



Terms and Conditions

The following Terms and Conditions of **Love2Explore** apply exclusively. Terms and conditions of the Hirer which contradict or deviate from the Terms and Conditions of the **Love2Explore** will not be recognised.

The Terms and Conditions of **Love2Explore** will apply even if **Love2Explore** hires the Vehicle out to the Hirer without reservation, knowing that terms and conditions of the Hirer contradict or deviate from these Terms and Conditions.

The sole subject of the agreement contract with the **Love2Explore** is hiring out of the Vehicle.

Love2Explore is under no obligation to provide travel services, and in particular no package of travel services.

In the event of a booking, a rental agreement contract will arise between **Love2Explore** and the Hirer(s) which is solely subject to English law. The statutory provisions relating to travel contracts do not apply to the contract either directly or accordingly. The Hirer will organise their journey them self and make use of the Vehicle on their own responsibility. The rental agreement contract is limited to a specific period as agreed.

All agreements between **Love2Explore** and the Hirer must and will be concluded in writing.

Hire fees, their calculation and rental period.

The hire fees applicable are those stated in the version of **Love2Explore**'s price list at the time the contract is concluded. Any prescribed minimum rental period applicable during periods is likewise indicated in the most up to date price list. The prices applicable are those for the season indicated in the price list within that the rental period falls. A one-off lump-sum service charge will be made for each rental. The amount of this is also indicated in the price list current at the time the contract is concluded

The daily rates applicable will be charged for each 24-hour period completed or commenced during the rental period. The rental period will begin when the Hirer takes possession of the Vehicle at the rental office and end when the rental office employees take it back.

If the Vehicle is returned after the time agreed in writing, **Love2Explore** will charge a fee according to the actual valid pricelist (up to a maximum equal to the relevant full day price for each day late). Any costs incurred because of a subsequent hirer or any other person making claims against **Love2Explore** on the grounds that a Vehicle was supplied late must be borne by the Hirer.

If the Vehicle is returned before the expiry of the agreed rental period, the full contractually agreed hire charge must be paid unless the Vehicle can be hired out to someone else.

The Vehicle will be supplied with a full tank and must be returned with a full tank. Otherwise, **Love2Explore** will charge the diesel according to the valid price list. Fuel and running costs during the rental period must be borne by the Hirer.

One-way rentals are only possible by special agreement.



| Season date | Season | Minimum period | Price per day | discount for 3 weeks plus |
|--------------------------|--------|----------------|---------------|---------------------------|
| Nov-March | Low | 5 | £87.00 | 5% |
| April, October | Off | 5 | £101.00 | 5% |
| May, June, and September | Mid | 5 | £123.00 | 5% |
| July-August | Peak | 7 | £152.00 | 5% |

Fees

The rental fee includes the following:

- Comprehensive insurance for a driver aged between 21 and 79. (please note conditions of insurance section for notes of Europe cover and deductible excess payments per loss)
- Unlimited Mileage
- UK travel (European travel is available please see table below for cost)
- Breakdown cover
- All cooking equipment, crockery and cutlery, dishcloth, and tea towel
- 1 bottle of gas
- Air conditioning in driver's cabin
- Bicycle rack
- 230v hook up cable and reel
- WC chemicals
- Water hose
- Balancing wedges
- Service fee
- Outside cleaning
- Safety Package

Additional requirements and costs

| Accessories | Price | Per |
|----------------------------------|------------|--------------------------------------|
| Airport and other transfers | On request | Per rental |
| diesel | £2,26 | Per litre incl. service if necessary |
| Camping set (4 chairs + 1 table) | £35,00 | Per rental |
| Bed set | £35,00 | Per person |
| Towel set | £20,00 | Per person |
| Child safety seat | £20,00 | Per rental |
| Raised seat | £20,00 | Per rental |
| Portable navigation system | £40,00 | Per rental |
| European travel cover | £20,00 | Per day |
| Inside cleaning | £75,00 | Per rental, if necessary |
| Emptying toilet | £100,00 | Per rental, if necessary |
| Additional driver | £15,00 | Per driver |
| Amendment fee | £20,00 | Per procedure |
| Hourly rate | £27,00 | For late Drop off of vehicle |



Reservations and changes to bookings

Availability is on a request and confirmation basis at the time of your reservation
Reservations are only binding after they have been confirmed in writing by [Love2Explore](#).

Specification of type of vehicle as well as additional requirements are to be stated before reservation so that the booking can be made and confirmed. Changes are possible but please make note of details to follow.

[Love2Explore](#) reserves the right to alter booking specifics to upgrade the client to an alternative equivalent or superior Vehicle.

To confirm the booking a non-refundable deposit of 30% of the rental charge, or a minimum of £300 whichever the greater must be paid.

