



These Terms and Conditions are the standard terms that apply:

A. For the rental of all Camper Vehicles from F.A.B. Van & Taxi Accessories Limited T/A F.A.B. Camper Rentals, whose registered address is St Matthews House, Quays Office Park, Conference Centre, Portishead, Bristol BS20 7LZ and whose main trading address is Unit 4, 5C Business Centre, Concorde Drive, Clevedon, North Somerset, BS21 6UH. Vehicle rental is restricted to England, Wales, and Scotland mainland only and cannot be transferred by boat or other means to Northern Ireland, to various UK islands or across to mainland Europe and Southern Ireland (unless previously discussed).

B. Where the Customer renting the Vehicle is a “Consumer” as defined in Clause 1.1 of these Terms and Conditions.

C. By making a booking with F.A.B. Camper Rentals and signing the booking form and other applicable insurance documents, the Customer is accepting the Terms and Conditions detailed below. Please read these carefully before making a booking. Shall the Customer have any queries, please contact us on 01275 874578 to discuss further.

1. Definitions and Interpretation

1.1 In these Terms and Conditions, the following expressions have the following meanings:

- “Booking Deposit”** means the Non-refundable VAT inclusive sum payable by the Customer for the Rental as determined under Clause 5 of these Terms and Conditions.
- “Business”** means any business, trade, craft, or profession carried on by the Customer or any other person/organisation.
- “CD Offence”** means a Careless Driving motoring Offence.
- “Class”** means the category into which the Vehicle falls as determined by the Company and set out in Clause 3 of these Terms and Conditions.
- “Consumer”** means a “Consumer” as defined by the Consumer Rights Act 2015, that is to say an individual who rents a Vehicle for his/her personal use and for purposes wholly or mainly outside the purposes of any Business.
- “Company”** means F.A.B. Van & Taxi Accessories Ltd trading as F.A.B. Camper Rentals registered in England under number 9506402.
- “Customer”** means the individual who is the Customer renting the Vehicle subject to these Terms and Conditions.
- “DD Offence”** means a reckless or Dangerous Driving motoring Offence.
- “DR Offence”** means a Drink or Drug driving motoring Offence.
- “Recovery Service”** means the Company’s chosen recovery service, RAC
- “Rental”** means the rental of the Vehicle by the Customer subject to these Terms and Conditions.
- “Rental Agreement”** means the agreement between the Customer and the Company incorporating these Terms and Conditions which shall govern the Rental of the Vehicle.
- “Rental Fees”** means the VAT inclusive sum payable by the Customer for the Rental as determined under Clause 5 of these Terms and Conditions.
- “UT Offence”** means a theft or Unauthorised Taking motoring Offence.
- “Vehicle”** means the Vehicle falling into one of the Classes set out in Clause 3 Vehicle Classes that the Customer is renting for the duration of the Rental Agreement.

1.2 Unless the context otherwise states, references within these Terms and Conditions are:

- 1.2.1 “writing”, and any similar expression, including a reference to any communication effected by electronic or facsimile transmission or similar means.
- 1.2.2 “Terms and Conditions” is a reference to these Terms and Conditions and each of the Schedules as amended or supplemented at the relevant time.
- 1.2.3 “Clause” or paragraph is a reference to a Clause of these Terms
- 1.2.4 “Party” or the “Parties” refer to the parties to these Terms and Conditions.

2. Information about the Company

F.A.B. Van & Taxi Accessories Ltd trading as F.A.B. Camper Rentals is a Private Limited Company registered in England under number 9506402, whose registered address is St Matthews House, Quays Office Park, Conference Centre, Portishead, Bristol BS20 7LZ and whose main trading address is Unit 4, 5C Business Centre, Concorde Drive, Clevedon, North Somerset, BS21 6UH.

