

Rental terms per 2018.07.31

1. Placing an order:

- 1.1 When placing an order for rental the renter accepts this agreement.
- 1.2 100% of the total rental sum is paid as a part of the booking process.
- 1.3 A deposit (to cover insurance deductible in case of accidents/damage) will be blocked/reserved on the renter's credit card at the time of pickup. The vehicle cannot be picked up if the deposit is not made. The deposit will be reserved for 4 weeks regardless if the vehicle is undamaged upon return. Toll road companies, parking ticket issuers etc. need a few weeks to send potential claims.
- 1.4 The booking cannot be regarded as accepted by Campanda's partner before a manual inspection of the booking has been made. Campanda's partner reserves the right to refuse any booking.

2. Cancellation:

If the renter cancels the booking, the following fees will be charged (in % of the total sum on the invoice):

- 50 days or more before pickup: 20 %, minimum NOK 2000
- between 49 and 15 days before pickup: 50 %
- less than 15 days before pickup: 80 %
- on the pickup day, or if the renter does not show up for pickup: 95 %

3. Insurance:

- 3.1 The rental fee includes property and liability insurance coverage. The renter will be charged deductible per accident, limited maximum to the deposit, per accident.
- 3.2 If there is extensive damage to the vehicle the deposit will not be refunded. If there is minor damage the damage will be assessed and the cost for repairs will be deducted from the deposit.
- 3.3 If the vehicle is stolen or carjacked, the insurance covers only the vehicle and items fastened on to it. Campanda's partner or the owner of the vehicle is not economically responsible for claims that exceed the coverage of the liability insurance. For this reason, we both recommend and expect that the renter has his/her own travel insurance.
- 3.4 Filling the wrong kind of fuel, filling fuel in the fresh water tank, using 'red diesel' or making other mistakes that are not covered by insurance, the renter assumes responsibility for all expenses to remedy the problem.
- 3.5 The motorhomes are covered by roadside assistance companies such as NAF, Viking, Falken or similar (Depending on the insurance).
- 3.6 If there is an accident, a damage report must be filled in.
- 3.7 You must be at least 25 years old in order to drive one of our motorhomes. All persons that are to drive the vehicle must be registered before departure. The renter must always be present regardless of who is driving the vehicle.
- 3.8 Subletting or lending the vehicle to third parties is not allowed. The vehicles are not to be used for driving practice, speed races, competitions or similar.

4. Pickup of the vehicle:

- 4.1 Pickups can be made all workdays Monday to Friday between 13:00 to 16:00. The vehicles will be cleaned inside and outside and with a full fuel tank at the time of pickup. There will be gas for cooking and/or heating.
- 4.2 Campanda's partner reserves the right not to deliver a vehicle at the time of pickup. If Campanda's partner for some reason is not able to deliver a camping car (force majeure), our responsibility is limited to refunding the deposit and rental fee. Campanda's partner cannot assume responsibility for any future expenses or already accrued expenses caused by the lack of a vehicle.

5. Renters responsibilities during the rental period:

- 5.1 The motorhome is surveyed before the pickup. During the rental period the renter has the responsibility to, among other things, checking and/or replenishing the engine oil, radiator coolant, pay attention to warning lights in the dashboard, etc. If there is damage that is not caused by the renter and repairs must be made, contact us in order to find the most suitable and/or closest workshop. Campanda's partner will cover repairs. Campanda's partner expects a careful handling of the vehicle, in order to ensure a successful holiday.
- 5.2 Pets and smoking in the motorhomes is not allowed. If this is not heeded, additional fees will incur.

5.3 Refund/compensation for any loss of use / loss of benefit of the motorhome will not be granted for problems/malfunctions which first are reported upon return.

NB: See info folder in the motorhome for more information.

6. Breakdown of the vehicle:

6.1 Campanda's partner or the owner of the vehicle will not refund money for lost vacation time, lost earnings or other expenses, if there is a breakdown of the vehicle. We will refund the deposit and the rental fee. However, we will do our best to find another motorhome. Our vehicles are new and have low mileage, so the chance of a breakdown is very slim.

6.2 If there is a small problem with the vehicle we will refund for the time the vehicle is under repairs, but repairs under 12 hours in duration will not be refunded.

6.3 If the damage/problem is caused by the renter, no compensation/refund will be granted. Most travel insurances cover reimbursement if extensive, time-consuming repairs must be made.

NB: If there is an accident or damage, a damage report must be filled in.

7. Other:

7.1 If the renter is in doubt of how to operate any of the facilities in the motorhome, Campanda's partner should be contacted, and/or the manual should be consulted.

7.2 The motorhome can be equipped with a hidden GPS tracking device, for your information.

8. Cleaning / emptying before returning the vehicle:

8.1 No outside cleaning of the vehicle is necessary, this will be performed by the rental station. But these actions must be taken:

- All garbage and waste must be removed from the vehicle.

- The vehicle is to be clean inside.

- Waste water tank and toilet cassette (WC) must be emptied.

- Fuel tank must be full.

- All items not belonging to the vehicle or rental station must be removed.

8.2 Interior cleaning has to be agreed upon in advance, at latest the day of pickup, if the renter wants the rental station to do the cleaning.

8.3 The vehicles are to be cleaned using only soap and water. No strong detergents or solvents, high water pressure, microfiber cloth or automated car cleaning systems are to be used, inside or outside.

9. Returning the vehicle:

9.1 Returns can be made all workdays Monday to Friday between 08:00 to 10:00.

9.2 No money is refunded if the vehicle is returned earlier than agreed.

9.3 If the return for any reason is delayed, please let us know as soon as possible in order for us to provide an alternate solution to the next customer.

9.4 Additional fees will apply in the event of delayed return.

10. Fines/fees:

10.1 Smoking or pets in the vehicle: NOK 7500.

10.2 Fuel tank not full at return: NOK 400 plus 2x the cost for filling the fuel tank.

10.3 If no interior cleaning is previously agreed upon and the vehicle is returned unclean, 2x normal cleaning fee will incur.

10.4 Other fees:

- WC-cassette and/or waste water tank not emptied: NOK 1950.

- Kitchen utensils not cleaned: NOK 900.

- Unpaid fines (for instance parking fines or road toll fees): The sum of the fine + NOK 600.

10.5 Delayed return, a few hours:

20% of the deposit per started hour, if delayed more than four hours 100% of the deposit.

10.6 Delayed return, one or several days: 100% of the deposit + 2x normal day rate.

10.7 Mileage exceeding 400 km per rental day (that is for instance 2800 km per week or 4000 km in 10 days): NOK 5 per km.

At pickup, the renter will have to acknowledge that he read and understood this agreement, and assumes liability if not heeding these terms.