

General Terms & Conditions

For all of our motorhomes, the lessee must be at least 25 years old and hold a B category driving license for at least 5 years. The motorhome will be rented upon presentation of two lessee's identity documents (identity card or passport and driving license). The motorhome can be driven only by the lessee and the persons specified in the lease agreement as additional drivers (meeting the same criteria as the lessee). It is forbidden to smoke in the motorhome and modify it in any way (sticking, drilling, screwing, disassembly of parts, etc.), it is possible to transport animals in the motorhome, but only with the express consent of the lessor.

Rental price

For each motorhome, the rental price for one day of rental in each period (seasons) is given. When renting less than 7 days, we charge a handling fee of CZK 1,500 for preparing the motorhome, for longer rentals this fee is not charged. For short-term rentals up to 7 days, the mileage is limited to 300 km per 1 day rental, the price of 1 above-kilometer km is CZK 6 (incl. VAT), for 7 and more days the mileage is unlimited.

Handover and return of the motorhome

The lessor hands over the motorhome after testing the accessories, clean, with a full fuel tank, two full bottles of propane-butane (in the winter of propane), a full water tank, an empty waste water tank and with means for using chemical toilets. The motorhome will be equipped with bed linen, towels and bath towels on request - the price for this equipment is 200 CZK per person. When handing over the motorhome, a protocol will be signed with an overview of all items of motorhome equipment. The Lessee is obliged to refuel the full fuel tank before returning the motorhome. Gas cylinders and water tank do not refill the lessee. The vehicle must not be grossly contaminated when returning and the chemical toilet waste tank must be emptied. The vehicle is handed over on the first day of the lease between 9:00 and 18:00 and returns on the last day of the lease also between 9:00 and 18:00, always by prior agreement with the lessor.

Booking and payment conditions

After booking the motorhome on the website the lessee will receive an e-mail preview of the lease agreement within 24 hours. If the lessee agrees with the contract, he shall sign it and send the scanned copy to the lessor by email to info@caravanholidays.cz. As soon as the lessor receives a scanned copy of the signed contract, the lessor immediately allows the lessee to pay 30% of the reservation fee or the full rental price. Payment of 30% of the reservation fee must be made within 7 days of booking on the website, if not, the non-binding reservation will be canceled. Upon receipt by the lessor of the original contract signed by the lessee, the lessor signs the contract and sends one copy by post to the lessee. The payment of 70% of the total rent price must be made no later than 30 days before the first day of the rental, if it is not done and the lessee does not inform the lessor about the cancellation, the motorhome reservation is canceled and 30% of the reservation fee is forfeited. Upon handover of the motorhome, the lessee pays a security deposit of CZK 25,000 to the lessor (only cashless payment by credit card, the amount will be blocked on the lessor's credit card). The price includes rental of camping equipment and other accessories.

Sanctions

For the loss of vehicle keys, vehicle registration certificate, green card, service book or other documentation the lessor charges a contractual penalty of up to CZK 5,000 for each lost item. In case of return of a heavily soiled motorhome (eg damaged motorhome upholstery, soaked

and heavily soiled mattresses, etc.), the lessor charges a contractual penalty of up to CZK 2,500. In the event of a later return of the motorhome than agreed in the contract, the lessor charges a contractual penalty of up to CZK 10,000 for each commenced 24 hours of delay.

Accidents and disorders

The Lessee is obliged to immediately report any damage by telephone to the Lessor. In the event of any accident, natural disaster, third party intrusion into the motorhome or theft of the motorhome is obliged to report the event to the police and request proof of the investigation. Any repairs must be carried out by the manufacturer's authorized service center and, upon presentation of the service book, require free repair (if the motorhome is under warranty), unless otherwise agreed with the lessor. In the event of an accident, breakdown, natural disaster or theft, we provide extended assistance services.

Cancellation conditions

In case of withdrawal from the contract by the lessee 30 days or more before the first day of the lease, the lessor does not charge the lessee a cancellation fee. In case of withdrawal from the contract by the lessee 15 to 29 days before the agreed first day of rent, the lessor charges a cancellation fee of 30% of the total agreed rent, 50% of the total agreed rent upon withdrawal 7 to 14 days before the agreed first day of rent, 100% of the total rent agreed upon withdrawal from the contract less than 7 days prior to the agreed first day of rental or failure to meet the conditions for its acceptance. Upon early termination of the lease, the unused portion of the rent is not refundable.

Motorhome insurance

The motorhomes have a liability insurance for damages caused by the operation of the vehicle with territorial validity according to the green card, they are all-risk accident insurance with a deductible of 10%, minimum. of 10,000 CZK. The deductible will be deducted from the security deposit in case of an insured event. In the event of damage to or loss of vehicle accessories, the accident insurance does not apply, as well as the entry of a third party and theft of accessories or objects inside the vehicle. Such damage will eventually be deducted from the security deposit. If the amount of the deposit is not sufficient to cover the damage or deductible, the lessee is obliged to pay the difference within 5 working days. The insurance does not cover damage caused by the lessee due to improper and incorrect use of the motor home and its accessories (damaged interior of the motorhome, refueling the diesel tank with water, damaged awning by incorrect handling, etc.) - these damages are fully covered by the lessee.

Travel insurance

To rent a motorhome we offer travel insurance. Upon request, we will be happy to send you information on tariffs and conditions of this insurance. As a supplementary insurance to travel insurance, we now offer cancellation insurance for your trip. Upon request, we will be happy to send you information on the terms and conditions of this insurance.