After receiving the reservation/booking payment, a booking confirmation will be sent to the Hirer. Only then will the reservation become binding on both parties.

Changes may be made to a reservation in relation to rental dates confirmed to the Hirer from the date of reservation until at least sixty days before the agreed commencement of the rental period, if [Love2Explore](#) has alternative capacity and the alternative booking is the same specification of the first. Rebooking's only possible in the same calendar year*:

- Until 50 days before the beginning of the rental period (Pick Up), we will charge a processing fee of £300
- Between 49 to 15 days before beginning of rental = 50 % of rental price
- Less than 15 days before beginning of rental = 80 % of rental price
- At rental day / day of pick up or by no show = 95 % of rental price

Payment

Settlement of the remaining balance will be due 30 days prior to departure.

For late bookings of 30 days prior to rental period the full rental price is payable on booking. Vehicles will not be released without full payment being completed. If the Hirer exceeds this deadline then [Love2Explore](#) will cease to be bound by the reservation and any deposit taken will not be refunded.

Methods of Payment

The reservation Deposit and Balance can be paid by:

- Debit card
- Credit card
- Cash (can be used but not for the security deposit stated below)

Please note payment for Security deposit on pick up day will need to be in the method of credit/debit card only



Cancellations

All cancellations must be submitted in writing. It is strongly advised that hirers take out their own insurance against any unavoidable cancellation.

The following fees apply in the event of cancellation prior to the hire date.

More than six weeks before start of hire - loss of deposit

Four – six weeks before start of hire - 50% of total hire charge

Two – four weeks before start of hire - 60% of total hire charge

Two weeks or less – 100% of total hire charge

Security Deposit

Prior or no later than on the day of hire a refundable Security Deposit of £1000 GBP is payable. [Please note the use of a credit/debit is only supported for this payment, no cash payments can be taken.](#) This is fully refundable on return of the vehicle on the agreed date and time, in the same condition as it was let out. The Security Deposit will be used to pay for any loss or damage to equipment, fixtures and fittings, windows, tyres, or negligent damage to the vehicle, as well as any hirer's personal liability for all legal penalties (e.g.: speeding, parking fines, congestion charges), which are incurred during the period of hire.

Collection & Return

Collection: Is from 2pm to 4pm on first day of hire. Please allow at least 1 hour for the hand-over to complete the documentation and demonstrate your vehicle to you. A [Love2Explore](#) rental office employee will carry out an internal and external check of the vehicle with you documenting and agreeing any existing damage and the inventory of equipment supplied.

Return: Is from 9am to 10am. Please also allow up to at least an hour for hand-over on return of your vehicle.

The vehicle must be returned on or before the date and time stated, on the rental agreement, be clean and in the same condition as it left otherwise charges will be made.

Late return: if you are running late we must be advised immediately. Failure to advise may result in prosecution for driving whilst uninsured. An additional charge per hour is payable for all late returns.



Drivers, conditions, and restrictions

These are the conditions to which you will need to comply with when hiring a motorhome vehicle.

- Age limits: 21 to 79 years. (For Vehicles above 3.5 tons the minimum age is 25 years.)
- Drivers must have held a valid licence for more than two years. (The Hirer and any other drivers stated within the hire agreement must have been in possession of a Class III / Class B or comparable national driving license for at least two years – for Vehicles above 3.5 tons not less than 3 years – corresponding to the weight of the Vehicle)
- Please check licence carefully, if licence proves to be unacceptable at time of collection no monies will be refunded. Please note that some of Love2Explore Vehicles have a total weight of more than 3.5 tons and that to drive these Vehicles an appropriate driving license is required. Those in possession of a Class B driving license must consult Love2Explore about the engine size and the technically permissible total weight of the Vehicle rented. If, upon renting, a respective driving license cannot be presented, the Vehicle shall be regarded as not collected. In such case, there shall apply the respective terms of cancellation.
- Details of additional drivers required in advance.
- Production of valid standard driver's licence (photo card) required from all drivers at start of hire. Love2Explore and/or the official authorities of the country may require the presentation of an international driver's license (for non-EU citizens). Drivers with a UK driving licence will be required to give permission for Love2Explore to obtain additional information from Gov.uk in regards their driving licence penalties, disqualifications, and limitations. They will be required to obtain a check code prior to the handover activity by following given procedure on <http://www.gov.uk/view-driving-licence> and share with Love2Explore their National insurance number to complete the remaining part of the appropriate procedure.
- Drivers are personally liable for all legal penalties (e.g.: speeding, parking fines, congestion charges), which are incurred during the period of hire.
- Each driver must provide 2 separate forms of identification, one of which must be photo ID, e.g. credit card and passport. All correspondence letters or utility bills used for identification must be no older than 3 months from hire date. If a delay in taking possession occurs due to the non-presentation of said documents, such delay shall be at the expense of the Hirer. If such documents cannot be presented neither at the agreed time for taking possession, nor within a reasonable grace period thereafter, then Love2Explore shall be entitled to withdraw from the contract and no monies will be refunded.
- The Vehicle may only be driven by the Hirer and the drivers named at the time of hiring.
- All driver must be present for handover activity on the day of collection of vehicle.



