

## Terms and Conditions / Cancellation Policy

Prior to making a booking you should read the cancellation policy and Terms & Conditions.

Deposits will not be processed until the vehicle is confirmed as available, at which point the customer is responsible for cancellation costs by both Adventiv Ltd and the operator of the vehicle.

Bookings requests are always subject to availability which is constantly changing. Once the deposit arrangements have been made, Adventiv Ltd will then confirm the reservation with the supplier of the vehicle and send you the confirmation details such as pick up point and contact phone numbers etc. Until then, the booking request is not completed and no contract has been entered.

Adventiv Ltd will not charge administration fees to make amendments to pick up and drop off dates, however, the vehicle operator may do so or have price variances that will apply and must be paid by the customer.

If necessary, i.e. an extension has been made, the deposit amount has to be increased. Reduction in rental periods may reduce the total of the rental but the deposit will remain unchanged.

When reducing the rental or changing insurance package, the difference in deposit amounts required will not be refunded.

It is highly recommended by Adventiv Ltd that all travellers purchase Travel Insurance to protect themselves during, and prior to their journey. Some Travel insurance can mean that you are covered in the event of needing to cancel your bookings as a result of illness etc.

Adventiv Ltd is not a supplier but an agent for a variety of Campervan and Motor home operators. Each of these operators have their own terms and conditions that you need to understand before proceeding with your booking. Any information given by Adventiv regarding vehicles, provided equipment, insurance options rely on information provided to us by the operator. We make every effort to keep this information up to date but Adventiv Ltd cannot guarantee that those are accurate at any time.

All booking deposits are non refundable. You need to make sure of your travel arrangements prior to confirming the booking, this is part of the reason that we recommend travel insurance. As stated above, we are happy to change travel dates subject to availability when required but this can incur costs with variation in daily rates and cancellation costs.

When reducing the rental the difference in deposit amounts required will not be refunded. Cancellations made before the intended pick up date will mean that the terms and conditions of the rental operator also apply to the booking. These arrangements can cost you over and above your deposit amount and it is important that you make yourself familiar the cancellation policies of the operator you wish to book with.

By booking with Adventiv Ltd you are agreeing to abide the cancellation policies of both Adventiv Ltd and the vehicle operators.

Please note: Cancellations or amendments must be made strictly in writing via email.

General Disclaimer:

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