

Just go and Bunk Campers T&C's

Valid for travel: From 1 April 2026 – 30 April 2026

INTRODUCTION

Welcome and thank you for choosing Bunk Campers or Just go for your holiday. We wish you a safe and enjoyable trip.

These Terms and Conditions (“T&Cs”) apply to all bookings made through the Bunk Campers and Just go websites where any part of the rental period falls between 1 April 2026 and 30 April 2026, irrespective of when the booking was made. For the purpose of such bookings, the contracting party is Indie UK RV Sales & Servicing Ltd.

Bunk Campers and Just go are trading names used by Indie UK RV Sales & Servicing Ltd and form part of the Indie Campers group. Please read these T&Cs carefully, as they form part of your Rental Agreement.

1. DEFINITIONS

“Bunk Campers” and “Just go” mean the trading names of Indie UK RV Sales & Servicing Ltd (from now on "us" "we" or "Indie Campers"), which is the contracting party under this Rental Contract.

‘Vehicle Condition Report’ means the report provided to Guest at collection describing the current condition of the Vehicle.

‘Guest’ means: (i) the person or persons named as the hirer of the Vehicle in Rental Contract; (ii) any person or persons whose credit or debit card is presented in payment for payment of the hire of the Vehicle; or (iii) any person or persons who deem or deems themselves to be the legal entity ultimately responsible for the Vehicle during the term of the Rental Contract.

‘Driver’ means the person or persons named as the driver(s) of the Vehicle in Rental Contract.

‘Hire Charge’ means the total charge for the hire of the Vehicle as stated in Rental Contract.

‘Hire Period’ means the period for the hire of the Vehicle as stated in Rental Contract (or as extended under clause 14 of these T&Cs).

‘Incident’ means any event causing: (i) theft of the Vehicle; (ii) damage or loss to the Vehicle (both interior and exterior) or its equipment, fixtures, fittings, windows, or tyres; or (iii) damage or loss to third party property.

‘Optional Extras’ means:

- (a) Bedding (duvet, pillows and covers) and towels;
- (b) Camping furniture (outdoor table and chairs);
- (c) Toilet chemicals;
- (d) Child seat(s);
- (e) Pet fee;
- (f) Full camping gas bottle(s);
- (g) On-site car parking;
- (h) Value Pack (applicable to all models);

- (i) Easy Return service;
- (j) Drop and Go service;
- (k) Flexible Change Cover; and
- (l) Additional optional extras may be available.

‘Pick-Up Date’ means the date when Guest is to collect the Vehicle as specified in the Rental Contract.

‘Pick-Up Location’ means the location that Guest is to collect the Vehicle from, as specified in Rental Contract.

‘Pick-Up Window’ means any time between 2pm and 4.30pm each day (Monday to Saturday) when the Pick-Up Location is open for business and when vehicles can be collected.

‘Rental Agreement’ means Guest’s contract as confirmed via email to Guest upon booking. It includes the Rental Contract, these T&Cs and when Guest collects the Vehicle, the Vehicle Condition Report.

‘Rental Contract’ means the contract signed by Guest on collection of the Vehicle which makes part of this Rental Agreement.

‘Return Date’ means the date and time for the Vehicle to be returned to Bunk Campers, Just go or Indie Campers as specified in the Rental Contract.

‘Return Location’ means the location that Guest is to return the Vehicle to, as specified in the Rental Contract.

‘Return Window’ means any time between 8am and 10am each day (Monday to Saturday) when vehicles can be returned.

‘Vehicle’ means the vehicle under hire as described under the heading ‘Vehicle’ in the Rental Contract. It includes the tyres, tools, accessories, all documents relating to the Vehicle, the living equipment, appliances and any other special equipment, and any replacement or substitute vehicle provided to Guest under the Rental Contract.

‘Mystery Vehicle’ means a vehicle that is allocated on day of collection. We will provide a motorhome or campervan that will sleep the minimum guest volume. 2 berth, 4 berth, 5 berth or 6 berth. For Mystery Vehicles, layout and model cannot be guaranteed. Specifications may differ from other vehicle models and extras cannot be guaranteed. Mystery Vehicles may be allocated from any brand within Indie Campers Group.

‘Security Deposit’ means the amount (as specified in clause 7.11 of these T&Cs) payable by Guest and held as security in relation to Guest’s hire of the Vehicle.

‘Losses’ or ‘damage’ means any loss or damage to the Vehicle, including damage that is caused by theft of the Vehicle or any adverse weather events that requires repair or replacement including assessment fees, towing, recovery, and reasonable storage fees.

2. INTERPRETATION

2.1 This Rental Agreement is between the Guest and Us. It has been written in plain language. Guest should contact Us regarding any questions or queries it has in relation to this Rental Agreement using the contact details at the top of these T&Cs.

2.2 If there is any inconsistency between any of the provisions in these T&Cs and Rental Contract, these T&Cs shall prevail.

2.3 The headings in these T&Cs are for reference only and shall not affect the interpretation of these T&Cs.

2.4 A person includes a natural person, corporate or unincorporated body (whether having separate legal personality).

2.5 A reference to a company shall include any company, corporation, or other body corporate, wherever and however incorporated or established.

2.6 Unless the context otherwise requires, words in the singular shall include the plural and, in the plural, shall include the singular.

2.7 A reference to legislation or a legislative provision is a reference to it as amended, extended, or re-enacted from time to time.

2.8 A reference to legislation or a legislative provision shall include all subordinate legislation made from time to time.

3. BOOKING AND PAYMENT

3.1 A reservation is only binding after Guest receives a booking confirmation email. The Rental Agreement shall only be binding on Guest once the booking confirmation email has been sent.

