

## RENTAL CONDITIONS Indie Campers

All rates and conditions are subject to change as required and without prior notification.

*Let op: onze voorwaarden zijn in het Engels geschreven. Dit voorkomt vertalingsfouten en misverstanden*

### Standard inclusions

- 1050 Kilometers included
- Liability of 2500 EUR, can be lowered by adding insurance
- Third party Liability.

### Camper is exclusive of

- All possible extra's

### Driver requirements

The driver must be 18 years old or older at the time of pick-up and must present a valid driver's license (B class) to drive in Europe, a valid ID/Passport and a credit card (Visa, or Mastercard or AMEX) to pay block the security deposit. Additional drivers must be present at pick-up and must also have a valid driver's license (B class) to drive in Europe. Failure to comply with this requirement will prevent the additional drivers from being permitted to drive the vehicle.

If one of the drivers is younger than 25 years old, it is mandatory to purchase the Standard Protection plan. Drivers under the age of 25 years are not qualified to purchase the Basic or Prime Protection plans.

Credit card owner must be present at the time of pick up.

The Rental Firm will not accept copies of driver's license, ID or debit/credit cards.

### Deposit/credit card

There is a deductible of 2500 EUR which will also be blocked on the creditcard as a deposit, this can be lowered by adding insurance.

### Minimum rental period

The minimum rental period is 5 nights

### One-ways

One ways are allowed, also from one country to another, please contact Worldwide campers for more information

### Changes

You can change the details of your reservations until 48 hours prior to pick up, but it depends on availability. Please contact Worldwide campers for more information

### Cancellations

If you cancel your reservation more than 48 hours prior to the scheduled check-in date, you will be entitled to receive a flexible travel voucher of the same total amount you paid for your booking.

The travel voucher can be used for a trip in any location, any Indie Campers vehicle and any available date for check-in until December 31, 2021. The voucher can be used more than one time up to that date, until its amount has been fully used. If you book a trip of a higher price than the amount remaining in your travel voucher, you will simply need to pay the outstanding amount in order to confirm your reservation.

For cancellations made within 48 hours prior to the scheduled check-in date, you will not be entitled to receive a travel voucher nor reimbursement.

### Transfers

Please contact Worldwide campers for transfer options, can be different for each location

### Picking up the vehicle

For bookings registered before 13/01/2020 the Rental Firm's standard pick-up and drop-off times are between 09:00 and 17:00, although this can vary according to the Hirer's pick-up location (the Hirer must check the respective schedule once the time slot has been booked), otherwise an Out of Hours Fee applies on the reservation.

### Dropping off the vehicle

For bookings registered from 13/01/2020 onwards, the Rental Firm's standard pick-up times are between 14:30 and 18:30, and the standard drop-off times are between 8:00 and 11:00, otherwise, an Out of Hours Fee will be applied.

### Vehicle size

If the exact Campervan model booked is not available, the Rental firm reserves the right to provide the Hirer with a similar category or upgraded model, according to the pick-up location availability. Additionally, the Rental Firm cannot guarantee specific colors or designs for the rented vehicle

### Breakdown assistance and repair reimbursement

Any problems associated with the vehicle, including equipment failure, must be reported immediately to the Rental Firm as it might be possible to rectify the problem during the rental period. The absence of such report previously to external on-road assistance calling, nullifies the responsibility of the Rental Firm. 2) The Hirer must contact the Rental Firm before contacting any external on-road Assistance Company as the Rental Firm might assist the Hirer with technical issues, whereupon it will not dislocate its own employees for vehicle repairing/exchange services. 3) The Rental Firm's assistance covers any technical or mechanical malfunction of the vehicle arising from a manufacturing or material fault that directly renders the part concerned unfit for operation during the warranty period. 4) The following occurrences are not covered by the Rental Firm's assistance: a) The vehicle running out of fuel. b) The keys being locked inside the vehicle, damaged (e.g. humidity in the key), or lost. c) Discharged batteries caused by incorrect usage and/or incorrect usage of any equipment that requires batteries to operate. d) Vehicle blocked off-road or at an unpaved road. e) A breakdown caused by willful neglect (e.g. off-road driving). f) Assistance to change a flat tire. Any tow/relocation expenses will be charged to the Hirer. 5) The Rental Firm provides 24hr Assistance, although outside standard business working hours some delays may occur. 6) In case of any malfunction, the Hirer is not allowed to make repairs or alterations to the vehicle, unless authorized by the Rental Firm and following exact instructions. For any malfunction that does not require vehicle immobilization and that cannot be repaired on-site, the Rental Firm shall present to the Hirer a replacement part/vehicle at the closest rental depot, depending on availability. 7) In the event of vehicle immobilization due to mechanical breakdown, or accident, and if it is not possible to repair on-site, the Rental Firm shall send a tow truck to drive the vehicle and the Hirer to the closest workshop or rental depot.

### Travel restrictions

The rental vehicle is insured against third party vehicles and property damage. The Insurance is valid in the following 32 European countries: Andorra, Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the UK. The vehicles can only be driven in these countries, and driving in other countries other than the ones mentioned above constitutes a violation of this Rental Agreement and the Rental Firm cannot be liable for any damage, malfunction or other consequence that happens outside the countries where Insurance is valid, being the Hirer liable for any reparation costs and/or relocation of the vehicle and any other administrative costs, charges, fees and fines the Rental firm incurred as a result of that unauthorized use. The Rental Firm reserves the right to charge the Hirer a penalty of 1,000€ (one thousand euros) for each day the vehicle is used or located in a country where the Insurance is not valid.

### Parking/Traffic Violations

Indie campers is authorized to charge the credit card on file for any further amounts that may arise such as parking tickets, fines, traffic offence penalties, tolls, damages to the vehicle (interior or exterior) and overdue amounts, of which the Hirer bears the sole responsibility.

Rental Firm is entitled to verify any of the damages to the vehicle for 30 days after the last day of the rental agreement. If the Rental Firm is notified or contacted by any administrative private or public entity due to the Hirer's behavior, the Rental Firm will charge the Hirer, for each individual event, an administrative fee of

- i) 25€ if only the identification of the Hirer/Driver was legally required or
- ii) an administrative fee of € 50 if the Rental Firm had to legally make any payment on behalf of the Hirer or present any opposition/appeal, without prejudice of the complete reimbursement to the Rental Firm by the Hirer of any amounts paid by the Rental Firm arising or aggravated by the Hirer's behavior

### Pets and animals

It is permitted to travel with one pet if its weight does not exceed 30kg. In such a case, a fee will be charged (Pet Fee). The Pet Fee only covers the cleaning of the vehicle after the rental, while the Hirer is liable for any and all damages caused by the pet in the interior and exterior of the vehicle. It is of the entirely the responsibility of the Hirer to guarantee that the pet travels in safe conditions and according to the local regulations. The Rental Firm will not be liable for any traffic tickets or legal fees due to the pet's presence inside the vehicle.

### Smoking

Smoking is not allowed inside the vehicle.