



TERMS & CONDITIONS

Please read these terms and conditions carefully before you submit your order to us. These conditions tell you who we are, how products will be provided to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these conditions, please contact us to discuss.

1. DEFINITION OF TERMS

'Customer' is the owner/keeper of the vehicle to be converted or the person intending to hire one of our campervans.

'Website owner' is Vanlife Conversions Ltd.

'Conversion services' relate to Vanlife Conversions Ltd carrying out a campervan conversion on a customer's van.

'Hire service' relates to Vanlife Hire Ltd hiring out one of their campervans to the customer.

'Estimate for Work' is the document provided by Vanlife Conversions Ltd when providing conversion services. It outlines our interpretation of the customer's needs as well as providing an approximate duration and cost for the project. This document details the parts required to carry out each stage of the conversion project. This document is not exhaustive and is given merely as an indication of what the customer could expect to see in their project.

'Conversion Agreement' is the contract signed between Vanlife Conversions Ltd and the customer when providing conversion services. It seeks to acknowledge to all terms laid out hereafter and agree to the commencement of work.

'Payment Agreement' is a schedule of payments laid out by Vanlife Conversions Ltd over the duration of the conversion project which is agreed by the customer prior to work beginning.

'Pre-delivery Inspection' refers to the inspection carried out by Vanlife Conversions Ltd after the conversion service has been completed and prior to signing the vehicle back over to the customer.

'Rental agreement' is the document signed by Vanlife Hire Ltd and the customer when providing hire services.

'In Writing' is defined as any recorded written communication between the customer and Vanlife Conversions Ltd i.e. e-mail, letters, notes, memos etc...

2. CONDITIONS

- 2.1 All contracts are made with Vanlife Conversions Ltd and / or Vanlife Hire Ltd.
- 2.2 Deposits for conversion services are £2000 unless otherwise specified/ agreed. Deposits are a commitment to buy and are therefore non-returnable.
- 2.3 Deposits for campervan hire are 50% of the hire charge, unless otherwise specified/ agreed. Deposits are a commitment to hire and are therefore non-returnable.
- 2.4 All pictures on our website are general and may not relate to a specific part or service.
- 2.5 Any vehicle, once paid for, is removed entirely at the customers risk.
- 2.6 We make every effort to ensure all services are of the best quality and where possible we aim to give customers photographic updates; however occasionally faulty items are supplied in error.
- 2.7 Please notify us before returning any goods.

3. CONVERSION SERVICES

Pricing.

- 3.1 Prices are not fixed and not guaranteed, due to the nature of vehicles past repairs can be hidden and only reveal themselves once work starts. therefore, making fixed price work impossible.
- 3.2 Prices of new parts are based on catalogue prices available to us at the time of costing and as such are subject to change without notice.
- 3.3 Vanlife Conversions Ltd will not be liable for any increase in the costs of parts and reserves the right not to consult the customer if an item has been agreed to be purchased under the original project scope, but the price has increased.
- 3.4 If a specific part is not available and is needed for the continuation of the project a suitable alternative may be purchased sometimes at extra cost.
- 3.5 Any significant changes to the pricing of a project will be notified to the customer and agreed by both Vanlife Conversions Ltd and the customer before any further work will continue.
- 3.6 Estimates for work are intended to be used as a guide for costing/budgeting and cannot be held as 100% accurate.

Payment agreements.

- 3.7 Are binding once the contract is signed.
- 3.8 Each deposit is non-refundable and is a commitment to the contract.

- 3.9 Vanlife Conversions Ltd will not give credit to any customer and all work is paid for in advance
- 3.10 If a project is cancelled by the customer during the term of the contract no refund on any monies already paid will be given.
- 3.11 If a project is cancelled by Vanlife Conversions Ltd as a result of unforeseen circumstances or un-reconcilable differences between Vanlife Conversions Ltd and the customer, no refund will be given on any monies already paid.
- 3.12 Any deviation from the agreement without written agreement from Vanlife Conversions will be treated as non-payment.
- 3.13 A service charge of £180 for every day the payment is missed will be charged as work on the vehicle will stop but the vehicle will be kept in our workshop taking up space that could be used for other business.
- 3.14 After 2 weeks from the date the payment is due, if payment is not received the vehicle will then be removed from the workshop and securely stored outside until the amount is paid, the above-mentioned service charge will still be applicable and accruing.
- 3.15 Once outside, Vanlife Conversions Ltd accepts no responsibility for any damage to the vehicle as a result of the weather, or third-party interference.
- 3.16 Vanlife Conversions Ltd reserves the right to recover any monies owed to us by way of the sale of the customer's vehicle or via legal action.