3.2 Indie Campers reserves the right to refuse any rental application at its discretion.

3.3 All prices are quoted and charged in the local currency of the Pick-Up Location.

3.4 Indie Campers can only accept payment by credit card (Visa or MasterCard only) or debit card (Visa Debit/MasterCard Debit only).

3.5 Unless Indie Campers offers a Guest a deposit option, Guest shall pay the Hire Charge in full at the time of booking. If Indie Campers offers Guest a deposit option, Guest shall pay 25% of the Hire Charge at the time of booking with the balance of the Hire Charge to be paid by Guest at least 42 days prior to start of the Hire Period.

3.6 Under no circumstances will Indie Campers release the Vehicle to Guest unless full payment of the Hire Charge has been received by Indie Campers (in cleared funds).

4. HIRE CHARGE – WHAT’S INCLUDED

4.1 Unless otherwise stated, the Hire Charge includes:

(a) Hire of the Vehicle for the Hire Period;

(b) Local sales tax (e.g., VAT);

(c) Government road tax;

(d) Unlimited mileage;

(e) A kitchen kit;

(f) If your vehicle is equipped with a gas bottle you will receive a partially full camping gas bottle, with the option to purchase a full camping gas bottle. If your vehicle is fitted with an LPG gas tank it will be provided full and must be returned full;

(g) Insurance (as described in, and subject to the limitations and exclusions stated in, clauses 7.1 to 7.9 of these T&Cs);

(h) Holiday Disruption Coverage (as described in, and subject to the limitations and exclusions stated in clause 17 of these T&Cs); and

(i) Roadside assistance (as described in, and subject to the limitations and exclusions stated in clauses 19.1 to 19.4 of these T&Cs).

5. HIRE CHARGE – WHAT’S NOT INCLUDED

5.1 Unless otherwise stated in the Rental Contract, the Hire Charge does not include:

(a) Optional Extras. These can be purchased separately by Guest. Please visit our websites for additional details, availability, and pricing;

(b) The Security Deposit. This will be deducted from Guest on collection. Please see clauses 7.10 to 7.21 for details;

(c) The Liability Reduction Option. This can be purchased separately by Guest. Please see clause 8 for details;

5.2 Additionally, Drivers may be subject to the following charges:

5.3 Additional Driver(s). The Hire Charge only includes one Driver. An additional fee of £12.50/€15 per night of the Hire Period is payable for each Additional Driver (subject to a maximum limit of three such drivers);

5.4 If applicable, Guest shall be liable for the following additional charges:

Charge	Amount
Late return charge – This applies if Guest fails to return the Vehicle during the Return Window on the Return Date.	£99/€115 for each hour after the relevant Return Window.
Vehicle cleaning charge – This applies if, in Indie Campers’s opinion, the interior of the Vehicle is returned in an unclean condition, or the exterior of the Vehicle is such that Indie Campers cannot check the return condition.	£250/€300.
Toilet cassette emptying charge – This applies if the toilet cassette is not emptied and cleaned prior to return of the Vehicle.	£250/€300.
Fuel top-up charge – This applies if the Vehicle is returned with less fuel than is required under the Rental Agreement.	The cost to Indie Campers to refill the Vehicle to the required level together with a service fee of £50/€60.
Gas bottle charge – This applies if the Vehicle is returned without the same number of gas bottles as was included in the Vehicle at collection.	£40/€45 per gas bottle.
Gas refill charge – Guests must return the LPG gas tank or bottle full. (Not applicable if prepaid gas is purchased.)	The cost to Indie Campers to refill the LPG gas tank or bottle to the required

Charge	Amount
	level together with a service fee of £50/€60.
Return Location failure charge – This applies if Guest fails to return the Vehicle to the Return Location.	The full cost incurred by Indie Campers to recover the Vehicle and bring it back to the Return Location together with any daily rental fees applicable for the Vehicle for the period during which it is off the road as the result of such failure.
Driver driving penalty charge – This applies if Indie Campers receives notification of a driving penalty (including parking fines and speeding tickets) which was incurred during the Hire Period. See clause 21 of these T&Cs for further details.	£50/€60 for each driving penalty received.
Cancellation charges – This applies if Guest cancels this Rental Agreement under clause 14 of these T&Cs.	As set forth in clause 14 of these T&Cs.
Change request charge – This applies if Guest requests to change any of the terms of Rental Contract under clause 14.3 of these T&Cs. Unless the cover has been purchased.	As set forth in clause 14.3 of these T&Cs.
Smoke cleaning charge – This applies if any person smokes inside the Vehicle during the Hire Period.	£500/€600.
Unauthorised pet charge – This applies if a pet is brought into the Vehicle and Guest has not purchased the Pet fee Optional Extra.	£250/€300.
Administration charge – This applies if Indie Campers is required to liaise with Guest or any third party in relation Guest’s acts or omissions under this Rental Agreement.	£50/€60.

6. VEHICLE COLLECTION AND RETURN

Vehicle collection:

6.1 Guest shall collect the Vehicle from Pick-Up Location during the Pick-Up Window on the Pick-Up Date.

6.2 Guest should allow at least one hour to complete the Vehicle collection process.

6.3 Guest shall pay the Security Deposit in accordance with clauses 7.10 to 7.21 of these T&Cs.

6.4 Each Driver must be present on collection of the Vehicle. They must provide their full valid driving licence (as outlined in clause 6 of these T&Cs), along with their passport or identity card and credit/debit card for the Security Deposit. Photocopies of these documents will not be accepted.

6.5 The Vehicle will not be released without two forms of valid photo identification and full payment of the Security Deposit.

