

GENERAL INFORMATION AND TERMS AND CONDITIONS



Asking for a quote, or making a booking

When you search for available motorhomes in the booking calendar on our website, you will be given the choice to enter your credit card details, or leave those spaces blank.

If you leave the spaces blank, and push "Send booking request" the booking system will only generate a quote which will be sent to your email, for your perusal. Note: we cannot guarantee availability at a later stage.

If you choose enter your credit card details, a booking fee of SEK 2750 will be soon be charged to your credit card, and you will receive a booking confirmation and a card charge confirmation by email, including instructions for further payments.

By entering your credit card details, you authorise to charge your credit card later for the advance payment 50%, and the final payment 50%.

If you at a later stage, want to upgrade your earlier quote to a booking, you will have two options:

(1) either you make a new booking in our online booking calendar, and this time you enter your credit card details.

(2) or notify us via email and we will review the booking calendar. If available, you will receive an email notification, that a booking request based on your earlier quotation has been made. You will then enter your credit card details under "Review my booking" on our webpage.

In both cases above, SEK 2750 soon will be charged to your credit card account, and you will receive a booking confirmation and a card charge confirmation by email.

You also have the option to ask us to make the booking. If your wanted dates are available, you will receive an email notification, that a booking request has been made. You will then enter your credit card details under "Review my booking" on our webpage. SEK 2750 will soon be charged to your credit card account, and you will receive a booking confirmation and a card charge confirmation by email.

11 weeks prior to the rental date, automatically your credit card will charged the advance payment of 50% of the rent. You will receive a card charge confirmation by email.

2 weeks prior to the rental date, automatically your credit card will be charged the final payment of 50% of the rent. You will receive a card charge confirmation by email.

At pick-up of the motor home the booking fee is converted to a deposit. The deposit is returned to your credit card after the motorhome is returned in good condition.

1 a

**ON
LINE**

You make the booking online, by entering credit card details

2



Your credit card is charged a booking fee SEK 2750 and we send a booking confirmation

3



Your credit card is charged 50% prepayment, and we send a confirmation

4



Your credit card is charged 50% final payment, and we send a confirmation

5

The booking fee SEK 2750 is converted to deposit

6

Settle account together

7



Return of deposit, to your credit card

1 b

You ask us to make the booking for you. You enter the credit card details afterwards

IMMEDIATELY

**11 WEEKS
BEFORE PICK-UP**

**2 WEEKS
BEFORE PICK-UP**

**PICK-UP
MOTORHOME**

**RETURN
MOTORHOME**

**7 DAYS AFTER
RETURNING
MOTORHOME**

BEFORE

DURING

AFTER

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Cancellation

You can cancel the motorhome booking by contacting us +46(0)36-12 22 33 or email to info@daylighthusbil.se. Please note that your cancellation is not valid until you have received a confirmation from us.

If the reservation is cancelled less than 3 months prior to rental date, we will refund 1500 SEK. If the reservation is cancelled later than 3 months prior to rental date, we will not refund any money.

If you buy a cancellation cover, 500 SEK per booking, you can cancel up to two weeks before retrieval. With a cancellation cover, you will be refunded the 50 % advance and any final payment. Cancellation protection does not apply to booking fees.

Cleaning upon return of the motor home

The customer is expected to carry out a basic cleaning before returning the motorhome. This includes:

- (a) emptying refrigerators and cabinets of food and packaging, as well as discarded before arrival at the station.
- (b) collection of private property for smooth evacuation.
- (c) collection of any rented bedlinen and towels placed in the accompanying three plastic bags - one for pillows, duvets and mattress covers, one for sheets and towels and the third for wet towels.
- (d) basic cleaning in the form of removal of obvious soiling such as stains on mattresses and cushions, in the kitchen, in the bathrooms or on the floor. Sand, blades of grass, etc. are collected and thrown away.
- (e) emptying of greywater tank.

In the event that any of the above is not met, you risk up to SEK 2,000 deduction on your deposit.

As part of the Basic package, additional professional cleaning inside the motorhome, steam sterilisation of the kitchen, toilet, cab and garage, as well as external washing are included.

If you have dog(s), it is mandatory to purchase the additional extended interior cleaning service.

