



Refund Policy

Deposit, Cancellation and Refund Policy

Our policy for accepting deposits, cancellations and processing refunds is as follows:

1. After the hire has commenced then as per the Terms and Conditions of Hire (the Rental Agreement). The following also applies and is to be read in conjunction with the Terms and Conditions of Hire and is detailed fully below:

(a) In the event of an accident there is NO OBLIGATION to either supply another vehicle or provide a refund for the balance of the hire term. Providing a replacement vehicle is entirely at the vehicle owner's discretion, but if the accident is not the hirers' or nominated drivers' fault then we may provide a replacement (subject to bookings), again this is at our discretion.

(b) In the event that the hirer wishes to terminate early, there is NO OBLIGATION to provide a refund for the balance of the hire period.

2. Refund Policy - If a deposit has been taken, then the following will apply:

(a) If cancelled 30 days or more prior to the pick-up date: Full refund of Deposit (Deposit of 50% Full Rental Charges is collected when you book the campervan).

(b) If cancelled within 7-29 days of the pick-up date: 50% Refund of the Deposit

(c) If cancelled 1-6 days prior to the pick-up date: 75% Refund of the Deposit.

(d) If cancelled on the day of pick-up or if You fail to notify Us of Your intended cancellation prior to the Start of the Rental and fail to pick up the Campervan: no refund is payable and the Deposit are payable and will be charged.

The only EXCEPTION is that within (a) a full or partial refund may be granted solely at the vehicle owners discretion.

3. Cancellation advice MUST be received by us in writing (includes emails). A response WILL be sent to you confirming cancellation of the hire and where applicable details of any charges made under this policy.

4. In the event of a "No-Show", following a confirmed booking being made, the full hire cost is payable by the hirer.

The refund policy applies to all these deposits.