6.6 Indie Campers shall supply the Vehicle in a clean, safe, and roadworthy condition which complies with Indie Campers's quality assurance program and all regulatory and registration requirements applicable in the country of the Pick-Up Location.

6.7 By signing the Rental Contract, Guest acknowledges and agrees that:

(a) The Vehicle was provided to Guest in a good operating condition and fit for hire;

(b) Guest inspected the Vehicle prior to collection and noted no damage to, or defects in, the Vehicle (other than as noted in the Vehicle Condition Report);

(c) The Vehicle and its contents always remain the sole property of Indie Campers; and

(d) Guest will return the Vehicle to the Return Location on the Return Date without alteration or addition, in the same condition (except for ordinary wear and tear) complete with all tools, tyres, gas bottle(s), accessories and equipment as were in the Vehicle on collection.

6.8 Indie Campers will make every effort to have the Vehicle ready for collection during the Pick-Up Window on the Pick-Up Date. However, during busy periods, there may be some delays caused by factors outside of Indie Campers's control. Should this be the case, no refunds will be due to Guest and no amendments will be made to the Hire Period to reflect such delays.

6.9 It is Guest's responsibility to ensure that it presents all the correct documentation and identification to Indie Campers on collection of the Vehicle. Should Guest fail to do so, then Indie Campers will be unable to release the Vehicle to Guest and the Rental Agreement will be terminated in accordance with clause 13 of these T&Cs.

6.10 No refund of the Hire Charge or any other charges paid by Guest will be paid to Guest if Guest fails to collect the Vehicle on the Pick-Up Date.

Vehicle return:

6.11 Guest shall return the Vehicle to the Return Location during the Return Window on the Return Date.

6.12 Guest should allow up to 30 minutes to complete the Vehicle return process and for Indie Campers to check the Vehicle.

6.13 The Vehicle and its contents should be returned undamaged, with the required level of fuel (as specified in the Rental Agreement), an empty and clean toilet cassette, empty waste water tanks, the same number of gas bottles as was included in the Vehicle at collection or full LPG gas tank, a clean interior (that is completely free of mud, rubbish and pet hair), and otherwise in the same condition as it left the Pick-Up Location (fair wear and tear excepted).

6.14 The exterior of the Vehicle does not require cleaning prior to return unless it is covered with excess mud or dirt making it difficult for Indie Campers to check the return condition.

6.15 Guest shall not be eligible for any refund of the Hire Charge or other charges paid by Guest for returning the Vehicle before the Return Date. Guest shall contact Indie Campers if it wishes to return the Vehicle early (and any such return will be entirely at Guest's cost).

6.16 Guest shall immediately notify us if it becomes aware that it will not be able to return the Vehicle by the Return Time. Failure to do so may result in prosecution for driving whilst uninsured.

Extensions to the Hire Period:

6.17 Indie Campers is under no obligation to grant extensions to the Hire Period. If Guest wishes to request an extension to the Hire Period, it shall obtain prior written authorisation from us and pay such additional charges as we may specify. Such payments shall be made by credit/debit card over the telephone or at a Indie Campers branch immediately upon authorisation of the extension.

7. DRIVERS AND DRIVING LICENCES

Drivers:

7.1 No more than four Drivers can be named in respect of any Vehicle.

7.2 Each Driver shall:

(a) Hold a full valid driving licence for at least 24 months prior to the Hire Period that entitles him or her to drive a European category B vehicle or equivalent up to 3500kg GMW.

(b) Provide Indie Campers with two separate forms of photographic identification on collection of the Vehicle. Excepted ID includes a valid passport, identity card and drivers licence.

(c) Be aged between 21 and 79 (inclusive);

(d) Be present at collection of the Vehicle;

(e) Be liable for any legal penalties (including, without limitation parking fines and speeding penalties) incurred or imposed during the Hire Period; and

(f) Declare, at the time of booking (and, prior to Vehicle collection, if relevant), if there are any endorsements on such Driver's driving licence. Indie Campers may not be able to provide insurance for such Driver to drive the Vehicle if such Driver has endorsements imposed on his or her driving licence (and in such an instance, the Vehicle may not be driven by such Driver). Guest should contact Indie Campers prior to collection to check if specific endorsements will prevent a Driver from driving the Vehicle.

Driving licences:

7.3 Each Driver's driving licence shall:

(a) State Driver's then current home address. If this is not the case, then, in addition to the driving licence, Indie Campers will require two alternative proofs of identification for such Driver (i.e., a utility bill and bank statement dated no more than 60 days old which states such Driver's name and current address);

(b) Be in English and issued in the UK, EEA, or Switzerland. If this is not the case, then such Driver shall provide an international driving licence. A certified translation of the driving licence may be accepted by us depending on the country where the licence was issued. Please contact us for more details;

7.4 If a Driver's driving licence has been:

(a) Issued in Great Britain, then such Driver shall be required to obtain a licence check-code from the gov.uk website at least 24 hours prior to collection of the Vehicle to allow us to check the licence counterpart; or

(b) Issued in Northern Ireland, then such Driver shall provide both the original photo card and the paper counterpart to Indie Campers at time of collection of the Vehicle.

7.5 This Rental Agreement will be terminated by us without liability or refund to Guest if we are unable to check Driver's driving licence counterpart.

8. INSURANCE AND SECURITY DEPOSIT

Insurance:

8.1 Indie Campers provides comprehensive insurance and public liability insurance (the latter of which is subject to a limit of £5million/€5million) through a third-party insurer. This insurance will be valid for each Driver provided: (i) all the personal information supplied to us by Guest at collection in relation to each Driver is correct; and (ii) each Driver complies with the requirements as set forth in clauses 6, 7.6 and 18 of these T&Cs).

