



# General Terms & Conditions

## Travel Like Home

At ABBI Campers, we take great care of our motorhome so that every family can enjoy it as if it were their own home during their holiday. For this reason, we kindly ask our guests to treat it with the same care, respect, and consideration throughout their trip.

The reservation and use of the motorhome implies full acceptance of these General Terms and Conditions.

### 1. BOOKINGS AND PAYMENT TERMS

A booking will only be confirmed once the agreed payment has been received and ABBI Campers has provided explicit confirmation by email.

For a booking to be considered valid and effective, the following requirements must be met:

- Acceptance of these General Terms and Conditions.
- Payment of the full agreed rental amount.
- Written confirmation from ABBI Campers.

The remaining rental amount and the security deposit must be paid before the motorhome is handed over, either by bank transfer or by any other payment method agreed upon by both parties.

ABBI Campers reserves the right to cancel any booking that has not been paid within the established deadlines.

By completing the booking process, the customer declares and accepts that all personal and booking information provided is accurate, complete, and truthful.

Bookings are personal and non-transferable.

Subletting, assigning, or transferring a booking to a third party is strictly prohibited without the prior written consent of ABBI Campers.

ABBI Campers reserves the right to invalidate a booking and refuse delivery of the motorhome if the booking holder or occupants do not match the individuals originally registered in the contract and supporting documentation provided.

### 2. GUEST IDENTIFICATION

In accordance with applicable regulations, all occupants of the motorhome must identify themselves using a valid official identification document (National ID Card, Residence Permit, or Passport).

The personal information provided during the booking process and/or through the online check-in must be complete, accurate, and truthful.

ABBI Campers may request, at any time before or during the rental period, the presentation of the original identification document of any guest. Guests are required to provide such documentation immediately upon request.

Failure to provide identification, the submission of incorrect or false information, or refusal to present the required documentation may result in the cancellation of the booking or the refusal to hand over the motorhome, without entitlement to any refund.

Any personal documentation provided for the rental process will be securely deleted after the rental period has ended.

### 3. SECURITY DEPOSIT

To formalise the rental, a security deposit of €1,000, or any other agreed amount, must be paid before the motorhome is handed over.

The security deposit must be paid either by bank transfer – which must be received and cleared before vehicle collection – or in cash at the time of pick-up.

The security deposit will be refunded within a maximum period of 30 days following the end of the rental, once the motorhome has been inspected and it has been confirmed that there are no damages, penalties, or outstanding amounts due.

In the event of damage, loss, or breach of these Terms and Conditions, ABBI Campers reserves the right to deduct the corresponding costs from the security deposit.

Should the costs of any damage exceed the amount of the security deposit, the renter shall be liable for paying the remaining balance.

### 4. CANCELLATIONS AND BOOKING CHANGES

All cancellations must be communicated in writing.

The following cancellation policy shall apply:

- Cancellation more than 30 days before the start of the rental: 100% refund of the amount paid, excluding any administration or processing fees.
- Cancellation between 30 and 15 days before the start of the rental: 50% refund of the amount paid.
- Cancellation less than 15 days before the start of the rental: no refund will be issued.

In the event of a no-show, the full booking amount will be forfeited.

Requests to change rental dates are subject to availability and may result in price adjustments.

### 5. PICK-UP AND RETURN OF THE MOTORHOME

The motorhome will be delivered clean, fully inspected, and in good working order.

The renter must return the motorhome:

- At the agreed location, date, and time.
- With a full fuel tank.
- With both grey water and black water tanks emptied.
- In a reasonably clean and well-maintained condition.

Returns outside the agreed schedule may incur additional charges.

Any unjustified delay in returning the motorhome may result in a penalty equivalent to the daily rental rate, in addition to compensation for any resulting losses or damages.



# Condiciones generales de contratación

## 6. DRIVER REQUIREMENTS

Only drivers expressly authorised in the rental agreement may drive the motorhome, provided that they:

- Are at least 25 years of age.
- Hold a valid and current driving licence.
- Have held their driving licence for a minimum of 2 years.

The vehicle must not be driven by any person who is not authorised under the rental agreement.

## 7. USE OF THE VEHICLE

The renter agrees to use the motorhome responsibly and in compliance with all applicable laws and regulations.

The following activities are strictly prohibited:

- Smoking inside the vehicle.
- Driving on beaches, flooded areas, or roads and tracks unsuitable for motorhome access.
- Participating in any sporting event, race, or competition.
- Transporting illegal goods or substances.
- Subletting or renting the vehicle to third parties.
- Exceeding the maximum authorised passenger capacity.
- Tampering with or modifying any technical or mechanical components of the motorhome.

The renter shall be liable for any damage resulting from improper, negligent, or unauthorised use of the vehicle.

The motorhome must be returned with a full fuel tank. Failure to do so will result in a €100 charge to cover refuelling and administration costs.

The renter also agrees to empty both the grey water and black water tanks before returning the vehicle.

## 8. CLEANING AND PENALTIES

The motorhome must be returned in a clean and tidy condition.

The following indicative charges may apply:

- Tobacco odour or smoking residue: €100
- Excessive interior cleaning required: from €50
- Stained upholstery or mattresses: from €150
- Failure to empty grey water or black water tanks: €50
- Loss of keys or vehicle documentation: €150
- Misfuelling (incorrect fuel type): full cost of repairs and any resulting damages

ABBI Campers reserves the right to claim compensation for any additional damage or cleaning costs not specifically listed above.

## 9. INSURANCE AND LIABILITY

The motorhome is covered by the legally required motor insurance and comprehensive insurance subject to an excess.

In the event of an accident, incident, or damage, the renter must:

- Notify ABBI Campers immediately.
- Complete the accident report form.
- Provide the details of any third parties involved and any witnesses.

The insurance cover does not apply to damage resulting from:

- Negligent, reckless, or improper use of the vehicle.
- Breach of these Terms and Conditions.
- Driving under the influence of alcohol, drugs, or any other prohibited substances.
- Interior damage or acts of vandalism attributable to the renter or their passengers.

## 10. BREAKDOWNS AND ROADSIDE ASSISTANCE

The motorhome is covered by roadside assistance.

Any breakdowns resulting from normal wear and tear will be the responsibility of ABBI Campers.

No repairs may be carried out without the prior authorisation of ABBI Campers.

## 11. PETS

Pets are only permitted with the prior express approval of ABBI Campers.

The renter shall be fully responsible for any damage, dirt, stains, odours, or deterioration caused by the pet.

## 12. RENTER'S RESPONSIBILITY

During the rental period, the renter shall be responsible for:

- Traffic fines and penalties.
- Tolls, parking fees, and related charges.
- Damage caused by misuse or negligence.
- Loss of accessories, equipment, or items supplied with the motorhome.

## 13. FORCE MAJEURE

ABBI Campers shall not be held liable for cancellations or the inability to provide the motorhome due to force majeure events, major mechanical failures, previous accidents, or any unforeseen circumstances beyond its reasonable control.

In such cases, all amounts paid by the renter will be refunded in full, without any entitlement to additional compensation or damages.

## 14. DATA PROTECTION

Any personal data provided by the renter will be processed in accordance with applicable data protection laws and used exclusively for the management of the booking and rental agreement.

Furthermore, for security purposes, the renter authorises ABBI Campers to use vehicle tracking and geolocation systems during the rental period.

## 15. ACCEPTANCE OF THE TERMS AND CONDITIONS

By confirming the booking, the renter acknowledges that they have read, understood, and accepted these General Terms and Conditions of Booking and Rental.