

This document contains information about the hire of a fully electric campervan from EV Camper Company Ltd. We reserve the right to modify or change any detail without prior notice.

EV Camper Company LTD – Campervan Hire Agreement Terms and Conditions

Payment Schedule

When making your booking a 25% deposit will be required to secure your dates. The final 75% is due no later than 30 days before the pickup date. If final payment is not provided 30 days before pick-up your booking may be cancelled and the 25% deposit will be forfeited.

Booking Cancellation Policy

We understand that things can happen, and you may need to cancel your booking. If you wish to cancel your booking, you are subject to the following conditions:

- 1. Cancellation Thirty (30) days or more before the pickup date**
 - 25% of the total hire rate forfeited and any other payment returned
- 2. Cancellation between Twenty-nine (29) days or more before the pickup date**
 - 50% of the total hire rate forfeited and any other payment returned
- 3. Cancellation less than Fifteen (15) days before the pickup date**
 - 100% of the total hire rate forfeited

Payments

Traceable payments are required for all hires to ensure transparency; therefore, we cannot accept cash bookings. All bookings must be made using a credit/debit card in the main driver's name. We accept Visa, Mastercard, JCB and Maestro cards through our secure payment platform on our website. We will contact you via email when payments are due towards your booking, providing a secure payment link. When we initially send the reminder for payment of the balance, payment must be made within seven (7) days, or your booking may be cancelled.

No Show

If you fail to collect the vehicle by the agreed pickup time, as shown on your confirmation, no modification, refund, or credit note will be offered. If you cannot make your booking, please let us know in advance.

Availability

In exceptional circumstances outside our control, if the campervan becomes unavailable for your booking due to reasons including but not limited to accident, theft or weather conditions, we will provide a full refund for the booking. We will not be liable for any other costs associated with the booking including but not limited to connecting travel, accommodation, site or event bookings. We recommend all travellers have their own travel insurance to cover both these potential scenarios and personal possessions kept in the campervan.



Booking Process

A booking can be made via our website by searching for your desired dates and confirming that the camper is available. All hires have a three (3) night minimum throughout the year. You can complete our online form and will be prompted to pay either a 25% deposit (when the hire starts more than 30 days in the future) or the full amount (when the hire starts within the next 30 days). Following payment, you will receive a confirmation email and have access to manage your booking on our website. You may make a booking enquiry via email or telephone; however, you will need access to the internet to make payment and manage your reservation via our website.

Document Upload

At least two weeks before your hire, you must have uploaded the required documents for all drivers via the "upload documents" button on our manage your reservation page. Without providing these documents, we cannot release the vehicle to you.

The following documents are required from each driver:

1. A clear copy of the front and back of a valid UK/EU driving license – Photocard and counterpart (if applicable)
 - **UK Mainland driving licence holders**
DVLA online Licence Check code provided at most 21 days before hire.
 - **EU driving licence holders**
Additional photographic identification (passport, identity card, etc.)
2. Two forms of identification showing your current home address dated within 90 days of your hire pick-up date and matching the address on your driving licence.
 - *Acceptable forms of identification:*

*Council Tax bill/statement
TV/internet/landline telephone bill
(including Sky/Virgin/BT etc.)*

*Bank statement
Credit Card statement
Mortgage statement*

Security Deposit/Excess

A pre-authorisation of £1000.00 on your credit/debit card is required before you start your hire, to cover part of the insurance excess and any potential damage. We will email you two days before your pick-up date with a secure payment link to provide your card details. You must give the pre-authorisation before your hire can start.

A complete vehicle handover is conducted with you before and after hire. Please make us aware of any issues that you know of. We perform a detailed inspection of the vehicle externally and internally. On confirmation that the vehicle is in its pre-hire condition: all inventory returned undamaged, no damage to external or internal fixtures, clean, etc., your security pre-authorisation will be released. Please note the waterless toilet must be empty and clean. An additional £200 cleaning fee will be charged if it is not. Any speeding fines, parking tickets, congestion charges, charger overstay fees, and other costs incurred by EV Camper Company Ltd will be forwarded or invoiced to you when received. If your security deposit is insufficient to



cover the charge or has already been returned to you by the time we are made aware of the charges, you agree to make payment for the remainder.

By booking, you agree to our Hire Agreement and Terms and Conditions as detailed. In case of a claim, we reserve the right to pass any charges incurred onto you. We will refund the security deposit/excess when our Insurers confirm that any accident was non-fault and they have recovered the expense from the third party.

