

What if the damage is not my fault?

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When you hire a Van, you are responsible for any damage that happens while it is in your care. This includes damage caused by events you can't control, such as a hailstorm, or the vehicle being hit while parked.

If the damage is the fault of a third party, please make sure you obtain their contact details, a photo of their driver's licence along, and any photos of the incident.

For more information on hirer excess, see

[What is my Accident Excess as a hirer?](https://camplify.freshdesk.com/en/support/solutions/articles/35000158584) (<https://camplify.freshdesk.com/en/support/solutions/articles/35000158584>).

 Preview

