



MOTORHOME HIRE · BRIDGEND

Terms & Conditions

Onward 2 Upward Ltd T/A Why Knott Hire · Company No. 12707392 · VAT Reg No 404 0886 15 · 2026 Edition · Effective 25 June 2026

Master Terms and Conditions of Hire — 2026 Edition

Contracting Party. This Hire Agreement is entered into between Onward 2 Upward Ltd (Company No. 12707392) trading as Why Knott Hire ("Why Knott Hire", "the Company", "we", "us" or "our") and the Hirer named on the booking confirmation ("the Hirer", "you" or "your").

These Terms and Conditions govern every booking and hire of a vehicle supplied by Why Knott Hire and form part of the legally binding agreement between the Company and the Hirer.

By paying a deposit, making a booking, signing a hire agreement, collecting a vehicle, permitting an authorised driver to operate a vehicle, or otherwise accepting possession of a vehicle supplied by Why Knott Hire, you agree to be bound by these Terms and Conditions.

1. Definitions

For the purposes of this Agreement:

- **"Vehicle"** means any motorhome, campervan, accessory, fixture, fitting, equipment, awning, bike rack, key, document or ancillary item supplied by Why Knott Hire.
- **"Hire Period"** means the period commencing at the agreed collection time and ending at the agreed return time.
- **"Authorised Driver"** means any driver approved by Why Knott Hire and accepted by the Company's insurer.
- **"Security Deposit"** means the refundable deposit paid by the Hirer as security against losses, damages, charges and liabilities.
- **"Damage"** includes physical damage, contamination, odour, staining, infestation, mechanical damage, cosmetic damage, loss of equipment, loss of keys and any reduction in value caused during the Hire Period.
- **"Loss of Hire"** means any loss of revenue suffered by the Company where a Vehicle cannot be hired due to damage, repair, inspection, cleaning or rectification resulting from the Hirer's actions.

2. Bookings and Payment

2.1 A booking is secured only when the required booking deposit has been received.

2.2 The booking deposit is 20% of the total hire cost and is non-refundable except where otherwise stated within these Terms.

2.3 The balance of the hire charge must be paid no later than four weeks before the commencement of the Hire Period.

2.4 Failure to pay the balance by the due date may result in cancellation of the booking without further notice.

2.5 Why Knott Hire reserves the right to refuse any booking at its absolute discretion.

2.6 All published prices are subject to correction in the event of genuine administrative or pricing errors.

2.7 Additional services including but not limited to European travel, festival attendance, additional drivers, winter equipment, awnings and other optional extras may incur additional charges.

2.8 The maximum hire period is 28 days. A booking may not exceed 28 days unless a longer period has been agreed with Why Knott Hire in writing.

2A. Pay Monthly Instalment Plans

2A.1 Where offered, the Hirer may choose to pay the balance of the hire charge (clause 2.3) in equal monthly instalments of between 2 and 10 payments, determined by how far ahead of collection the booking is made ("a Plan") instead of in a single payment. A Plan carries no fees, interest or additional charge of any kind — the total amount payable under a Plan is exactly the same as paying the balance in full.

2A.2 To start a Plan, the Hirer must give explicit consent and pay the first instalment (or, where the Plan is set up at the time of booking, the booking deposit) by card online. By giving this consent, the Hirer authorises Why Knott Hire to charge the same card automatically, without further reference to the Hirer, for each instalment shown in the payment schedule (a "Continuous Payment Authority"). The full schedule of instalment dates and amounts is shown to the Hirer before the Plan is confirmed, and is set out again in the Plan confirmation email sent when the Plan starts.

2A.3 The Hirer may cancel this Continuous Payment Authority at any time, either by cancelling the Plan in their customer portal (clause 2A.5) or by contacting their card issuer or bank directly. The Hirer has this right under UK banking rules, and Why Knott Hire will always honour a cancellation instruction given directly to the bank. Cancelling the authority with the bank does not cancel the underlying obligation to pay the balance of the hire charge, which remains due in accordance with clause 2.3 and this clause; the Hirer is encouraged to also tell Why Knott Hire if they cancel with their bank, so the balance can be chased in the normal way rather than through the Plan.