8.2 Only Drivers are insured to drive the Vehicle.

8.3 The Vehicle is insured only for damage to the Vehicle itself (excluding damage to windows, mirrors, tyres, the underside of the Vehicle, and any part of the Vehicle over 6ft/182cm from the ground) and for damage to third-party property. This insurance does not cover personal insurance for the Guest (including death or bodily injury to the Guest or Driver) or any personal belongings.

8.4 Indie Campers strongly recommends that Guest takes out its own personal travel insurance.

8.5 No other comprehensive insurance is acceptable for the rental of the Vehicle.

8.6 Indie Campers cannot offer insurance to a Driver (and such Driver cannot drive the Vehicle) if such Driver:

(a) Does not meet the requirement set forth in clause 6 of these T&Cs;

(b) Has had their driving insurance declined and/or a renewal refused and/or special terms imposed and/or has had their driving insurance cover cancelled or voided by an insurer at any time;

(c) Has, whilst driving, been involved in more than one fault motor claim during the past 3 years;

(d) Has been disqualified from driving for a period exceeding six months in the last three years;

(e) Has been disqualified for a period exceeding three months in the past year; or

(f) Is engaged in any of the following acts, occupations, or professions:

(i) Professional entertainment or theatrics if "in front of camera";

(ii) Professional sport;

(iii) Jockeys or in connection with racing of any sort;

(iv) Undergraduates or students under 25 years of age;

(v) Service personnel born outside of the United Kingdom and Ireland;

- (vi) Courier services, express mail, or parcel delivery if the Vehicle is to be used for business purposes;
- (vii) Fast food establishments (including food delivery) if the Vehicle is to be used for business purposes;
- (viii) Motor factors if the Vehicle is to be used for business purposes;
- (ix) Wholesale or daily newsagent deliveries if the Vehicle is to be used for business purposes; or
- (x) General dealers or street and/or market traders if the Vehicle is to be used for business purposes.

8.7 It is Guest's responsibility to ensure that a driver from its group can satisfy the requirements of these T&Cs. If this is not the case, then we may terminate this Rental Agreement without liability to Guest.

8.8 Insurance may be invalidated if Guest or a Driver fails to declare (or correctly declare) any accidents, licence endorsements or driving convictions in accordance with clause 6.2(f) of these T&Cs.

8.9 If there is any ambiguity regarding whether a Driver complies with the requirements of Indie Campers insurance, the opinion of Indie Campers (or its insurer) shall be final.

Security Deposit:

8.10 The hire of the Vehicle is subject to the prior payment of the Security Deposit by Guest in accordance with this clause and clauses 7.11 to 7.21.

8.11 The amount of the Security Deposit is as follows:
For Drivers aged between 21 and 79 (inclusive): **£2,500/€3,000**.

8.12 Subject to the Security Deposit Exclusions noted in clause 7.21 below, the Security Deposit covers the liability of Guest in the event of: (i) one Incident only; and (ii) the failure by Guest to return the Vehicle in the same condition as it was when released to Guest.

8.13 Guest shall be required to pay us a further Security Deposit after each Incident (subject to a maximum number of Incidents which shall be at Indie Campers's discretion) to continue with the rental of the Vehicle. If Guest fails to pay such further Security Deposit(s) (or more Incidents occur than the maximum number of Incidents permitted by us at any time), the Rental Agreement shall automatically terminate, and Guest will forfeit the full amount of the Hire Charge (and other charges paid by Guest), and Security Deposit(s) already paid.

8.14 The Security Deposit(s) shall be taken as a pre-authorisation on Guest's credit card or debit card at the time of collection. Pre-paid currency cards are not accepted by us. The card used for the Security Deposit(s) shall be in Guest's name.

8.15 Guest hereby irrevocably authorises us to deduct from the Security Deposit(s) any amounts due to us Ltd arising under this Rental Agreement.

8.16 The Security Deposit(s) are payable in the currency of the Pick-Up Location.

8.17 Indie Campers is entitled to withhold the Security Deposit(s) until Guest's liability under this Rental Agreement and the full amount of damage or loss has been finally determined by Indie Campers.

8.18 The Security Deposit(s) shall be fully refundable to Guest within 28 days of return of the Vehicle to us in accordance with this Rental Agreement provided:

- (a) No Incidents have occurred;

- (b) There are no outstanding insurance claims in relation to the Vehicle, a Guest, or a Driver;
- (c) None of the charges set out in clause 4.3 are payable by Guest; and
- (d) Indie Campers does not incur any demurrage costs as a result of the Vehicle being unavailable due to repairs required as a result of an Incident. (Any demurrage recovered from any negligent third party will be refunded to Guest upon its recovery by us.)

8.19 Indie Campers shall apply the Security Deposit(s) to any costs, charges, liabilities, losses, or damages suffered or incurred by us under clause 7.18.

8.20 Security Deposit Exclusions: Certain charges and costs are excluded from the Security Deposit. These are the 'Security Deposit Exclusions,' and they are set out in clause 7.21. If any of the Security Deposit Exclusions apply, and the Security Deposit does not cover the full amount of such charges or costs, then Guest shall, within 28 days of demand, forfeit the entire Security Deposit(s) and pay us the difference between the amount of the Security Deposit(s) and the amount of such charges or costs.