2.1 VAT number 209807889.

2.2 The Company is certified to ISO9001 standards ISO 9001:2015.



3. Vehicle Classes

Subject to the Driver Eligibility Requirements, the Company offers the following Classes of Vehicle:

Category B & B1	Up to 3500kg Camper van
Category C1	Up to 7500kg larger camper

4. Driver Eligibility Requirements

- 4.1 The Customer must be the holder of a full driving licence (not provisional) that has been held for at least 2 years at the commencement date of the Rental. In the case of UK driving licences both the photocard licence and the paper counterpart licence must be produced before the Vehicle shall be released to the Customer. Copies of licences shall not be accepted. The driving license list of eligible Vehicle classes needs to comply with those in Clause 3 above.
- 4.2 The Customer must be between 23 and 75 years of age to rent a Vehicle from the Company.
- 4.3 Customers with more than two convictions with a maximum of 3 points per conviction on their driving licence shall not be permitted to rent a Vehicle from the Company.
- 4.4 The Customer has not had their licence suspended for any period within the last 3 years
- 4.5 The Customer does not have a BA, dd or UT conviction.
- 4.6 The Customer has not been involved in more than one fault accident within the last three years.
- 4.7 The Customer shall present two forms of identification (in addition to their driving licence) when collecting the Vehicle in addition to a DVLA check code (see Clause 7). At least one shall include the Customer's home address. Acceptable forms include, but are not limited to, passports, bank statements and utility bills.

5. Bookings & Rental Fees

- 5.1 A non-refundable booking deposit of 25% of the total cost of hire shall be paid upon booking. The booking deposit is non-refundable under any circumstances and shall be deducted from the hire charges.
- 5.2 Until a deposit is paid, the Customer booking may not be confirmed. A full booking confirmation shall be sent upon receipt of the deposit being paid with details of when final payment is due.
- 5.3 Deposits paid are transferrable to an alternative date if a change is requested greater than 8 weeks in advance of departure and subject to future Vehicle availability.
- 5.4 The balance of the hire charge (minus the booking deposit) is payable 8 weeks prior to the rental period. If a booking is made within 8 weeks of the rental period, final payment shall be due at the time of booking.
- 5.5 A security deposit of £500.00 (£600.00 for ages 23-24 years) shall be taken at the start of the Rental term (debit/credit card). Payment shall only be taken at the end of the Rental term if any untoward costs have been incurred during the Rental term under Clauses 7.6, 7.8, 9.8, 11.2, and 11.3. An additional £300.00 shall be required if planning to take to festivals or shows. Refund will be given on return once return form complete.
- 5.6 The Customer's credit/debit card details shall be held on record at the start of the Rental term in line with the security deposit set out in Clause 5.5. Additional charge shall then be made to that card if any losses greater than £500 (£600 for 23–24-year-olds) are incurred unless the Customer opts to provide an alternative form of payment. All bank data shall be destroyed on safe return of the Vehicle providing there are no open accidents or incidents outstanding.
- 5.7 An additional charge will be added should the customer wish to use the vehicle for a Festival or Show. This needs to be authorised by the Rental Company and additional charge and security deposit will be added. See clause 5.5.

6. Cancellations

6.1 All cancellations shall be in writing to info@fabcamperrentals.co.uk and all deposits are non-refundable beyond the initial 7 days cooling off period at time of booking. (unless the Company cannot provide the Vehicle the Customer requested, see Clause 15 below). The refund policy is described in the table below.

55 days to departure	100% of rental fee refunded minus the 25% booking deposit
35 to 54-days to departure	50% of rental fee refunded minus the 25% booking deposit
34 days or less to departure	No rental fee shall be refunded when there are 35 days (5 weeks) or less until the rental date booked

6.2 The Company strongly recommend taking out separate travel insurance and ensure that it is adequate for the Customer needs. If the Customer is unable to go ahead with the Customer rental due to sickness or other travel concerns, F.A.B. Camper Rentals are under no obligation to amend the Customer rental and return



rental fees. If the reason for cancelling is covered under the terms of the Customer travel insurance policy, the Customer may be able to reclaim these charges and any excess damages caused by Vehicle misuse.

6.3 Shall the reason for cancelling be due to F.A.B. Camper Rentals, the Company shall offer an alternative Vehicle if available. If the Vehicle reserved is not available due to accident, breakdown, or other circumstances beyond our control, these include, but are not limited to – Vehicle breakdown, damage sustained to the Vehicle and late returns by a previous hirer.