2A.4 If an instalment payment is declined, Why Knott Hire will normally retry it once, approximately 3 days later. If the retry also fails, the Plan is paused and Why Knott Hire will email the Hirer a secure payment link for the missed instalment. The full balance of the hire charge remains due no later than 28 days before the Collection date (clause 2.3) regardless of the state of any Plan; if a Plan has not cleared the balance by that date, the ordinary balance-payment and cancellation provisions of these Terms (clauses 2.3, 2.4 and 27) apply in full.

2A.5 The Hirer may cancel a Plan, or pay the remaining balance in full, at any time through their customer portal, free of charge. Cancelling a Plan does not cancel the booking — it returns the Hirer to paying the remaining balance as a single payment, due in accordance with clause 2.3.

2A.6 If the Hirer cancels the booking itself, the cancellation charges in clause 27 apply as normal, calculated on the total hire charge. Instalments already paid under a Plan are treated the same as any other payment already made towards the booking, and are applied towards, or refunded from, the amount due under clause 27 in the same way.

2A.7 Why Knott Hire may withdraw or amend the availability of Plans for future bookings at any time; this does not affect any Plan already running on an existing booking.

3. Security Deposit

3.1 A Security Deposit of £1,200 (or £1,500 where European travel has been approved) shall be payable prior to or at collection.

3.2 The Security Deposit shall be held against:

- (a) vehicle damage;
- (b) insurance excess liability;
- (c) cleaning charges;
- (d) smoking or vaping contamination;
- (e) toilet emptying charges;
- (f) missing equipment;
- (g) fuel shortages;
- (h) late return charges;
- (i) administrative charges;

- (j) traffic offences;
- (k) tolls;
- (l) parking penalties;
- (m) loss of keys;
- (n) recovery costs;
- (o) loss of hire;
- (p) any other sums owed under this Agreement.

3.3 The Security Deposit may be retained in whole or part where an investigation, insurance claim, dispute, repair quotation or damage assessment remains ongoing.

3.4 The Security Deposit shall normally be returned within 14 days of vehicle return but may be retained for longer where reasonably required.

3.5 The Security Deposit shall not limit the Hirer's liability. The Hirer remains liable for any losses exceeding the Security Deposit amount.

4. Driver Eligibility

4.1 Drivers must:

- (a) be aged between 25 and 70 years;
- (b) hold a full valid driving licence for a minimum of two years;
- (c) hold a licence category appropriate to the Vehicle (Category C1 is required where the Vehicle's Maximum Authorised Mass exceeds 3.5 tonnes);
- (d) satisfy insurer requirements;
- (e) provide all requested documentation.

4.2 Why Knott Hire reserves the right to refuse any driver who does not satisfy insurer requirements or whom the Company reasonably considers unsuitable.

4.3 Additional drivers are charged at £10 per day per driver.

4.4 Only authorised drivers may operate the Vehicle.

4.5 Any unauthorised use may invalidate insurance and render the Hirer fully liable for all losses.

4.6 Before collection, each driver must provide: a valid photocard driving licence (front and back); two proofs of address from two different sources, each dated within the last 90 days (an annual council tax bill aside), with the name and address matching the driving licence; and a completed DVLA licence check/share code. The Company will not release the Vehicle until all required documents have been provided and verified.

5. Insurance

5.1 The Vehicle is insured through the Company's motorhome hire insurance policy, subject to the terms, conditions, exclusions and limitations imposed by the insurer.

5.2 Insurance cover is only valid:

- (a) during the agreed Hire Period;
- (b) for authorised drivers approved by the Company;
- (c) where all terms of this Agreement are complied with.

5.3 The Hirer shall be responsible for any insurance excess applicable at the time of any claim.

5.4 Where an insurance claim arises for any reason during the Hire Period, the full Security Deposit may be retained pending settlement of the claim.

5.5 The Hirer shall remain liable for:

- (a) damage not covered by insurance;
- (b) uninsured losses;
- (c) breaches of insurer conditions;
- (d) recovery costs;
- (e) overhead damage;
- (f) damage caused through negligence;
- (g) costs exceeding insurance cover limits.