8.21 The Security Deposit Exclusions are:

- (a) Any charges owing to us under clause 4.3.
- (b) Any costs incurred by us to:
 - (i) Repair any damage or loss to the Vehicle caused wholly or partly by a breach by Guest of clause 18;
 - (ii) Repair any damage or loss to the Vehicle, including mechanical problems in the clutch or gearbox of the Vehicle, which have been caused by a negligent act of, or intentionally caused by, Guest;
 - (iii) Repair or replace aerials, glass, or wheels;
 - (iv) Replace missing wheel trims, tools, or spares;
 - (v) Repair any damage caused by Guest failing to follow proper operating procedures for the Vehicle (e.g. use correct fuel, checking oil, coolant levels and air pressure levels);
 - (vi) Repair any damage to the underside of the Vehicle or its roof (which includes any part of the vehicle 6ft/182cm from the ground).
 - (vii) Replace the Vehicle if the Vehicle is stolen after Guest left the keys in the ignition or in or on the Vehicle whilst it was unoccupied;
 - (viii) Repair any damage caused to windscreen, mirrors and/or tyres of the Vehicle (unless windscreen, mirror and tyre protection is included (see clause 11 of these T&Cs for details) and no exclusion applies);
 - (ix) Repair any damage to the Vehicle which is caused by using it in contravention of any legislation or regulation controlling vehicular traffic;
 - (x) Repair any damage to the Vehicle which is caused by freezing/overheating (e.g. unit not winterised or overheating of the Vehicle or systems such as plumbing or water systems);
 - (xi) Repair any damage to the Vehicle (and any associated costs) resulting from recovery of the Vehicle if the Vehicle becomes bogged; and
 - (xii) Repair any damage to the Vehicle caused by a single vehicle roll over of the Vehicle.

9. LIABILITY REDUCTION OPTION

9.1 Liability Reduction Option (LRO) is an optional extra that reduces Guest's liability under clause 7.11 to the amount specified in Rental Contract. It applies to one Incident only.

9.2 The LRO does not apply to the Security Deposit Exclusions (see clauses 7.20 and 7.21 for details). This means that if any of the Security Deposit Exclusions apply, Guest shall remain liable for the full amount of the charges owing to Indie Campers and/or the costs payable to us as set out in clause 7.21.

9.3 LRO can be purchased by Guest at time of booking or on or before collection of the Vehicle. It cannot be purchased after the start of the Hire Period. Current pricing for the LRO can be found on Indie Campers' websites.

9.4 LRO applies in respect of the first Incident only in respect of the Vehicle (not the entire Hire Period). Once an Incident has occurred, the LRO will be applied to such Incident and Indie Campers's Security Deposit terms (as set out in clauses 7.11 to 7.21 above) will apply to the remainder of the Hire Period and any subsequent Incidents.

9.5 Once an Incident has occurred, a full Security Deposit amount will be immediately due to be paid by Guest to cover any subsequent Incidents. A second full value security deposit authorisation will be required at that time.

9.6 Guest must report Incidents to us within 24 hours of occurrence for the LRO to apply.

10. FLEXIBLE CHANGE COVER

10.1 Flexible change cover includes one amendment and one cancellation.

10.2 Flexible change cover must be added at the time of booking confirmation.

10.3 Amendments:

(a) One free amendment to the date, pick up or drop off location or vehicle type to the confirmed booking is included.

(b) Amendments are subject to availability.

(c) Guests are responsible for any price increases resulting from the booking amendment.

(d) No refunds will be issued for amendments resulting in a lower price.

(e) Adding or removing extra hire items can be done at any time and shall not be deemed an amendment.

10.4 Cancellations:

10.5 Cancellations made 14 nights or more prior to the pick-up date will incur no charges.

10.6 Cancellations made within 14 nights of the pick-up date will incur standard cancellation fees in accordance with clauses 14.1 to 14.2 of these T&Cs.

10.7 The original booking travel dates will be used to calculate any cancellation fees.

10.8 The charge for the flexible change cover is not included in any refunds.

11. MAINLAND EUROPE COVER

11.1 Mainland Europe Cover is mandatory for guests travelling to mainland Europe.

11.2 Should a guest travel to mainland Europe without purchasing Mainland Europe Cover, the guest will be in breach of the terms and conditions.

11.3 The following Countries are covered by the Mainland Europe Cover; Andorra, Austria, Belgium, Croatia, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Switzerland (including Liechtenstein), Sweden.

11.4 Travel outside of the countries listed above will be in breach of these terms and conditions. Please check your route carefully and ensure you do not go outside of these countries.

12. WINDSCREEN, MIRROR, AND TYRE PROTECTION

12.1 Windscreen, mirror, and tyre protection is included within High Road or Value Pack that covers replacement or repair of the Vehicle's windscreen, external mirrors, or tyre damage. It can be purchased by Guest at the time of booking online or on or before collection of the Vehicle. It cannot be purchased after the start of the Hire Period.

12.2 Windscreen, mirror, and tyre protection is limited to replacement or repair of one windscreen, two mirrors or two tyres, after which normal replacement costs will be payable by Guest to Indie Campers.

13. CLAIMS AND CLAIM SETTLEMENT

13.1 Indie Campers shall use its reasonable endeavours to ensure that any money payable to Guest is paid to Guest as quickly as possible. Guest acknowledges, however, that third-party claims can, in some cases, take years to resolve and that the progress of claims is often outside of Indie Campers control.

13.2 Indie Campers is entitled to withhold the Security Deposit, until Guest's liability and the amount of damage or loss has been finally determined by Indie Campers or its insurer.

13.3 Indie Campers shall refund the balance of the Security Deposit as soon as reasonably practicable after receiving the final resolution and payment relating to any third-party claim.

13.4 Guest agrees to provide all reasonable assistance to Indie Campers in handling any claim including providing all relevant information and evidence and attending court, if necessary, to give oral evidence.

