

## **Dream & Drive, Rules of the Game. 05/2016 v3.3**

As with everything, we have to have a set of conditions that we all understand & agree with. For most of us, these are very boring and of course, mostly logical. But as you know, there are always people who say; 'oh, I didn't know that' or 'oh, no one told us that'. We regard our clients as intelligent, but we have to state the obvious too.

So, please forgive us & be well informed.

These are the Rules of the Game..... 'Dream & Drive'.

If you have any questions, PLEASE ASK US BEFORE SIGNING when hiring one of our vehicles. These rules fall under Dutch Law.

### **1. Rules of the Game.**

Any variations to these conditions below are only valid if confirmed in writing by Dream & Drive (referred to as D&D) and countersigned by the hirer (that's you). This version is called; 02-2013 v3

### **2. Making a booking.**

It is as much your responsibility as of D&D to make sure that information is correct. Please check the details of your booking when you make it. If you are in doubt, contact us by return and not on the day you plan on hiring the vehicle. We are human, so mistakes can occur. Thoroughness & patience will ensure we all (you & D&D) get things right. Your holiday/hire experience is as valuable to us as to you. By making a reservation we (you & D&D) all accept the terms as set out here.

If you are in any doubt, please contact us. Once signed, it's in stone.

### **3. The Manual.**

In every camper you'll find a manual specific to that camper. You will receive a copy of this manual (PDF format) approximately one week before your pick up date. Please print & read it!..... It is packed full of useful information which will help you enjoy the experience. If you don't read it and things go wrong, you only have yourself to blame. A simple thing such as running out of oil can bring a premature end to your holiday.

### **4. Leaving your Car with us?**

Parking with us is no longer possible, but we are just across from Amsterdam Central Station, so getting here is very easy.

### **5. Booking, Payment & Cancellation Policy.**

When you make your booking, you pay a deposit of 50% total hire value. Before departing the balance of your hire charges and a damage deposit as specified in note 14 must be paid. Both can be paid in advance via bank transfer or on the day of leaving via credit card or cash. If you choose to pay

via bank transfer both hire charges & deposit must be credited to and be visible on the account of D&D at least 1 day before departure.

Visa/MasterCard + 3% transaction costs

PayPal + 4% transaction costs

#### **5a. Cancellation by client:**

We all know that things in life can go wrong and you may have to cancel your reservation.

- Cancellation of your booking within 12 weeks before the start of your hire; you get a full refund less €40 administration-re-booking costs.
- Between 8 & 11 weeks you get 50% of your deposit refunded.
- Between 4 & 7 weeks you get 25% of your deposit refunded.
- Cancellation in less than 4 weeks before the start of your hire gives no refund of your deposit.

Note that all refunds are subject to VAT (BTW) rulings.

Last minute bookings up to 4 weeks do not have a cancellation option. Please note that If you cancel, you will lose your deposit.

Always make sure you have adequate personal insurance to cover these eventualities.

Returning the hire vehicle before the end of the hire agreement applies as with a full term of hire.

#### **5b. Cancellation by D&D:**

D&D will only cancel a reservation in such instances of a hire vehicle being damaged beyond use before the hire date or in an instance where D&D find the details of the hirer (that's you) are not correct or not transparent. Please fill out your reservation accurately & honestly. D&D reserves the right to cancel any reservation without further reason or discussion should there be doubt over intentions or usage. In these cases, a full refund will be issued without any costs to the hirer and thus leaving D&D the total right for a final decision.

### **6. Drivers, Qualifications & Conditions.**

A driver of any D&D vehicle must be over 25 years of age and qualified for 3 years with a full license in class B.

If you tow a trailer, you will also need class E.

If you are 80 and still able & allowed to drive, no problem, enjoy yourself.

Before hiring a vehicle, you must report any road accident claim(s) within the last 5 years, any traffic convictions in the last 5 years or any drink & drive offences within the past 10 years.

D&D have the express option to make a 'decision to hire' based on this information (see 5b).

If you plan on sharing driving with another member of your party, ***D&D must have full details of the second/third driver before that person is allowed to drive under ANY conditions.*** You are NOT insured if any of these conditions

are violated and will be held totally responsible (by Dutch law) for any claim against you. The Hirer, by signing this agreement is totally responsible for the above stated. You will be required to send/e-mail a copy(s) of your driving license & passport when your booking is confirmed by D&D. The same applies for additional drivers.

All drivers are required to have their driving license with them during the use of the vehicle.

