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**Nissan e-NV200 100% Electric Campervan Rental - Hire Agreement  
Effective from: 07/03/2022**

The following information is about booking our fully electric campervan. For more information on availability and pricing please get in touch and we will be happy to answer any questions.

We advise that you just bring yourselves, your clothes and your bedding (although we can supply bedding on request) as everything else you should need is included in the hire. We have paid special attention to what can be stored safely in our campervan. Surf boards are fine but please do not bring bicycles as they are not suitable for this size of campervan.

**Smoking is prohibited in all of our vehicles. You will be liable for any damage or smoke contamination caused to the van or its contents from smoking. We reserve the right to deduct any costs incurred from your security deposit.**

**Our Pledge to Customers:**

*"We Are EV want you to have the best experience of a fully electric camper and we have made it our goal to think of everything you may need on your trip. Your holiday is important to us and we ensure that the vehicle is serviced and maintained to a high standard. It will be thoroughly cleaned and inspected before we hand it over to you."*



## HIRE DATES AND RATES

| <b>Winter</b>                               | <b>Spring/Autumn</b>                         | <b>Summer</b>        |
|---|--|----------------------|
| January   February  <br>November   December | March   April   May  <br>September   October | June   July   August |
| <b>£120/night</b>                           | <b>£140/night</b>                            | <b>£160/night</b>    |
| 3 Night minimum                             | 3 Night Minimum                              | 5 Night minimum      |

### Included in your hire:

- Plates, bowls, mugs, wine glasses, coffee pot, knives, forks and spoons.
- Kettle, Saucepan, frying pan, washing up bowl and various cooking utensils
- Camping chairs
- Picnic rug, travel washing line and pegs
- Washing up liquid, sponge, and bin bags
- Tea towels
- Sunshade Awning

### Extras:

- Bedding set - £15
- Bathing/Beach towels for two - £10 each
- Side awning with optional double bedroom - £50
- Chemical toilet - £35
- Early Collection - £50
- Late Return - £50
- Dog - £35

### Dogs

Unfortunately only small to medium dogs are able to sleep in the campervan as there is limited space when the rear seats are in the bed position. Please also bring your own dog bedding.

### Vehicle Pick Up

The van will be fully charged and ready to go for your 15:00 - 17:30 pick up time. If you require an earlier or later pickup then please let us know and we will do our best to accommodate.

Our vehicle handover takes around one hour. Please factor this in when planning your onward journey. We will make sure you are familiar with the vehicle and will show you

how to operate the equipment (bed, pop top roof, cooking facilities etc). We will also demonstrate how to drive the vehicle and how to charge it up en-route and at your destination.

Before we release the van to you, we will go through the inventory together so you will know exactly what items are included with the vehicle and the condition of the van prior to your hire. We will take pictures of the van exterior and interior before we hand it over as a vehicle condition reference for both parties.

### **Vehicle Drop Off**

Please aim to return the van with at least 10% charge remaining. If you think you will be on the limit of the vehicle range for your return journey, please stop and charge. Charging costs are included in your hire. We recommended that you charge sooner rather than later in case of an unexpected diversion.

Our 08:30 - 11:00 drop off time should allow you plenty of time to return from your holiday and charge en-route if required. If you are going to be late, please let us know as soon as possible. We have to prepare the van for the next hire and we would prefer to avoid late returns so that we can have the van prepared and ready to go for the next customer.

On return of the vehicle, we will carry out a joint appraisal of the van and go through the equipment inventory to ensure the vehicle and all supplied equipment has been returned in its pre-hire condition, with nothing missing and no damage. If you opted for the chemical toilet then please return it to us emptied and clean. We reserve the right to charge an additional toilet cleaning fee of £20.

### **Late return fee**

Please contact us as soon as possible if you think you will be returning after the 11:00 drop off time. We may need to extend your insurance. We reserve the right to charge a £75 late fee. If we incur any additional costs as a result of a late return, we reserve the right to pass these costs on to you. Late return fees and any additional costs incurred will be deducted from your security deposit

### **Booking**

Following confirmation of your chosen hire dates we require a 50% deposit to reserve those dates. Upon receipt of your deposit we will confirm your hire booking via email. The remaining balance is due for payment 30 days prior to the hire start date. We require payment upfront in full for any bookings made less than 30 days prior to the hire start date.

### **Security Deposit**

A security deposit of £1000 is required, this is taken as a hold on your credit card, due 2 days prior to the hire start date, which will be released after the vehicle is inspected. We will inspect the condition of the vehicle with you upon your return.

Please let us know if there are any issues that you know of. We will also perform a more thorough vehicle inspection to check the underside of the van for any damage.

Your deposit will be retained for 7 days following the hire end date. If the vehicle is returned to us in its pre-hire condition with all the supplied equipment returned undamaged the hold on your credit card will be removed.

The security deposit covers us for any damage to the vehicle, its fixtures and fittings, supplied equipment, and any additional cleaning costs. It will also be used for any speeding tickets, parking fines, congestion charges and any other costs incurred by We Are EV Hire Ltd.

If there is any damage or other costs incurred the amount will be deducted from the security deposit and the remaining balance will be returned to you. In the event the security deposit is insufficient to cover the cost of any damage or charges incurred, we will provide you with an itemised invoice detailing the charges. Your signature on the Hire Agreement Form confirms your agreement to pay all charges upon presentation of an invoice. In the event of a claim, we reserve the right to retain the security deposit to cover the cost of the excess or any other charges incurred. We will refund the deposit if and when our Insurers establish the incident was non-fault and when they have recovered the costs from the third party.

### **Our Insurance Policy**

Our insurance policy provides fully comprehensive insurance for the Hirer. We allow a maximum of two insured drivers per vehicle hire. The primary driver is included in the vehicle hire fees. The additional driver will be charged at £5 per day. The additional driver fee is dependent on insurance criteria of the additional driver. You agree to be bound by the terms and conditions of the insurance, which you have seen and read or have had the opportunity to see and read.

Upon hiring we require the following documents for anyone intending to drive the vehicle:

1. **Valid UK / EU driving licence** – Photocard and counterpart
2. **Utility bill or bank statement** (two forms) no more than 60 days old on hire start date, which confirms you reside at the same address as stated on your driving licence

3. **Security deposit** - We require a £1000 Security deposit prior to vehicle pick up. (Please see above for Security deposit details).

We take copies of these documents and they are retained by us in accordance with GDPR regulations. Our Insurer reserves the right to request sight of the completed Hire Agreement Form should they require it. We do not share your personal details with any other third party.

### **Breakdown cover**

Our campervan is serviced and maintained according to the manufacturer's requirements. Breakdown cover is included and they will attempt to repair the vehicle at the side of the road and get you moving again safely. If the vehicle cannot be repaired, we will return you, your passengers (included in the hire) and the vehicle back to our premises. Any remaining hire days will be refunded.

### **Travel Insurance**

We Are EV Hire Ltd do not provide travel insurance. We recommend you take out your own travel insurance policy to cover cancellation costs, personal luggage, money loss, personal accident, medical expenses and any other items.

### **Hirer Eligibility Requirements**

To meet the eligibility requirements to hire our vehicles all drivers must:

1. Be over 25 years of age and under 79 years of age.
2. Currently hold a valid UK or EU licence and have done so for more than two years
3. Have no more than 6 penalty points on their driving licence

Our vehicles cannot be hired out or driven by anyone who has had their insurance declined and/or renewal refused and/or special insurance terms imposed as a result of claims experience and/or have had their insurance or cover cancelled by any Motor Insurer. Our vehicles cannot be hired out or driven by anyone who, whilst driving, has been involved in more than one accident during the past three years. Furthermore, our vehicles cannot be hired out to persons engaged wholly or partly in professional entertainment or professional sports persons, or jockeys and persons connected with racing, the gaming industry or press of any sort.

We reserve the right to refuse your collection of the vehicle if you are unable to provide the necessary documentation, if you do not meet our eligibility requirements or, in our reasonable opinion, we believe you are not fit to drive the vehicle. In such circumstances, the contract will terminate with immediate effect and you will lose the total hire cost. We will not be held liable for any additional costs you incur as a result of us refusing your collection of the vehicle if our refusal is as a result of your own actions or omissions.

**Payment**

Payments must be made by credit card.

**Cancellation charges**

If for whatever reason you wish to cancel your booking, you will be subject to the following cancellations charges:

1. More than 4 weeks before hire start date – full refund of 50% deposit
2. Less than 4 weeks before hire start date – loss of 50% deposit
3. 1 week or less – loss of total hire cost

If you have to cancel your booking we will make every effort to re-hire the vehicle. If we do successfully re-hire the vehicle for the same period we will refund any monies paid by you.

**Covid-19 Refund Guarantee**

We realise that in these unusual times, unexpected changes in government guidance may mean that we have to change the way we operate and consequently our availability. If your booking is subject to any COVID-19 related changes in non-essential travel policy, we will offer you free date changes, a voucher for a future hire, or a full refund.

**Your Vehicle**

During the period of hire your own vehicle will be stored in our secure unit. Our insurance provides cover for us to move and park your vehicle on the premises.

**Fuel**

Fuel (charging) is included and unlimited. The iPad supplied has all the necessary apps installed for you to use public charge points. Any charges are billed to We Are EV Hire Ltd. If you charge using a public network that is not installed on the iPad, please provide receipts and we will reimburse you.

**Sat Nav**

Our camper has a built in Sat Nav. A number of popular navigation apps are also pre installed and ready to use on the iPad provided.