



TERMS & CONDITIONS

1. Bookings/Payments

- 1.1 Bookings can be made via the website, www.lathamhrental.co.uk, by the website enquiry form, by email or by telephone.
- 1.2 20% of the booking fee is payable at the time of booking then the balance is due 6 weeks prior to departure. If departure is within 6 weeks full payment is due at the time of booking to secure your dates or with prior agreement to another payment option.
- 1.3 A booking is only bound by these Terms & Conditions once Latham's Motorhome Rentals Limited has confirmed availability and received the first payment.
- 1.4 An invoice will be provided.
- 1.5 If, due to circumstances beyond our control, the Vehicle booked is not available, we reserve the right to provide a full refund of monies paid to us. Latham's Motorhome Rentals Limited accepts no liability for any consequential losses or costs incurred by the Hirer, eg. ferry tickets, etc. Hirers are advised to take out their own travel insurance policy to cover such losses/costs.

2. Hire Periods

Period	Month
Low	Jan, Feb, Mar, Nov, Dec
Medium	Apr, Oct
High	May, Jun, Sept
Peak	Jul, Aug

3. Hire Charges

- 3.1 Unless otherwise stated, the Hire Charge quoted shall include:
 - i) VAT (currently at 20%);
 - ii) 1000 free miles, a charge of 0.14p per mile will be charged over 1000 miles;
 - iii) UK and EU comprehensive Vehicle insurance; and
 - iv) UK and EU breakdown cover.
- 3.2 Charges are per night as set out in these Terms & Conditions.
- 3.3 Offers may be in place from time to time, at the discretion of Latham's Motorhome Rental Limited.
- 3.4 Latham's Motorhome Rental Limited currently accept payments via bank transfer only.

4. Drivers

- 4.1 Drivers must be aged between 21 and 79 (inclusive) and have held a full UK driving Licence for at least two years.
- 4.2 Drivers must have the category C1 on their driving licence (Drivers who passed their car test after 1 January 1997 will have to meet higher medical standards, obtain a Category C1 Provisional Licence and then pass both theory and practical C1 driving tests to gain category C1. Those who passed their test prior to this date should automatically have the C1 category). It is the Hirer's responsibility to ensure that they are qualified enough to drive the Vehicle.
- 4.3 Provisional driving licences are not acceptable.
- 4.4 By accepting this Terms & Conditions, all drivers declare that they have never been refused motor insurance or that a motor insurer has never cancelled the policy mid-term.
- 4.5 Once the booking is confirmed, all intended drivers, maximum of 2, must provide copies of the following:
 - i) Driving licence. If your driving licence is a card with paper counterpart we will need copies of both the card and counterpart to validate the insurance (front and back);
 - ii) A utility bill (gas, electric, water – not mobile phone bill) – no more than 90 days old;
 - iii) A council tax bill/statement, bank/credit card statement, mortgage statement, TV/internet/landline phone bill – no more than 90 days old.
- 4.6 Drivers who, whilst driving, have been involved in more than one fault accident during the past 3 years.



- 4.7 Drivers who have been convicted of an offence in connection with the driving of a motor vehicle or motorcycle and/or have had their driving licence endorsed or suspended or more than 6 penalty points imposed will be refused hire. "Spent" convictions, covered by the Rehabilitation of Offenders Act 1974 may be disregarded.
- 4.8 Drivers are personally liable for all legal penalties (including but not limited to parking fines, congestion charges, speeding fines and other fines or penalties and associated administration costs incurred in relation to the Vehicle) which are incurred during the Rental Period. Latham's Motorhome Rental Limited shall notify the Hirer of any such penalty notice upon receipt and the Hirers shall pay to Latham's Motorhome Rental Limited a £25.00 administration fee. Latham's Motorhome Rental Limited shall notify the relevant enforcement body of the Driver's details and the Driver shall be liable directly to such enforcement body.
- 4.9 Drivers are liable for any traffic or parking offences committed during the rental period and the law requires us to divulge the hirer/driver details to the Police/relevant Authorities upon request.
- 4.10 Drivers must declare their occupation upon booking and again on collection of the Vehicle. Latham's Motorhome Rental Limited may not be able to offer cover for the following occupations:
- 4.10.1 Persons engaged wholly or partly in professional entertainment or professional sports persons.
 - 4.10.2 Jockeys and persons connected with racing, gaming industry or press of any sort.
 - 4.10.3 Foreign Service Personnel other than persons holding a full UK/EU licence for two years or more.
- Should the driver not disclose that they fulfil one of the above occupations even in a part time capacity, will render the agreement void and the Hirer will be fully liable for all of their obligations (including payments due) under the Contract.*

5. Security Bond

- 5.1 1 week prior to the rental start date (or at the time of booking whichever is the sooner), a Security Bond of £500 is required by bank transfer only, cash cannot be accepted. This is to secure the Vehicle against any damage caused either accidentally or maliciously.
- 5.2 Security Bonds are refunded in full providing that the Vehicle is returned according to the "[returns](#)" clause below.
- 5.3 Un-emptied toilets that have been allowed to overflow, will be charged at £50 for emptying and cleaning.
- 5.4 Replacement costs for any items missing or damaged will be deducted from the Security Bond.
- 5.5 Refunding of the Security Bond is paid after cleaning and full inspection of the returned Vehicle (normally within 24hours).
- 5.6 Where any damage has occurred, Latham's Motorhome Rental Limited reserves the right to withhold the whole/part of the bond to cover any repairs/policy excess.
- 5.7 Where damage has occurred £500 is the Hirer's maximum liability.

6. Collection

- 6.1 Vehicles will not be released without full payment of the Hire Charge and receipt of the Security Bond being completed.
- 6.2 Collection is from 18 Dale View, Chorley, Lancashire, PR7 3QJ and must be after 2pm but before 6pm on the first date of rental. Outside of these hours will be considered but only with prior agreement. Failure to show before 6pm will result in the cancellation charges being processed.
- 6.3 Please allow 1 hour for the handover - to complete the necessary documentation and allow a full demonstration of the Vehicle.
- 6.4 A "how to" pack will be provided in the Vehicle for help whilst you're away.
- 6.5 For any issues during the rental period, please call 07964 134763.

7. Return

- 7.1 The Vehicle should be returned to 18 Dale View, Chorley, Lancashire, PR7 3QJ before 11am on your final day. Other times may be available but only with prior agreement.
- 7.2 Failure to return the Vehicle on time will incur a penalty charge of £25 per hour or part thereof. Failure to return the Vehicle by 1pm on the last day of hire means the Vehicle is not insured and therefore drivers are liable to criminal prosecution.
- 7.3 The fuel tank should be full, if not charges will apply to fill up plus a £25 charge.



- 7.4 The waste water should be empty, if not there will be a £50 charge.
- 7.5 The toilet should be emptied and cleaned out, if not there will be a £50 charge.
- 7.6 The Vehicle must be clean and in the same condition as it was collected, including being free from any personal belongings and rubbish. Latham's Motorhome Rental Limited accepts no responsibility for any personal belongings left in the Vehicle.
- 7.7 We do not expect you to clean the exterior of the Vehicle.
- 7.8 The Vehicle will be inspected inside and out for any damage/missing items.
- 7.9 No refund is given for the early return of the Vehicle.

8. Cancellation/No-Shows

- 8.1 We understand that there are circumstances beyond your control that means you cannot fulfil your obligations, however cancelling a booking with us is subject to the following conditions/charges:
 - 8.1.1 28 days or more prior to the rental start date – loss of 20% of the total booking fee.
 - 8.1.2 Less than 28 days prior to the rental start date – loss of the full cost of booking.
 - 8.1.3 We recommend you obtain personal insurance cover to safeguard against this possibility along with safeguarding yourselves and your possessions.
- 8.2 Latham's Motorhome Rental Limited may cancel the hire if, at the time of collection, the nominated drivers' licences or proof of address requested are invalid or not in accordance with these Terms & Conditions ([see previously](#)). In these circumstances, all monies paid by the Hirer (except the refundable security bond), will be forfeited to Latham's Motorhome Rental Limited. It is the Hirer's responsibility to ensure that all agreed drivers are licenced to drive the Vehicle in line with these Terms & Conditions.