In the event of outside washing of the motor home by the rentee during the rental period, a high pressure cleaner can not not be used - the pressure can damage the vehicle.

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Parking

As part of the Basic Package, you can park your car in our safe parking facilities, during the rental period.

Pick-up and return of motorhome

We operate usually only on Friday-to-Friday or Saturday-to- Saturday. If you have some other wishes, get in touch - we will try to find different solutions.

The schedule to return the motor home is between 09:00 to 10:30 and pick-up time is between 14:00 - 16:00. For guests who are flying in, we try to find solutions as long as the booking schedule allows for it.

We will take note of the diesel tank level at pick-up of the motor home. Any difference will be handled at return. If the level is lower than at pick up we will deduct 25 SEK/ liters, if it higher we will reimburse 25 SEK/ liter, at the refund of the deposit to your bank account. At return we will, together with you, look at the total of km travelled. Included in the rent are 2000 km / week of travelling. Above that you pay 20 SEK per 10 km.

If you return the motorhome later than 12:00, with up to 4 hours delay, your deposit will be paid to the next customer. If the motorhome is more than 4 hours late we will charge an additional week's of rental. If a motor home that is not returned to the right location, we will charge the client for any extra costs incurred to pick it up or move it to the other location.

Damages, accidents and repairs

If damage occurs to the motorhome that requires repairs, contact Daylight Husbilscenter for approval. Daylight Husbilscenter will only cover in beforehand approved costs.

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Insurances

The motorhome is fully insured with rental insurance, for all types of damages.

Rental insurance - Bronze level

Included in the Basic Package. (Value: 500 SEK/week for each rented motorhome.)

Deductible for all damages SEK 12,000. Reduction at minor damages can be approved by Daylight Motor Homes.

Additional rental insurance - Silver level

Replaces Bronze level.

Deductible all damages: SEK 6,000. Reduction at minor damages can be approved by Daylight Motorhomes.

Additional rental insurance - Gold level

Replaces Bronze & Silver levels.

Deductible all damages: SEK 0. In case of damage to the rented vehicle, the client is exempt from / not liable to pay cost of excess.

In cases of severe negligence, the insurances do not apply; you have to pay the cost of damage regardless.

Fines, charges and toll fees incurred during your travels

You are responsible for any fines caused by violation of traffic and parking regulations.

You pay for tolls and environmental charges that may apply in some countries.

If Daylight is forced to handle and pay for the fines, in addition to fines and fees due, a handling charge of SEK 150 incl. VAT for each violation, will be charged.

Countries

The leased motorhome may only be used for normal travelling in the Nordic countries, unless otherwise agreed with Daylight Husbilscenter. For travelling to other Nordic countries there is a surcharge of 600 SEK per rental.

Smoking

Smoking is not allowed in the motorhome.

Pets

Dogs are allowed in a certain number of motorhome. Please let us know if you want to travel with dog.

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Handling of personal data

Daylight Husbilscenter uses your personal and contact information to handle your request or booking and provide you with the best possible service in connection with this.

Daylight Husbilscenter's goal is that everyone, whose personal data is processed by Daylight Husbilscenter, should feel confident that their personal integrity is respected and that sufficient efforts are made to protect the personal data provided to us.

Daylight Husbilscenter is responsible for personal data for the personal and contact information you provide as a customer in connection with you making an inquiry about or booking a motorhome for rent.

Data Protection Regulation (GDPR)

From 25 May 2018, the Data Protection Regulation (GDPR) applies. GDPR regulates how we at Daylight Husbilscenter may process your personal and contact information.

For Daylight Husbilscenter, integrity is part of our promise to you as a customer and a way to differentiate ourselves from unscrupulous rental companies. Before, during and after your rental period, you should always feel safe by putting your privacy first.

We process your personal and contact information mainly to administer and fulfill your request or rental, as well as to provide you with important information about e.g. your rental and travel tips.

If you have not objected, we will save your personal and contact information and may send you newsletters, customer surveys or other information. You can object at any time to us sending you newsletters, customer surveys or other information. You have the right to take part in the information that is registered about you. If they are incorrect, incomplete or irrelevant, you have the right to request that the information be corrected. The easiest way to do this is to send an email to info@daylighthusbil.se.