5.6 The Company strongly recommends the purchase of independent motorhome excess insurance and travel insurance.

6. Vehicle Use Restrictions

6.1 The Vehicle must not be:

- (a) used for hire or reward;
- (b) sublet or lent to any third party;
- (c) used for racing, competitions or speed trials;
- (d) used for driver instruction;
- (e) driven under the influence of alcohol, drugs or any impairing substance;
- (f) used in any unlawful manner;
- (g) overloaded beyond the manufacturer's limits;
- (h) used off-road other than reasonable campsite access;
- (i) used for towing;
- (j) taken onto beaches, unsuitable tracks, forestry roads or unmade roads.

6.2 Roof access is strictly prohibited unless expressly authorised by the Company.

6.3 Any damage resulting from roof access shall be entirely the Hirer's responsibility.

6.4 A mileage allowance of 1,500 miles per week (applied pro-rata to the Hire Period) applies to all hires.

6.5 Mileage exceeding this allowance shall be charged at £0.32 per mile, reflecting accelerated depreciation and maintenance costs.

7. European Travel

7.1 European travel is permitted only with prior written approval.

7.2 Additional charges apply in accordance with the Company's published pricing.

7.3 The Company reserves the right to refuse European travel requests.

7.4 The Hirer is responsible for complying with all local laws and requirements within the countries visited.

7.5 Any fines, penalties, tolls, administrative charges or enforcement notices arising abroad remain the Hirer's responsibility.

8. Festival and Event Hire

8.1 Attendance at festivals, sporting events, concerts or similar gatherings requires prior approval.

8.2 Festival hire may attract an additional surcharge.

8.3 The Company reserves the right to increase security deposit requirements for festival hires.

8.4 Failure to disclose festival attendance may invalidate insurance and result in immediate termination of the hire.

9. Pets

9.1 Pets are permitted subject to prior declaration.

9.2 The Hirer shall ensure that pets:

- (a) do not cause damage;
- (b) do not soil furnishings;
- (c) do not create odours;
- (d) are adequately controlled at all times.

9.3 Any cleaning, repair or deodorisation costs arising from pets shall be charged to the Hirer.

9.4 The Company recommends the use of protective covers on soft furnishings.

10. Smoking and Vaping

10.1 Smoking, vaping, e-cigarettes and the use of any similar products are strictly prohibited within all Vehicles.

10.2 Evidence of smoking or vaping may include but is not limited to:

- (a) odours;
- (b) residue;
- (c) staining;
- (d) ash;
- (e) burn marks;
- (f) witness evidence;
- (g) inspection findings.

10.3 A minimum charge of £300 shall apply where smoking or vaping is detected.

10.4 Additional cleaning or rectification costs exceeding £300 shall remain payable by the Hirer.

11. Awnings

11.1 Awnings are available only on selected Vehicles.

11.2 The Hirer accepts full responsibility for:

- (a) correct operation;
- (b) weather monitoring;
- (c) securing the awning;
- (d) preventing damage.

11.3 Awning damage is not covered by the Company's insurance.

11.4 All repair or replacement costs shall be borne by the Hirer.

12. Bike Racks

12.1 Bike racks are supplied on selected Vehicles.

12.2 The Hirer is responsible for ensuring:

- (a) bicycles are secured correctly;
- (b) weight limits are not exceeded;
- (c) regular inspections are carried out during travel.

12.3 The Company accepts no liability whatsoever for:

- (a) damage to bicycles;

- (b) theft of bicycles;
- (c) loss of bicycles;
- (d) consequential losses relating to bicycles.

12.4 Damage caused to the Vehicle or bike rack by incorrectly secured bicycles shall be the responsibility of the Hirer.

13. GPS Tracking and Telematics

13.1 Vehicles may be fitted with:

- (a) GPS tracking devices;
- (b) security monitoring systems;
- (c) telematics systems;
- (d) vehicle recovery systems.

13.2 Such systems are used for:

- (a) vehicle security;
- (b) theft recovery;
- (c) insurance compliance;
- (d) fleet management;
- (e) accident investigation.