Vehicle Pickup

The vehicle is ready for pickup from 1500 – 1730 on your confirmed pickup date. Early pickup is available subject to availability for a fee and must be pre-arranged with us. Vehicle handover takes roughly one hour to complete and includes a full vehicle inspection. We will show you how to operate the vehicle externally and internally, how to use the charger and answer any questions you may have. External and internal pictures of the vehicle will be taken while you are present, showing the vehicle's condition for the reference of both parties.

Vehicle Drop Off

The vehicle can be returned from 0900 – 1100 on your confirmed drop-off date. You may return the vehicle early by pre-agreement with us. However, no refund for unused days is offered, and confirmation of the return location and time must be given by us in writing beforehand. Late drop-off is available subject to availability for a fee and must be pre-arranged with us. A final vehicle handover will take after your hire to inspect for any issues or damage. Pictures external and internal of the vehicle will be taken while you are present, showing the vehicle's conditions for the reference of both parties.

Late Return Fee

Failure to return the vehicle within the agreed timeframe may result in a late return fee of £250 and potentially an additional night charge. We reserve the right to pass any extra cost incurred by us on to you. If you think you may return the vehicle later than the agreed timeframe, don't hesitate to get in touch with us as soon as possible to avoid any additional fees.

Cleaning Fee

A Cleaning Fee of £100 is applied to all rentals, payable at the time of booking. This fee ensures the campervan is returned to a standard level of cleanliness post-hire. It is a one-time, non-refundable fee applicable irrespective of the rental period. We reserve the right to adjust this fee as necessary. Should the campervan be returned with excessive dirt beyond normal use, we reserve the option to levy an additional cleaning charge. Upon return, clients will be notified of additional cleaning requirements and may choose to do the cleaning themselves. If opted against, the extra cleaning costs incurred through our third-party cleaning service will be deducted from the security deposit.



Included with Hire

The following equipment is included with all hires as standard. A full inventory is completed at pickup/drop-off and signed by both parties.

Kitchen Equipment

Tea Towels, Cookware, Dinnerware, Induction Hob, Salt & Pepper

Safety Kit

First Aid Kit, Fire Extinguisher, Emergency Triangle, Spare Wheel

Toilet Pack

Toilet Rolls, Toilet Bags, Gloves, Waterless Toilet.

Driver Comfort

Connected SatNav, Apple CarPlay, Android Auto, Cruise Control/Speed Limiter, Reversing Camera, Fully Automatic Drive, Full Breakdown Cover, Free First Additional Driver.

RFID Cards

ChargePlace Scotland Network, SWARCO Network, Octopus Electric Universe Network.

Cleaning Kit

Washing Up Liquid, Hand Soap, Sponge, Bin Bags, Wet Wipes

Amenities Pack

Each adventurer (up to 4) will receive a fluffy pillow, a sleeping bag, a bath towel, a camping chair, a blanket, tea/coffee.

Unlimited Wi-Fi

Cellular signal dependant

Camping Comfort

Onboard EV Charging Station, Moodpad Control, Climate Controlled Habitation Area, Awning C-Rail, 2 Space Bike Rack, Double Poptop Bed, Lower Folding Bed.

Optional Add-ons Table

Add-on Name	Rate	Restrictions
Additional Driver	One Free then £50 per	One additional driver is included, then a £50 per additional driver. All drivers must meet eligibility criteria and make a minimum £1 payment via a traceable method <i>i.e., credit/debit card.</i>
Early Pickup	£100 per hire	Subject to camper availability. Written confirmation from us is required.
Late Drop Off	£100 per hire	Subject to camper availability. Written confirmation from us is required.
EU Travel	Free with Unlimited Explorer Package	Written confirmation is required before taking the camper abroad. Not guaranteed approval.
Bringing Pets	Free	There should be no trace of your pet left inside or outside of the vehicle. Deep cleaning fee of £200 if a trace is found plus any damage/loss of business cost.
Driveaway Awning	£50 per hire	Subject to availability.
40L 12V/Mains Cool Box	Free	Subject to availability.



Vehicle Charging

The vehicle is 100% electrically powered and can be "filled up" at various public charging stations using up to 11kW AC and 100kW CCS DC. A full explanation of the different public charging stations and methods will be provided at pick-up, and a quick guidebook will be in the cabin library.

Charging Network RFID Cards

Most public charging networks can be accessed using a contactless payment method such as a contactless credit/debit card, Apple Pay, Google Wallet etc. We also provide three charging network RFID cards: ChargePlace Scotland, SWARCO Network & Electric Universe. These cards allow effortless access to their respective networks by simply tapping the RFID card on the reader and following their instructions.

