

North Bound Hire FAQs

What is included in the price?

The booking price includes everything you will need to just pick it up and drive off. Insurance, breakdown cover, kitchen equipment, bedding, cooking gas, sat nav and much more. See the individual campervan pages for exact details of what else is included. There are also 'extras' that can be added on: tea & coffee packs, bike rack, travel cot, portable toilet.

What is not included in the price?

Towels, cleaning, any other 'extras' (see below).

What are the extras?

Examples are: bike rack, travel cot, dog cleaning fee, portable toilet. If there is anything else that you need please just ask and we will see what we can do. See full **Extras** list on the website.

Is insurance included?

YES. The campervans come with specialist comprehensive campervan hirer's insurance. Please see the '**Insurance, Breakdown & Drivers**' section. Generally this will cover up to 3 drivers aged between 25 and 78 at no extra cost. The excess (maximum you pay in the event of damage) varies depending on the vehicle and the drivers and can be between £500 and £750 (most hires are £500 see below for details).

Who does the insurance cover?

Our campervans offer the first 3 drivers for free – additional drivers can be added at an extra cost. Unless otherwise stated the insurance covers drivers which meet the following criteria as standard:

Age:	Between 25 and 75 years
Nationality:	UK or EU driver's licences
Length held:	Minimum 2 years
Points:	Up to two minor offences in the past 5 years is OK (no more than 6 points)
Claims:	No more than 1 claim in the past 5 years

International Drivers from most countries can be covered but the excess may be higher.

The full booking form will ask for all the relevant details but feel free to drop us an email if you have any questions. There is an excess of between £500 and £750 in the event of any damage to the vehicle. This amount is set by the insurer and is dependent on driver age, convictions, claims and country of issue (for a UK driver with a clean licence it will be £500).

Breakdown cover is also included and the details will be in the campervan.

All named drivers must be present to collect the campervan as they will all need to sign the agreement and present their documents at handover.

What documents do I need to give you?

Each Driver needs to send the following:

1. Licence check code – each UK driver should send their licence check code in advance of pick-up (you just click on this link to get your code <https://www.gov.uk/view-driving-licence> and then send it to us)
2. Passport/proof of ID – (Non UK driver only)
3. Driving Licence (front & back)
4. 2 proofs of address which match the address on your licence

The following documentation is acceptable for **proof of address** alongside the drivers licence. They **must be dated** within 90 days of the hire date and the address on your licence must be the same as on both documents:

- **1 utility bill / statement (primary form of proof)**
- 1 of the documents listed below (secondary proof)

- **a utility bill with your address on it (electricity, water, gas, broadband or landline, Council tax bill/statement), a bank or building society statement, a credit card bill** – these must be dated within 3 months of the hire

- an HMRC self-assessment letter or demand from the current financial year

- an original mortgage statement issued for the last full year or solicitors letter from within the last 3 months confirming a house purchase

A security deposit of £500 (1 per booking). This will be refunded within 1 week of the end of the booking if the vehicle is returned with no damage and can be paid by PayPal or card.

What if I crash or damage something?

Obviously we hope you will take care of these beautiful campervans, inside and out, and have a safe and happy trip.

If something happens the driver will be liable for the insurance excess in the event of any damage to the vehicle. Anything beyond that is covered by the insurance where a claim can be made. The driver is responsible for getting the contact details of any third parties involved.

The insurance excess will vary from £500 to £750 dependent on the drivers being insured. The excess amount will be confirmed once final payment has been received and the driver form filled out. The driver will be liable for part or all of the value of the excess in the event of the vehicle being damaged and/or a claim being made.

In the event that no driver was operating the vehicle when the damage occurred the first driver will be named as responsible for the vehicle at that time.

Please see our Allianz Policy document for further information. A copy of this will be emailed to you.

Is breakdown cover included?

Yes. All the campervans have breakdown cover including roadside assistance and recovery. If recovery is required you will be returned with the vehicle to the normal pick-up location for that vehicle.

How many people can travel?

Belted seats range from three to five depending on the campervan. See individual campervan page for a description of the seating arrangement for travelling.

How long can I have the van?

All our vans have a 3 night minimum booking in low, increasing to 7 nights in high season. It is possible to hire the van for longer periods of time so whatever type of travel you're into, just contact us for a quote.

Can you deliver the van to me?