6.4 In the event the Company are unable to provide a suitable Vehicle, our liability is stretched to a full refund of all monies paid by the Customer. The Company accept no liability for the cost of a replacement Vehicle, travel expenses or any subsequent loss. The Company recommend that the Customer have separate travel insurance to cover such circumstances.

7. Collections & Returns

7.1 The Vehicle shall be made available for collection by the Customer at the time, date and location shown in the Rental Agreement.

7.2 The Vehicle collection procedure takes approximately 45-60 minutes due to the information to go through – please plan this into the Customer trip. Collection time is between 1300-1700hrs. Later collection can be arranged with agreed notice; however, this shall be subject to availability and a £20 per hour fee. This shall need to be within daylight hours to ensure a full inspection of the rental Vehicle can be made by both parties.

7.3 Time shall be allocated for a full pre-hire briefing to be carried out on collection and instruction manual provided.

7.4 A full inventory shall be completed before collection. If any items are missing on return, a charge shall be made to replace these items.

7.5 Due to the safety concerns the Vehicle is fitted with a tracker and shall be speed limited to 75mph.

7.6 Security deposit details taken as set out in Clause 5.

7.7 The following documentation shall be required when collecting the Vehicle:

7.7.1 2 recent proof of home address for the main driver within the last 3 months (utility bills or bank/credit card statements); and

7.7.2 The Customer UK driver's licence and DVLA check code for each person who is to drive the Vehicle (www.gov.uk/view-driving-licence). In the case of UK driving licences both the photocard licence and the paper counterpart licence must be produced before the Vehicle shall be released to the Customer. Copies of licences shall not be accepted.

7.7.3 Drivers from overseas must present their driver's licence and passport.

7.8 The Company cannot release any Vehicle without these items being present at time of collection. This may result in rental fees being forfeited.

7.9 The agreed Rental term shall be set out in the Rental Agreement. The Customer must return the Vehicle to the Company at the location shown in the Rental Agreement at the end of the Rental term.

7.10 Vehicles shall be returned tidy and in the same condition as received, with the Porta toilet emptied and cleaned all by 1100hrs on the agreed return date. If the late return of the Vehicle makes the Company liable for any extra costs (such as compensation for the next rental), the Company reserve the right to request reimbursement of these costs from the Customer. Please return the Customer Vehicle on time.

7.11 If the Customer wishes to extend the Rental term the Company shall use all reasonable endeavours to satisfy requests for extensions but cannot guarantee the availability of the Vehicle to the Customer beyond the end of the pre-existing Rental term.

7.11 The Company is required by law to provide consumers with goods that are of satisfactory quality, fit for purpose, and in accordance with descriptions, samples, models, and other pre-contract information provided by the Company. If the Customer discovers any damage (pre-existing) or fault with the Vehicle during the Rental Term, the Customer shall inform the Company as soon as is reasonably possible. Please also refer to Clause 11. The Company shall use all reasonable endeavours to provide a suitable replacement or, if a repair is possible without causing the Customer any inconvenience, the Company shall repair the Vehicle (or have it repaired). If the Company is unable to replace or repair the Vehicle (or have it repaired), or if the Customer would prefer to reject the damaged or faulty Vehicle, whether before or after a repair or replacement (if the replaced or repaired Vehicle is still damaged or faulty), the Company shall offer the Customer a refund equal to the remaining, unused part of the Rental Term. Any refund due to the Customer shall be made as soon as is reasonably possible, and in any event within 14 calendar days of the date on which the Company agrees that the Customer is entitled to a refund. Refunds shall be made using the same payment method originally used by



the Customer unless the Customer specifically requests a different method. This does not affect the Customer legal rights.