13.3 Tampering with, disabling, obstructing or interfering with any tracking or monitoring equipment is prohibited.

13.4 Any costs arising from interference with tracking systems shall be recoverable from the Hirer.

13.5 Information recorded by vehicle systems may be used as evidence in relation to:

- (a) accidents;
- (b) complaints;
- (c) insurance claims;
- (d) contractual disputes;
- (e) criminal investigations.

14. Customer Responsibilities

14.1 The Hirer shall:

- (a) operate the Vehicle safely;
- (b) comply with all road traffic legislation;
- (c) regularly monitor vehicle condition;
- (d) follow all operating instructions;
- (e) protect the Vehicle from damage and theft.

14.2 The Hirer must familiarise themselves with:

- (a) handover instructions;
- (b) vehicle manuals;
- (c) QR code guides;
- (d) written guidance;
- (e) video tutorials provided by the Company.

14.3 The Company shall not be liable for losses arising from failure to follow supplied instructions.

14.4 One private vehicle may be left at the Company's premises during the Hire Period free of charge, entirely at the owner's risk. Additional vehicles may be left subject to a charge of £30 per vehicle.

14.5 The Company accepts no liability for loss of, or damage to, customer vehicles or their contents left at its premises.

15. Breakdowns, Repairs and Vehicle Defects

15.1 All Vehicles are inspected, maintained and prepared prior to hire. However, as motorhomes are complex vehicles incorporating both automotive and habitation systems, faults may occasionally arise.

15.2 In the event of any fault, malfunction, warning light, breakdown, damage, cleanliness concern, infestation concern or operational issue, the Hirer must notify Why Knott Hire immediately.

15.3 The Hirer must not authorise repairs without the prior approval of Why Knott Hire, except where emergency repairs are necessary to prevent immediate danger to persons or property.

15.4 The Company may authorise repairs at its discretion and may specify approved repairers.

15.5 Receipts must be retained for all authorised expenditure.

15.6 Failure to report a fault during the Hire Period may prejudice or invalidate any subsequent complaint or claim relating to that issue.

15.7 The Company shall not be liable for losses arising from delays caused by third-party repairers, parts suppliers, recovery operators, roadside assistance providers or manufacturers.

16. Customer Duty to Mitigate Loss

16.1 The Hirer agrees to take reasonable steps to minimise losses arising from any issue encountered during the Hire Period.

16.2 The Hirer must allow Why Knott Hire a reasonable opportunity to:

- (a) provide advice;
- (b) troubleshoot the issue;
- (c) arrange repairs;
- (d) arrange recovery;
- (e) investigate the complaint;
- (f) propose alternative solutions.

16.3 The Hirer shall not incur significant expenditure, including but not limited to:

- (a) hotel accommodation;
- (b) replacement accommodation;
- (c) replacement vehicle hire;
- (d) alternative transport costs;
- (e) travel expenses;

without obtaining prior written approval from Why Knott Hire.

16.4 Costs incurred without prior written authorisation may not be recoverable from the Company.

17. Accidents

17.1 The Hirer must immediately notify:

- (a) emergency services where appropriate;
- (b) the Company's insurer where instructed;
- (c) Why Knott Hire.

17.2 The Hirer must:

- (a) obtain details of all parties involved;

- (b) obtain witness information where available;
- (c) photograph all vehicles and damage;
- (d) photograph the accident scene;
- (e) complete any accident report forms provided.

17.3 The Hirer must not admit liability or negotiate settlements.

17.4 Failure to comply with accident reporting requirements may invalidate insurance cover and result in personal liability.

18. Vehicle Condition, Cleanliness and Acceptance

18.1 The condition of the Vehicle shall be recorded at handover, including by dated photographs taken by the Company (together, "the Handover Condition Record").

18.2 By accepting possession of the Vehicle, the Hirer acknowledges that the Vehicle is in satisfactory condition except where noted on the handover documentation or the Handover Condition Record.

18.3 The Hirer is encouraged to inspect the Vehicle at collection. Any concerns regarding cleanliness, damage or missing equipment identified at collection should be raised before departure.

