

DRAGON COAST & COUNTRY

Campervan Hire Terms & Conditions

Dragon Fleetcare Limited trading as Dragon Coast & Country

1. Definitions

- “The Company”, “We”, “Us” or “Our” refers to Dragon Fleetcare Limited trading as Dragon Coast & Country.
- “The Hirer” refers to the person named on the booking agreement.
- “Authorised Driver” refers to any driver approved by the Company and covered under the insurance policy.
- “Vehicle” refers to the campervan hired under the rental agreement.

2. Booking & Payment

2.1 Booking Confirmation

A booking is confirmed once:

- the required deposit has been paid; and
- the Hirer has received written confirmation from the Company.

2.2 Payment Terms

- Full balance must be paid no later than 14 days before collection unless otherwise agreed.
- Failure to pay may result in cancellation of the booking.

2.3 Hire Charges

All hire charges listed below are inclusive of VAT.

Peak Season (May–September)

£145 per night (minimum 3 nights)

Mid Season (March, April & October)

£125 per night (minimum 3 nights)

Low Season (November–February)

£100 per night (minimum 3 nights)

3. Security Deposit

3.1 Deposit Amount

A refundable security deposit of £750 is required before collection.

3.2 Deposit Conditions

The security deposit must be:

- paid by the primary hirer/driver;
- paid via a traceable payment method;
- made by bank transfer or debit/credit card.

Cash deposits are not accepted.

3.3 Deductions

The Company may deduct reasonable costs for:

- vehicle damage;
- lost keys;
- additional cleaning;
- smoking or pet odours;
- fuel shortages;
- late return charges;
- mileage charges;
- missing equipment;
- traffic offences, parking fines, tolls or penalties;
- insurance excess charges.

3.4 Refund Times

Deposits are normally refunded within 7 working days after vehicle inspection.

4. Driver Eligibility

4.1 Driver Age

Drivers must:

- be aged between 21 and 69 years old unless otherwise agreed in writing;
- hold a full valid driving licence.

4.2 Licence Requirements

Drivers must have held:

- a full licence for at least 2 years if aged 21–24;
- a full licence for at least 1 year if aged 25 or over.

4.3 Driver Checks

Before hire begins, all drivers must provide:

- driving licence;
- DVLA check code (where applicable);
- two proofs of address from separate sources;
- photographic ID or passport if requested.

4.4 Driving History

Drivers may not:

- have more than one fault claim or accident within the last 5 years;
- have serious motoring convictions;
- have pending prosecutions;
- have been refused insurance or had insurance cancelled.

The Company reserves the right to refuse hire at its discretion.

4.5 Additional Insurance Excesses

Additional insurance excess charges may apply for:

- younger drivers;
- non-UK licence holders;
- drivers with motoring convictions.

5. Insurance Cover

5.1 Included Insurance

Comprehensive insurance is included for approved authorised drivers only.

5.2 Insurance Invalidity

Insurance becomes invalid if:

- the vehicle is driven by an unauthorised driver;
- false information is provided;
- driver checks are not completed honestly;
- the vehicle is used illegally or negligently;
- the driver is under the influence of alcohol or drugs;
- terms of this agreement are breached.

5.3 Hirer Liability

The Hirer remains fully liable for:

- damage not covered by insurance;
- breaches of policy conditions;
- recovery costs;
- negligence;
- prohibited use.

6. Mileage Allowance

- 100 miles per night are included.
- Additional mileage is charged at £0.30 per mile.

7. Vehicle Use Restrictions

The following are strictly prohibited unless agreed in writing:

- smoking or vaping inside the vehicle;

- carrying more passengers than seatbelts provided;
- festivals or music events;
- racing, rallies or competitions;
- off-road driving;
- towing;
- sub-hiring or re-renting the vehicle;
- carrying dangerous or hazardous goods;
- illegal activities;
- driving outside approved territories.

Any breach may invalidate insurance and result in immediate termination of hire.

8. Collection & Return

8.1 Collection

The vehicle will be supplied:

- clean;
- roadworthy;
- with agreed fuel level;
- with a completed vehicle check sheet.

8.2 Return Conditions

The vehicle must be returned:

- on time;
- in the same condition;
- with agreed fuel level;
- reasonably clean internally.

8.3 Late Returns

Late returns may incur:

- additional nightly hire charges;
- loss of earnings charges;
- additional insurance costs.

9. Accidents, Damage & Breakdown

9.1 Accident Reporting

The Hirer must immediately report:

- accidents;
- theft;
- vandalism;
- damage;
- breakdowns.

9.2 Required Information

The Hirer must obtain:

- names and addresses;
- registration numbers;
- insurance details;
- photographs where possible.

9.3 Admission of Liability

The Hirer must not admit fault or liability to third parties.

9.4 Breakdown Assistance

Breakdown assistance details will be provided upon collection.

10. European Travel

European travel is prohibited unless agreed in writing before hire.

Where approved:

- additional insurance conditions may apply;
- a VE103 certificate may be required;
- the Hirer is responsible for complying with local driving laws, tolls and emission zone requirements.

11. Cleaning Charges

Additional cleaning charges may apply for:

- excessive dirt;
- stains;
- mud/sand damage;
- pet hair;
- smoking or vaping residue;
- toilet/waste misuse.

12. Pets

Pets are only permitted with prior written agreement.

Additional cleaning charges may apply.

13. Cancellation Policy

13.1 Hirer Cancellation

- More than 30 days before hire: refundable minus £30 administration fee.
- 30 days or less before hire: all payments made are non-refundable.

13.2 Company Cancellation

The Company may cancel bookings due to:

- vehicle damage;
- safety concerns;
- insurance refusal;
- circumstances beyond reasonable control.

A full refund will be issued where applicable.

14. Fines & Penalties

The Hirer is responsible for:

- speeding fines;
- parking charges;
- congestion charges;
- tolls;
- penalty notices.

Administrative charges of £25 per notice may also apply. The Hirer remains liable for any fines, penalties, tolls, congestion charges or other costs incurred during the hire period that are received after the Security Deposit has been refunded.

15. Personal Property

The Company accepts no responsibility for:

- loss;
- theft;
- damage to personal belongings.

Items left behind may be disposed of after 14 days.

16. Data Protection

Personal information will only be used for:

- booking administration;
- insurance verification;
- legal obligations.

Information may be shared with insurers, authorities or enforcement agencies where legally required.

17. Liability

The Company shall not be liable for:

- holiday disruption;
- campsite cancellations;
- weather conditions;

- breakdown delays outside reasonable control;
- indirect or consequential losses.

18. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

19. Acceptance

By paying for and taking possession of the vehicle, the Hirer confirms they:

- understand;
- accept;
- and agree to these Terms & Conditions.

Dragon Fleetcare Limited

Trading as Dragon Coast & Country

South Wales, United Kingdom