8. Obligations of Hirer

8.1 By signing to this rental agreement, the Customer agree that the Customer shall:

- Return the Vehicle to F.A.B. Camper Rentals in the same condition as it was received – ordinary wear and tear excepted – at the time and date specified.
- Not remove the Vehicle from mainland UK without prior written consent from F.A.B. Camper Rentals 8 weeks before the rental start date.
- Ensure the Vehicle is only driven by the hirer or additional driver(s) confirmed with F.A.B. Camper Rentals.
- Not allow anyone to operate the Vehicle if under the age of 25 or over the age of 75 years.
- Limit the mileage to 3000 miles per week of hire (pro-rata), thereafter 50p per mile shall be charged. See Clause 11.2.9.
- Not use the Vehicle for hire or reward, nor use it in violation of any law.
- Not overload the Vehicle nor carry more passengers than there is seating capacity.
- Be responsible for the additional charges set out in this agreement.
- Ensure the Customer always locks the Vehicle and activates any installed security systems when leaving it unattended, irrespective of the length of time for which it shall be so left.
- Not install a roof rack, roof box or any other form of external carrier other than those approved and provided by the Company.
- Ensure the Vehicle is not, under any circumstances, to be used for the transportation of inflammable, toxic, corrosive, radioactive, biohazardous or other dangerous goods or substances.
- Attempt to override switches, tracking and immobilisation.

8.2 Further restrictions apply to the Customer's use of the Vehicle. The Customer may not:

- Use the Vehicle for any illegal purposes (including exceeding speed limits and other breaches of the Highway Code).
- Not use the vehicle for racing or any other motor sports events.
- Use the Vehicle whilst under the influence of alcohol or drugs.
- Use the Vehicle for the purposes of instructing learner drivers.
- Allow any other person to drive the Vehicle than those agreed in Clause 7.7.2.
- Use the Vehicle for the carrying of passengers for financial gain.
- Use the Vehicle wholly or partly for the purpose of any Business, or
- Sub-rent the Vehicle.

9. Vehicle Care and Maintenance

9.1 The Vehicle shall be supplied in a clean and road-worthy condition having been fully valeted and subjected to an up-to-date full mechanical inspection which includes topping up all necessary fluids and oil and checks on all tyres.

9.2 The Customer shall ensure that the Vehicle is returned to the Company in a similarly road-worthy condition. Whilst the Customer is not required to clean the Vehicle under normal circumstances, any spillages or stains inside the Vehicle which occur during the term of the Rental [must be cleaned by the Customer} OR [shall incur an additional charge see clause 5.5]. No replacement of fluids by the Customer is required however the Customer may, if necessary, refill the screen wash reservoir with suitable pre-mixed or diluted screen wash.

9.3 If the tyres on the Vehicle become damaged during the term of the Rental for any reason other than normal wear and tear the Customer must replace, at their own expense, those tyre(s) with tyres of the same [brand] type and dimensions. The Customer must inform the Company of any such replacements.

9.4 The Rental is inclusive of breakdown cover which shall be provided by the Company's Recovery Service RAC. The Customer shall be provided with contact details for the Recovery Service at the time of collection. Under no circumstances shall the Customer use any other recovery service.

9.5 If any mechanical failure occurs during the term of the Rental the Customer must immediately cease driving the Vehicle and contact the Company whereupon the Company shall dispatch its Recovery Service to take the necessary action. The Company shall bear the expense of any remedial work required provided the damage or failure is not found to be the fault of the Customer and provided such remedial work is carried out by an authorised repairer.



9.6 The Customer shall not attempt to make any repairs to the Vehicle. This includes, but is not limited to, mechanical repairs and bodywork repairs.

9.7 In the event of failure under Clause 11.5 the Company shall have the option of repairing the Vehicle or making a replacement Vehicle available to the Customer. Please also see Clause 7.11.

9.8 The Company shall ensure that the Vehicle is fully insured. If any damage occurs to the Vehicle for which an insurance claim cannot be made, the Customer shall be deemed fully responsible.

10. Adverse Weather

10.1 In the event of snow, RED weather warnings or particularly hazardous driving conditions forecast 3 days either side of collection day, F.A.B. Camper Rentals reserve the right to cancel the rental. The Customer may then transfer to another date up to a maximum of 30 days from the original rental date.

10.2 The Company advise the Customer to have travel insurance in place in case the Customer wishes to claim for rental fees paid.

11. Additional Charges & Liabilities

11.1 In addition to the agreed rental rate, the Customer may become liable for the following:

11.2 All fines and court costs for parking, traffic or other legal violations assessed against the Vehicle whilst the Vehicle is under the Customer control. The Customer are liable as if the owner of the Vehicle in respect to:

11.2.1 any fixed penalty offence committed in respect of the rental Vehicle under the Road Traffic Act and Road Traffic Offenders Act.