The rate of charge is billed per kilowatt hour (kWh) provided. When using our network RFID cards, the amount of energy you have drawn from the charger will be billed to us. Outwith your provided charging credit (if applicable), charges will be deducted from your security deposit at the end of your hire period.

We will endeavour to provide the campervan at the time of pickup with as full a charge as possible, and always more than 70%. We request that you attempt where possible not to return the campervan with less than 20%, to allow us to prepare for the next hire.

Charging Credit

We provide 75kWh charging credit per day of your hire (not including the pickup date) with our Unlimited Explorer Package only. This credit represents the amount of electricity required to charge the van from 0% to 100%, i.e. 'one full charge' per day. This can be used over your hire period on either ChargePlace Scotland or Octopus Electroverse networks. All charge credit doesn't need to be used daily and can be carried forward till the end of your hire. No cash value or refund of unused charge credit is provided. Any charging over your credit will be billed to you, along with any additional fees, such as overstaying. Please check the charging network apps (installed on Moodpad) and any posted signage in the charger location for full details of potential additional costs. Any charging not used through the provided RFID cards (i.e. your own bank card) will not be reimbursed.

Bringing Pets

Pets are permitted on all hires when the option is selected during booking. If you need to add pet use after booking, please let us know, and this can be added to your booking free of charge. We recommend only small to medium dogs as space in the vehicle can be limited. Please keep pets off the furniture and provide your own pet bedding. No trace of your pet should be left in the vehicle at the end of your hire. If traces of your pet are found, a deep cleaning fee of £200 may be charged, and any damage may be deducted from your security deposit.



Smoking

There is strictly no smoking in the campervan or awning. Evidence of smoking will lead to a deep cleaning fee of £200, and any damage may be deducted from your security deposit.

Self-Drive Hire Insurance Policy

All hires booked through EV Camper Company Ltd include fully comprehensive self-drive hire motor insurance. This is provided under our insurance policy with Allianz Insurance Plc

Eligibility to Hire

To be eligible to be insured to hire our vehicle, all drivers must meet the following criteria:

1. Held a full UK/EU Driving License for more than two full years*
2. Aged between 25 and 75 years old at the date of pick up
3. Have six (6) or fewer penalty points
4. £1,000 pre-authorisation held on a credit/debit card in the name of the main driver
5. Provide two (2) forms of ID showing the driver's home address dated no more than 90 days before pickup

*Other licences may be allowed but please contact us before booking to confirm.

We're unable to offer hire of our vehicles to anyone who has had their insurance declined and/or renewal refused and/or special insurance terms imposed as a result of claims experience and/or have had their insurance or cover cancelled by any Motor Insurer. Further, we're unable to offer the hire to any potential driver who has been involved in more than one accident while driving during the past three years, any persons engaged wholly or partly in professional entertainment, professional sports persons, jockeys and persons connected with racing, the gaming industry or the press of any sort.

We, therefore, reserve the right to refuse your pick up of any EV Camper Company Ltd vehicle if you fail to meet any of the conditions set out in our Hire Agreement, Terms and Conditions and Privacy Policy. In any circumstances where we believe you to be unfit to drive the vehicle or fail to meet our requirements, the hire will be terminated with immediate effect, and you will lose the total cost of hire. We will not be held liable for any additional charges you may incur as a result of the termination if the termination results from your actions or omissions of the agreements set out.

As our insurance provider requires, all EV Camper Company LTD vehicles are fitted with 24/7 vehicle tracking and monitoring, as well as forward and rear dashcams.

Additional Drivers

Additional drivers are permitted on all hires when the option is selected during booking. If you need to add additional drivers after booking, please let us know, and this can be added to your booking. The first additional driver added to the booking is free of charge. Any further drivers will be charged £50 per additional driver. Only additional drivers that have provided the required documents, made a traceable credit/debit card payment of at least £1, and signed the Hire



Agreement will be approved by us as insured to drive the vehicle. Failure to comply with this will result in the termination of hire, loss of all security deposit and the invalidation of the motor insurance for your whole party. Any costs arising from an unapproved driver driving the campervan will be borne by the hirer.

Motor Breakdown Cover

All hires have complementary motor breakdown cover provided by our insurance provider in the UK and Europe. Full details of contacting them and their policy can be found in the cabin library.

EU Travel

EU travel is permitted on select hires when the option is selected during booking. If you need to add EU travel after booking, please let us know, and this can be added to your booking potential for a fee. Before any travel to the EU (excluding Ireland), written confirmation of approval from us must be given. Please obtain this to avoid the early termination of your hire and the immediate recovery of the vehicle. Any expense incurred by us in doing this will be deducted from your security deposit/excess, and you will be liable for any further costs.

Covid-19 Secure Guarantee

We understand the world is experiencing some unusual times, and we cannot rule out unexpected changes in government guidance or travel advice. If your booking is subject to any COVID-19-related changes to non-essential travel, we will offer a 100% credit note for a future booking regardless of the booked hire rate policy. We recommend all travellers have their own travel insurance. EV Camper Company Ltd does not cover cancellations out of our control, such as hirer illness.

Vehicle Tracking and Dashcam Monitoring

Our campervans are fitted with Thatcham C5 trackers and dashcams that will be active and may be monitored throughout the hire period. By signing this agreement, you agree to the installation and use of these devices. We reserve the right to monitor the location, driving style, direction of travel and use of the campervan at any time during the hire period for safety and security purposes and to use the footage collected by the dashcam in case of any accidents, disputes, or any other incidents that may arise during the hire period. The dashcams record external video only, and audio is not recorded.

You are not allowed to disconnect or tamper with the dashcam or Thatcham C5 tracker in any way during the hire period. Any attempt to do so will be considered a breach of this agreement and may result in the termination of the hire agreement with immediate effect.

We will only use the data and footage collected from the devices for the purposes of ensuring the safety and security of the campervan and its occupants, and we will not share this data or footage with any third party except where required by law or with your explicit consent. By signing this agreement, you acknowledge and agree to these terms regarding the use of the Thatcham C5 tracker and dashcam in our campervans.



Partnership with The Camping and Caravanning Club

Membership Benefits

EV Camper Company LTD is proud to be a participant in The Camping and Caravanning Club's Motorhome Hire Scheme (the "Scheme"). As a result of this partnership, all hires can receive up to 30% off the standard fees at participating Club Sites, enhancing the camping experience.

Exclusive Discounts

Within our hired campervan, the Hirer will find a Motorhome Hire Guide which details all participating sites and the applicable discounts. The Hirer may also visit the Club's website as detailed in the hire documents to plan their stay.

Booking and Discount Code Usage

To avail themselves of the discount, the Hirer is to book pitches directly with the Club using our unique promotional code or by phone through the Club's service centre. This promotional code is confidential and for the use of the Hirer only during the term of the hire. It must not be shared or used beyond the hire period.

Presentation of Key Fob

Upon arrival at the chosen Club Site, the Hirer must present the Motorhome Hire key fob, which is provided with the vehicle keys, to claim the discount.

Code Misuse

The Camping and Caravanning Club reserves the right to withdraw the promotional code at any time should there be evidence of misuse. EV Camper Company LTD is not responsible for the enforcement of such terms and directs the Hirer to abide by the Club's policies.

Liability

EV Camper Company LTD acts as a facilitator for the Scheme benefits and is not liable for any changes to, or discontinuation of, the benefits or discounts offered by The Camping and Caravanning Club. The Company is not responsible for the availability of sites or specific rates.

Hirer's Acknowledgment

By signing this agreement, the Hirer acknowledges their understanding and acceptance of these terms and agrees to utilise the Scheme's benefits in accordance with the Club's guidelines and the provisions outlined herein.



Driver Information

Please confirm that all information below is correct.

Lead Booker

Driver Full Name	
Driver Initials	
Home Address	
Driving Licence Number	
Date of Birth	

Notice: All drivers are required to present their driving licence and address proof at collection.

Additional Driver One

Driver Full Name	
Driver Initials	
Home Address	
Driving Licence Number	
Date of Birth	

Notice: All drivers are required to present their driving licence and address proof at collection.



Additional Driver Two

Driver Full Name	
Driver Initials	
Home Address	
Driving Licence Number	
Date of Birth	

Notice: All drivers are required to present their driving licence and address proof at collection.

Additional Driver Three

Driver Full Name	
Driver Initials	
Home Address	
Driving Licence Number	
Date of Birth	

Notice: All drivers are required to present their driving licence and address proof at collection.



Statement of Agreement

The hire period is agreed between the main driver (Main Booker) on the dates below.

The Hirer agrees to take on the hire of the vehicle subject to the terms and conditions contained herein; I hereby acknowledge during the currency of the hire agreement that I shall be liable for any offence for all fixed penalty notices under the Road Traffic Offenders Act 1991, including any parking/ excess parking notices also any overstay fees issued across any charging station displayed or not.

By signing below, I agree to all terms and conditions set out in this agreement from pages 1 – 11.

Main Driver Signature:

Date:

Additional Driver One
Signature:

Date:

Additional Driver Two
Signature:

Date:

Additional Driver Three
Signature:

Date:

