

Terms and Conditions of Hire of Tents and Camping Equipment with Contented Camping Ltd.



(Note: these are not valid for Motorhome Hire)

a. Definitions

This Contract is for the hire of tents and accessories ("Equipment"), and the parties to the Contract are:

- i. The person or group hiring the Equipment ("Hirer").
- ii. Contented Camping Limited (Registered No. 7090781) with registered offices at 40 Vandyke Close, Redhill, Surrey RH1 2DS ("CC").
- iii. Any condition deemed invalid will not affect other conditions. Nothing in the Contract is intended to limit a consumer's existing legal rights.

b. Extent of Contract and Cancellation

The Contract is not assignable and is effective when CC accepts the Hirer's detailed order. CC reserves the right to charge for cancellation. Maximum hire period is 21 days.

c. Ownership of Equipment and Goods

Equipment hired remains the property of CC at all times.

2. HIRE CHARGES

a. Basis of charging

The stated hire charges stated within this website are for the duration of the Contract and include Saturdays, Sundays and Public Holidays. The first day will be the day the customer can expect to take delivery of the order and the last day will be the day the customer must await the courier service to make collection of the order.

b. Transport charges

Delivery and collections including attempted calls are chargeable. If Equipment is not available or only partially available for collection then the Hirer will be charged for each journey.

c. Cautionary Deposits

A cautionary deposit is required for the Equipment before the hire period. Credit card details of the Hirer will be required before the Equipment can be shipped for delivery. These details will be received and stored securely. Once the Equipment is returned to CC and inspected, if all in good condition, then credit card details are securely deleted within 7 working days of the end of the hire period. Where damage, beyond normal wear and tear, has been incurred, then the repair, extreme cleaning and replacement charges which will be made against the Hirer's credit card will be as stated in the table hereunder. The Hirer will be notified before payment is taken.

Item	Repair cost indication (will vary depending on severity of damage)	Replacement
2-3 man tent	£45	£100
4-5 man tent	£95	£190
6 man tent	£110	£220
8 man tent	£130	£260

Aerobed double	£50	£100
Aerobed single	£40	£80
Airbed double	£10	£20
Airbed single	£6	£12
Aluminium small table	n/a	£25
Aluminium large table	n/a	£45
Deluxe camping chair	n/a	£35
Wind up lantern 4LED	n/a	£12
Wind up lantern 12LED	n/a	£20
Storage unit	n/a	£40
Camping stove	n/a	£40
Coolbox	n/a	£70

Extra cleaning (beyond usual check and brush out between rentals) charged at £9.00 per hour.

d. **Loss of Equipment**

CC will treat Equipment unavailable for inspection after reasonable notice as lost apply the Hirer will pay a replacement charge for Equipment, as stated in above table.

e. **Theft of Equipment**

Theft of Equipment must be reported to the Police and a crime reference number obtained. The Hirer must notify CC within 48 hours of the theft and write to Contented Camping Ltd, 40 Vandyke Close, Redhill, Surrey, RH1 2DS.

3. DELIVERY / COLLECTION

a. **Delivery**

Delivery of the order to the Hirer's selected address is the first day of the hire order.

The minimum hire order must consist of one tent – no orders will be taken for camping accessories only. Delivery will be made to the Hirer's preferred delivery address, which may be their home address or place of work. It may be possible to agree for delivery direct to a campsite, but it will be the responsibility of the Hirer to make arrangements with campsite owner.

b. **Collection**

Collection of the order is defined as being on the last day of the hire order.

Collection should be from the same address as the delivery address.

c. **Charges**

2-3 man tents are charged at £6 each way

4-5 man tents are charged at £9 each way
6-8 man tents are charged at £12 each way.
Each item ordered over and above this will be charged at an additional £1-£5 (dependent on weight) each way.

Note, deliveries to Redhill and Reigate addresses (RH1, RH2) all delivery and collection will be free of charge.

d. **Coverage**

CC is able to offer the delivery/collection service to all mainland UK (includes NI, excludes IoM, Channel Isles, Scottish Isles)

4. PAYMENT

a. **Payment Terms**

Payment of any charges or any other sums due under the Contract shall be made within 3 business days of the Hirer receiving confirmation of order for the Equipment. Payment by the Hirer on time under the Contract is an essential condition of the Contract. Payment shall not be deemed to have been made until CC has received cleared funds. If payment is not received within this timeframe the order will be cancelled and the Hirer will be notified by email.

5. CANCELLATION POLICY

The following charges apply in the event of cancelling a hire after payment has been taken:-

Time period before hire start date	Refund available
Up to 21 days before	Full refund (- £10 administration charge)
11-20 days before	50% of hire charges (- £10 administration charge). Delivery charges will be refunded in full.
2*-10 days before	No refund on hire charges. Delivery charges only will be refunded*.

*For cancellations less than 2 days before hire start date, CC reserves the right to charge for delivery if a confirmed booking has already been taken by the courier company.

6. HIRER'S RESPONSIBILITIES

a. **Inspection and receipt of Equipment and Goods**

The Hirer will sign to acknowledge receipt from the courier company at delivery. Any items missing or Equipment defects should be reported to CC immediately by telephone.

b. **Delivery/collection of Equipment and Goods**

The Hirer will provide adequate delivery and collection access. The Hirer will make every effort to ensure that the tent is packed only when completely dry, so as not to cause undue damage to the material during transit back to CC. The Hirer will need to ensure the Equipment is re-packed suitably for courier transportation back to CC, usually in the original packaging. The courier company will supply suitable labels.

c. **Security of Equipment**

The Hirer accepts responsibility for Equipment security until its collection and undertakes not to sell or relinquish possession, alter, repair or modify it in any way.

d. **Safe use of Equipment**

The Hirer is responsible for the safe and correct operation of Equipment (using the pitching and other operating instructions supplied) by competent persons not under the influence of alcohol or drugs. The Hirer will ensure any non-CC Equipment used in conjunction with the Equipment also conforms to safety requirements.

7. CONTENTED CAMPING'S RESPONSIBILITIES

a. **Hire rates**

CC will maintain the agreed hire rates for the duration of the Contract.

b. **Safety and operating instructions**

CC will provide appropriate printed and/or downloadable practical instruction in the safe pitching and correct operation of Equipment.

c. **Cleaning and inspection of Equipment**

Equipment will be inspected and cleaned after each hire, so it is ready for the next hire in good usable condition. Additional tent pegs are supplied with each tent.

d. **Delivery and collection**

CC will instruct its courier company to deliver and collect Equipment as per the days confirmed in the order. Should the courier company fail to comply, CC will make alternative arrangements in accordance with the Hirer's request.

e. **Limitation of liability**

The liability of CC for claims made by the Hirer does not extend to any unforeseeable financial loss caused by late or non-delivery of Equipment, unsuitability, breakdown or lawful repossession. Subject to the above CC will be liable for negligence or error in the performance of its obligations under the Contract.