Delivery can sometimes be arranged depending on the owners availability. However this is often very costly once you factor in fuel, time and return travel for the owner.

Do you have beds suitable for babies/children?

Our campervans also have floor space for travel cots – see individual van specifications for more details.

Do you have a hook up?

Our campervans have electric hook-up – please check individual campervan pages. A campsite hook up cable (approx. 10m) is included in your hire.

Do I need to bring bedding?

We supply bedding; a double duvet and 2 pillows (hypoallergenic/tog 10.5), duvet cover, pillowcases (with pillow protectors), a sheet and mattress protector. If there are 3 of you we will also supply a single duvet, pillow and bedding.

However, if you prefer, you can bring your own bedding, just let us know please so we know what to prepare for your trip

Can I bring my dog?

One of our vans is pet friendly but this is campervan specific so check the van page before you book. Where pets are accepted it is always expected that they don't go on the seats or on the bed at all. There is a cleaning charge for bringing your dog along (see Extras) on top of the mandatory cleaning charge of £40.

Is there a toilet or shower?

One of our vans has an outdoor shower and you can purchase a portable toilet from us for, just add it from the Extras page when you are booking your campervan.

Is there a mileage limit?

Yes there is: a generous 200 miles per day.

200 miles per day is the daily mileage allowance and is included in the price paid at booking. If you travel more than this then we charge 20 pence per mile for the excess of the total allowance for the booked period for example a 3 day hire allows for 600 miles in the price of the hire so if you travel 100 more miles in the 3 days that will add £20 to the cost of your hire.

We expect 200 miles per day to cover the vast majority of customers with no additional charges.

Is there a fuel charge?

No. You pick up the campervan with a full tank and bring it back the same way. If for any reason you were not able to use a nearby fuel station, we will fill it up for you and you will be charged £2.50 per litre.

Are either of the vans automatic?

Unfortunately, at the present time, we don't have any automatic campervans.

What happens if I return late?

Firstly please let the owners know ASAP as there might be someone waiting to collect it. In this instance we would offer them a pro rata refund for any delay.

We reserve the right to charge you for late return at £20 per hour but would always try to avoid this. We can sometimes accommodate later returns if there is no immediate subsequent booking, but wouldn't be able to confirm that until a couple of days before your return so please keep us informed if you want a later return.

Children?

Kids love campervans and campervans are great for kids. Please check the individual van pages for info about seats, beds and anything else which might affect how child-friendly they are.

Do I need to clean the campervan?

Yes please. Bring the campervan back clean and free from rubbish. A cleaning fee of £40 is included in your hire charge. Don't worry about the outside, we will clean that.

What should I pack?

Our campers all have plenty of storage space so feel free to pack your whatever will you're your trip incredibly enjoyable. Remember that in Scotland you really can experience 4 seasons in one day so come prepared. There is also the issue of 'the midges' – they really can be worse than mosquitos. You can buy Avon Skin So Soft products in many outdoor shops in Scotland, this is a good product to repel them. However sometimes they are so bad that you need a midge net, these are also easy to get in Scotland.

Do I need to stay in a campsite?

It is probably a good idea to book some campsites as you will then have access to toilets and hot showers at some point in your trip, especially if you are new to this kind of travel.

If you want to spend some time 'in the wild' please make sure you are parked in a place that you are allowed to park, not blocking an access to a field or farm. Also leave no trace of your short stay, take all your rubbish away with you. Help us to keep this wild land pristine.

Please read the Leave No Trace guidance that we send to you before your trip.

What if I have to cancel my trip?

These are tricky times for planning anything and so North Bound Hire is operating a very flexible cancellation policy at the moment.

So if we, NBH, cancel your trip for any reason

- You, the customer, will be refunded the full amount you paid, in the form you paid it so that means ...
 - cancellation before full payment = 100% of deposit refunded to customer
 - cancellation after full payment = 100% of full payment refunded to customer

If you, the customer, cancel your booking after full payment and within 4 weeks of the hire, then...

- if the reason is ill-health, bereavement, Covid 19 related etc. we offer a full refund or a Credit Note for North Bound Hire (valid for a year)
- if the reason is a change of your plans then 50% of the full price will be returned

If you have to cancel your trip, and it is less than 4 weeks until the hire date, we will offer you a Credit Note for North Bound Hire for the full amount (valid for 1 year).