**7. Vehicle Condition & Documentation.**

All of our vehicles are serviced and prepared by the owner of D&D. Every detail is personally inspected & serviced according to age & condition. All campers are in top condition and are delivered to the hirer with a full tank off fuel and water, oil and all other fluid levels filled to maintenance level. We cannot express enough what care and attention goes into making sure these vehicles are safe & efficient. All vehicles are tested, (APK), Insured & are covered by ANWB (Road side assistance) in the case of a problem or breakdown. You will be given full documentation when you collect your vehicle.

**8. Places you Visit, Kilometres Driven.**

Included is 200 Kms per day (1400 per week). Excess kilometres are charged at €0,30 per Km. When you make your booking, we ask you to give us a clear vision of where you are planning to go. From this and using our experience, we can see whether your requirements & classic vehicle hire match. D&D is about relaxation, experience, being chilled out. The harder you drive, the more stress you create, both for you, your vehicle & passengers.

**9. Vehicle Collection.**

We (you and D&D) will agree a collection time slot approximately one week before departure. D&D will make personal contact with you to confirm final details. When collecting your vehicle, you must allow yourself 90 minutes to complete our agreement. In this time, the vehicle will be visually explained. You have time to load the vehicle and we make a final check (with you). Before departing the balance of your hire charges and a deposit as specified in note 14 must be paid (see notes 5 & 14). You will receive a check in/out form which is signed by D&D and you (the hirer) agreeing on the condition, inventory, mileage (Kms) and any further details necessary.

**10. Responsibility.**

Once the vehicle leaves our premises, you are totally responsible for the vehicle. Our vehicles are Classics (see note 7), so drive them accordingly, with respect & patience. ***During your trip items such as engine oil, water levels, tyre pressures etc., are your responsibility.*** (see instruction manuals). Warning lamps & gauges are there for a good reason. Watch them carefully. If at any time something appears wrong, STOP immediately! Check & call for help if needed. Driving another 10 Kms could ruin the engine. If you damage the engine or cooling system through neglect (driving with a boiling engine,

or lack of oil), you will be responsible for the repair costs (neglect can be easily seen on close inspection). All vehicles carry adequate spare oil & water in the maintenance box so there are no excuses necessary. 'I forgot' is not an excuse and could be very expensive for you.

If you need to purchase more engine oil, D&D will refund you the extra costs. Buy exactly the same type of oil as comes with the van. It is available at every garage. ***If in doubt, ask & show the empty bottle!*** Please keep the receipts when making a claim (no problem).

Driving at speeds in excess of 110 Kmh is foolish and likely to cause permanent damage. If you want to drive faster, hire a rocket. Again, check the engine oil every 1000 Kms or every day (whichever comes first) and make sure it is on full. Check the cooling water and also fill it to the full mark.

#### **11. The Elevating Roof.**

Your hire vehicle has an elevating roof. The total height of the vehicle is 2,05 metres with the roof closed & locked down. (this is without roof rack!)

The Vehicle fits into almost all multi story car parks, but you **MUST** check the height clearances first. Make sure you lock the roof securely and make sure the top vent (window) is always closed. If in doubt, get out of the vehicle and visually check first.

#### **12. Road Traffic Offenses.**

Any road traffic offenses, fines, parking violations etc. will be charged to the renter, irrespective of who in your party were guilty at the alleged time of the offence.

#### **13. Breakdown.**

If you are unlucky enough to have a vehicle breakdown, call the ANWB or local service provider. Generally they are brilliant and can solve problems quickly. Costs such as a puncture repair or call out because of a flat battery are the responsibility of the hirer. Whatever happens (beyond a minor incident), please contact us first before making any financial decisions about repairs. If repairs cannot be carried out within 48 hours, we will do our utmost to help you. Our insurance policy will supply you with a replacement vehicle (a car, not a campervan) to get you moving again. D&D are expressly not liable, but will do their best to help you get back on the road. In these rare incidences, please call us in Amsterdam. (0031 207372654 or 0031 653 685661)

#### **14. Damage Deposit.**

You will secure a damage deposit payment as specified (by credit card, cash or bank transfer) when hiring a vehicle from D&D. (see notes 5 & 9)

- For NL residents €800, hire up to 2 weeks plus 20% of hire charge after and over a 2 weeks period.

- For NON-NL residents €1600, hire up to 2 weeks plus 20% of hire charge after and over a 2 weeks period.

