

Calle Campers Ltd
Stirling Road
Doune
FK16 6AA

07521 655895
info@callecampers.co.uk
www.callecampers.co.uk



Calle Campers Ltd Terms & Conditions

1. About These Terms

These Rental Terms & Conditions form the agreement between Calle Campers Ltd (“Calle Campers”, “we”, “us” or “our”) and the person making the booking and/or hiring one of our campervans (“the hirer”, “you” or “your”).

Please read these Terms & Conditions carefully before making your booking.

By confirming a booking and making a payment, you confirm that:

- you have been given the opportunity to read these Terms & Conditions;
- you understand and accept them;
- the information you have supplied to us is accurate;
- all drivers will comply with these Terms & Conditions; and
- all drivers meet, or will meet, our insurance requirements before the hire begins.

The person making the booking is responsible for ensuring that all other drivers and members of their party are aware of the conditions that apply to the hire.

Nothing within these Terms & Conditions affects your statutory rights as a consumer.

2. Insurance Eligibility & Driver Requirements

All drivers must meet the requirements of our insurer.

Unless otherwise agreed and approved by our insurer:

- Drivers must be aged between 25 and 75.
- Drivers must have held a full driving licence for a minimum of 2 years.
- Only drivers named on the Rental Agreement are permitted to drive the campervan.
- Drivers must have no more than one at-fault claim within the previous 3 years.
- Drivers must not have a BA, DD or UT conviction unless specifically accepted by our insurer.

The following may be accepted subject to our insurer's requirements:

- No more than two 3-point offences – normally covered as standard.
- Convictions totalling 6 points or less – normally covered as standard.
- A single 6-point SP30, SP50 or CU80 conviction – a higher insurance excess may apply.
- 9 points consisting of 3-point offences – a higher insurance excess may apply.
- A single 6-point MS90 or IN10 offence – insurer referral and a higher excess may be required.
- Previous bans or disqualifications – insurer referral and a higher excess may be required.

Insurance acceptance is always subject to the terms imposed by our insurer at the time of the hire.

If you are unsure whether you meet the criteria, you must contact us before booking or as soon as possible afterwards.

Providing false, incomplete or misleading information about a driver's licence, convictions, claims or eligibility may result in the booking being refused or terminated.

Mileage

Unless otherwise stated in your booking confirmation, all hires include unlimited mileage.

3. Documents & Pre-Hire Checks

Every driver must provide the documentation reasonably required by Calle Campers and our insurer.

This may include:

- a valid, in-date driving licence;
- passport or other acceptable identification;
- two proofs of address dated within the previous 3 months;
- National Insurance number and/or information required to complete a DVLA driving-licence check;
- information concerning driving convictions, endorsements, claims or disqualifications; and
- where applicable, an International Driving Permit or other documentation required for an overseas licence.

We may request documents before the collection date so that eligibility and insurance checks can be completed in advance.

Original documents may also be required at collection.

It is the hirer's responsibility to provide the requested documentation within the timeframe between booking and hiring.

Failure to provide documents

If we cannot complete the required checks because a driver has failed to provide the requested documents, supplied incorrect information, or does not meet the insurer's eligibility requirements, we may:

- remove that person as a driver;
- offer an alternative eligible driver where possible;
- reschedule the booking where reasonably possible; or
- cancel/refuse the hire.

Any refund or amount retained will depend on the circumstances and the loss reasonably incurred by Calle Campers as a result.

4. Insurance & Excess

Insurance is provided for named and approved drivers only.

The standard insurance excess is currently £1,500, although a higher excess may apply depending upon a driver's circumstances or insurer requirements.

Where our insurer requires a higher excess, we will tell you before the hire begins wherever reasonably possible.

Insurance generally covers:

- insured damage to the campervan;
- insured third-party vehicle/property damage;
- theft where the conditions of the insurance policy have been met; and
- UK use by approved named drivers.
- Approved overseas use where this has been authorised with Calle Campers & covered by insurance.

Insurance does not necessarily cover:

- personal belongings;
- damage caused deliberately or through gross negligence;
- overhead damage;
- tyres and windscreens where excluded by the insurance policy;
- misfuelling;
- unauthorised drivers;
- use prohibited by these Terms & Conditions;
- damage resulting from prohibited or reckless use; or
- other exclusions imposed by our insurer.

Where damage or loss is not insured, the hirer may be responsible for the reasonable cost of the loss or repair.

