



Matthew's Camper Hire – Rental Agreement

1. Booking & Payment

A booking is confirmed only once 25% deposit of booking hire payment has been received and written confirmation is sent by Matthew's Camper Hire. The remaining 75% booking hire fee must be paid 7 days before collection (as agreed during booking). A security deposit of £750 is required before the start of the hire period (normally 48 hours prior to collection). This deposit will be refunded in full within 2-3 working days of return, provided the campervan is returned in the same condition, on time, and without damage or missing items.

2. Cancellation Policy

- More than 30 days before hire: Full deposit refund minus a £25 admin fee
- 15–30 days before hire: 50% deposit refund
- 8–14 days before hire: 25% deposit refund
- 7 days or less: No refund If we are able to rehire the campervan for your cancelled dates, we may offer a discretionary partial refund of your deposit

3. Security Deposit

The £750 security deposit covers: -

- Damage to the campervan or its contents
- Excess cleaning charges
- Late return fees (£100 per day) for returning the vehicle later than the agreed drop-off date and time
- Any loss of equipment or accessories

Refunds will be processed via the same payment method once the van is inspected.



4. Driver & Licence Requirements

- Insurance is provided through Allianz Insurance Plc.
- Drivers must be aged 21–79 years and hold a full UK or EU driving license for at least 2 years.
- Drivers must provide a DVLA licence check code
- Provide proof of address and photo ID before collection.
- Signed rental agreement
- Only named drivers on the agreement may drive the vehicle

5. Collection & Return

- Collection and return times must be agreed prior to booking.
- Late returns will incur a £100 per day charge unless otherwise agreed in writing.
- The campervan must be returned with the same fuel level as at collection
- Clean inside and free from rubbish
- With all accessories and equipment accounted for
- Failure to meet these conditions may result in deductions from the security deposit.

6. Use of the Vehicle

- The campervan must not be used for racing, off-road driving, towing, or any illegal purpose.
- Smoking and vaping are strictly prohibited inside the vehicle.
- Pets are welcome but must be declared at the time of booking
- Unlimited use of gas



7. Breakdowns & Accidents

In the event of a breakdown, please contact the roadside assistance provider supplied with your hire documents. Any accident, damage, or theft must be reported immediately to Matthew's Camper Hire and the relevant authorities.

8. Owner's Right to Refuse Hire

Matthew's Camper Hire reserves the right to refuse hire or terminate the agreement without refund if incorrect information is provided, the vehicle is misused, or driver eligibility cannot be verified.

9. Governing Law

This agreement is governed by UK law and any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Contact

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Location: Ammanford, Carmarthenshire