Insurance

Insurance will cover the drivers stated within the rental agreement contract only and is subject to each driver meeting all given terms and conditions.

In accordance with the principles of a comprehensive motor insurance, **Love2Explore** will indemnify the Hirer from liability subject to an excess of £1000 GBP per damage to be borne by the Hirer in case of damage to the vehicle or third-party property subject to full comprehensive motor insurance per case of damage. The respective excess cannot be excluded.

The indemnity against liability described above will not apply if the Hirer/drivers within the rental agreement contract falsely state that they meet the given driver criteria. It is the driver's responsibility to provide full information on any driving convictions or health restrictions. Please note there may be insurance surcharges dependant on any of the above being applicable. Please also note that the insurance policy will be invalidated if the hirer or any driver misrepresents or withholds driving conviction or health restriction information. Should an insurance policy become invalidated for any reason, **Love2Explore** will hold the hirer responsible for all fines, losses, damages, and other costs

The indemnity against liability described above will also not apply if the Hirer causes a loss/damage deliberately or by gross negligence.

If the Hirer causes loss/damage culpably, he will additionally be liable in the following cases:

- if loss/damage was caused by impaired ability to drive due to drugs or alcohol
- if the Hirer or a driver to whom the Hirer has supplied the Vehicle leaves the site of an accident without justification
- if the Hirer fails to call the police to an accident, contrary to the obligation imposed within section Accidents within this document, unless this breach of obligation does not affect either the establishment of the cause of the loss/damage or of its amount
- if the Hirer breaches any other obligations imposed within section Accidents within this document, unless this breach of obligation does not affect either the establishment of the cause of the loss/damage or of its amount
- if loss/damage is due to usage prohibited as stated within this document
- if loss/damage is due to a breach of an obligation imposed within prohibited use section within this document
- if loss/damage is caused by an unauthorised driver to whom the Hirer has supplied the Vehicle

- if loss/damage is due to a failure to take account of the Vehicle's dimensions (height English Road Traffic Regulations, with English Road Traffic Regulations or equivalent country signs.)
- if loss/damage is due to a failure to comply with load regulations

The hirer will also be fully liable for replacement or repair of windscreen or tyre damage. Drivers are to be a minimum of 21 years old. Insurance provided by **Love2Explore** only covers the rented Motorhome for



the rental period and does not cover personal possessions. We at [Love2Explore](#) strongly recommend that you take out insurance to cover your personal items during the rental period.

More than one Hirer will be generally and severally liable.

European Travel

[Love2Explore](#) encourage customers to explore the UK and as well as Europe therefore to support our customers we provide cover at a small charge per day for peace of mind whilst you are there.

You must tell us at start of your rental period if you are planning to travel in Europe for us to ensure you have and pay for the appropriate cover. Fail to do so will result in insurance being invalid and breaching your agreement with [Love2Explore](#)

Breakdown cover

You will receive free breakdown cover for the whole hire period. Clear instructions will be given and in your welcome pack during your handover on collection day.

Tracking System

[Love2Explore](#) 's Vehicles are equipped with Tracking Systems. The system allows us to track the vehicle for your and the vehicles safety. The system also monitors speed, this is monitored on a periodic basis and alerts are sent to management of [Love2Explore](#).

Road Restrictions

All Vehicles may only be driven on sealed / bitumen roads. [Love2Explore](#) reserves the right at any time, at its sole discretion, to restrict vehicle movements in certain areas due to adverse road or weather conditions or any other reasonable cause.

Use of the Vehicle

The Vehicle is not to be driven otherwise than in a cautious, prudent, and normal manner;

The Vehicle is not to be:

- Used in a manner which could cause damage.
- Driven in a prohibited area or in an area other than the areas indicated by the hirer to [Love2Explore](#).
- Driven by a person under the influence of alcohol or drugs or with a blood alcohol level in excess of that permitted by law.
- Left with the ignition key in the vehicle while it is unoccupied.
- Left unoccupied without valuables concealed.
- Driven by persons under the age of 21 years or who is not authorised by law to drive the vehicle or named in the agreement.
- Damaged by submersion in water; put into contact with salt water.



- Used for any illegal purpose for any race, rally, or contest.
- Used to tow any vehicle or trailer not authorised in advance by [Love2Explore](#).
- Used to carry passengers or property for hire or reward.
- Used to carry more persons than is permitted by any relevant authority or detailed in the vehicle manual or on the vehicle or specified in this agreement.
- Used to carry volatile liquids, gases, explosives or other corrosive or inflammable material; or otherwise used in breach of the hirers obligations under this agreement.