13.5 For information regarding outstanding claims or Security Deposit refunds, Guest should contact enquiries@bunkcampers.com or enquiries@justgo.uk.com.

14. TERMINATION BY INDIE CAMPERS

14.1 Indie Campers reserves the right to immediately terminate this Rental Agreement and to repossess the Vehicle with no refund or other liability to Guest either before, on or after the commencement of hire of the Vehicle if:

- (a) Guest or a Driver does not comply with clause 5.4 and clause 6 of these T&Cs;
- (b) Guest fails to pay the Security Deposit as required under clauses 7.10 to 7.21 of these T&Cs;
- (c) Over-occupancy of the Vehicle relative to the number of seatbelts occurs at any time during the Hire Period;
- (d) Guest is in breach of any material term in this Rental Agreement;
- (e) Guest obtained the hire of the Vehicle through fraud or misrepresentation;
- (f) Any statement, representation or warranty made by Guest, or any Driver is incorrect;
- (g) The Vehicle appears to Indie Campers to be abandoned;
- (h) There is damage to the Vehicle, regardless of fault;

(i) The Vehicle is not returned by the Return Date or Indie Campers reasonably believes that the Vehicle will not be returned on Return Date; or

(j) Indie Campers reasonably believes that the safety of the public or passengers in the Vehicle is threatened, or the Vehicle is in danger.

14.2 Guest acknowledges that in the event of termination by Indie Campers under clause 13.1, Guest has no right to a refund of the Hire Charges (or any other charges paid by Guest) or the Security Deposit. In addition, Guest may be liable for the additional charges set forth in clause 4.3 of these T&Cs.

14.3 Indie Campers reserves the right to terminate this Rental Agreement prior to the Hire Period if there are operational issues affecting Indie Campers's rental fleet.

15. CANCELLATION OR CHANGE BY HIRER

Cancellation of Rental Agreement:

15.1 If Guest wishes to cancel this Rental Agreement, it shall pay the following cancellation charges to us:

(a) If cancelled within 24 hours of booking: 100% of the total cost will be refunded.

(b) If cancelled more than 42 nights prior to the start of the Hire Period: 25% of the total hire cost or 100% of booking deposit (whichever is greater);

(c) If cancelled 41 to 15 nights prior to the start of the Hire Period: 50% of the total hire cost; and

(d) If cancelled 14 nights or less prior to the start of the Hire Period, or no-show: 100% of the total hire cost.

15.2 No refund is available on any low-cost relocation deals.

Change to Rental Agreement:

15.3 If Guest wishes to make changes to this Rental Agreement (for example to change the type of Vehicle, the Hire Period, the Pick-Up Location, or the Return Location), it shall pay the following charges:

(a) If amended more than 30 nights prior to the start of the Hire Period: a fee of £50/€60 plus any increase in Vehicle charges; and

(b) If amended 30 to 15 nights prior to the start of the Hire Period: a fee of £150/€175 fee plus any increase in Vehicle charges.

15.4 Guest cannot make changes to this Rental Agreement within 14 nights of the start of the Hire Period.

15.5 Changes to a booking are subject to availability.

15.6 Any refunds payable to Guest resulting from a change to the Rental Agreement shall be via credit only to Guest's Indie Campers account.

(a) No refunds will be issued for amendments resulting in a lower price.

16. VEHICLE SUBSTITUTION

16.1 Vehicles are booked by Guest by vehicle category (as determined by Indie Campers) and not by make or model or brand.

16.2 Vehicles supplied by Indie Campers may be substituted to alternative brands; Bunk Campers, Just go and Indie Campers. Acting reasonably, Indie Campers reserves the right to

change Guest's selected vehicle type or its specification in the event of unforeseen circumstances such as accidents, operational issues, or other reasons.

16.3 In such circumstances, Guest shall not be liable to Indie Campers for any increased rental charges for the substitute Vehicle. However, Guest shall be responsible for any additional running costs pertaining to the substituted Vehicle.

16.4 In the event of a downgraded vehicle type, Guest may be eligible for a partial refund of the Hire Charges.

16.5 If no alternative vehicle is available for Guest, Indie Campers's liability to Guest is limited to a refund of such portion of the Hire Charge as has been paid to us by Guest. In all cases, no other refund will be available including compensation for additional arrangements booked by Guest (such as costs for flights, hotels, activities etc.).

17. MALFUNCTION OF ONBOARD COMPONENTS

17.1 Prior to the collection of the Vehicle by Guest, Indie Campers will carry out an inspection of all onboard components to ensure they function correctly.

17.2 On collection, Guest will be shown how each onboard component operates and what to look for if a system fails during the Hire Period.

17.3 If an onboard component malfunctions during the Hire Period, Indie Campers will attempt to resolve the issue without requiring Guest to return to the Pick-Up Location, however, this may not always be possible. Indie Campers cannot be held responsible should any loss of function happen and shall not be liable to refund any monies nor provide an alternative vehicle to Guest.

17.4 In the case of winter hire, we cannot be held responsible in the event of any damage or inconveniences caused by freezing conditions. These are the responsibility of Guest.

18. HOLIDAY DISRUPTION COVERAGE

18.1 Should Guest's rental be disrupted by a mechanical breakdown/Vehicle system malfunction (which has not been caused by Guest) which render the Vehicle unusable for more than 48 hours after first reporting to Indie Campers, Guest shall be entitled to a maximum refund equal to the gross nightly rental rate for each night of the Hire Period affected until the breakdown/malfunction is rectified by us or one of its agents or representatives.

18.2 Failure of mechanical and Vehicle systems which include cabin heating/hot water, water pump, shower, toilet, refrigerator, gas hob/oven must be assessed by us, or an Indie Campers authorised repairer.

