

Pronto Motor Home General Hire Terms

All drivers must meet the following mandatory conditions:

All drivers must be between 25 and 72 years of age. All drivers must produce their full driving license plus another form of ID containing their address (recent utility bill or bank statement). Drivers must be present at the time of hire and sign the insurance documents and hire agreement.

All drivers must have held a full driving license and have had driving experience over the last 36 months. The driver shall have no more than six penalty points on their license and no major driving convictions in the past ten years. Visitors from abroad must produce a full domestic license.

Comprehensive insurance is provided by Pronto and is included in the hire charge but the hirer is liable for the first £1,200 for any damage to the motor home, both internally and externally including internal fixtures and fittings. The £1,200 insurance deposit is payable by debit/credit on collection of the motorhome. The motorhome is only insured for the contract period, therefore, driving the motorhome outside the contract period may result in a road traffic offence. The hirer is entirely responsible for accidental damage, injury and consequential losses discovered after the expiry of the hire agreement. Any damage to the roof of the motorhome is the responsibility of the hirer (this may exceed the £1,200 excess). The insurance deposit will be refunded in full if the vehicle is returned on time, undamaged, clean with the toilet emptied. Pronto reserves the right to increase the deposit depending on itinerary and length of hire. The deposit and excess will automatically be increased to £1,500 if the motorhome is being taken abroad or being driven on a foreign license. If damage is not reported and is discovered within 7 days (and prior to the next hire), Pronto reserves the right to deduct the cost of repair from the deposit.

A booking reservation of £200 per week is payable at the time of booking and will be deducted from the total hire charge. This deposit is not refundable in the event of cancellation. However, in the event of the motor home being re-hired the deposit may be refunded.

The outstanding balance of the hire must be received at least 6 weeks before the collection date. A £1200.00 security deposit is payable on collection day by credit/debit card. All payments, other than the £1,200 security deposit, are non-

refundable. Insurance cover is advised to safeguard against this possibility. Personal belongings are not covered by our insurance.

The Motor homes are available for collection at pre-arranged times (typically from midday). This will be confirmed prior to hire and **must be returned by 10am on final day unless previously agreed**. Your co-operation in returning the motor home on the arranged date and time is essential in order that the motor home is available for the next hire. Failure to return the motor home on time will incur a surcharge of £100 per day or part day, plus the daily hire rate. Please return vehicle in a clean and undamaged condition. Pronto Vehicle Rentals reserves the right to charge £50 if the toilet is not emptied and clean. Pronto also reserves the right to deduct from the insurance deposit, the cost of any repairs or cleaning that maybe required at any time after the hire period. Pronto shall be entitled to repossess the motor home and the hirer on demand shall pay for expenses incurred.

Diesel, oil and punctures. The motor home is available with a full tank of diesel and is to be returned with a full tank, otherwise a deduction will be made from the insurance deposit. The hirer is responsible to carry out daily checks on oil, water levels and tyre pressure. Any punctures, tyre damage or damage to windscreens are at the hirer's expense.

Breakdown or accident - In the event of a breakdown or accident AA / RAC assistance is at the disposal of the hirer. The hirer may give permission for repairs or replacement of parts at a cost up to £30.00. Pronto's approval must be obtained in respect of repairs or replacement in excess of £30.00. The money will be refunded on production of a valid receipt.

Pronto is not responsible for any consequential loss or expense subsequent to a breakdown, although a refund of the day's hire charge will be refunded for any full day loss of use of the motor home. Every effort is made to ensure that all the motor homes are in a safe and road worthy condition before they leave the premises, but Pronto shall be under no liability for third party claims or damages in connection with, or consequence to any breakdown or accident. In the event of an accident or damage involving the motor home photographs must be taken and emailed immediately. A complete accident report must be made out and handed to Pronto at the end of the hire. All accidents or accidental damage must be reported to Pronto immediately. In the event of an accident please make sure you obtain all names and addresses and vehicle information of all third parties and their insurance details. Also

any witnesses details if applicable. Photographs taken at the time of the incident are useful. Do not admit liability.

Car parking is provided free to the hirer for the duration of the hire period (at owner's risk).

If, due to circumstances beyond our control, the motor home is not available, Pronto reserves the right to offer a suitable alternative motorhome. If this is not acceptable, or another motor home is not available, the liability of Pronto will be limited to a refund of monies paid, and the hirer shall have no further claims against Pronto. Travel insurance is recommended which will cover cancellation costs, personal luggage, money loss, personal accident and medical expenses.

Pronto may cancel the hire of the motor home if, at the time of collection, the driver's license is found to be invalid or not in accordance with the terms and conditions (no more than six penalty points, and no major convictions). In these circumstances all monies paid by the hirer (except the insurance deposit) will be forfeited. Any and all fines incurred by the hirer for the infringement of traffic laws or regulations shall be paid in full by the hirer, who indemnifies Pronto Hire Ltd.

Smoking and pets - Smoking and pets are not permitted in any motor home and any infringement of this condition will result in a loss of part of the insurance deposit. For the benefit of other users, your co-operation is most appreciated.

Winter hire - In the case of winter hire, Pronto Vehicle Rentals will not be and cannot be held responsible in the event of any damage or inconveniences caused by freezing conditions. This is the responsibility of the hirer. Pronto reserves the right to cancel the hire and return the hirers money if there is snow or ice on the roads.

Pronto reserves the right to vary rates, conditions and specification without notice. Pronto also reserves the right to refuse hire to any person. All rental agreements signed on the day of hire are also subject to Pronto's standard terms and conditions of hire available here <http://www.prontohire.co.uk/pronto-terms-conditions.pdf>