



Terms & Conditions

We are delighted you have chosen Good Getaway for your break. Please make sure you have a good read through the following small print and do ask us any questions if you are unsure. Once you have paid your booking deposit, a contract is formed between us, and you agree to adhere to the following. In the case that there are any discrepancies between these terms and conditions and any other literature we provide, the terms and conditions will prevail.

1. Collections:

- 1.1. Please collect your motorhome between 3-6pm. If you are late, without prior agreement, a charge will be applied.
- 1.2. Please allow 1 hour from arrival at the premises to departure for the comprehensive handover.
- 1.3. Your motorhome will be carefully cleaned and prepared for you.
- 1.4. Your motorhome will be supplied with a full tank of diesel, AdBlue and freshwater.
- 1.5. On the very rare occasion where a substitute vehicle has to be provided, whereby an unavoidable fault has occurred on the vehicle you have selected, we will ensure the new vehicle meets your requirements and no financial reductions will be made.
- 1.6. All motorhomes are strictly non-smoking, and this applies to vapes too. Any evidence of smoking or vaping in the motorhome during your hire period will result in a charge.

2. Car Parking:

- 2.1. Good Getaway allow you to leave 1 vehicle at the premises for the duration of your hire.
- 2.2. We are not able to accept any responsibility for any loss or damages to property left at the premises including your vehicle and its contents.

3. Returns:

- 3.1. Your motorhome must be returned by 11am please, otherwise a charge will be applied.
- 3.2. Please ensure you return the motorhome with a full tank of diesel, otherwise a charge will be applied.
- 3.3. Whilst we understand that cleaning is not on top of the agenda for holidays, please do try and return your motorhome in the condition it is supplied. There will be a charge applied for any deep cleaning required upon return.
- 3.4. Please ensure the freshwater tank, grey waste tank and cassette toilet are all empty prior to returning to the premises. Failure to do so, will result in an additional charge.
- 3.5. It is your responsibility to remove all personal belongings from the motorhome at the end of the hire period. Whilst we will always endeavour to reunite lost property with its owners, we do not accept any responsibility to do so and lost property not claimed immediately is not able to be stored.
- 3.6. Please note all motorhomes are fitted with trackers. Should you fail to return the motorhome, but we are able to recover it, you will forfeit the £1,500 damage deposit.
- 3.7. Should you fail to return your motorhome, and we are not able to recover it, legal proceedings will be issued to recover the full value of the motorhome from you.
- 3.8. Should you choose to return your motorhome early; no financial reductions will be made.

4. Prices to be Charged:

- 4.1. All prices quoted are inclusive of VAT at the current rate.
- 4.2. All prices quoted at the time of booking are fixed once a booking deposit has been received.
- 4.3. All prices quoted include unlimited mileage.



- 4.4. All hire prices quoted are inclusive of fully comprehensive insurance for one named driver.
- 4.5. All hire prices quoted are inclusive of breakdown cover. Should the breakdown occur because of a user error, we reserve the right to pass on any costs incurred.

5. Bedding & Towels:

- 5.1. A full inventory of linen provided at the commencement of the hire period will be shared with you. Should any linen be missing or unrecoverably soiled upon return of the motorhome, a charge will be applied.

6. Kitchen Equipment:

- 6.1. A full inventory of kitchen equipment provided at the commencement of the hire period will be shared with you. Should any equipment be missing or unrecoverably damaged upon return of the motorhome, a charge will be applied.

7. Gas:

- 7.1. Your motorhome will be supplied with 2 bottles of gas. At least 1 bottle will be completely full. We do not require you to refill/exchange any empty bottles, but the empty bottles must be returned with the motorhome, otherwise a charge will apply.

8. Driver Requirements:

- 8.1. We are not able to hire our vehicles to persons engaged wholly or partly in professional entertainment or professional sports persons, jockeys and persons connected with racing, gaming industry or press of any sort, Foreign service personnel other than persons holding a full UK/EU license for 2 years or more.
- 8.2. Drivers must be over the age of 30 and under 79.
- 8.3. Drivers must have held a full UK or EU manual license for a minimum of 2 years prior to the commencement of the hire period.
- 8.4. Drivers must not have had their license suspended for any period within the last 3 years.
- 8.5. Drivers must not have made more than 1 motor insurance claim in the last 3 years.
- 8.6. Drivers must not have more than 6 points on their license.
- 8.7. Drivers accept responsibility for the safe use and return of the vehicle during the hire period.
- 8.8. Drivers agree to adhere to all laws as set out in the highway code.
- 8.9. You are not permitted to make any alterations to the motorhome during your hire period.
- 8.10. We require to retain: a copy of your driving license, if a paper license we require to copy an alternative form of photo ID, and a copy of two utility bill proofs of address.

9. Payments:

- 9.1. We are unable to accept cash payments.
- 9.2. A 25% non-refundable and non-transferable booking deposit is required.
- 9.3. Final payment is due no later than 4 weeks prior to the commencement of the hire period.
- 9.4. If the commencement of the hire period is fewer than 6 weeks away at the time of booking, full payment is required.
- 9.5. Payments are accepted by credit & debit card or bank transfer only. Cheques are not accepted.
- 9.6. Any motoring convictions incurred during the hire period will be passed to the hirer along with any fines.



10. Faults:

10.1. Your motorhome will undergo full checks prior to your collection to ensure that all systems are in full working order. However, should you encounter any faults during your stay, we will do all we can to rectify them immediately for you. If unforeseeable faults are unable to be rectified during your hire period, we are not able to be held responsible for this and no financial reductions will be made.

11. Cancellations:

11.1. Failure to make a required payment will constitute your instructions to cancel your booking.

11.2. Failure to arrive by 10pm on the collection day, without prior consent approved, will constitute your instructions to cancel your booking.

11.3. All deposits paid remain non-refundable and non-transferable in the event of cancellation.

11.4. All final balances paid are non-refundable and non-transferable in the event of cancellation.

12. Damage Deposit & Insurance Excess:

12.1. A £1,500 refundable damage deposit is required for all bookings. This amount also covers the insurance excess.

12.2. The refundable damage deposit is to be paid in full 4 weeks prior to the commencement of the hire period.

12.3. The damage deposit will be returned, less any deductions, within 2 weeks of the end of your hire period.

12.4. You will be informed of all deductions prior to the return of your damage deposit.

12.5. Should total damages exceed the damage deposit amount, you are required to make the additional payment within 2 weeks of the end of the hire agreement.