Motorhome Keys and Control

- The hirer is required to keep the motorhome under their control throughout the hire period.
- The motorhome must be locked always when unattended.
- The keys for the motorhome must be kept safe always. All costs to replace keys will be the responsibility of the hirer. Duplication of motorhome keys is expressly prohibited.

Alterations to the Vehicle

The Hirer shall not make any alterations or additions to the Vehicle.

Smoking

The Hirer will not allow anyone to smoke in the vehicle as [Love2Explore](#) has a strict no smoking policy in all their vehicles. A valeting charge of £1000 GBP will be incurred by the Hirer if this policy is ignored.

Pets

[Love2Explore](#) has a pet policy in place which may allow pets within some vehicles. Please discuss and confirm whether the vehicle you are hiring allows pets. In the case pets are allowed in your rental vehicle you must be aware that you as the Hirer acknowledges that any damage, repair costs or extra cleaning costs caused because of or by a pet travelling in the vehicle must be paid for in full by the Hirer.

Customer vehicle(s) stored at own risk

Parking is provided free to the hirer for the duration of the hire period at the vehicle owner's risk.

Maintenance

Regular maintenance and servicing prior to rental period is carried out by [Love2Explore](#). A Vehicle check is part of the collection and return procedure. The Hirer shall take all reasonable steps to properly maintain the Vehicle, including oil checks and water, and acknowledge that [Love2Explore](#) will reimburse the Hirer for expenditure up to £100 reasonably incurred in rectifying any mechanical failure to the engine of the Vehicle, provided that the Hirer produces relevant receipts at the end of the hire period and have received the prior consent of [Love2Explore](#) and that the damage is not due to any fault or by breach of the Agreement of the Hirer.

Passengers

[Love2Explore](#) authorises the use of Vehicles for up to the stated number of passengers. Each person to use the safety restraints provided at all times whilst Vehicle is in motion.



Responsibility if an accident occurs

In the event of any accident, loss or damage arising out of the use of the vehicle, the Hirer will:

- Notify **Love2Explore** within 24hrs of the event,
- Obtain the names and addresses of third parties and any witnesses and report the event to the nearest police station.
- Also, the Hirer will complete a European accident report form as relevant,
- Not make any admission of liability to other parties, settlement offer or other like offer.

The Hirer undertakes to assist **Love2Explore** in handling any claim arising from any event, including providing all relevant information and attending Court to give evidence.

In the event that an accident is not as a result of the hirer and any named drivers malicious or dangerous driving then **Love2Explore** will endeavour to supply a replacement vehicle so that you are able to continue your journey, please note this is only if availability allows.

If no replacement is available, then **Love2Explore** will refund the appropriate amount from the hire period fee.

Terminating the Agreement

The Hirer acknowledges that **Love2Explore** may terminate the rental agreement and repossess the Vehicle at any time, without notification to the Hirer, and that the Hirer will pay the reasonable costs of repossessing the Vehicle, including towing charges if the Hirer is in breach of any terms of the rental Agreement, has obtained the Vehicle through fraud or misrepresentation, the Vehicle appears to be abandoned, the Vehicle is not returned on the agreed return date or **Love2Explore** reasonably believes that the Vehicle will not be returned on the agreed return date, **Love2Explore** considers on reasonable grounds, that the safety of passengers or the condition of the Vehicle is endangered.

In the event of such termination or repossession, the Hirer has no right to a refund of any part of the rental charges or the Security Deposit.

Storage and forwarding of personal data

The Hirer agrees to **Love2Explore** storing personal data.

Data will be stored securely for a set period then destroyed using the appropriate method.

Love2Explore may forward this data via the central warning ring to third parties with a justified interest if the statements made in the rental are incorrect in essential points or the rented Vehicle is not returned within 24 hours of the expiry of the rental period (also extended, if necessary) or if rental claims must be made in judicial reminder proceedings or cheques presented by Hirer are not honoured.



In addition, the data can be forwarded to all the authorities responsible for prosecution of offences against public order and criminal offences in the event that the Hirer behaves dishonestly or sufficient indications here for existing. This is done, for example, in the event of wrong information for the rental, presentation of forged personal documents or such reported as having been lost, failure to return the Vehicle, failure to notify a technical defect, road traffic offences or similar.

Title to Vehicle

The Hirer acknowledges that **Love2Explore** retains title to the Vehicle and that the Hirer possess the goods as a mere bailee only and do not have any right to pledge **Love2Explore** credit in connection with the Vehicle and agree not to do so and shall not agree, attempt, offer or purport to sell, assign, sublet, lend, pledge, mortgage, let on hire, or otherwise part with or attempt to part with the personal possession of or otherwise deal with the Vehicle.