18.4 Reporting of pre-existing damage (24-hour window). If, after departure, the Hirer identifies any pre-existing damage, mark, defect or missing equipment that was present at collection but is not recorded in the Handover Condition Record, the Hirer must report it to Why Knott Hire in writing (by email, WhatsApp or through the customer portal), with dated photographs or video wherever reasonably possible, within 24 hours of the agreed collection time. Any item reported within this period and supported by reasonable evidence shall not be treated as damage caused by the Hirer.

18.5 Any damage, mark, defect or missing equipment that is neither recorded in the Handover Condition Record nor reported in accordance with clause 18.4 within 24 hours of the agreed collection time shall be presumed to have arisen during the Hire Period and shall be chargeable to the Hirer in accordance with clause 31 and Schedule 1. This presumption reflects the recorded condition of the Vehicle at handover and does not affect the Hirer's statutory rights.

18.6 The Vehicle must be returned:

- (a) in substantially the same condition;
- (b) free from excessive dirt;
- (c) free from rubbish;
- (d) with all supplied equipment;
- (e) with the toilet cassette emptied;
- (f) with cooking equipment cleaned;
- (g) with a full fuel tank.

18.7 The following charges may apply:

- (a) Toilet cassette not emptied: £100
- (b) Smoking or vaping contamination: minimum £300
- (c) Deep cleaning: £50 to £150 depending upon condition
- (d) Fuel replenishment: £50 administration fee plus fuel cost
- (e) Additional rectification costs: actual cost incurred

19. Bedding, Mattresses and Customer Comfort

19.1 Why Knott Hire does not supply bedding unless expressly stated.

19.2 Customers are responsible for providing their own bedding and mattress protection.

19.3 Mattresses are inspected regularly and maintained to a reasonable standard.

19.4 Mattress firmness, comfort, sleeping preference or personal comfort expectations shall not constitute defects.

19.5 Claims relating to comfort, sleeping arrangements or personal preference shall not give rise to compensation.

20. Insects, Pests and Infestation Claims

20.1 Why Knott Hire takes reasonable steps to inspect and prepare Vehicles before hire.

20.2 Any allegation relating to:

- (a) insects;
- (b) bed bugs;
- (c) fleas;
- (d) mites;
- (e) pests;
- (f) infestation;

must be reported immediately during the Hire Period.

20.3 Claims must be supported by contemporaneous evidence including photographs and videos wherever reasonably possible.

20.4 Why Knott Hire shall not be responsible for bites, allergic reactions or environmental conditions encountered during travel unless it is demonstrated on the balance of probabilities that a pre-existing infestation was present within the Vehicle at the commencement of hire.

20.5 Failure to report alleged infestations promptly may affect the assessment of any complaint.

21. Evidence Requirements

21.1 The Hirer agrees to provide all evidence reasonably requested by the Company.

21.2 Evidence may include:

- (a) photographs;
- (b) videos;
- (c) receipts;
- (d) invoices;
- (e) witness statements;
- (f) correspondence;
- (g) medical evidence where relevant.

21.3 The Company reserves the right to reject or reduce claims where reasonable requests for supporting evidence are not complied with.

21.4 Evidence should be supplied promptly and in unaltered form.

22. Normal Motorhome Characteristics

22.1 The Hirer acknowledges that motorhomes differ from passenger cars.

22.2 The following may occur and shall not automatically constitute defects:

- (a) rattles;
- (b) vibrations;
- (c) road noise;
- (d) movement of fixtures and fittings;
- (e) habitation system noises;

- (f) water pump noises;
- (g) heating system noises;
- (h) refrigeration system noises;
- (i) movement of removable panels;
- (j) minor cosmetic imperfections;
- (k) condensation under certain weather conditions.

22.3 Such characteristics are normal operational features of leisure vehicles.

23. Limitation of Liability

23.1 Nothing within this Agreement excludes liability which cannot legally be excluded under applicable law.

23.2 Subject to clause 23.1, Why Knott Hire's maximum liability arising from any hire shall not exceed the total hire charges paid by the Hirer.

23.3 Why Knott Hire shall not be liable for:

- (a) loss of enjoyment;
- (b) disappointment;
- (c) inconvenience;
- (d) loss of holiday value;
- (e) loss of earnings;
- (f) loss of profits;
- (g) campsite costs;
- (h) alternative accommodation costs;
- (i) travel disruption;
- (j) consequential or indirect losses.