5. Booking & Payment

A booking is not confirmed until Calle Campers has accepted the booking and the required payment has been received.

The total price of your hire will be confirmed before payment.

Any optional extras will be charged separately unless expressly included in the booking price.

Paying in Full

Customers may pay the full booking balance at the time of booking.

Paying by Instalments

Where offered, Calle Campers may allow the booking balance to be paid in instalments.

The payment schedule will be agreed when the booking is made.

The full hire balance must be paid before the collection date by the deadline stated in your booking confirmation.

You may make additional payments or pay the remaining balance early.

If an instalment is missed, please contact us as soon as possible.

We will normally give you a reasonable opportunity to bring the payment plan up to date. However, if payments remain outstanding after we have contacted you, we may treat the booking as cancelled.

Any money retained following cancellation will be dealt with under the Cancellation Policy below and will take account of our reasonable losses.

6. Security Deposit

A refundable £800 security deposit is normally required for each hire.

If a different security deposit is required because of insurance eligibility or another agreed circumstance, you will be informed before collection.

The security deposit must be paid before the campervan is released.

The security deposit is separate from the insurance excess.

The deposit may be held while we inspect the campervan and investigate any damage, loss, missing items, fines, charges or breaches discovered following its return.

Where no deductions are required, the deposit will be released/refunded as soon as reasonably possible after the return inspection.

We may make reasonable deductions for:

- damage caused during the hire;
- missing or damaged equipment;
- excessive cleaning;
- smoking or vaping;
- fuel charges;
- unauthorised late return;
- fines or charges for which the hirer is responsible;
- damage resulting from prohibited use;
- other reasonable costs caused by a breach of this agreement.

If the amount owed exceeds the security deposit, the hirer remains responsible for the outstanding amount, subject to the insurance arrangements and applicable law.

We will provide details of deductions where applicable.

The hirer still remains responsible for fines/tolls/penalties relating to hire which are received or discovered after the security deposit has been returned.

7. Cancellation by the Hirer

We understand that plans can change.

If you wish to cancel, you must notify Calle Campers as soon as possible.

Our standard cancellation terms are:

More than 14 days before collection

Normally, 100% of the hire payments made will be refunded.

Less than 14 days before collection

Calle Campers may retain up to 50% of the total hire price to cover the loss caused by the cancellation.

Where we are able to rebook the same campervan for all or part of the cancelled period, we will take this into account when calculating our actual loss and any refund due.

We will not seek to recover more than our reasonable loss arising from the cancellation.

Instalment bookings

The same cancellation rules apply whether you paid:

- in full; or
- by instalments.

The fact that a payment was made as an instalment does not automatically make that payment non-refundable.

Any refund or amount retained will be calculated according to the cancellation terms above and the reasonable loss arising

8. Rescheduling

If you request to move your booking:

- more than 7 days before collection, we will normally allow one date change without an administration fee, subject to availability;
- less than 7 days before collection, a £50 administration fee may apply.

Any difference in the hire price for the new dates will also be payable.

Rescheduling is subject to campervan availability and is not guaranteed.

Repeated requests to reschedule may be treated as a cancellation and new booking.

9. Cancellation by Calle Campers

In rare circumstances, Calle Campers may need to cancel a booking because the campervan becomes unavailable due to circumstances such as:

- mechanical breakdown;
- accident or damage caused during a previous hire;
- safety concerns;
- theft;
- an insurance issue outside the hirer's control; or
- another circumstance that makes the campervan unsafe or unavailable.

Where Calle Campers cancels for reasons that are not the customer's fault, the customer will be entitled to a refund of payments made for the hire affected.

Where reasonably possible, we may first offer:

- another Calle Campers campervan;
- alternative dates; or
- another mutually acceptable solution.

You do not have to accept an alternative instead of a refund where you are legally entitled to one.

Calle Campers is not responsible for losses that could not reasonably have been anticipated when the booking was made, except where the law provides otherwise.

10. Refusal of Hire & Customer Conduct

Calle Campers has a responsibility to protect its staff, customers, property and vehicles.

We expect all customers and members of their party to communicate and behave in a reasonable and respectful manner.

We may refuse to release a campervan or may terminate a hire where there are serious grounds for doing so, including where a hirer or member of their party:

- behaves in a threatening, abusive, intimidating or seriously aggressive manner towards Calle Campers staff or representatives;
- uses threatening or seriously abusive language;
- causes Calle Campers staff to reasonably believe that continuing the handover or hire would be unsafe;
- appears intoxicated or impaired by alcohol or drugs;
- refuses to complete required identity, licence, insurance or safety checks;
- refuses to participate reasonably in the mandatory vehicle handover;
- attempts to pressure a member of staff into releasing the vehicle without completing required checks;
- provides false or misleading information;
- does not meet our insurer's eligibility requirements;
- refuses to pay the required security deposit;
- intends to use the campervan unlawfully or in breach of these Terms & Conditions; or
- commits another serious breach which makes it unsafe, unlawful or unreasonable for the hire to proceed.

A decision to refuse a hire will be based on the circumstances and behaviour involved and will not be made merely because a customer raises a complaint, disagrees with us, or exercises their legal rights.

Where reasonably possible, we will explain why the hire has been refused.

If a hire is refused because of the hirer's serious conduct or material failure to comply with these Terms & Conditions, any refund will be assessed according to the circumstances and Calle Campers' reasonable losses resulting from the booking not proceeding.

This may include loss caused by the campervan being unavailable to rehire at short notice.

11. Collection & Mandatory Handover

Collection takes place from our secure compound at:

Ashmill Storage

Stirling Road

Doune

FK16 6AA

Collection is by appointment.

Please arrive at your agreed collection time.

Please allow approximately 1 hour for collection & handover, the actual time may vary depending. The handover is an important part of the rental and cannot be skipped or unreasonably rushed.

It may include:

- identity and licence verification;
- insurance checks;
- signing/completing the Rental Agreement;
- security deposit;
- condition and damage inspection;
- inventory;
- safety information;
- demonstration of the campervan equipment;
- operating instructions; and
- questions from the hirer.

All drivers must be present unless Calle Campers has agreed otherwise in advance.

The campervan will not be released until the required checks and paperwork are complete.

Late arrival

If you are going to be late, contact us as soon as possible.

We will make reasonable efforts to accommodate late arrivals, but this cannot be guaranteed.

A late arrival does not entitle the hirer to skip or shorten mandatory safety, insurance or documentation checks.

If a customer arrives so late that the handover cannot reasonably or safely be completed, we may need to rearrange collection.

The hire will still end at the originally agreed return time unless Calle Campers agrees otherwise.

12. Parking at Our Compound

One customer vehicle may normally be parked onsite free of charge while you are away in the campervan.

Additional vehicles require prior approval and may incur a charge of £120 per additional vehicle regardless of the hire duration.

Vehicles and belongings are left at the owner's risk.

Nothing in this clause excludes liability that Calle Campers cannot legally exclude.

13. Campervan Return

The campervan must be returned on the date and at the time shown on your Rental Agreement.

Please allow sufficient time for the return inspection.

We will inspect the vehicle for:

- new damage;
- missing equipment;
- cleanliness;
- fuel level;
- smoking/vaping;
- inventory discrepancies; and
- other breaches of the rental agreement.

If the exterior is too dirty to inspect properly, a further inspection may be carried out after cleaning.

Damage discovered during that inspection may still be charged to the hirer where evidence shows it occurred during the hire.

14. Late Returns & Extensions

Unauthorised late returns are not permitted.

If you wish to:

- return later than agreed; or
- extend the hire by one or more days,

you must contact Calle Campers before the original hire period ends.

Extensions are subject to availability, insurance and our approval.

Payment must be made before the extension begins.

An unauthorised late return may affect insurance cover and may result in reasonable additional charges, particularly where it disrupts another customer's booking.

15. No-Shows

If you do not arrive to collect the campervan at the agreed time and do not contact Calle Campers, we will attempt to contact you where reasonably possible.

If you fail to collect the campervan and no alternative arrangement has been agreed, the booking may be treated as cancelled.

Any amount retained will reflect Calle Campers' reasonable loss arising from the no-show.

The £800 security deposit is not part of the hire price and will not be retained merely because a customer fails to attend, unless another amount is genuinely owed under the agreement.

16. Minimum & Maximum Hire

Our normal minimum hire period is 2 days and maximum hire period is 90 days.

Please contact Calle Campers if you require a shorter or longer hire, as exceptions may sometimes be available.

17. Fuel

All Calle Campers campervans use diesel fuel.

