

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

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 camper, 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. Able to provide a credit/debit card in the name of the main driver for security deposit pre-authorisation.
5. Able to provide two (2) forms of ID showing the driver's home address dated no more than 30 days before pickup

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

** Some of our campers allow drivers aged between 75 and 79 years old, please contact us 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 pickup of any EV Camper Company Ltd camper 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 camper 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.

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 the applicable additional driver fee. Only additional drivers that have provided

the required documents, made a traceable in person credit/debit card payment with a card in their name of at least £1, and signed the Hire Agreement will be approved by us as insured to drive the camper. 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 breakdown provider, Call Assist, in the UK and Europe. Full details of contacting them can be found in the camper guide and on your welcome letter in the camper.

EU Travel

EU travel (excluding Ireland), must be authorised by us in writing. Please obtain this to avoid the early termination of your hire and the immediate recovery of the camper. 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.

Fare Types

When making your booking you may choose from two fare types. Depending on the fare type selected the following conditions will apply.

1. Refundable Adventure

This fare is our most flexible offering and allows for changes and modifications to your booking.

Payment Schedule

When making your booking a 10% deposit will be required to secure your dates. The final 90% is due no later than 30 days before the pickup date. If final payment is not provided 30 days before pickup your booking may be cancelled and the deposit will be forfeited.

Modification Policy

This fare type allows modifications up to 30 days before pickup free of charge subject to camper availability. If an increase in fare cost is incurred this must be paid by you in accordance with the fare type. If there is a reduction in fare cost we will refund you the difference within 14 working days of us actioning the change.

Modification requests must be made via the "Manage Adventure" section of our website. Once requested and processed by our team an updated email confirmation will be sent to your provided email address. Your booking is not changed until processed by our team and the updated email confirmation is received from us to you.

Cancellation Policy

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

- 1. Cancellation Thirty (30) days or more before the pickup date**
 - 10% of the total hire rate as future credit and any other payment returned
- 2. Cancellation between Twenty-nine (29) days or more before the pickup date**
 - 25% of the total hire rate as future credit and any other payment returned
- 3. Cancellation between Fifteen (15) days & One (1) day before the pickup date**
 - 50% of the total hire rate as future credit and any other payment returned
- 4. Cancellation less than One (1) day before the pickup date or No Show**
 - 100% of the total hire forfeited, no refund provided

Cancellation request must be made via the "Mange Adventure" section of our website. Once requested and processed by our team a cancellation email will be sent to your provided email address. Your booking is not cancelled until processed by our team and the cancellation email is received from us to you.

2. Non-Refundable Adventure

This fare is our most price competitive offering and is unable to be modified or changed. Once this fare type is booked your dates and adventure are locked in.

Payment Schedule

When making your booking a 100% deposit will be required to secure your dates. If no payment is made your booking will be automatically cancelled.

Modification Policy

This fare type can not be modified once confirmed. You may request a modification however this will be at our discretion and we have no obligation to accept. Any approved modification will be subject to a £50.00 modification fee. You are unable to change fare type with any modification. If an increase in fare cost is incurred this must be paid by you in accordance with the fare type. If a reduction in fare cost this will not be refunded but forfeited by you as part of the modification.

Modification requests must be made via the "Mange Adventure" section of our website. Once requested and processed by our team an updated email confirmation will be sent to your provided email address. Your booking is not changed until processed by our team and the updated email confirmation is received from us to you.

Cancellation Policy

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

1. Cancellation at any time before the pickup date

- 100% of the total hire forfeited, no refund provided

Cancellation request must be made via the "Manage Adventure" section of our website. Once requested and processed by our team a cancellation email will be sent to your provided email address. Your booking is not cancelled until processed by our team and the cancellation email is received from us to you.

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, American Express, Discovery, JCB and Maestro cards through our secure payment provider on our website. Payment should be made via the "Manage Adventure" section of our website. We will contact you via email when payments are due towards your booking. 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 camper by the agreed pickup time & date, 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 via email or text message. Our team are here to help and will try to accommodate where possible based on your fare type.

Availability

In exceptional circumstances outside our control, if the camper 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 regardless of your fare type. 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 camper.

Booking Process

A booking must 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 based on the fare type selected. Following payment, you will receive a confirmation email and have access to manage your booking on our website via the "Manage Adventure" page. 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

30 days prior to pickup your check in window will open on your "Manage Adventure" page. At least three (3) days before your hire, you must have uploaded the required documents for all drivers via the "Check In" button. Without providing these documents, we cannot release the camper to you. Please note the main driver of the camper **MUST** be the main booker.