9. Use of the Vehicle

- 9.1 The Hirer agrees that during the Rental Period, they will use the Vehicle only for the purposes for which it was designed, operate it in a proper manner in accordance with any instructions provided by Latham's Motorhome Rental Limited, keep the Vehicle in good condition and repair and take all such reasonable steps as are necessary to ensure that the Vehicle is kept safe.
- 9.2 The Hirer agrees that during the Rental Period, they will not and will not allow the Vehicle to be:
 - 9.2.1 Driven by anyone other than the driver/s declared on collection of the vehicle;
 - 9.2.2 Driven otherwise than in a cautious, prudent and normal manner;
 - 9.2.3 Driven in a manner that would violate UK road traffic laws;
 - 9.2.4 Driven if the Hirer is aware of a fault with the Vehicle;
 - 9.2.5 Used in a manner which could cause damage;
 - 9.2.6 Used in a manner that would breach any laws or regulations for using the Vehicle;
 - 9.2.7 Driven in a prohibited area;
 - 9.2.8 Driven by a person under the influence of alcohol or drugs or with a blood alcohol level in excess of that permitted by law;
 - 9.2.9 Left unlocked whilst the Vehicle is unoccupied;
 - 9.2.10 Left with the ignition key in the Vehicle while it is unoccupied;
 - 9.2.11 Left unoccupied with valuables, including the Vehicle's TV, in plain view;
 - 9.2.12 Who are not authorised by law to drive the Vehicle.
 - 9.2.13 Used for any illegal purpose for any race, rally or contest;
 - 9.2.14 Used to tow any Vehicle or trailer;
 - 9.2.15 Used to carry passengers or property for hire or reward;
 - 9.2.16 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 these Terms & Conditions;
 - 9.2.17 Used to carry volatile liquids, gases, explosives or other corrosive or inflammable material other than gas bottles stored in the Vehicle's designated compartment and suitably secured; or
 - 9.2.18 Otherwise used in breach of the Hirer's obligations under this Contract.



These examples are not exhaustive; any unlawful or dangerous conduct whilst driving or otherwise making use of the Vehicle will be viewed as a breach of this Contract and to the extent Latham's Motorhome Rental Limited are allowed to do so by law, the Hirer will lose their Security Bond.

9.2.19 Whilst under the influence of drink and/or drugs and in charge of the vehicle, you can be prosecuted if you are showing signs of your intention to drive the vehicle.

It is for you to prove that your intention is not to drive the vehicle rather than the police to disprove, i.e. the keys are not in the ignition and are out of sight, the bed is made up, the shutters are closed and you are in your night clothes.

This is especially important if you wild camp, however wherever you are parked up for the night, you could be asked to move on.

Latham's Motorhome Rental Limited accepts no responsibility for any convictions leading to cancellations of campsite or travel costs and the Hirer will be held responsible for all costs and safe return of the Vehicle.

9.3 Latham's Motorhome Rental Limited authorises the use of the Vehicle for up to 6 passengers. Carrying more than the specified number of passenger is against the law and in breach of these Terms & Conditions.

9.4 It is the Hirers responsibility, where required, to ensure appropriate child seats are fitted and it is the responsibility of the Hirer to provide and fit these themselves.

9.5 Children must use the correct child restraints appropriate for their weight/height under UK law.

10. Tyres and Windscreen

10.1 Regular checking of the tyre pressures and windscreen is the responsibility of the Hirer.

10.2 The Hirer is responsible for any damage to the windscreen and windows, plus punctures or other damage to tyres during the hire period.

10.3 Where possible repairs/replacements should be carried out as appropriate and paid for by the Hirer at the time.

10.4 Latham's Motorhome Rental Limited should be advised before any repairs are carried out and failure to do this could result in a deduction from your deposit if further repairs are required.

11. Fuel (Diesel)

11.1 Our fuel policy is "full tank out, full tank back". Additional fuel is at the Hirer's expense and not included in the hire charge.

11.2 It is the Hirer's responsibility to put the correct fuel in the Vehicle, which is DIESEL.

11.3 The Hirer will be liable for all repair and replacement costs incurred as a result of using the wrong fuel and Latham's Motorhome Rental Limited will offer no refund or pay compensation for loss of use by the Hirer whilst the Vehicle is off the road as a result.

11.4 Any re-fuelling required upon return of the Vehicle will be deducted from the Security Bond.

12. Insurance

12.1 Comprehensive insurance for travel within the UK is included in the hire charge.

12.2 Hirers are advised to arrange their own personal effects and travel insurance.

12.3 All drivers are required to sign to confirm their agreement to these Terms & Conditions on collection of the Vehicle.