The campervan will normally be supplied with a full tank and must be returned with a full tank.

If the campervan is not returned with a full tank of fuel, the hirer may be charged the reasonable cost of the missing fuel together with a reasonable refuelling/administration charge.

This charge covers the inconvenience and cost associated with refuelling the campervan.

18. Misfuelling

Misfuelling is not covered under our standard rental terms/insurance where excluded by the policy.

If you put the wrong fuel in the campervan:

DO NOT START OR DRIVE THE VEHICLE.

Contact Calle Campers immediately.

The hirer may be responsible for reasonable recovery, draining, repair and associated costs resulting from the misfuelling, subject to the circumstances and insurance cover.

19. Cleaning

The campervan must be returned in a reasonably clean condition consistent with normal holiday use.

We do not expect customers to professionally valet the campervan.

However, a cleaning/valeting charge of up to £150 may be made where additional cleaning is reasonably required because of excessive soiling or the condition in which the campervan has been returned.

Additional costs may apply where specialist cleaning or repair is required because of contamination, smoking, pet damage or another serious breach.

Toilet - if hired must be emptied & cleaned thoroughly before returning, if it is not clean/empty there may be a charge of up to £250.

20. Smoking & Vaping

All Calle Campers vehicles are strictly smoke-free and vape-free.

Smoking or vaping is not permitted inside any campervan.

Where smoking/vaping has taken place, a charge of up to £250 may apply where reasonably required to cover specialist cleaning, deodorising or associated loss.

21. Pets

Both Gordanach (PN24 VHL) and Fionn (DG74 EBX) are dog-friendly, subject to the conditions of your booking.

Unless otherwise agreed, a maximum of 2 dogs may travel.

Dogs must be declared when booking, even where no pet charge applies.

The hirer is responsible for:

- keeping animals appropriately secured while travelling;
- supervising them;
- cleaning up after them;
- preventing avoidable damage; and
- returning the campervan in a reasonably clean condition.

The hirer may be charged reasonable cleaning or repair costs where a pet causes damage or excessive soiling.

Other types of pets require prior agreement from Calle Campers.

22. Children & Child Seats

The hirer is responsible for ensuring that all children travel using legally appropriate restraints.

Child seats must be supplied and fitted by the hirer unless otherwise expressly agreed.

It is the hirer's responsibility to check that any child seat is suitable for the child, campervan and seating position.

23. Optional Extras

Optional extras may include:

- gas BBQ;
- TV/entertainment services;
- bike rack;
- storage box
- celebration package;
- camping table and chairs;
- bedding and pillows;
- additional mattress;
- Wi-Fi;
- paddle board;
- life jackets;
- toilet; and
- other extras advertised by Calle Campers.

Availability is not guaranteed unless the extra forms part of your confirmed booking.

Lost or damaged equipment may be charged at the reasonable cost of repair or replacement.

24. Accidents, Damage & Theft

In the event of an accident, damage, theft, vandalism or other significant incident:

1. Make sure everyone is safe.
2. Contact emergency services where required.
3. Notify Calle Campers as soon as reasonably possible.
4. Obtain the details of all parties involved.
5. Obtain witness details where possible.
6. Take photographs where safe to do so.
7. Contact the police where legally required or where theft/vandalism has occurred.
8. Obtain a police/crime reference number where applicable.
9. Complete the accident report provided with the campervan.
10. Follow the instructions given by Calle Campers, the insurer and breakdown provider.

You must not admit liability, agree to settle a claim or arrange significant repairs without authorisation unless emergency action is reasonably necessary to protect people or the vehicle.

Insurance excess or uninsured costs may become payable depending upon the circumstances of the incident.

25. Breakdown

If the campervan breaks down:

- move to a safe location where possible;
- keep yourself and passengers safely away from traffic;
- contact Calle Campers immediately; and
- contact the breakdown provider using the number supplied with your hire documentation.

Current breakdown contact number: 01206 771771

Where the breakdown provider or insurer arranges recovery, repair, transport or accommodation, you must follow their instructions.

Calle Campers will provide reasonable assistance following a breakdown.

Nothing in these Terms & Conditions removes any legal rights you may have where the service provided by Calle Campers has not been supplied with reasonable care and skill.

26. Campervan Equipment Issues

Every campervan is checked before hire, but unexpected faults can occur.

If you experience a problem with any campervan equipment, contact us.