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

At pick up the main driver must present a credit/debit card in their name for a pre-authorisation up to £2000 based on the Excess amount selected during booking. This pre-authorisation will be held on your card for the duration of your hire and will be used to cover any insurance excess and any potential damage. Any charging sessions on our provided RFID cards will also be deducted from this pre-authorisation, unless in the event of an insurance claim or damage, in which case the charging sessions will be billed to you separately following the hire.

A complete camper 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 camper externally and internally once the camper back at our central depot. On confirmation that the camper 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 per compartment 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.

Camper Pickup

The camper is ready for pickup from 1500 – 1730 on your confirmed pickup date. The agreed time is shown on your confirmation. Early pickup is available subject to availability for a fee and must be pre-arranged with us. Camper handover takes roughly one (1) hour to complete and includes a full camper inspection. We will show you how to operate the camper externally and internally, how to use the charger and answer any questions you may have. We also provide a camper guide via WhatsApp that contains all information covered in the handover for your future reference.

Camper Drop Off

The camper can be returned from 0900 – 1100 on your confirmed drop-off date. The agreed time is shown on your confirmation. You may return the camper 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 camper handover will take place after your hire to inspect for any issues or damage.

Late Return Fee

Failure to return the camper 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 camper later than the agreed timeframe, don't hesitate to get in touch with us as soon as possible to avoid any additional fees.

Included with Hire

The following equipment list for your camper can be found in the camper guide. A full inventory is completed at pickup and drop-off.

We provide Amenity Kits for each traveller in your party upto the max sleeping capacity of the camper. Each Amenity Kit contains the following:

- Thermal Sleeping Bag
- Fluffy Hotel Pillow
- Bath Towel
- Folding Camping Chair
- Tea/Coffee

- Toilet Roll

Optional Add-ons

Each camper has add-ons that can be equipped during booking to enhance your adventure. Any additional charges for these are shown on our website. You may add these to your booking after confirmation by contacting us via the "Manage Adventure" page on our website.

Camper Charging

The camper is 100% electrically powered and can be "filled up" at various public charging stations. All our campers are fitted with CCS sockets and campsite charging systems. A full explanation of the different public charging stations and methods will be provided at pick-up, and can be found in the camper guide.

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 a Octopus Electroverse RFID card, which allows access to over 95% of the UK's and Europe's charging networks, allowing effortless access 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 card, the amount of energy you have drawn from the charger will be billed to us. Outwith any charging credit (if provided), 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% unless Kerbside delivery is selected then this may be lower. We request that you attempt where possible not to return the campervan with less than 40%, to allow us to prepare for the next hire.

Loss of RFID Card

In the event you lose the provided RFID card you must inform us as soon as possible so we can have the RFID card blocked by the network. You remain liable for any charging sessions made on the card before we are able to have the RFID card blocked by the network. A lost RFID card fee of £25 will be deducted from your security deposit.

Charging Credit

We may provide a charging credit as agreed by us in writing. This credit will be in the form of kWh allowance that can be used across the Octopus Electroverse network. 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 overstay. Please check the Octopus Electroverse app and any posted signage in the charger location for full details of potential additional costs.

Bringing Pets

Pets are permitted on all hires. We recommend only small to medium pets as space in the camper 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 camper at the end of your hire. If traces of your pet are found, a deep cleaning fee of £250 may be charged, and any damage may be deducted from your security deposit. If you have any questions around bring pets please reach out to our team.

Smoking

There is strictly no smoking in the campervan or awning. Evidence of smoking will lead to a deep cleaning fee of £250, and any damage may be deducted from your security deposit. Damage is at the sole discretion of EV Camper Company Ltd.

Drivers Information

Please confirm all information below is correct and amend where required.

Main Driver

Driver Full Name	
Home Address	
Driving Licence Number	

First Additional Driver

Driver Full Name	
Home Address	
Driving Licence Number	

Notice: All drivers are required to present their driving licence and address proof at collection. Each additional driver will be charged £1 on a card in their name at pick up. Main driver security deposit is liable for all drivers.

Second Additional Driver

Driver Full Name	
Home Address	
Driving Licence Number	

Third Additional Driver

Driver Full Name	
Home Address	
Driving Licence Number	

Notice: All drivers are required to present their driving licence and address proof at collection. Each additional driver will be charged £1 on a card in their name at pick up. Main driver security deposit covers all drivers.

Statement of Agreement

The Hirer agrees to take on the hire of the camper 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 that I have read and fully understand all terms and conditions set out in this agreement.

Main Driver Signature:

1st Additional Driver Signature:

2nd Additional Driver Signature:

3rd Additional Driver Signature:
