

# **PAULTONS CARAVAN HIRE**

## **TERMS & CONDITIONS – 2026**

Please retain a copy of these terms and conditions for your records.

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### **Definitions**

“Customer” – The person or persons hiring the touring caravan (“the Hirer”)

“Company” – J & D McCulloch T/A Paultons Caravan Hire

“Our / Us / We” – J & D McCulloch T/A Paultons Caravan Hire

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### **Payments**

A booking deposit is required at the time of booking. Rates are as follows:

- Weekend Hire – £150.00
- One Week Hire – £200.00
- Two Weeks Hire – £250.00
- Festivals, Fairs & Rallies – £350.00

The remaining balance is due six weeks prior to the hire period. If the booking is made less than six weeks before the hire period, full payment of the hire will be required along with the surety deposit.

All payments must be made in cleared funds.

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### **Late / Non-Payment**

If the balance payment is not received by the due date, we reserve the right to cancel the booking.

In such circumstances, the cancellation will be treated in accordance with our cancellation policy, and any applicable charges will apply.

We also reserve the right to re-let the caravan without further notice.

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### **Deposit Status**

All booking deposits are non-refundable and non-transferable. A booking deposit secures the caravan only for the specific dates and event stated at the time of booking. Deposits cannot be carried forward to future dates, events, or years unless expressly agreed by us in writing at time of cancellation

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### **Booking Confirmation**

A booking is not confirmed until the required deposit has been received. Any provisional or “pencilled in” dates are held on a temporary basis only and may be released without notice if the deposit is not received within the agreed timeframe.

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## Surety / Damage Deposit

A surety deposit of £450.00 (between £450–£850 for Festivals, Fairs & Rallies) will be required with the balance payment. The surety deposit may be used to cover damage, cleaning, missing items, or any additional charges incurred during the hire period.

The surety deposit will be refunded after the hire period, subject to a satisfactory inspection.

The surety deposit is not transferable and cannot be used towards any future booking.

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## Rules & Regulations

1. Smoking is strictly prohibited in all caravans and awnings. Evidence of smoking will result in full loss of the damage deposit.
2. No pets are permitted. Evidence of pets will result in full loss of the damage deposit.
3. No bicycles or heavy items are to be stored inside caravans.
4. Stiletto heels must not be worn inside caravans.
5. No ball games are to be played against caravans.
6. Four berth caravans – maximum of four persons.
7. Six berth caravans – maximum of six persons.
8. No gatherings exceeding permitted occupancy.
9. Sub-letting is strictly prohibited.
10. Removal of caravan parts is not permitted unless authorised.
11. External equipment security is the customer's responsibility.
12. Items such as aqua rolls, pumps, etc. are at risk of theft.
13. Water containers must be kept topped up to prevent damage.
14. Caravans are secured and cannot be moved without our presence or agreement.

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## Delivery

All caravans are fully serviced and certified.

Delivery and collection times will be confirmed in writing prior to the hire.

Customers are responsible for booking campsites and paying pitch fees.

Caravans are delivered fully equipped. Customers must bring their own bedding, pillows, and towels.

Delivery will normally take place after 2:00pm on the first day of hire.

Collection will normally take place before 11:00am on the final day of hire.

**These times are approximate and may vary depending on delivery schedules. Exact times will be confirmed in writing prior to the hire.**

We will make every effort to meet agreed times but cannot guarantee specific delivery or collection times due to factors beyond our control.

Failure to be present may incur a £35.00 hourly charge.

The caravan must be clean and ready for collection. Failure to do so may result in charges and deductions from the surety deposit.

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## **Delivery Charges & Price Fluctuations**

Delivery charges are based on current costs and may change due to external factors (e.g. fuel prices, supply issues).

We reserve the right to adjust charges prior to hire and will notify customers where possible.

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## **Damage / Accident / Repairs**

Customers must report any damage or issues immediately.

Repairs must not be carried out without our consent.

The caravan must be returned clean and complete.

- Toilet cassette not emptied: £100.00 charge
- Overflowing cassette: additional £250.00

Cleaning and repairs will be charged at £35.00 per hour

Deductions may be made from the surety deposit for damage, cleaning, or missing items.

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## **Liability**

We shall not be liable for any loss, damage, or inconvenience arising from the use of the caravan, except where such liability cannot be excluded by law.

We accept no liability for loss of profits, business, or indirect losses.

Our liability is limited to the hire fee paid.

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## **Cancellation Policy**

- More than 6 weeks: deposit forfeited
  - 42–30 days: 25% of hire fee
  - 29–21 days: 50%
  - 20–14 days: 80%
  - Less than 14 days: 100% of hire fee
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## **No Rollover / Rebooking**

Payments retained under this policy will not be held as credit. New bookings require a new deposit and are subject to availability.

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## **Cancellation Insurance**

Customers are responsible for arranging suitable cancellation insurance. We strongly recommend this.

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## **Goodwill**

Any refund or variation outside these terms is a gesture of goodwill only and does not create any ongoing entitlement or credit.

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## **Repeat / Annual Bookings**

We do not automatically reserve caravans for returning customers or annual events. All bookings must be confirmed each year with a new deposit and are subject to availability.

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## **Breach of Terms**

We reserve the right to terminate bookings where terms are breached. No refunds will be given.

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## **Acceptance of Terms**

By booking a hire with us, the customer confirms that they have read, understood, and agree to these terms and conditions.