We may:

- provide instructions remotely;
- direct you to an appropriate service centre;
- arrange assistance; or
- offer another reasonable solution depending upon the circumstances.

Do not dismantle, alter or attempt significant repairs to campervan equipment without our permission.

27. Vehicle Maintenance During Hire

The hirer must take reasonable care of the campervan during the hire.

This includes responding to warning lights and, where reasonably necessary:

- monitoring tyre condition/pressure;
- monitoring fuel;
- monitoring AdBlue where applicable;
- monitoring battery levels;
- checking windscreen washer fluid; and
- contacting Calle Campers if coolant, oil or another important fluid appears low.

Do not add engine oil, coolant or another mechanical fluid unless you are confident that the correct product and procedure are being used or Calle Campers has instructed you to do so.

If a warning light or mechanical problem occurs, contact us promptly.

The hirer may be responsible for damage caused by deliberately ignoring a warning or negligently using the wrong fluid/product.

28. Ferry Travel & Vehicle Tracker

Customers must notify Calle Campers in advance if the campervan will be travelling on a ferry during the hire period.

Our campervans are fitted with vehicle tracking and theft-alert systems. Movement of the vehicle while travelling by ferry may trigger theft or unauthorised-movement alerts.

We therefore require advance notice so that, where necessary, Calle Campers can temporarily adjust or deactivate the relevant tracker alerts for the duration of the ferry crossing.

You should provide us with:

- the date of the ferry crossing;
- the approximate crossing time;
- the ferry route; and
- details of the return crossing, where applicable.

This requirement applies to all ferry journeys, including travel between mainland Scotland and the Scottish islands, travel elsewhere within the UK and approved international ferry travel.

- If you fail to notify Calle Campers and this results in theft/security alerts being triggered, unnecessary investigation or other reasonable administrative work, an administration charge may be applied.

Any charge will be reasonable and proportionate to the costs and additional work caused by the failure to notify us. If a tracker alert is received and we cannot contact you or reasonably establish that the vehicle is safely travelling on a ferry, Calle Campers may take appropriate steps to protect the vehicle, including contacting the relevant tracking provider or authorities where we reasonably believe the campervan may have been stolen.

29. Prohibited Use

You must not:

- drive while under the influence of alcohol or drugs;
- allow an unauthorised person to drive;
- drive carelessly, recklessly, dangerously or aggressively;
- exceed applicable speed limits;
- use the campervan for racing, rallying or speed testing;
- use the campervan for illegal activity;
- use the campervan for hire or reward;
- sub-hire or lend the campervan;
- carry more passengers than the campervan is legally designed for;
- tow a trailer or another vehicle unless Calle Campers has expressly authorised this;
- take the campervan off-road;
- drive the campervan on beaches, tidal areas or unsuitable terrain
- deliberately drive through floodwater or submerge any part of the vehicle;
- expose the vehicle unnecessarily to seawater;
- make modifications to the campervan;
- sell, dispose of or remove parts from the campervan;
- use the campervan as security for credit;
- leave the vehicle unattended with the keys inside;
- take the campervan to a festival unless Calle Campers has given prior written permission; or
- use the vehicle in any manner prohibited by our insurer.

Damage or loss caused by prohibited use may not be insured and may therefore become the hirer's responsibility.

30. Travelling Outside the UK

Calle Campers campervans may be taken outside the United Kingdom only with prior approval from Calle Campers. Subject to the terms of our insurance and breakdown cover, travel is permitted to:

- All European Union (EU) member countries
- Andorra
- Bosnia and Herzegovina
- Iceland
- Liechtenstein
- Norway
- Serbia
- Switzerland

Travel to any country or territory not included above is prohibited unless Calle Campers has confirmed in writing that suitable insurance and breakdown cover has been arranged.

Prior Approval

Although the countries listed above are permitted, you must still notify Calle Campers and obtain approval before taking the campervan outside the UK.

Before the hire begins, you must provide us with:

- the countries you intend to visit;
- any countries you intend to travel through;
- your approximate travel dates;
- details of your intended ferry or Eurotunnel crossings; and
- any other information reasonably required for insurance or breakdown purposes.

If your plans change while you are away and you wish to enter a country that you did not previously tell us about, you must contact Calle Campers before entering that country.

Insurance & Breakdown Cover

European travel remains subject to the conditions of Calle Campers' insurance and breakdown policies.

