



Go North Campers

Go North Campers, Unit 18 Chanonry Road North, Elgin, IV30 6NB.
www.GoNorthCamper.com / info@GoNorthCampers.com/ 01343 202123.

Terms & Conditions:

Revised 30/12/2023.

Designated Driver;

- Anyone between 21-75 years of age with a clean driving license obtained within the EU, US, Canada, Australia, NZ, or RSA. Customers who wish to drive though have points/ offences on their license should contact us prior to booking to ensure cover is available (up to 6 points is usually not an issue)

Insurance;

- Fully comprehensive insurance for 1 designated driver is provided for the period of the hire at no additional cost. Fully comprehensive insurance is valid for anywhere within the EU and customers are welcome to take our vans abroad within the EU. Additional drivers can be added for a small additional cost of £35 per hire, please tick the relevant box during check-out if you would like more than one designated driver during the hire period.

Insurance Excess;

- Customers are required to pay a £500 insurance excess deposit for all bookings. This is the excess that our Insurance Provider stipulates and is as low as we have been able to negotiate. This is usually taken in the form of a credit card/ debit card pre-authorization. All card pre-authorizations will be released within 5 days of the safe return of our Camper Van.

Rates & Payment;

- We operate a simple pricing structure of £120 per night during 'low season' and £160 per night during 'high season': Low season is any hire commencing between 1st October – 30th April and 'High season' is any hire commencing between 1st May – 30th September. This rate is multiplied by the amount of nights you choose to hire one of our vans (example 1 week hire £120 x 7 nights= £840 per week). Payment must be made in full at time of booking. Preferred payment method is via our secure online payment system on our website (www.GoNorthCampers.com). Payment in the form of Bank Transfer, Cash or Cheque is also accepted; please get in touch if you would like to pay via these means.

Hire Period;

- The hire period will be that stipulated in the booking confirmation e-mail that will be received following booking with *GoNorth Campers*. Vehicle collection/ Return times will be stipulated at time of booking and we have to be firm on these times due to turning our vans around for the next customer. No grace period can be accommodated, and late returns after the agreed time will be subject to £100 penalty. (If you think you are going to be returning a van later than previously agreed, **please call 01343 202123** as soon as possible so we can make alternative arrangements).

Collecting a Van;

- Unless otherwise agreed, collection of your Camper Van is from our Business address (Unit 18, Chanonry Road North, Chanonry Industrial Estate, Elgin, IV30 6NB). Collection is from 3.30pm onward on the first day of hire. Collection can also be arranged from Elgin train station for the convenience of our customers travelling by rail; this will incur no additional cost.

Returning a Van;

- Unless otherwise agreed, return of your Camper Van is to our Business address (Unit 18, Chanonry Road North, Chanonry Industrial Estate, Elgin, IV30 6NB). Campers must be returned no later than 10.30am on the last day of hire. All Camper Vans are handed over to customers with a full tank of fuel and in clean presentable condition; all vans must be returned as such. Additional charges will be incurred should the vehicle be returned in a condition deemed unreasonable (£25 additional cleaning fee) or with less than a full tank of fuel (Cost of fuel to top up plus £15 fee). All of our vans are strictly no smoking, if we suspect customers have been smoking within the van during the hire period a non-negotiable deep cleaning fee of £50 will be automatically incurred.

Cancellations;

- We understand that on occasion, plans unforeseeably change. You may cancel your booking at any time by contacting *GoNorth Campers* in writing (info@gonorthcampers.com) or by phoning 01343 202123. Once a booking has been confirmed, we are unable to offer any monetary refund, though customers are able to amend the dates of their booking Free of Charge to any future dates within the next 12 months following the cancellation (Availability permitting, min 4 weeks notice) to avoid losing out on the hire.

Van Availability;

- We operate a live booking calendar on our website which is designed to prevent the possibility of double booking any of our vehicles. In the very unlikely event *GoNorth Campers* are unable to honor a confirmed booking due to factors out with our control, the customer will be notified as soon as we become aware of such an occurrence and a full refund will be issued.

Accidents;

- In the event of an accident during the hire period the following procedure described below must be followed without exception. Prior to the hire period commencing, *GoNorth Campers* will issue all customers with an accident & incident report form- this should be kept with the vehicle for the duration of the hire. In the event of an accident you will;
 - Notify the police immediately & additional emergency services if required.
 - Endeavor to photograph the accident scene to aid conveying series of events/ attributing blame.
 - Obtain details from all parties involved, including witnesses (Name/ Address/ Vehicle Registration)
 - At no point should the hirer acknowledge or accept blame in anyway or form.
 - Contact *GoNorth Campers* immediately after the situation has been made safe: **please call 01343 202123.**

The Hirer;

- Acknowledges liability in respect of any penalty charge notices (Parking fines for example), Road Traffic Offences (Speeding tickets for example) fixed to the vehicle during the hire period. Go North Campers reserve the right to share the Hirers details with any authority/ organisation who request details in relation to the above both during and after the hire period where deemed appropriate.

Included in cost of hire;

- We pride ourselves on offering unbeatable value and straightforward pricing. We refuse to charge for anything that we would expect, or like to see included when hiring vans our self. Below is a list of the key items included;
 - Fully Comprehensive insurance for designated driver anywhere within EU.
 - Unlimited mileage allowance & duration of hire.
 - Pets welcome free of charge, we love dogs!
 - Camping gas.
 - All bedding & Towels: Cosy Duvets, pillows and bedsheets + Towels.
 - All kitchen essentials: Pots/ Pans/ Plates/ Mugs/ Cutlery etc.
 - Camping chairs & accessories Inc. fold out picnic table.
 - Satellite navigation.
 - Bike Racks.

General;

- We have tried to keep the above as simple as possible. We have endeavored to include as much of the important stuff as is necessary without being overkill. *GoNorth* Campers reserve the right to add/ amend/ remove our terms & conditions without prior notice and at any time.



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