Payment.

- 3.17 Vanlife Conversions Ltd accepts payment by way of Cash or Bank Transfer
- 3.18 Cleared funds must be received by Vanlife Conversions Ltd on or before the dates laid out in the payment agreement.

Insurance:

- 3.19 Vanlife Conversions Ltd is a fully insured business to offer van conversion services.
- 3.20 Customers however must maintain their own insurance policy for the duration of their vehicle being under Vanlife Conversions Ltd control. We recommend a "laid up" policy as a minimum.
- 3.21 Vanlife Conversions Ltd will not be liable for any loss of property or vehicle costs in the event of theft or damage.
- 3.22 Although we are insured, customers are notified that vehicles are left with us at their own risk.

Contract Acceptance.

- 3.23 Conversion contracts must be agreed a minimum of 2 weeks in advance of project start date.

- 3.24 Conversion bookings can only be confirmed on receipt of £2000, non-refundable deposit or by the customer delivering the vehicle to us.
- 3.25 Deposits are treated as a commitment to the contract.
- 3.26 Delivery of vehicle to us is also commitment to contract.
- 3.27 Cancellations during the project will receive no refund of the funds already paid including the £2000 initial deposit.
- 3.28 Removal of vehicle from our premises will mean the project is cancelled and any place in our queue for work has been lost.
- 3.29 Cancellation during or before the project will mean the vehicle must be immediately removed from our premises at the customers cost after the settlement of any monies owed. The vehicle will be removed from our workshop and stored outside.
- 3.30 All invoices must be paid immediately upon presentation. Failure to do so will risk the project being terminated by Vanlife Conversions Ltd.

Project Duration:

- 3.31 Vanlife Conversions Ltd will provide the customer with a projection of the duration of the project.
- 3.32 Vanlife Conversions Ltd will not be held responsible for any overrun or extensions applied to this schedule as a result of other work, extra work or extended lead times for parts or any external factors.
- 3.33 Any extra work will be advised by Vanlife Conversions Ltd and amendments made to the schedule will be given.

Warranties:

- 3.34 Vanlife Conversions Ltd offers 12 months, warranty on conversion work only. This excludes natural wood worktops which require regular maintenance after installation and any damage caused by freezing. All pipe work should be drained down when not in use in cold climates.
- 3.35 Vanlife Conversions Ltd will not be liable for any mechanical issues to the vehicle.
- 3.36 The Warranty is not applicable to vehicles that have had a part refit, or a few items replaced.
- 3.37 The Warranty does not include damage caused by misuse or poor maintenance.
- 3.38 The Warranty also does not include second hand or used items.
- 3.39 Vanlife Conversions Ltd reserves the right to investigate the circumstances of the conversion defects, as some defects occur as a result of poor, maintenance, care and/or storage of the vehicle or excessive use or abuse of the vehicle, and to also use their discretion in granting work under warranty.

- 3.40 Vanlife Conversions Ltd also reserves the right to refuse warranty work if work carried out by others is seen to be sub-standard or the cause of the defects.

Sign Over

- 3.41 Once the vehicle is finished Vanlife Conversions Ltd will carry out a Pre-delivery Inspection (PDI) to make sure everything is up to standard.
- 3.42 If any extras have been found or items have been added to the spec and previously agreed, then the vehicle will not be signed over to the owner until this bill has been paid with cleared funds.

Additions

- 3.43 Vanlife Conversions Ltd accepts no responsibility and cannot be held liable for any extra work resulting from the discovery of previous poor repairs or age/ rust related damage to the vehicle. All discoveries will be notified to the customer and priced accordingly. It is then up to the customer to decide the course of action with the vehicle.
- 3.44 The nature of full re-builds and repair work mean various aspects of the vehicle will need adjustment and attention after a short period of time. Vanlife Conversions Ltd will not be liable for issues arising from adjustments not being made. It is the customers responsibility to check the vehicle over once in their possession. Vanlife Conversions Ltd is happy to assist the customer with the adjustments and an appropriate charge will be made to cover the time spent in doing so.