The hirer must comply with any conditions or restrictions imposed by Calle Campers, our insurer or breakdown provider.

Where additional insurance, breakdown, documentation or administration costs apply to overseas travel, these will be payable by the hirer and confirmed before the vehicle leaves the UK.

Ferry & Eurotunnel Travel

Customers must notify Calle Campers in advance of all ferry journeys involving the campervan, including ferries within the UK and international ferry crossings.

Our campervans are fitted with vehicle tracking and theft-alert systems. Movement of the campervan while onboard a ferry may trigger a theft or unauthorised-movement alert.

Advance notification allows Calle Campers to temporarily adjust or deactivate the relevant tracker alerts where necessary.

If you fail to notify Calle Campers of a ferry crossing and this causes unnecessary tracker/theft alerts, investigation or additional administrative work, a reasonable administration charge may be applied.

Where a tracker alert is received and we cannot contact the hirer or otherwise establish that the vehicle is safely travelling on a ferry, Calle Campers may take reasonable action to protect the vehicle, including contacting the tracking provider or relevant authorities where appropriate.

Travelling Through Other Countries

You must not enter or travel through a country that is outside the permitted territories listed above without prior written approval from Calle Campers.

Transit through a country counts as entering that country, even where you do not intend to stay overnight.

It is therefore the hirer's responsibility to ensure their planned route remains within the approved territories.

Driving Abroad

The hirer is responsible for complying with the laws and driving requirements of every country visited.

This includes, where applicable:

- passports and immigration requirements;
- driving-licence requirements;
- International Driving Permits;
- local traffic laws and speed limits;
- toll roads;
- road-user charges;
- low-emission/environmental zones;
- congestion charges;
- required safety equipment;
- parking regulations;
- winter tyre or equipment requirements;
- ferry/Eurotunnel requirements; and
- any other permits or documentation legally required for the journey.

The hirer is responsible for checking the requirements applicable to their intended route before travelling.

Fines, Tolls & Charges Abroad

The hirer is responsible for all tolls, parking charges, road-user charges, environmental-zone charges, congestion charges, traffic penalties and other charges incurred during their hire.

Where a notice is subsequently sent to Calle Campers, we may provide the hirer's details to the relevant authority where legally permitted or required.

A reasonable administration charge may also apply where Calle Campers has to process a notice resulting from the hirer's use of the campervan.

Breakdown, Accident or Theft Abroad

If the campervan breaks down, is damaged, stolen or involved in an accident outside the UK, you must contact Calle Campers and the appropriate breakdown/insurance provider as soon as reasonably possible.

You must follow the instructions provided by Calle Campers, the insurer and/or breakdown provider.

Substantial repairs, recovery or repatriation must not be arranged independently without authorisation, except where immediate action is reasonably necessary to protect people or the vehicle.

The hirer may be responsible for costs arising from negligence, prohibited use, an uninsured event or a breach of these Terms & Conditions.

Returning to the UK

It remains the hirer's responsibility to ensure that the campervan is returned to Calle Campers on the agreed date and at the agreed time.

Customers travelling abroad should allow sufficient time for possible:

- ferry or Eurotunnel disruption;
- traffic delays;
- border delays;
- adverse weather; and
- other reasonably foreseeable travel disruption.

A missed or cancelled ferry/Eurotunnel crossing does not automatically extend the hire period.

If you believe you may be unable to return the campervan on time, you must contact Calle Campers as soon as possible.

Any extension must be authorised by Calle Campers and is subject to campervan availability and continued insurance cover.

3.1. Campervan Use, Safety & Customer Responsibilities

Pop-Top Roof & Awning/Canopy

The hirer is responsible for using the pop-top roof and awning/canopy correctly as demonstrated during handover. The awning/canopy must be retracted during strong winds, adverse weather and whenever the campervan is left unattended.

The pop-top must be correctly lowered, secured and checked before the vehicle is driven. The vehicle must never be driven with the pop-top raised or unsecured.

The hirer may be responsible for damage caused by incorrect use, failure to secure equipment properly or failure to follow the instructions provided.

Vehicle Height & Overhead Damage

The hirer is responsible for taking account of the campervan's height and checking that there is sufficient clearance before entering car parks, height barriers, bridges, tunnels or other restricted areas, and when driving beneath trees or other overhead obstacles.

The vehicle dimensions will be provided during handover. Overhead damage may not be covered by the insurance policy and the hirer may be responsible for resulting costs where applicable.