11.2.2 any excess parking charges which may be incurred during the time of hire.

11.2.3 any toll road or other chargeable route, including but not limited to the London Congestion Charging Zone, the Customer shall be solely responsible for paying the requisite charges.

11.2.4 Any uninsurable damages – including wheel and tyre damage, windscreen damage, and any internal damages or breakages – however caused (see additional insurance charges in (11.2.10).

11.2.5 Rental of the Vehicle has a 'no-smoking' policy. A £150 charge shall be levied if the Vehicle smells of tobacco smoke to the cover the cost of a deep clean of the interior.

11.2.5 A £150.00 charge for not abiding to the non-pet policy if evidence of pets is found.

11.2.7 An extra cleaning charge of £150 shall be levied if the Vehicle is not returned in the same condition in which it was rented out. See Clause 9.2. and 7.8.

11.2.8 The Vehicle shall be returned to the Company with a full tank of fuel. A £3 fuel & filling levy shall be charged for every litre under the refill level specified on F.A.B Check Out Sheet at start of hire. During the term of the Rental the Customer shall ensure that they use the correct fuel labelled and detailed in the Vehicle documentation provided.

11.2.9 An extra mileage charge of 50p per mile shall be levied if the Customer exceed the Customer allocated weekly mileage limit of 3000 miles. Please also see Clause 8.1.

11.2.10 A call out charge of £50 for damage repairs/lost Vehicle keys plus mileage each way at a cost of 50p per mile in addition to the cost of parts/keys/recoding etc which are not covered by breakdown cover. Time spent onsite dealing with these issues incurs a £25 per hour charge. This also includes time taken to attend to check items that are found to be in good working order.

11.3 Full comprehensive insurance is included for one driver within the stated hire charge, with an excess of £500 (£600 for 23- to 24-year-olds) for each incident claimed on the motor insurance policy. If the cost of the claim is expected to exceed the policy excess, then the full policy excess shall be payable. If the claim cost is less than the policy excess, the Customer shall be liable for the full claims costs. In the event of split liability with another party and an amount being reimbursed to F.A.B. Camper Rentals, providing that the Customer has fulfilled the Customer obligations, F.A.B. Camper Rentals shall repay to the Customer the like part of the excess.

General internal and bodywork damage

- Damage due to negligence
- Theft due to negligence
- Administration costs charged at 10% (Minimum of £20)

11.4 All damages and any theft shall be reported to the F.A.B office immediately on 01275 874578. If a theft has taken place, the police shall also need to be informed immediately, and a crime reference number shall be obtained.

11.5 Shall a Vehicle have to undergo repair the Customer may additionally be liable for loss of revenue at the daily rate (up to the value of one month's full hire rate of the Vehicle).



11.6 The Company hold a 30-day payment term for any costs incurred. Failure to pay these charges within this period shall result in interest charges being charged at 8% plus the Bank of England base rate per day. This can also lead to claims taken against the Customer through the claims court. By agreeing to these Terms & Conditions, the Customer are agreeing for F.A.B. Camper Rentals to compute and debit final charges from the Credit/Debit card used by the Customer as form of payment.

11.7 Serious damage to the Vehicle or a serious breach of this agreement, the Customer agree to cease using the Vehicle and pay all expenses incurred in returning the Vehicle to F.A.B Camper Rentals offices.

12. Insurance

12.1 Standard insurance cover is provided as part of the Rental. This cover includes the following provisions:

12.1.1 legal liability Death or personal bodily injury of Insured Driver and Passengers (Section C of policy)

12.1.2 Third party property damage (limited to £5,000,000 (section and

12.1.3 Theft of the Vehicle and damage inflicted upon the Vehicle during an attempted theft.

12.1.4 Personal belongings (up to maximum of £200.00 per claim) (section F of insurance policy)

12.1.5 Medical expenses for each person who suffers any injury arising from an accident while the person is in the insured vehicle. Up to a maximum of £200.00 for each injured person (section G of insurance policy)