18.3 Guest shall only be eligible for a refund under clause 17.1 if Guest notifies Indie Campers of the breakdown/malfunction promptly upon its occurrence. Failure to notify acknowledges that the breakdown/malfunction is of such a minor nature that Guest does not wish to make a claim for loss of time in respect of the rental.

18.4 Defects and repairs of the radio/CD player, Sat Nav, reversing camera, bike racks and cruise control etc. are considered minor and are excluded from the scope of this clause 17.

19. USE OF THE VEHICLE

19.1 Only persons identified in the Rental Agreement as Driver may drive the Vehicle.

19.2 Guest agrees that during the Hire Period, it will not allow the Vehicle to:

- (a) Be driven outside the UK or Ireland, except if Mainland Europe insurance option is purchased;
- (b) Be driven by anyone who is not a Driver;
- (c) Be driven for any business or commercial use;
- (d) Be driven by anyone whose blood alcohol concentration exceeds the lawful percentage;
- (e) Be driven by anyone who has consumed or is under the influence of any illegal substance;
- (f) Be driven during any adverse weather or other unsafe conditions;
- (g) Be used to carry persons for hire, gain or reward;
- (h) Be used to carry any inflammable, explosive or corrosive materials;
- (i) Be used to push or tow any vehicle, trailer, boat, or other object (unless authorised in advance by us);
- (j) Carry any greater load and/or number of persons than for which the Vehicle is designed;
- (k) Be used for racing, pace-making, speed trials, or driving in a dangerous, wilful, or reckless manner;
- (l) Be used to carry illegal substances or product either for commercial purposes, financial gain, or delivery of such goods;
- (m) Be driven in an unsafe or unroadworthy condition;
- (n) Be driven on unsealed and non-public roads;
- (o) Be driven on any unnumbered roads and highways;
- (p) Be driven without the permission of Indie Campers;
- (q) Be driven other than in a cautious, prudent, and normal manner;
- (r) Be left unattended with the ignition key in the ignition;
- (s) Be left unlocked while it is unoccupied;
- (t) Be submerged in water or to come into contact with salt water; or
- (u) Be driven into areas at war.

Guest acknowledges that Indie Campers may, at any time and at its sole discretion, restrict Guest from driving the Vehicle in certain areas due to adverse road or weather conditions or any other reasonable cause.

20. ROADSIDE ASSISTANCE AND VEHICLE MAINTENANCE

Roadside assistance:

20.1 Indie Campers provides, through its network of third-party partners, 24-hour roadside assistance to Guest during the Hire Period.

20.2 Roadside assistance covers mechanical faults to the base chassis of the Vehicle only. Any callout charges incurred by Guest for any other issue (e.g., a flat Vehicle battery) will be payable by Guest to either Indie Campers or its third-party partner.

20.3 Roadside assistance may not be available in the location of Guest's Vehicle at the time of the fault. In such event, Guest may be required to contact nearby repairers, mechanics, and other necessary suppliers to assist in addressing the fault.

20.4 Assistance/recovery times are dependent on availability of Indie Camper's third-party partners and the location of Guest's Vehicle at the time of the fault.

Vehicle maintenance:

20.5 Guest shall take reasonable steps to properly maintain the Vehicle during the Hire Period. This includes checking the oil, coolant and AdBlue® levels, tyre pressures and batteries every 500 miles/km.

20.6 Guest shall promptly report to us as soon as possible, where the oil is above or below the recommended level or if the oil warning indication light is illuminated. Guest must add water/coolant to the cooling system and use a licenced mechanic to perform any tasks necessary and in accordance with the manufacturer's specifications.

20.7 Guest acknowledges that any loss or damage occasioned to the Vehicle as a result of Guest's failure to maintain the Vehicle in accordance with this clause must be paid by Guest.

20.8 Guest will be fully liable for any costs associated with the incorrect use of fuel in the Vehicle.

20.9 Guest shall report all faults or damage caused to the Vehicle to Indie Campers within 24 hours of Guest becoming aware of them.

21. RESPONSIBILITY WHEN AN INCIDENT OCCURS

21.1 In the event of an Incident, Guest shall:

- (a) Notify us within 24 hours of the Incident;
- (b) Obtain the names and addresses of third parties and any witnesses and report the Incident to the nearest police station;
- (c) Complete the Incident reporting form located in the Vehicle (or sent by Indie Campers by email);
- (d) Not make any admission of liability or make a settlement offer to other parties;
- (e) Assist us in handling any claim arising from the Incident;
- (f) Pay any costs relating to a change of vehicle as a result of an Incident regardless of which party is at fault;
- (g) Accept that the Security Deposit will not be refunded until the claim is settled;
- (h) Return the Vehicle to us if requested to so that damage can be assessed;

21.2 Guest acknowledges that:

- (a) The Security Deposit or other amount(s) due in respect of an Incident shall be paid at the time of reporting the Incident and not at the end of the Hire Period, regardless of which party is at fault; and
- (b) An alternative vehicle is not guaranteed and there will be no refund for unused days as a result of termination of this Rental Agreement due to damage caused by an Incident.

22. VIOLATION OF TRAFFIC LAWS AND REGULATIONS

22.1 Each Driver is personally liable for all legal penalties and fees pertaining to any traffic violation infringements under the current road traffic legislation applicable in the country of travel.

22.2 If any traffic violation penalty or infringement is presented to Indie Campers relating to Guest's hire of the Vehicle, we will charge Guest the full cost of such penalty or infringement together with the Driver driving penalty charge set forth in clause 4.3 of these T&Cs.

22.3 Indie Campers does not hold any responsibility for appealing the penalty or infringement; this is sole the responsibility of Guest or the relevant Driver.