Windows, Doors & Water Damage

When leaving the campervan unattended, the hirer must take reasonable steps to secure the vehicle and protect it from weather conditions.

Windows, doors, roof openings and the pop-top should be appropriately closed or secured during rain or adverse weather. The hirer may be responsible for damage to mattresses, furnishings, electrical equipment or the interior caused by negligently leaving the vehicle exposed to the weather.

Keys & Vehicle Security

The hirer is responsible for keeping the campervan keys secure throughout the hire.

The campervan must be locked when left unattended and keys must not be left inside the vehicle or in an insecure or visible location.

Lost, damaged or locked-in keys must be reported to Calle Campers immediately. Where caused by the hirer, reasonable costs associated with replacement keys, programming, locksmith services or recovery may be charged.

Cooking, BBQs & Fire Safety

Cooking equipment must be used safely and must not be left unattended while in use.

BBQs and other outdoor cooking equipment must only be used outside the campervan, in a safe and well-ventilated location and at a suitable distance from the vehicle, awning and other combustible materials.

BBQs, camping stoves or other fuel-burning appliances must never be used inside the campervan.

Faults, Warning Lights & Further Damage

If a warning light appears, the campervan is damaged, a tyre is damaged, or the hirer becomes aware of a mechanical or safety-related problem, Calle Campers must be contacted as soon as reasonably possible. The hirer must not continue driving where doing so would clearly be unsafe or could reasonably cause further damage. The hirer may be responsible for additional damage caused by knowingly continuing to drive after a serious fault, warning or damage has occurred.

Tyres & Punctures

Tyre faults, punctures or damage must be reported to Calle Campers.

The hirer will not automatically be responsible for every tyre failure. However, reasonable costs may be charged where tyre or wheel damage has resulted from the hirer's actions, negligence or misuse, including avoidable kerb, pothole or off-road damage, subject to the circumstances and insurance cover.

Electrical & Campervan Equipment

The hirer must not tamper with, dismantle, modify or make unauthorised repairs to the campervan's electrical, leisure battery, solar, inverter, control, heating or other conversion systems. Customers must not connect unsuitable equipment or appliances which could overload or damage the campervan's electrical system. If you are unsure how to operate any equipment, contact Calle Campers before attempting to alter or repair it.

Optional & Personal Equipment

The hirer is responsible for correctly using and securing optional equipment including bike racks, bikes, paddle boards and other accessories. Any stated weight or usage limits must be followed. Personal belongings and equipment brought by the hirer remain the hirer's responsibility. Calle Campers is not responsible for loss or damage to personal belongings except where caused by our negligence or where liability cannot legally be excluded.

Wild Camping & Overnight Parking

The campervans are suitable for touring and off-grid stays; however, this does not mean that customers have permission to park or camp anywhere.

The hirer is responsible for checking local restrictions, signage, landowner requirements and parking/camping rules and must move the campervan when lawfully requested to do so.

Any fines or charges resulting from where the hirer chooses to park or stay are the hirer's responsibility.

Lost, Missing or Damaged Equipment

All equipment supplied with the campervan remains the property of Calle Campers.

The hirer is responsible for taking reasonable care of equipment during the hire. Reasonable repair or replacement costs may be charged for items lost, deliberately damaged or damaged through misuse during the hire.

Passengers

The person making the booking is responsible for ensuring that passengers and other members of their party comply with the relevant requirements of these Terms & Conditions, including rules relating to smoking/vaping, pets, safety and use of campervan equipment. The number of occupants must never exceed the number of passengers the campervan is legally designed and equipped to carry.

Early Return

If the hirer chooses to return the campervan before the agreed end of the hire period, unused days are not automatically refundable. This does not affect any rights the hirer may have where the early return results from a fault with the campervan or another matter for which Calle Campers is legally responsible.

Changes During Your Hire

Any significant change to the agreed hire arrangements must be discussed with Calle Campers. This includes adding or changing drivers, extending the hire, changing approved overseas travel arrangements or making other significant changes affecting insurance or use of the campervan.

Events Outside Our Control

Neither Calle Campers nor the hirer will be responsible for failing to perform an obligation where this is prevented by circumstances genuinely outside their reasonable control, such as severe weather, natural disasters, major road closures, government restrictions or similar exceptional events.