23.4 This clause shall apply to the fullest extent permitted by law.

24. Loss of Hire

24.1 Where damage caused during the Hire Period renders the Vehicle unavailable for future hire, Why Knott Hire reserves the right to recover reasonable loss of hire in addition to repair costs.

24.2 Loss of hire shall be calculated by reference to actual lost bookings or reasonable anticipated rental income.

25. Traffic Offences, Parking and Tolls

25.1 The Hirer shall be responsible for all:

- (a) parking charges;
- (b) parking penalties;
- (c) speeding offences;
- (d) toll charges;
- (e) congestion charges;
- (f) clean air zone charges;
- (g) traffic offences.

25.2 A £25 administration charge may be applied for each notice requiring Company administration.

26. Chargebacks and Disputes

26.1 The Hirer agrees to raise any complaint directly with Why Knott Hire before initiating any chargeback or payment dispute.

26.2 Nothing in this Agreement prevents a consumer exercising statutory rights.

26.3 The parties agree to attempt to resolve disputes reasonably and in good faith before commencing legal proceedings.

26.4 Why Knott Hire reserves the right to recover costs incurred defending unjustified chargebacks or payment disputes where legally permitted.

27. Cancellations and Refunds

27.1 All cancellation requests must be submitted in writing by email to Why Knott Hire.

27.2 Cancellation charges are applied to compensate the Company for lost booking opportunities and administration costs.

27.3 The following cancellation terms apply:

- (a) **More than 6 weeks before hire commencement:** the Hirer shall forfeit the booking deposit only.
- (b) **Between 6 weeks and 4 weeks before hire commencement:** 50% of the total hire charge shall remain payable.
- (c) **Between 4 weeks and 2 weeks before hire commencement:** 75% of the total hire charge shall remain payable.
- (d) **Less than 2 weeks before hire commencement:** 100% of the total hire charge shall remain payable.

27.4 No refunds shall be provided for:

- (a) early return of the Vehicle;
- (b) voluntary curtailment of the holiday;
- (c) adverse weather;
- (d) traffic delays;
- (e) campsite dissatisfaction;
- (f) personal circumstances.

27.5 The Company strongly recommends that all Hirers obtain appropriate travel insurance including cancellation cover.

27.6 If Why Knott Hire has to cancel the booking for any reason (including, without limitation, where the Vehicle becomes unavailable and no suitable alternative Vehicle can be offered — see clause 28), the Company shall refund in full all monies paid by the Hirer in respect of the booking.

27.7 Subject to clause 23.1, the refund under clause 27.6 shall be the Company's sole liability and the Hirer's sole remedy in respect of such cancellation, and the Company shall not be liable for any additional costs, losses or expenses incurred by the Hirer in connection with the cancellation, including (without limitation) campsite or pitch booking fees, ferry, flight, rail or other travel bookings, event or attraction tickets, alternative accommodation or vehicle hire, or any other fees, charges or consequential or indirect losses. This does not affect the Hirer's statutory rights.

28. Vehicle Availability and Substitution

28.1 Whilst every effort shall be made to provide the booked Vehicle, Why Knott Hire reserves the right to substitute an alternative Vehicle where circumstances reasonably require.

28.2 Alternative Vehicles may differ in:

- (a) colour;
- (b) interior layout;
- (c) fixtures and fittings;

- (d) manufacturer;
- (e) age.

28.3 Any substitute Vehicle shall be of a broadly comparable standard wherever reasonably possible.

28.4 If, for any reason — including without limitation breakdown, mechanical failure, accident damage, damage caused by a previous hirer, theft, or events beyond the Company's reasonable control — the booked Vehicle becomes unavailable for the Hire Period and no suitable alternative Vehicle is available, the Company may cancel the booking by written notice to the Hirer.

28.5 Where the Company cancels a booking under clause 28.4, the Company shall refund in full all monies paid by the Hirer in respect of the booking. Subject to clause 23.1, this refund shall be the Company's sole liability and the Hirer's sole remedy in respect of the cancellation.

