

# DERBYSHIRE MOTORHOME HIRE PROCEDURE

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## 1. BOOKING

Check availability on the website calendar, located at the bottom of each individual vehicle page.

Lead hirer to complete the [initial contact form](#) on website, **lead hirer should also be the main driver**.

Holiday price sent by email, dates reserved pending cleared booking deposit.

Accept the quote by replying to email indicating preferred payment method and specifying required collection and return times.

PAYMENT METHODS ACCEPTED: Direct bank transfer or PayPal. Credit or Debit Card collected via PayPal – a PayPal account is not required. Late bookings processed via PayPal only.

Invoice issued for booking deposit, dates secured when payment has cleared.

**6 weeks prior to travel** invoice issued for balance and should be settled immediately.

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## 2. DOCUMENTS please ensure you will be able to provide these

**During 4 weeks leading up to hire** the following information, required by the insurance company, will be requested:

- Completion of [driver submission form](#): **One form is required for each driver**. A security code will be issued for the first field entitled “check code from email”.
  - **2 recent** utility bills **no older than 90 DAYS** either scanned and emailed, or submitted via upload facility on driver submission form. Accepted bills: Gas, Electricity, Water, Council Tax, Home Phone / Broadband, Bank Statement, HMRC Document. *DATE, NAME, AND ADDRESS ON UTILITIES SHOULD BE CLEAR TO READ AND MUST EXACTLY MATCH NAME AND ADDRESS ON DRIVING LICENCE.*
  - Enter [DVLA licence check code](#) into relevant box, and last 8 digits of driving licence ignoring the last two numbers after the space – they are not part of the driving licence number.
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## 3. DAMAGES DEPOSIT

**One week prior to travel** damages deposit £550 will be requested from PayPal, refundable subject to satisfactory inspection of returned vehicle. This is the only payment method accepted, a PayPal account is not required.

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## 4. HIRE PERIOD

**COLLECTIONS ARE AT 4pm (Festivals 1pm Thursday) from secure storage depot: [Trent Lane, DE73 8BT](#).**

Allow one hour for handover – this can be reduced with some prior knowledge and understanding of the motorhomes’ facilities and functions by watching videos on the DMH website.

Image and address on driving licence(s) will be photographed.

One vehicle can be stored here free of charge if required.

Please bring any questions you want to ask and tell us if you are unsure about anything. A signature will be required to confirm satisfactory handover, and for [inventory/contents](#)/vehicle condition.

Unarranged late collections are charged at £50 per hour and part hour.

### During Holiday

If unsure about anything, refer to user manual supplied and information videos on website.

Call us for assistance if required 0800 6444 199.

Report any faults or damages as soon as they occur 0800 6444 199 and record them on the appropriate page in the user manual, this helps us to prepare for repairs before next hire.

### Return Day

**RETURNS ARE AT 10am (Festivals 1pm Monday).**

Motorhome should be in a clean and tidy state, with grey water tank and toilet cassette **empty**, loose items stowed, habitation electrics and gas off, water taps closed and some water remaining in fresh water tank.

Unarranged late returns are charged at £50 per hour and part hour.

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## 5. DAMAGES DEPOSIT REFUND

Post hire procedure and checks carried out.

End of hire statement issued setting out deductions, if applicable, balance of damages deposit refunded.

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