12.1.6 Loss or damage to the insured vehicle. (section A of insurance policy)

12.1.7 Loss of or damage to the insured vehicle by fire or theft. (section B of insurance policy)

12.1.8 Glass damage (£100.00 windscreen excess for glass and £25 for repair) (section H of insurance policy)

12.1.9 Replacement locks (£100.00 excess. Maximum payment £500.00) (section I of insurance policy)

12.1.10 Emergency Transportation If you are unable to drive the insured vehicle as a result of an accident which is covered under section A & B of the policy, we the insurance will assist with getting you and your passengers to a safe location the insurance will also pay up to £100.00 per person in respect of -Alternative travel expenses. Overnight accommodation where unplanned overnight stay is necessary. (section N of insurance policy)

12.12.11 car seat cover. (section O of insurance policy)

Please see our full insurance policy for further details and exclusions for all provisions detailed above. £500.00 excess applies to each and every claim (£600.00 for 23–24-year-olds). Available by request.

13. Incidents and Accidents

13.1 In the event that a Vehicle is damaged due to an incident or an accident, please ensure:

13.1.1 The Customer (or an occupant) makes certain the occupants of the vehicle and other 3rd parties are clear and safe.

13.1.2 The Customer (or an occupant or 3rd party) ensures calls are made to emergency services if required and if Police are involved obtain a Police incident number.

13.1.3 The Customer (or an occupant) completes and delivers the relevant accident reports including photos, a quick sketch of the direction and final position of each vehicle (Its worth keeping a pen and paper in the vehicle handy and video footage within 48 hours after the end of the hire period to F.A.B. Camper Rentals by email to info@fabcamperrentals.co.uk

13.1.4 **No admission of liability is made to any person in relation to such accident.** Make a detailed note of names, addresses, telephone numbers and car registration numbers of any other parties involved in the accident indicating also whether those parties are the owners of their respective Vehicles. The number of passengers in each vehicle. Name and addresses of anyone who is injured. The names and addresses of all witnesses are collected and given to F.A.B. Camper Rentals within 48 hours of the incident.

13.1.5 Any summons or other documentation relation to any proceeding arising out of such incident or accident is promptly delivered to F.A.B. Camper Rentals, Unit 4, 5 C Business Centre, Clevedon BS21 6UH.



13.1.6 The Customer shall pay or reimburse F.A.B. Camper Rentals against all liabilities, losses, costs, actions, claims, or demands that it may have incurred or have brought against the Customer to F.A.B Camper Rentals in relation to the Vehicle or where non-recoverable under a policy of insurance.

13.1.7 If the Vehicle is stolen the Customer must firstly inform the police of the incident, providing all details requested. The Customer must then inform the Company by contacting F.A.B. Camper Rentals on 07496526140 (24hour emergency contact), providing all details of the incident including information provided by the police including, where relevant, the crime reference number.

13.1.8 The Customer is obligated to make their own Insurance company aware of the incident whether at fault or not.

14 Breakdowns

F.A.B. Camper Rentals shall provide repair and recovery services in the event of an accident or breakdown. A full breakdown service is provided if the Vehicle cannot be repaired by the side of the road. Details shall be provided during check out of the Vehicle.

15. The Company's Liability

15.1 The Company shall be responsible for any foreseeable loss or damage that the Customer may incur either as a result of the Company's breach of these Terms and Conditions or as a result of the Company's negligence. Loss or damage is foreseeable only if it is an obvious consequence of the Company's breach or negligence or if it is contemplated by the Customer and the Company when the Rental Agreement is formed. The Company shall not be responsible for any loss or damage that is unforeseeable.

15.2 In any event, The Company's total liability under these Terms and Conditions shall be limited to the value of the contract between the Company and the Customer, that is, the total Rental Fees payable by the Customer.

15.3 Nothing in these Terms and Conditions seeks to exclude or limit the Company's liability for death or personal injury caused by its negligence (including that of its employees, agents, or sub-contractors), or for fraud or fraudulent misrepresentation.

15.4 Nothing in these Terms and Conditions seeks to exclude or limit the Company's liability with respect to the Customer's rights as a consumer. For more information on the Customer's legal rights and remedies as a consumer, it is recommended that the Customer contacts their local Citizens Advice Bureau or Trading Standards Office.