28.6 Subject to clause 23.1, the Company shall not be liable for any other costs, losses or expenses incurred by the Hirer arising from vehicle unavailability or cancellation under clause 28.4, including (without limitation):

- (a) ferry, flight, rail or other travel bookings;
- (b) campsite or pitch fees;
- (c) event or attraction tickets;
- (d) alternative accommodation or vehicle hire;
- (e) any consequential or indirect losses.

28.7 The Hirer is strongly advised to obtain travel insurance including cover for cancellation and consequential costs (see clause 27.5).

29. Winter Travel

29.1 Winter travel may be permitted only with prior approval.

29.2 Additional charges may apply for:

- (a) winterisation;
- (b) snow chains;
- (c) winter equipment;
- (d) additional preparation.

29.3 The Company reserves the right to refuse winter travel where road, weather or safety conditions create unacceptable risks.

29.4 Why Knott Hire shall not be liable for losses arising from:

- (a) snow;
- (b) ice;
- (c) severe weather;
- (d) road closures;
- (e) travel disruption.

30. Vehicle Security and Theft

30.1 The Hirer is solely responsible for the security of the Vehicle throughout the Hire Period.

30.2 The Vehicle must be:

- (a) locked whenever unattended;
- (b) secured using any supplied security devices;
- (c) parked responsibly and legally.

30.3 Keys must never be left inside an unattended Vehicle.

30.4 Theft arising from negligence may result in the Hirer becoming liable for uninsured losses.

30.5 Lost keys, damaged keys, replacement locks and associated recovery costs shall be chargeable to the Hirer.

31. Damage, Deposit Deductions and Recovery of Costs

31.1 The Security Deposit may be used towards any sums due under this Agreement.

31.2 Where losses exceed the Security Deposit, the Hirer shall remain liable for the balance.

31.3 Recoverable losses include but are not limited to:

- (a) repair costs;
- (b) replacement costs;
- (c) administration fees;
- (d) recovery charges;
- (e) inspection costs;
- (f) specialist cleaning;
- (g) decontamination;
- (h) insurance excess;
- (i) uninsured losses;
- (j) loss of hire.

31.4 The Company may obtain repair quotations, specialist reports or independent assessments where necessary.

31.5 Photographic evidence may be relied upon when assessing damage.

32. Fuel, Gas and Vehicle Fluids

32.1 The Vehicle shall be supplied with a full fuel tank and must be returned full.

32.2 Incorrect fuel use shall render the Hirer responsible for all resulting losses.

32.3 The Hirer shall monitor:

- (a) engine oil;
- (b) coolant;
- (c) AdBlue (where applicable);
- (d) tyre pressures.

32.4 The Company shall supply gas cylinders as specified for the booked Vehicle.

32.5 Additional gas required during the Hire Period shall be the responsibility of the Hirer.

32.6 All supplied gas bottles and accessories must be returned.

33. Customer Complaint Procedure

33.1 Any issue affecting the hire experience must be reported immediately during the Hire Period.

33.2 The Company must be given a reasonable opportunity to investigate and attempt resolution.

33.3 Complaints first raised after the Vehicle has been returned may be difficult to investigate and may therefore be rejected where evidence is unavailable.

33.4 The Company encourages customers to make contact through its support channels (WhatsApp, email or the customer portal) before taking independent action.

33.5 The Company's complaint handling process shall not restrict any statutory rights.

34. Data Protection

34.1 Why Knott Hire shall process personal data in accordance with applicable UK data protection legislation.

34.2 Personal data may be used for:

- (a) booking administration;
- (b) insurance verification;
- (c) driver verification;
- (d) fraud prevention;
- (e) vehicle security;
- (f) legal compliance.

34.3 Information may be shared with insurers, recovery providers, enforcement authorities, payment providers and professional advisers where necessary.

34.4 Further information is available within the Company's Privacy Policy.

35. Force Majeure

35.1 Why Knott Hire shall not be liable for failure or delay caused by circumstances beyond its reasonable control.

35.2 Such circumstances may include:

- (a) severe weather;
- (b) flood;
- (c) fire;
- (d) war;
- (e) terrorism;
- (f) epidemic or pandemic;
- (g) industrial disputes;
- (h) vehicle recalls;
- (i) supply chain failures;
- (j) government restrictions.