Legal Action

- 3.45 In the event of a disagreement between Vanlife Conversions Ltd and the customer. Vanlife Conversions Ltd will do all it can to settle the dispute amicably. In the event of the above not being possible, Vanlife Conversions will seek court proceeding to recover any monies owed. Legal proceedings will also be initialized to protect Vanlife Conversions Ltd from excessive costs brought by the customer.

Fuel

- 3.46 We ask that customers bringing vehicles to us leave their vehicles with plenty of fuel in the tank, unless otherwise requested, If the vehicle runs out of fuel while in our care we reserve the right to add fuel up to 1/4 of a tank full and charge this at £2 per litre to the customer to cover our time in going to the nearest petrol station and dealing with the inconvenience.

4. HIRE CONDITIONS

Deposit & Payment

- 4.1 Your reservation will only be confirmed on receipt of a deposit for 50% of the hire charge. The balance of the hire charge, plus any optional extras requested, must be paid no less than 2 weeks before the commencement of hire. If the balance is not paid when due, Vanlife Hire Ltd reserves the right to cancel the booking.

Security Deposit & Hirer's Liabilities

- 4.2 The hirer will be invoiced for a security deposit, which must be available as cleared funds by the collection date. The normal security deposit will be £500 but may be increased on the advice of our insurers.
- 4.3 The value of the security deposit will normally be the limit of your liability to us in the event of partial or total loss or damage to the vehicle or our equipment. However, you will be held liable for all uninsured losses, including consequential losses to Vanlife Hire Ltd if you have:
- Passed possession of the vehicle to a third party without our prior permission
 - Been driving illegally, including driving under the influence of alcohol or drugs
 - Allowed anyone to drive the vehicle other than the named drivers shown on the hire agreement
 - Caused damage to the vehicle by your use of cooking or heating equipment, lighters, or candles
 - Continued to drive the vehicle when a fault or alarm is indicated on the dashboard
 - Mis-fuelled the vehicle
 - Reported the vehicle stolen, but are unable to produce the original key and alarm fob
 - If you have breached any other terms and conditions of hire

Refund of Security Deposit

- 4.4 Your security deposit will be refunded in full if you return the vehicle:
- On time and without damage
 - With a clean interior
 - Without loss or damage to any of the items or extras listed on your inventory
 - With a full tank of fuel (hires are operated on full to full basis)
- 4.5 We will refund your deposit within 7 days from satisfactory return of our vehicle. If we need to withhold repayment for any reason, we will contact you to explain why and, give our estimated time to establish the full cost of any repairs or replacements necessary. Please note that some third-party insurance claims can take considerable time to resolve. We will not attempt to make any unfair or excessive deductions from your deposit, and we will not charge you for small repairs which would be considered part of normal “wear and tear”.

Smoking/Vaping Policy

- 4.6 There is no smoking or vaping allowed in the campervan at any time, and the hirer is responsible for reimbursement of cleaning or repairs to the vehicle due to any smoke/vape contamination or heat damage.

Pet Policy

- 4.7 Pets and other animals are permitted in our campervans.

Drivers

- 4.8 Most drivers with a good driving record, will meet our standard terms of insurance. However, the campervan shall not be driven by:

- Hirers under 21 or over 79 years of age unless otherwise agreed by the Insurer.
- Hirers who have more than 6 penalty points on their licence.
- Persons who have more than one claim within a five-year period.

Restrictions on Use

- 4.9 The vehicle shall only be driven on made-up, surfaced roads. No off-road use is permitted except on official campsites, or in designated car-parking areas. The hirer is responsible for checking the surface condition of all off-road areas before driving over them and will be liable for any damage to the underside of the vehicle, however caused.
- 4.10 The vehicle shall not be used for towing without authorisation of Vanlife Hire Ltd. If you wish to tow small trailers or boating equipment you must request our approval and provide full details at the time of booking.
- 4.11 The vehicle shall not be used for the carriage of goods of an explosive, dangerous or hazardous nature or for the carriage of goods or passengers for hire and reward or any other form of profit or remuneration.

