



## **TERMS & CONDITIONS**

*At Diddyvans we like to be pretty relaxed about things but like most businesses, we need to stipulate our terms and conditions.*

*All reservations are accepted subject to the following terms and conditions of hire which are listed below.*

*The contract of hire shall be between the named hirer and Diddyvans Teardrop Trailers.*

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### **Bookings/Payments**

- A £50 booking deposit is required to secure your dates and confirm your commitment to hire.
- Balance of payment is due 3 weeks before the hire begins.
- Any 'last minute' bookings must be paid for in full at the time of the booking.
- In the event that you wish to cancel your hire after your hire has commenced, there will be no refund for any unused days.

### **Cancellation**

Cancellation at any time, without rearrangement of the hire period, will result in a loss of the booking deposit. However if cancellation is made within the three weeks of the hire period, this will result in a loss of the booking deposit and 75% of the balance if the hire cannot be filled.

### **Availability**

In the unlikely event that the trailer is not available through events beyond the control of Diddyvans, we may be forced to cancel the booking. The hirer will be advised of any such circumstances as early as possible and will be refunded all monies paid in full with the hirer having no further claim on Diddyvans Teardrop Trailers.

### **Security Deposit**

A security deposit of **£250** is payable through PayPal prior to the start of your holiday. This deposit must be paid to cover any replacements and repairs to the trailer (excluding normal wear and tear). The deposit is refundable within **five** days on the safe return of the trailer, in the condition in which it left the premises, subject to an inspection.

Please note, where the security deposit is insufficient to cover these costs, the hirer will be asked to pay any additional amounts due. We would therefore strongly recommend that you check the trailer thoroughly before leaving the premises.

### **Laundry/Cleaning**

The trailer will be provided with clean and laundered bedding etc. If exceptionally heavy cleaning is required, this will be charged for. Please note no bath towels are provided.

### **Periods of hire**

A mid-week break is 4 nights (Monday to Thursday)

A weekend is 3 nights (Friday to Sunday)

A week is 7 nights

*The per night price quoted on the website, is not available at weekends or during peak periods.*

Collection time: **2pm**

Return time: **11am**

*Trailers returned outside stipulated times, may incur an additional charge.*

### Towing

- Fully comprehensive insurance with breakdown cover is essential as it is the hirer's responsibility to return the trailer back to our premises.
- Cars must be fitted with a suitable tow-bar with single electrics.
- All drivers must be over 25 and under 75 years of age have at least two years driving experience.
- You will need to supply an extra rear number plate for the trailer. This is a square number plate i.e. for Landrover. The average cost is £15. Please note that a vehicle V5 will be required by a supplier (i.e Halfords) before a number plate can be made up. We will fix your number plate securely to the trailer.
- It is illegal to carry passengers in the trailer whilst in transit.
- The security device must be used at car parks and camp sites at all times.
- When towing, the speed limit is 60mph on motorways and dual carriageways and 50mph on other B roads. Use of an outside lane on a motorway is prohibited.

### Documents

The following documents are required for us to provide you with trailer insurance. This insurance is payable at £6 per day.

- ✓ Proof of address i.e. Utility Bill or bank statement
- ✓ Driver's Licence with paper counterpart – faxed or photocopied copies will not be accepted
- ✓ Proof of comprehensive insurance with breakdown cover

You will receive an insurance cover note on collection of the trailer.

No refunds will be given for refused trailer hires due to the failure of producing the appropriate documents listed above.

**Note** – that this trailer insurance does not cover personal contents.

### Theft or Damage

In case of theft, damage or accident, the Police and Diddyvans Teardrop Trailers are to be notified immediately. A Police report is obligatory in case a third party is involved or theft has occurred. If an incident is not reported to the Police and you do not comply with the requirements under the country's law, you will be personally responsible for all costs.

### Vehicle & Personal Belongings

Personal belongings are at the hirer's risk at all times and no responsibility can be accepted by Diddyvans Teardrop Trailers for loss of or damage to any vehicle or its contents.

### Campsite bookings

It is the hirer's responsibility to ensure that when booking a camp site, that they book a pitch with an electric hook up and if using our awning that the camp site is aware that an awning will be used.

### Pets

Unfortunately we do not allow pets in the trailers.

**Smoking**

**NO** smoking or naked flames allowed in the trailer.

**General safety**

All precautions should be taken to protect your health and safety and that of others in your party as well as persons not in your party at the camp site that may be affected by your conduct and actions. You must use the trailer responsibly. Where no instructions or guidelines are given, you must assume that 'normal' and 'common sense' rules apply.

**Complaints**

While every effort has been made to ensure that you have an enjoyable holiday, if you do have any problems or complaints with Diddyvans Teardrop Trailers, please contact us immediately so that they can be speedily resolved.

**Our liability to you**

We will only be liable for any loss or damage suffered by you, any member of your party or to your or their property where such loss or damage is due to our negligence.

**Data Protection & Privacy**

Information provided on the booking forms will remain confidential and will not be disclosed to a third party or used for any other purpose.

**Agreement**

These terms and conditions override and supersede all previous versions and any previous course of dealing between the parties and incorporate the whole Agreement together with any insurance conditions notified to you at the time of hire or collection. In the event of any inconsistency between these Terms and Conditions and any other of our literature, whether found on our website or otherwise, the provisions of these Terms and Conditions will prevail. If any provision of these Terms and Conditions is prohibited by law or judged by a court to be unlawful, void or unenforceable, the provision shall, to the extent required, be severed from this Agreement and rendered ineffective as far as possible without modifying the remaining provisions of this Agreement, and shall not in any way affect any other circumstances of or the validity or enforcement of these Terms and Conditions.

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***Please sign below to indicate that you have read and agree to the above terms and conditions.***

**NAME OF HIRER:** \_\_\_\_\_  
(please print)

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_



**DIDDYVANS:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_