35.3 Where such events prevent the hire from proceeding, the Company may offer:

- (a) alternative dates;
- (b) an alternative Vehicle;
- (c) a refund at its discretion.

36. Third Party Rights

36.1 No person other than the parties to this Agreement shall have any right to enforce any term of this Agreement.

37. Severability

37.1 If any provision of this Agreement is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

38. Waiver

38.1 Failure by either party to enforce any provision shall not constitute a waiver of future enforcement.

39. Entire Agreement

39.1 These Terms and Conditions, together with the booking confirmation, handover documentation and any signed hire agreement, constitute the entire agreement between the parties.

39.2 The Hirer confirms that they have not relied upon any statement or representation not expressly contained within these documents.

40. Governing Law and Jurisdiction

40.1 This Agreement shall be governed by the laws of England and Wales.

40.2 Any dispute arising from this Agreement shall be subject to the exclusive jurisdiction of the courts of England and Wales, except where consumer legislation provides otherwise.

41. Acceptance of Terms

41.1 By:

- (a) making a booking;
- (b) paying a deposit;
- (c) paying the balance;
- (d) signing a hire agreement;
- (e) collecting a Vehicle; or
- (f) permitting any authorised driver to use the Vehicle,

the Hirer confirms that they have read, understood and accepted these Terms and Conditions in full.

41.2 The Hirer further confirms that they have authority to bind all authorised drivers and members of their travelling party to the relevant provisions of this Agreement.

Schedule 1 — Damage, Cleaning and Additional Charges

The following charges represent either fixed charges or minimum charges. Where actual costs exceed the amounts shown, the Hirer shall remain liable for the full cost incurred.

Administration Charges

Charge	Amount
Parking fine administration fee	£25 per notice
Speeding fine administration fee	£25 per notice
Toll, congestion charge or traffic enforcement administration fee	£25 per notice
Insurance claim administration fee	Actual cost incurred

Cleaning Charges

Charge	Amount
Standard additional cleaning	£50
Enhanced cleaning	£100
Deep cleaning	£150
Pet-related cleaning	£50–£150 depending upon condition
Odour removal treatment	Actual cost incurred

Biohazard and Sanitation Charges

Charge	Amount
Toilet cassette not emptied	£100
Waste water tank not emptied	£50
Biohazard cleaning	Actual cost incurred

Smoking and Vaping

Charge	Amount
Smoking or vaping contamination	Minimum £300
Additional specialist decontamination	Actual cost incurred

Vehicle Return Charges

Charge	Amount
Late return — first 3 hours	£50 per hour or part thereof
Late return — thereafter	Full daily hire rate plus any consequential losses incurred
Excess mileage (beyond 1,500 miles per week, pro-rata)	£0.32 per mile

Fuel Charges

Charge	Amount
Fuel tank not returned full	£50 administration fee plus replacement fuel cost
Incorrect fuel use	All recovery, repair and associated costs

Keys and Security

Charge	Amount
Lost key	Actual replacement cost
Lost spare key	Actual replacement cost
Replacement lock set	Actual replacement cost
Vehicle recovery due to lost keys	Actual cost incurred

Damage Charges

Charge	Amount
Windscreen damage	Actual repair/replacement cost
Mirror damage	Actual repair/replacement cost
Tyre damage	Actual repair/replacement cost

Charge	Amount
Wheel damage	Actual repair/replacement cost
Awning damage	Actual repair/replacement cost
Bike rack damage	Actual repair/replacement cost
Interior damage	Actual repair/replacement cost
Roof damage	Actual repair/replacement cost

Overhead Damage

All overhead damage remains the responsibility of the Hirer regardless of fault and may exceed the Security Deposit value.

Loss of Hire

Where damage causes the Vehicle to be unavailable for future bookings, Why Knott Hire reserves the right to recover reasonable loss of hire in addition to repair costs.

> All charges may be deducted from the Security Deposit and do not limit the Company's right to recover additional losses.