Collection and Return

- 4.12 Hirers are required to allow 1 hour both on pick-up and again on return, for inspection of the vehicle, paperwork completion, and handover demonstrations. Each driver must present original documents at the time of pick-up to prove the following:
- Personal Identity - recognised photo ID (which can be the photocard driving licence or a passport)
 - Permanent Address – Utility bill or bank statement less than 3 months old
 - Authorisation to drive – UK driving licence or EU / foreign licence with English translation
- 4.13 Vanlife Hire Ltd reserve the right to cancel the hire if at the time of collection, the nominated drivers' licences are invalid, their proofs of ID are not in accordance with the terms and conditions, or if the security deposit is not available as cleared funds. In these circumstances all monies paid by the hirer (except the refundable security deposit) will be forfeited to Vanlife Hire Ltd.

Cancellation and Vehicle Availability

- 4.14 We regret that we cannot refund any deposit or final payment if your arrival is delayed, or if you cancel or curtail your hire for any reason. We therefore strongly advise that you take out your own holiday insurance, including cancellation and curtailment cover.
- 4.15 If the vehicle booked is not available for any reason at the time of pick-up, we reserve the right to offer a suitable alternative. If we cannot source a suitable alternative vehicle, then the liabilities of Vanlife Hire Ltd will be limited to the refund of any monies paid for the hire only. We also reserve the right to delay or cancel your booking if in our view the weather would make it unsafe to drive the campervan, for example due to risk of ice on untreated roads.

Motoring Offences

- 4.16 The hirer is responsible for any motoring offences and any subsequent fines or penalties incurred during their hire period.

Vehicle Condition

- 4.17 The hirer will be responsible for daily checks on the condition of the vehicle including tyre condition and inflation. Any abnormalities must be reported immediately to Vanlife Hire Ltd. The vehicle must not be driven if any warning lights are displayed on the dashboard.

Windscreen and Tyres

- 4.18 The hirer is responsible for any damage to windscreens and windows, and punctures or other damage to tyres during the period of the hire. Where possible these should be repaired or replaced as appropriate on a like for like basis and paid for by you at the time. You should contact us to seek instructions before carrying out the repair. Failing this, an amount will be deducted from your deposit against damages which have to be repaired following your return.

Fuel

- 4.19 The vehicle will be issued with a full tank of fuel and must be returned in the same state. If the tank is not full on return you will be charged a refuelling fee. The hirer is also responsible for reimbursement of damages to Vanlife Hire Ltd should the wrong fuel be used in the vehicle.

Mileage Limits

- 4.20 There are no mileage limits.

Insurance & Legal Requirements

- 4.21 Vanlife Hire Ltd is a fully insured business to offer van hire services.
- 4.22 Comprehensive insurance is included in the hire charge. Hirers are advised to arrange their own personal effects and travel insurance. The vehicle is only insured for the hire period and therefore the driving of the vehicle after the expiry of the contract period may result in the driver committing a traffic offence. Furthermore, the hirer is entirely responsible for any accidental damage, injury and consequential loss after the expiry of the hire period.
- 4.23 The hirer, or other named drivers, are responsible for complying with all legal requirements in the UK. Please note that all passengers must wear seatbelts when travelling in the vehicle, and small children must be supplied with either a child car seat, or booster seat if necessary. It is the hirer's responsibility to supply this equipment if required and ensure it is always used.

Breakdowns

- 4.24 In the event of a breakdown or accident, recovery services are at the disposal of the hirer. Instructions for replacements, at a cost not exceeding £50 may be given by the hirer, who will be reimbursed on the production of receipted invoices. Reimbursement will not be made where the repair is the responsibility of the hirer, including any damage to windscreen or tyres. Prior authorisation must be

obtained in respect of any repairs/replacements in excess of £50. Vanlife Hire is not responsible for hotel or any other consequential expenses subsequent to a breakdown but will refund the hire charges for any complete day's loss of use of the vehicle. Every effort is made to ensure that the vehicle is in a safe and roadworthy condition before it leaves our company premises, but Vanlife Hire Ltd shall be under no liability for third party claims or damages in connection with, or subsequent upon, any accident or breakdown.