Where such circumstances affect a booking or hire, Calle Campers will work with the hirer to find a reasonable solution and nothing in this section affects the hirer's statutory rights.

Campervan Specification

Photographs and descriptions of our campervans are provided to give an accurate representation of the vehicle. From time to time, equipment, accessories or furnishings may be replaced or changed.

Minor differences which do not materially affect the use of the campervan will not automatically entitle the hirer to cancel or receive compensation.

Reporting Problems & Complaints During Hire

If you experience a fault, problem or concern during your hire, you must notify Calle Campers as soon as reasonably possible. This gives us the opportunity to investigate the issue and, where possible, provide assistance or arrange a solution.

Customers should not knowingly allow a problem to continue or worsen without contacting us and then seek reimbursement for avoidable additional loss or damage that could reasonably have been prevented by notifying us.

32. Fines, Tolls & Charges

The hirer is responsible for charges arising from their use of the campervan, including:

- parking charges and penalties;
- speeding penalties;
- tolls;
- congestion charges;
- ULEZ/LEZ or equivalent charges;
- ferry-related penalties;
- foreign road charges; and
- other traffic or road-use penalties.

Where Calle Campers has to process a notice or provide hirer information to an authority, a reasonable administration charge may apply where permitted.

33. Vehicle Tracking & Security

Calle Campers vehicles may be fitted with GPS tracking/security equipment.

Tracking may be used for legitimate purposes including:

- theft prevention and recovery;
- vehicle security;
- responding to emergencies;
- locating a vehicle where reasonably necessary;
- investigating suspected serious breaches of these Terms & Conditions; and
- fleet management.

Tracking information will be handled in accordance with applicable data protection law and our Privacy Notice.

34. Ownership

All campervans and supplied equipment remain the property of Calle Campers Ltd or the relevant legal owner throughout the hire.

The hirer obtains temporary possession/use only.

You must not:

- sell the campervan or its equipment;
- sublet it;
- lend it to an unauthorised person;
- use it as security;
- dispose of any part of it; or
- claim ownership of it.

35. Termination During a Hire

Calle Campers may terminate a hire where there are serious grounds to do so, including:

- dangerous or illegal use;
- an unauthorised driver;
- serious or deliberate breach of these Terms & Conditions;
- fraudulent information;
- driving while intoxicated;
- serious abuse or deliberate damage to the campervan;
- use that invalidates insurance; or
- circumstances where continued possession of the vehicle creates a serious safety or security risk.

Where a hire is terminated, you must follow reasonable instructions concerning the safe return or recovery of the campervan

36. Data Protection & Privacy

Calle Campers processes personal information required to:

- administer bookings;
- verify identity and driving eligibility;
- arrange insurance;
- process payments;
- manage security deposits;
- communicate with customers;
- manage accidents, damage and claims;
- operate vehicle security/tracking systems where applicable;
- meet legal and regulatory requirements; and
- protect our legitimate business interests.

Information may need to be shared with organisations such as insurers, breakdown providers, payment providers, authorities and professional advisers where there is a lawful reason to do so.

Personal information will not be sold.

Further information about the personal information we collect, our lawful bases for processing, how long information is retained, who it may be shared with and your data protection rights should be provided in our Privacy Notice.

37. Complaints & Disputes

If you are unhappy with any part of your booking or hire, please contact Calle Campers as soon as possible so that we have an opportunity to investigate and try to resolve the matter.

Complaints can be sent to:

info@callecampers.co.uk

We will aim to deal with complaints fairly and reasonably.

Nothing in this section prevents either party from exercising their legal rights.

38. Governing Law

These Terms & Conditions and your rental agreement are governed by the laws of Scotland.

Any dispute will be dealt with by the courts having jurisdiction under applicable law.

Where a disagreement arises, both parties are encouraged to attempt to resolve it reasonably before court proceedings are considered.

39. Contact During Your Hire

If you have any questions, concerns, faults or incidents during your hire, please contact us:

Calle Campers Ltd

Telephone: 07521 655895

Email: info@callecampers.co.uk

Please contact us rather than continuing to use equipment or the campervan where you are unsure whether it is safe to do so.

Finally...

We want you to have a fantastic and safe adventure with Calle Campers.

Please look after your campervan, respect the vehicle and enjoy everything your trip has to offer.

We look forward to hearing about your adventures when you return.

CALLE CAMPERS LTD

LUXURY GOES WILD