16. Events Outside of the Company's Control (Force Majeure)

The Company shall not be liable for any failure or delay in performing its obligations where that failure or delay results from a cause that is beyond its reasonable control. Such causes include, but are not limited to the Company ceasing trading, internet service provider failure, strikes, lockouts or other industrial action by third parties, riots and other civil unrest, fire, explosion, flood, storms, earthquakes, subsidence, acts of terrorism (threatened or actual), acts of war (declared, undeclared, threatened, actual or preparations for war), epidemic or other natural disaster, or any other event that is beyond the Company's reasonable control.

17. Complaints and Feedback

17.1 The Company always welcomes feedback from its Customers and, whilst the Company always uses all reasonable endeavours to ensure that its Customers' experience is a positive one, the Company nevertheless welcomes the opportunity to resolve any complaints.

17.2 All complaints are handled in accordance with the Company's complaints handling policy and procedure, available from info@fabcamperrentals.co.uk or the Company website www.fabcamperrentals.co.uk

17.3 If the Customer wishes to complain about any aspect of its dealings with the Company, including, but not limited to, these Terms and Conditions, the Rental Agreement, or the Vehicle, please contact the Company in one of the following ways:

17.3.1 In writing, addressed to Leah - Complaints Department, F.A.B. Van & Taxi Accessories, 5C Business Centre, Concorde Drive, Clevedon BS21 6UH

17.3.2 By email, addressed to Katherine - Complaints Department at leah@fabvanandtaxi.co.uk

17.3.4 By contacting the Company by telephone on 01275 874578 and asking to speak to Leah Allarakha.



18. Other Important Terms

18.1 The Company may transfer (assign) its obligations and rights under these Terms and Conditions (and under the Rental Agreement, as applicable) to a third party (this may happen, for example, if the Company sells its business). If this occurs the Customer shall be informed by the Company. The Customer's rights under these Terms and Conditions shall not be affected and the Company's obligations under these Terms shall be transferred to the third party who shall remain bound by them.

18.2 The Customer may not transfer (assign) their obligations and rights under these Terms and Conditions (and under the Rental Agreement, as applicable) without the Company's express written permission.

18.3 The Rental Agreement is between the Customer and the Company. It is not intended to benefit any other person or third party in any way and no such person or party shall be entitled to enforce any provision of these Terms and Conditions.

18.4 If any of the provisions of these Terms and Conditions are found to be unlawful, invalid, or otherwise unenforceable by any court or other authority, that / those provision(s) shall be deemed severed from the remainder of these Terms and Conditions. The remainder of these Terms and Conditions shall be valid and enforceable.

18.5 No failure or delay by the Company in exercising any of its rights under these Terms and Conditions means that it has waived that right, and no waiver by the Company of a breach of any provision of these Terms and Conditions means that it shall waive any subsequent breach of the same or any other provision.

19. Governing Law and Jurisdiction

19.1 These Terms and Conditions, the Rental Agreement, and the relationship between the Customer and Us (whether contractual or otherwise) shall be governed by and construed in accordance with the law of [England & Wales] [Northern Ireland] [Scotland].

19.2 As a consumer, the Customer shall benefit from any mandatory provisions of the law in the Customer country of residence. Nothing above takes away or reduces the Customer rights as a consumer to rely on those provisions.

19.3 Any dispute, controversy, proceedings or claim between the Customer and Us relating to these Terms and Conditions, the Contract, or the relationship between the Customer and Us (whether contractual or otherwise) shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as determined by the Customer residency.

20. How the Company Use the Customer Personal Information (Data Protection)

20.1 All personal information that the Company may use shall be collected, processed, and held in accordance with the provisions of EU Regulation 2016/679 General Data Protection Regulation ("GDPR") and the Customer's rights under the GDPR.

20.2 For complete details of the Company's collection, processing, storage, and retention of personal data including, but not limited to, the purpose(s) for which personal data is used, the legal basis or bases for using it, details of the Customer's rights and how to exercise them, and personal data sharing (where applicable), please refer to the Company's Privacy attached and Notice available on the Company website.

End of Terms