12.4 The Vehicle is only insured for the hire period and therefore the driving of the Vehicle after the expiry of the contract period may result in the driver committing a serious traffic offence. Furthermore, the Hirer is personally responsible for any accidental damage, injury and consequential loss after the expiry of the hire period.

12.5 There is a £500 excess and any damage within this amount will be deducted from the Security Bond. Any damage over this amount will result in the entire Security Bond being forfeited.

12.6 By signing this agreement you confirm that you have not had 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.



13. Breakdowns/Accidents

- 13.1 In the unlikely event of a breakdown or accident, recovery services are at the disposal of the Hirer. Contact details for the breakdown company will be available on collection.
- 13.2 Instructions for replacements, at a cost not exceeding £50, may be given by the Hirer, and will be considered for reimbursements where appropriate by Latham's Motorhome Rental Limited, on the production of receipted invoices.
- 13.3 Latham's Motorhome Rental Limited's approval must be obtained in respect of repairs/replacements in excess of £50.
- 13.4 Latham's Motorhome Rental Limited is not responsible for hotel or any other consequential expenses subsequent to a breakdown but, will refund the hire charges for any complete days' loss of use of the Vehicle.
- 13.5 Every effort is made to ensure that the Vehicle is in a safe and roadworthy condition before it leaves our company premises, however Latham's Motorhome Rentals Limited shall be under no liability for third party claims or damages in connection with, or subsequent upon, any accident or breakdown.
- 13.6 In the event of an accident involving the Vehicle, the Hirer must inform Latham's Motorhome Rentals Limited as soon as possible and within 24 hours on 07964 134763.
- 13.7 The Hirer must complete an Accident Report Form (which will be available on collection).

14. Parking

- 14.1 Vehicles are left entirely at your own risk and Latham's Motorhome Rental Limited accepts no responsibility for any loss or damage which may arise.

15. Smoking

- 15.1 Smoking, including the use of E-Cigarettes is strictly prohibited at all times and throughout the Vehicle.
- 15.2 The Hirer will be liable for the full cost of cleaning or repairing damage to the Vehicle caused by smoking, including resulting loss of hire days.

16. Pets (dogs only)

- 16.1 When travelling, it is your responsibility to ensure dogs are suitably restrained so they cannot distract you while you are driving or injure you, or themselves, if you stop quickly.
A seat belt harness, pet carrier, dog cage or dog guard are ways of restraining animals whilst travelling.
- 16.2 Dogs are not permitted on the furniture.
- 16.3 You must provide suitable bedding for your dog.
- 16.4 The Hirer must take reasonable measures to keep the dog under control during the Rental Period.
- 16.5 The Hirer will keep the Vehicle free of fouling by the dog during the Rental Period.
- 16.6 The Hirer will take all reasonable measures to ensure that the dog is free of fleas or mites in advance of the Rental Period.
- 16.7 Any damage or additional valeting required would be deducted from the Security Bond.

17. Data Protection

- 17.1 Latham's Motorhome Rental Limited shall process your personal data in accordance with current UK law, see [Privacy Policy](#) for further details.

18. Complaints Procedure

- 18.1 If the Hirer has a complaint about Latham's Motorhome Rental Limited, it should be reported as soon as possible to allow the issue to be put right.
- 18.2 The Customer Complaints Procedure has the following goals:
 - 18.2.1 To deal with complaints fairly, efficiently and effectively;
 - 18.2.2 To ensure that all complaints are handled in a consistent manner throughout;
 - 18.2.3 To increase customer satisfaction;
 - 18.2.4 To use complaints constructively in the planning and improvement of all our products and services.
- 18.3 How to complain:
 - 18.3.1 Latham's Motorhome Rental Limited would like to sort out any complaint as soon as possible.



18.3.2 Many complaints can be resolved informally. In the first instance the Hirer should make contact with Latham's Motorhome Rental Limited on 07964 134763 or via email info@lathamhrental.co.uk.

19. Declaration

On collection of the Vehicle, all drivers must sign to confirm their agreement to these Terms & Conditions:

Hirer (person responsible for whole party booking):

I agree to be bound by these terms and conditions of which I have seen and read or have had the opportunity to see and read.

Signed: _____

Print Name: _____

Date: _____