22.4 If a refund of a penalty or infringement is provided to us by the relevant authority, we will refund this to Guest (minus the Driver driving penalty charge set forth in clause 4.3 of these T&Cs).

22.5 Guest is responsible for paying the M50 road toll in Ireland. The toll fee is automatically paid by Indie Campers however it will be recharged to Guest within 28 days of occurrence.

23. SMOKING

23.1 Smoking is strictly prohibited in, or within 5 metres of, the Vehicle.

24. PETS

24.1 All Indie Campers vehicle types are dog friendly.

24.2 Domestic pet dogs only may be carried (maximum of 2 dogs per Vehicle) provided Guest has paid the Pet fee Optional Extra. Please contact us for details.

24.3 Guest is solely responsible for ensuring compliance with all animal protection, carriage, vaccination, and transit/entry laws and regulations required during the Hire Period.

24.4 Costs, including cleaning, incurred due to non-compliance with this clause 23 and any loss consequently incurred by us due to the unavailability of the Vehicle for other Guests shall be borne entirely by Guest.

25. EXCHANGE RATE FLUCTUATIONS/REFUNDS

25.1 Transactions under this Rental Agreement are conducted in the currency of the Pick-Up Location.

25.2 Guest acknowledges that, due to exchange rate fluctuations, in some instances there may be variance between the amount initially debited against Guest's payment card and the amount subsequently refunded. Indie Campers has no control over such variations and Guest accepts they are at its sole risk.

25.3 Refunds (including repayment of the Security Deposit) can take up to 28 days to clear Guest's account.

26. COMPLAINTS

26.1 If Guest has a complaint in relation to Indie Campers or the Vehicle, it should report the same as soon as possible to the Pick-Up Location. We will attempt to resolve the complaint as soon as possible.

26.2 In the event that a complaint is not satisfactorily resolved, Guest may submit a formal complaint to us using the contact details at the top of these T&Cs.

26.3 All complaints should be submitted by Guest within 14 days of the end of the Hire Period.

27. INDIE CAMPERS'S LIABILITY

27.1 Nothing in this Rental Agreement limits any liability which cannot legally be limited, including liability for:

- (a) Death or personal injury caused by negligence; and
- (b) Fraud or fraudulent misrepresentation.

27.2 Subject to clause 26.1:

(a) Indie Campers's total liability to Guest is limited to the total amount received from Guest under this Rental Agreement as at the Pick-Up Date (excluding the Security Deposit); and

(b) The following types of loss are wholly excluded under this Rental Agreement: (i) loss of profits; (ii) loss of sales or business; (iii) loss of agreements or contracts; (iv) loss of anticipated savings; and (v) indirect or consequential loss.

27.3 Unless Guest notifies us that it intends to make a claim in respect of an event within the notice period, we shall have no liability for that event. The notice period for an event shall start on the day on which Guest became, or ought reasonably to have become, aware of its having grounds to make a claim in respect of the event and shall expire 12 months from that date. The notice must be in writing and must identify the event and the grounds for the claim in reasonable detail.

28. TELEMATICS

28.1 The vehicle may be fitted with telemetry systems or other similar devices that may track the vehicle location and will be used as a tool for measuring how the vehicle is being operated or accident-related investigations. This is to maintain and protect the vehicle. We may contact you in the event that the device indicates that you may be breaking the terms of the Rental Agreement and may ask you to modify your driving behaviour or that of any authorised driver. We reserve our right to terminate the Rental Agreement in the event that you continue not to comply with its provisions. The information may be used both during and after the rental period.

29. PRIVACY

29.1 Indie Campers will process Guest's personal data only in accordance with its Privacy Policy which is available at help.indiecampers.com/hc/en-us/articles/2698433377041-Indie-Campers-Privacy-Policy

30. GENERAL

30.1 Except as set out in these T&Cs, no variation of the Rental Agreement shall be effective unless it is in writing and signed by both Guest and an authorised representative of Indie Campers.

30.2 Unless it expressly states otherwise, the Rental Agreement does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Rental Agreement.

30.3 If any provision or part-provision of the Rental Agreement is or becomes invalid, illegal, or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of the Rental Agreement. If any provision or part-provision of the Rental Agreement is deleted under this clause 29.3, Guest and Indie Campers shall negotiate in good faith to agree a replacement provision that, to the greatest extent possible, achieves the intended commercial result of the original provision.

30.4 This Rental Agreement is constituting the entire agreement between Indie Campers and Guest and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between us and Guest, whether written or oral, relating to its subject matter.

30.5 Indie Campers's brochures, websites and advertising material contain only representations of Indie Campers's vehicles. Guest acknowledges that pictures, illustrations, descriptions, and measurements of Indie Campers's vehicles may be different to the Vehicle offered to Guest due to modifications and/or upgrades. We are not liable to Guest for any such variance.

30.6 Each of Indie Campers and Guest acknowledges that in entering into this Rental Agreement it does not rely on and shall have no remedies in respect of any statement, representation, assurance, or warranty (whether made innocently or negligently) that is not set out in the Rental Agreement.

30.7 Indie Campers shall not be in breach of the Rental Agreement nor liable for delay in performing, or failure to perform, any of its obligations under the Rental Agreement if such delay or failure results from events, circumstances or causes beyond its reasonable control.

30.8 A waiver of any right or remedy under the Rental Agreement or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent right or remedy. A failure or delay by us to exercise any right or remedy provided under the Rental Agreement or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under the Rental Agreement or by law shall prevent or restrict the further exercise of that or any other right or remedy.

30.9 The Rental Agreement, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of United Kingdom.