Accidents

- 4.25 In the event of an accident involving the campervan a complete accident report must be made out and handed to Vanlife Hire Ltd at the time of termination of the hire. Please make sure you obtain names and addresses and vehicle information of all third parties and their insurance details. A sketch of the accident and photos of the scene and damaged vehicles may be helpful. You should not discuss or admit liability with anyone. All accidents or damage must be reported to Vanlife Hire Ltd as soon as possible.

Parking Facilities

- 4.26 You may leave one car on our premises while you are away. One set of keys, together with any alarm fob must be left with us, in case of emergency. All vehicles are left entirely at your own risk and we accept no responsibility for any loss or damage which may arise.

Disclaimer

- 4.27 We take every effort to make our website and specifications as accurate as possible. However, we do not accept any liability if the actual vehicle and equipment varies slightly from the features and descriptions on this website. Vanlife Hire Ltd reserves the right to vary rates and conditions of hire and to refuse to hire to any person without giving a reason.

5. WEBSITE

- 5.1 Whilst every effort is made to update the information contained on this website, neither the Website Owner nor any third party or data or content provider make any representations or warranties, whether express, implied in law or residual, as to the sequence, accuracy, completeness or reliability of information, opinions, research information, data and/or content contained on the website. The Website Owner reserves the right at any time to change or discontinue without notice, any aspect or feature of this website. No information shall be construed as advice and information is offered for information purposes only and is not intended for trading purposes.

Trademarks

- 5.2 The trademarks, names, logos and service marks (collectively "trademarks") displayed on this website are registered and unregistered trademarks of the Website Owner. Nothing contained on this website should be construed as granting any licence or right to use any trademark without the prior written permission of the Website Owner.

External Links

- 5.3 External links may be provided for your convenience, but they are beyond the control of the Website Owner and no representation is made as to their content. Use or reliance on any external links and the content thereon provided is at your own risk. When visiting external links, you must refer to that external websites terms and conditions of use.

Public Forums and User Submissions

- 5.4 The Website Owner is not responsible for any material submitted to the public areas by you (which include bulletin boards, hosted pages, chat rooms, or any other public area found on the website. Any material (whether submitted by you or any other user) is not endorsed, reviewed or approved by the Website Owner. The Website Owner reserves the right to remove any material submitted or posted by you in the public areas, without notice to you, if it becomes aware and determines, in its sole and absolute discretion that you are or there is the likelihood that you may, including but not limited to -

- defame, abuse, harass, stalk, threaten or otherwise violate the rights of other users or any third parties;
- publish, post, distribute or disseminate any defamatory, obscene, indecent or unlawful material or information;
- post or upload files that contain viruses, corrupted files or any other similar software or programmes that may damage the operation of the Website Owner's and/or a third party's computer system and/or network;
- violate any copyright, trade mark, other applicable Great Britain or international laws or intellectual property rights of the Website Owner or any other third party;
- submit contents containing marketing or promotional material which is intended to solicit business.

Warranties

- 5.5 The Website Owner makes no warranties, representations, statements or guarantees (whether express, implied in law or residual) regarding the website, the information contained on the website, your or your company's personal information or material and information transmitted over our system.

Disclaimer of Liability

- 5.6 The Website Owner shall not be responsible for and disclaims all liability for any loss, liability, damage (whether direct, indirect or consequential), personal injury or expense of any nature whatsoever which may be suffered by you or any third party, as a result of or which may be attributable, directly or indirectly, to your access and use of the website, any information contained on the website. In particular, neither the Website Owner nor any third party or data or content provider shall be liable in any way to you or to any other person, firm or corporation whatsoever for any loss, liability, damage (whether direct or consequential), personal injury or expense of any nature whatsoever arising from any delays, inaccuracies, errors in, or omission of any share price information or the transmission thereof, or for any actions taken in reliance thereon or occasioned thereby or by reason of non-performance or interruption, or termination thereof.

Use of Website

- 5.7 The Website Owner does not make any warranty or representation that information on the website is appropriate for use in any jurisdiction (other than Great Britain). By accessing the website, you warrant and represent to the Website Owner that you are legally entitled to do so and to make use of information made available via the website.