



TERMS AND CONDITIONS

Terms and Conditions.

Thank you for booking with Highland Roamers Ltd.

In these terms and conditions “Highland Roamers Ltd” means a company registered in Scotland with company number SC848186, and “Hirer” means the person or persons who hire a vehicle from Highland Roamers LTD under these terms and conditions of rental.

Pick up and Return:

Collection of the camper van must be no earlier than 2pm on departure date unless prior agreed with us. This is due to our tight schedule of cleaning and preparing our campervans to a high standard,

Return of the camper van must be no later than 11am on the return date. You will be charged for late return.

➤ 1-2 Hour £50 plus any additional insurance charges.

➤ Over 2 hour’s daily rental fee plus any additional insurance charges.

Note: It really important if you are running late you inform Highland Roamers ASAP

Contact us by the following methods:

Phone: 07925293348

Email: hello@highlandroamers.co.uk

Social Media: Facebook or Instagram.

Driving Conditions:



No drivers may drive a hire vehicle unless; They are 23 – 75 and must have held a full UK, EU, US, Canada, Australia and New Zealand license for at least two years.

Any named driver must inform us of any past, previous or pending endorsements on their license.

On collection each driver must bring the following:

- Photo id driver's license**
- We require 2 x letters to prove you live at the address, this also needs to match up with your license address. Primary must be a utility bill and second could be one of the following: (2nd utility bill, council tax bills, bank statements or credit card statements) They must have your address and are dated within 90 days on the day of departure.**
- UK only: 7 days before collection we require you to go online and obtain a DVLA check code or a printout showing your current license endorsements.**

Before releasing the Vehicle the security deposit (£750) must be cleared in our account. We accept bank transfer and all major credit/debit cards.

You are responsible for any motoring offences during your hire and we have an obligation to pass on your details to the DVLA once we have been informed by the authorities.

Only named drivers can drive the campervan. Additional drivers can be added at £10 per day and must be added prior to the hire period.

Driving in the UK is standard within our policy, we may also allow travel within the EU but you must agree with us prior to departure, as we have obligation to inform our insurance company. Failure to inform us may result in insurance being invalid and any loss/damage being your sole responsibility.

Accidents/Damage:

Any accident involving our campervans must be reported to us and the relevant police authority as soon as is reasonably possible. You must not admit guilt or liability



The accident must be reported immediately by telephone to the number provided at the point of hire. (07925293348). An accident report must be completed and handed to Highland Roamers on return of the vehicle. Names, addresses, insurance details and vehicle information of all third parties must be obtained at the time of the accident and best efforts must be made to obtain the names and addresses of any witnesses;

The Hirer must not abandon the vehicle without taking adequate steps to prevent further damage, loss or contravention of traffic regulations or the law of Scotland.

Every effort is made to ensure that the Vehicle is in a safe and roadworthy condition before it leaves the premises, but Highland Roamers shall be under no liability for third party claims or damages arising in connection with, or as a consequence of, any breakdown or accident.

Not covered by insurance:

- Damage to any tyres caused by braking, punctures, cut's or bursts.**
- Damaged caused by inappropriate type or grade of fuel used.**
- Damaged caused deliberately by you or any person who is in charge of the insured vehicle with your permission.**
- Damage to the insured vehicle caused by a consequence on the operation of tipping gear.**
- Claims where the ignition keys have been left in or on the insured vehicle, where the insured vehicle has not been properly locked/secured.**
- Fire damage resulting from malicious acts or vandalism.**

Toilet Hire.

Should you choose to hire a portable toilet, it must be returned cleaned and empty or there will be a surcharge charge of £50 for cleaning.

Security Deposit.



A security deposit of £750 will be taken on collection of your camper van. This will be refunded to your original method of payment within 7-10 working days providing the vehicle is brought back in the same condition as it was let and the terms and conditions are met.

Excess:

A £1500 excess applies to each and every accident/damage cause to the vehicle.

Fuel

Our fuel policy is full to full. There will be a full tank of fuel in the camper van on collection and we ask you to return it also with a full tank. Failure to return the van without a full tank of fuel will result in a charge of the missing fuel at the current price of the petrol station plus a fee of £25.

Booking and Payment

Where a booking is made using our online booking system, the hirer will receive a system generated booking summary to the email address which they have provided. This email summary does not constitute a contract between the hirer and Highland Roamers Ltd. A contract will only be binding when a subsequent confirmation email is sent by Highland Roamers Ltd to the hirer.

To secure the rental of a motorhome or campervan (the "Vehicle") for a requested rental period, a deposit of twenty five (25) percent of the total rental cost must be paid at time of booking.

Four (4) weeks prior to the commencement of the rental period, the remaining balance must be paid. Where bookings are made within four (4) weeks of commencement of the rental period, the full rental price must be paid at the time of booking.

If the balance is not received 28 days prior to commencement of the hire, Highland Roamers Ltd reserves the right to treat the booking as cancelled.

The Vehicle will not be released before payment and receipt by Highland Roamers Ltd of the full rental cost.

We accept all major credit and debit cards. We do not accept cheques.



Cancellation policy

We strongly advise that you take out your own insurance against unavoidable cancellation.

Should you require to cancel your booking more than 30 days before departure date a full refund is applicable.

If you cancel your booking within 30 days of departure before your departure date, the full amount will be non-refundable.

We reserve the right to cancel your booking should you not meet the following criteria:

- 1. Failure to pay in full 30 days before your departure.**
- 2. If any information you have provided us with at booking is incorrect or invalid. E:G. Driver's license number.**
- 3. When collection vehicle, all documentation must match the booking details you provided.**

Travel Insurance.

We strongly recommend that you take out separate travel insurance. It is your responsibility to ensure that the travel insurance you purchase is adequate for your particular needs. We do not check travel insurance policies.

Personal belongings are not covered under our insurance. We recommend that you take out your own travel insurance.

Child seats

Regulations govern the use of child car seats in the United Kingdom requiring every child traveling in the Vehicle to be seated using specified restraints in all circumstances where the child is under 135cm or 12 years of age. It is the Hirer's responsibility to ensure that necessary child seats are used in the Vehicle if carrying children. Child seats are available to hire at £5 per hire regardless of how long the hire is.

Smoking and Pets



Smoking is not permitted in any vehicle. Pets are not permitted in any vehicle other than the dedicated 'pet friendly' camper van and this must be booked in advance. We will only allow one medium sized dog or two small dogs in the dedicated pet friendly camper van and this must be agreed before booking. An additional £50 cleaning charge applies to any hires for the 'pet friendly' camper van. Any breach of these terms will result in a one hundred pounds (£100) charge which will be deducted from the security deposit.

Limitation of Liabilities

We accept no liability for replacement vehicle costs, travel or accommodation costs or any other consequential loss claims arising from the breakdown of the Vehicle, fair wear and tear excepted, or any accident or other such related causes. Highland Roamers will not be liable for any costs and expenses incurred for speeding, parking fines, congestion charges and for any other offences committed against the Road Traffic Act or traffic regulations or otherwise.

The Hirer shall be solely responsible for the costs of repair and or replacement as necessary in relation to damage to windscreen, tyres and punctures.

Mileage

There is 150 miles per day limit on mileage. This will be calculated by the total mileage completed during the hire and divided by the number of hire days.

Availability

Highland Roamers will use all reasonable endeavors to ensure that the Vehicle that you have booked is available at the agreed date and time. Occasionally, campervans are returned damaged and if the damage is too great for us to repair on time we may need to offer a substitute campervan. If this is not acceptable to you, or no other camper van is available, then we will refund all sums that you have paid. The liability of Highland Roamers will be limited to the refund of monies paid and the Hirer will have no further claims against Highland Roamers.

Privacy Policy



This privacy policy sets out how Highland Roamers use and protects any information that you provide us with.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. Highland Roamers may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

What we collect

We may collect the following information when you make your booking with us:-

- name and job title**
- contact information including email address**
- driving license information**
- demographic information such as postcode, preferences and interests**
- digital images captured of driving licenses, passport, ID documents and proof of address**
- images captured on CCTV**
- other information relevant to customer surveys and/or offers**

Consent

You consent to Highland Roamers holding your details under the following circumstances: –

- Making a booking with Highland Roamers Ltd**
- Hiring a campervan with Highland Roamers.**
- Arriving at Highland Roamers's depot at**



What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:-

- Internal record keeping pertaining to our Vehicle Hire Contract**
- We may share your information with our insurance broker Alan Boswell**
- We may use the information to improve our products and services.**
- We may periodically send promotional email about new products, special offers or other information which we think you may find interesting using the email address which you have provided.**
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail.**
- We may use the information to customize the website according to your interests.**
- CCTV footage would only be shared with the police and our insurers in the event of an alleged crime having taken place**

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyses web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.



We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

➤ if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us and using the unsubscribe options in emails sent.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998 / GDPR. There are no fees or charges for



the first request, but additional requests for the same data may be subject to an administrative fee. If you would like a copy of the information held on you please contact us at our address above. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

We will keep any information we hold on you for 7 years.

Disclaimer

If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Highland Roamers's relationship with you in relation to this website.

The use of this website is subject to the following terms of use:-

- The content of the pages of this website is for your general information and use only. It is subject to change without notice.**
- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.**
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.**
- This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.**
- All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.**



- **Unauthorized use of this website may give to a claim for damages and/or be a criminal offence.**
- **From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that**

we endorse the website(s). We have no responsibility for the content of the linked website(s).

- **Your use of this website and any dispute arising out of such use of the website is subject to the laws of Scotland.**

The information contained in this website is for general information purposes only. The information is provided by Highland Roamers LTD and whilst we endeavor to keep the information up-to-date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of or in connection with the use of this website.

Through this website you are able to link to other websites which are not under the control of Highland Roamers Ltd. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Every effort is made to keep the website up and running smoothly. However, we take no responsibility for and will not be liable for the website being temporarily unavailable due to technical issues beyond our control.