduction from your security deposit, this will be charged as a full day rental.

7. Insurance

Wild and Free Cornish Campers will provide fully comprehensive insurance to the named driver on the time of hiring. In the event of any damage to either the vehicle or third-party property, the hirer will be liable for the excess paid. This does not cover cost for replacement or repair of windows or tyre damage for which the hirer is responsible. Only the named driver is permitted to drive the van, an unauthorised driver invalidates the insurance. Please note it is also a criminal offence to drive without insurance in the UK. Failure to declare an accident is a criminal offence punishable in law. The theft of the van will not be covered by the insurance if the ignition keys are left in or on the van whilst unoccupied and the hirer shall be held fully responsible for the cost of a replacement vehicle. The insurance does not cover or include the hirer's personal belongings.

In the event of an accident, the safety of the hirer and their party is paramount. Emergency services should be called first. Only after everyone is safe should the hirer contact Wild and Free Cornish Campers to inform us of the situation. Regardless of how minor the incident, you are required to take details of all individuals and vehicles involved, as well as photographic evidence if possible. Any fines or fixed penalties incurred, such as speeding or parking tickets, are the responsibility of the hirer, and details of the hirer will be passed to the relevant authority on request.

8. Parking arrangements

We at Wild and Free Cornish Campers, will provide the hirer with a car parking space at our residence in Wadebridge. Even though this area is secured, vehicles are left at owner's risk. Wild and Free Cornish Campers will not be held responsible for any theft, loss or damage to vehicles or possessions.

9. Our obligation

Wild and Free Cornish Campers ensure that the van is supplied to you in a good, clean and fully functional condition. We will go through all aspects of the van and ensure you are happy using the equipment. We will carry out a 'walk around' on the vehicle before and after your hire and any marks will be noted on a rental agreement form. It is also the hirers responsibility to note any existing damage and to inform us before you depart. The van will be ready to collect with a full tank of fuel before you depart.

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10. Breakdown

Wild and Free Cornish Campers will provide the hirer with 24-hour roadside assistance and recovery with RAC. If an incident occurs, please contact Wild and Free Cornish Campers, following the instructions provided to you at handover. You must also make sure that you use the correct fuel. Using the wrong fuel is not covered by the breakdown service and you will be liable for the full cost of any repairs required as a result of using the wrong fuel.

11. Safety

Wild and Free Cornish Campers will provide the hirer with a fire blanket, fire extinguisher and a carbon monoxide detector. We will also supply you with a fully stocked breakdown AA roadside kit, which will include a high visibility jacket, warning triangle, torch, AA road map of Great Britain and the relevant phone numbers you may require. Also provided is a puncture repair kit in place of the spare wheel. Please note, the use of candles or any naked flames is strictly forbidden inside the van and awning. When using the outside grill please use 2 metres away from the awning.

12. Other Conditions

Please respect that our van and awnings (if hired additionally) are all fully non-smoking areas. A charge will be applied for repairs and cleaning caused by smoking. Pets are also not allowed in the vehicle, except by prior arrangements, and will incur an additional £25 valeting charge. Damage caused by pets will incur charges. Please ensure adequate ventilation when using cooking or heating equipment to prevent damage to the interior. The hirer is responsible for providing any child/booster seats. Isofix points are not available, but 4 seats provide three-point seatbelts, and the rear middle seat provides a lap belt. You are not permitted to sub-rent the van.

13. Data protection

Any personal information you give to us will be kept confidential and will only be used by Wild and Free Cornish Campers or our insurers in connection with your hire, we will not disclose your details to any other third parties. If you submit stories or photos to us in connection with your trip, you grant us permission to use such content on our website, Facebook and Instagram accounts. All personal information will be destroyed after 12 months.

14. COVID-19

Please note, should the national government enforce a national lockdown as a result of COVID-19 or any other pandemic, Wild and Free Cornish Campers will refund 100% of any monies paid.

I understand and agree to comply with all the above terms and conditions:

NAME	
SIGNATURE	
DATE	

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