This deposit is to cover initial costs created by damage (both external or internal), mechanical damage (through neglect such as low engine oil, overheating, burned brakes or clutch, see note 10) traffic offenses (see note 12), cleaning (see note 15) or excess mileage (see note 8). Accidents carry a €800 excess fee which is paid by the hirer in the event of any insurance claim.

**15. Pets & Smoking, a clean camper.**

Pets are only allowed by mutual agreement. Upon return there is however an extra check on the cleaning. If there is pet's remains such as animal hair and/or animal odor we have to do a professional cleaning. The costs of a professional cleaning by D&D and/or repairing costs are charged to the renter (see note 14).

We prefer non-smoking in our campers. Are you a smoker then please do a thorough cleaning on smoking remains. Upon return there is however an extra check on the cleaning. If there is smoking litter or a smokers odor we have to do a professional cleaning. The costs of a professional cleaning by D&D and/or repairing costs are charged to the renter (see note 14).

Upon returning the camper, it has to be clean, as you have received the camper. The costs of a professional cleaning by D&D and/or repairing costs are charged to the renter (see note 14).

Minimum costs of professional cleaning are €50,-

Be reasonable, be considerate and we will be the same.

**16. Returning your Hire Vehicle.**

When you make your booking, a return date & time is also confirmed. Please bring our vehicle back clean and full of fuel.

***If you are late or delayed, telephone us!..... We need to know.*** Our biggest concern is that you could be jeopardising the next hirer's holiday plans. Be considerate please.

Late returns are charged at 1.5 x daily rates.

A member of our team will receive the vehicle back from you after an initial inspection. It will be agreed between D&D & the hirer what state the vehicle is in, and any immediately apparent damage etc. reported on the check in/out form. The mileage will be recorded and you will receive a copy of the signed check in/out form. If the fuel is low and/or the vehicle is dirty etc., D&D will sort this all out and you will be charged accordingly (see note 15).

**17. Return of Damage Deposit.**

We are holding a damage deposit for the hire of the vehicle. Subject to the conditions of this contract, the deposit (or part of) will be returned to the hirer after 14 days from the return date. If there are any additional charges, the hirer will be notified within that period of time in writing. Should any further charges be realised after the 14 days period (such as parking fines, traffic offences, accident costs etc.) D&D expressly reserves the right to claim these charges and any further costs from you, the hirer. In these and other

such cases relating to this agreement, Dutch Law prevails. All agreements, dispute or settlements will be on the basis of Dutch Law, this irrespective of the language of agreement.

#### **18. Insurance & Liability.**

The hirer is totally responsible for the vehicle when on hire to them. D&D is not liable for the reliability of the vehicle unless gross negligence is provable. Hirers accept that these vehicles are old, classics and can be prone to occasional problems, particularly if stressed. (see note 7). You are responsible for the use of safety belts (where fitted). Where seat belts are not fitted, you accept liability for those people who occupy those seats. If you require seats for children (under 12 years old), you must ask in advance of the hire period. D&D will then provide (if available) a suitable vehicle. Regarding Road Traffic Insurance Liability, the vehicle is covered with full insurance less €800 excess for each & every claim. If you are involved in any sort of accident, you agree to pay this first amount of any claim regardless of who is to blame. Also, the insurance only covers loss or damage to the vehicle, but not your personal items or loss of holiday. This you must insure separately yourself if you wish.

#### **19. Vehicle Security.**

We have learned that car alarms don't work, so we don't fit them. We have a very simple philosophy, 'what is not seen, won't be touched'. A cut-out switch & removable radio front are fitted as standard. In the manual, you will read about this. We will also explain both when you collect your vehicle (see note 9).

You HAVE to remove these to avoid theft of the vehicle or internal damage. If the vehicle is stolen, you will be obliged to produce the red cut-out key! If not, the theft is your responsibility and the vehicle probably lost forever. If the radio is stolen/damaged, you will have to produce the radio front or again, the damage or theft will be your responsibility. These two items are extremely simple to remove, saving an enormous amount of time & money from hooligans. Always remove them. It's simple, it only takes a moment. Take your time, enjoy your holiday. Theft is about opportunists. Be one step ahead.

#### **20. Remaining Conditions.**

D&D reserve the right to change or update these terms.

#### **Happy Holidays.**

We are interested in having you as happy clients, people who we love to do business with, people who return time after time. We have to state the obvious, so please read the small print so we are all talking the same language (at least in understanding).

We wish you a wonderful adventure in your D&D Classic Camper.  
We sincerely hope that you have a great memorable experience.

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