

Rental Terms & Conditions

Version 3.1, valid from January 15, 2024

These Rental Terms and Conditions work jointly together with the Goboony Terms and Conditions and apply specifically to the rental that is agreed between the Traveller and the Advertiser. When these Rental Terms and Conditions conflict with the Goboony Terms and Conditions, the latter prevail. Goboony recommends you read these Terms and Conditions carefully, in order to ensure full knowledge of the rights and duties of yourselves, other users and Goboony.

1. Requirements for the Hiring Party

When registering as the Hiring Party, these terms and conditions apply:

1.1. The Hiring Party must hold, and be in possession of a valid driver's licence at all times during the rental. This licence must be valid and recognised in the country where the motorhome is rented, and any country visited by the Hiring Party during the rental period. The driver's licence permits driving the rented vehicle.

1.2. The Hiring Party has not been convicted (nor has been convicted in the 8 years prior to registration as Hiring Party) of driving under the influence (alcohol and/or narcotics), reckless driving, driving without insurance or insurance fraud.

1.3. Unless otherwise specified by the Owner's insurance company, reckless driving will be considered as the following codes on a drivers licence: AC, BA, CD, DD, DR (not including DR70), DG, IN, LC, UT & MR.

1.4. The Hiring Party has not been involved in more than 2 damage claims by fault, in the 2 years prior to their registration on Goboony.


1.5. The Hiring Party is not (and has not been) excluded or refused by any insurance company because of reckless driving, and no additional requirements have been demanded because of this - for instance: higher insurance fee, a higher Deductible, and/or limitation of coverage) in the 8 years prior to their registration as a Hiring Party.

1.6. Anyone driving the vehicle does not use any medication and does not suffer from any disabilities or conditions which may impair their ability to drive or the legality of doing so. They must declare any use of medication that would be of relevance to the owner and their insurer to ensure this does not void the cover of the owner's insurance policy for the hire.

1.7. Goboony reserves the right to check the Hiring Party's identity and drivers history with the use of third party databases.

1.8. Goboony reserves the right to refuse the registration of the hiring party, and to delete an existing hirer's profile. The reason for this does not have to be specified.

1.9. The Owner may impose requirements regarding minimum age as well as a maximum age limit for the driving of their vehicle. The hiring party is responsible for providing this information truthfully.



1.10. Depending on the insurance taken out by the Owner, they can decline a booking from the hiring party based on driving licence requirements, age requirements or any other criteria for disqualification as defined by their policy.

1.11 Goboony and the advertiser reserve the right to request proof from the hirer/traveller of their continued possession of the motorhome, including the location of the vehicle. Failure to do so within the specified period may result in the dissolution of the rental agreement by the advertiser/owner..

1.12. If included in the Owner's insurance requirements, the Hiring Party is obligated to provide a DVLA share code upon request. If there is no satisfactory reason given as to why this has not been provided, the Advertiser is not obliged to provide the vehicle on the collection date.

1.13. In the event that the hiring party is required to take out vehicle hire insurance, the policy must be provided to the Owner before the start date of the booking. If an insurance claim needs to be made, the hiring party is solely responsible for this.

1.14. Where insurance is not provided by the Owner or Goboony, a policy must be purchased by the Hiring Party. The policy must cover all drivers from the hiring party and must include breakdown cover. A copy of the full insurance policy and certificate of roadside assistance must be sent directly to the Owner and should be provided no later than 72 hours prior to travel. If a booking is confirmed within the 72 hours prior to travel the traveller must provide these documents on the same day as booking confirmation. Goboony reserves the right to cancel a booking and apply standard cancellation charges if sufficient documentation is not provided within this time frame.

1.15. Where the Owner provides insurance for the booking period, the Hiring Party must be able to provide a copy of their driving licence and 2 proofs of address dated within the last 3 months. This must be sent directly to the Owner and must be provided no later than 72 hours prior to travel. If a booking is confirmed within 72 hours prior to travel the traveller must provide these documents on the same day as booking confirmation. Goboony reserves the right to cancel a booking and apply standard cancellation charges if sufficient documentation is not provided within this time frame.


1.16. By registering as the Hiring Party, all requirements mentioned above must be met. If these requirements are not met (or consequentially fail to be met at any point prior to or during the rental), Goboony reserves the right to exclude said Hiring Party from the Service and terminate any bookings without a refund.

1.17. The Hiring Party is solely responsible for any damages and charges that are caused by not meeting the requirements mentioned above.

2. Requirements for Owner (Advertiser)

When registering as an Owner, these terms and conditions apply:

2.1. The Owner owns 100% of the motorhome(s) they wish to list for hire out on Goboony, or they are authorised to act as if they were the Owner, by the Owner of the motorhome. In the event that a legal entity (legal entity refers to a company) owns the motorhome, you are authorised by this legal entity to perform all actual and legal acts relating to the motorhome.



2.2. The Owner is in possession of a complete and valid driver's licence, which is also valid in the country in which the motorhome is being rented. This condition does not apply in the case that the Owner is a legal entity.

2.3 In the event the Owner does not meet these requirements (or at any point fall short of the requirements), they are not permitted to use the Services as an Owner, and Goboony is allowed to exclude them from using the site.

2.4 An Owner is required to register the motorhome(s) they intend to rent in their account. The motorhome needs to meet, and continue to meet, the following conditions. By putting a motorhome up for rent, the Owner guarantees that the motorhome(s):

2.4.1. Meets all basic safety criteria;

2.4.2. Meets the criteria for 'Motorhome' as stated by the guidelines in the country of registration.

2.4.3. Has been regularly maintained as per advice of the manufacturer.

2.4.4. Has been (Periodically) tested according to national law of the country of registration, and you are in possession of the document that proves the motorhome is certified and tested for the rental period.

2.4.5. Has a live insurance policy that covers the Vehicle

- a. The insurance covers hire for reward. In addition, all taxes (For example road tax) have been paid.
- b. The Vehicle is insured for breakdown and replacement vehicle unless this is clearly stated in the advertisement.

2.4.6. Is fitted with a licence plate which is valid in the country of registration.

2.4.7. Is completely damage-free, or alternatively when this is expressly agreed upon with the Traveller on the GoForm.

2.4.8. Contains all necessary fluids (motor oil, brake-fluid, coolant, etc.) unless otherwise expressly agreed upon with the Hiring Party.

2.4.9. Contains all the amenities described on the listing, unless otherwise expressly agreed upon with the Hiring Party.

2.5. In the event the motorhome does not meet the requirements above (anymore), the Owner is obliged to pause their account and cancel upcoming bookings immediately if it is doubtful whether the vehicle will be repaired in time..

2.6. The Owner is fully liable for any damages and charges caused by the fact that the motorhome or the Owner no longer meets the requirements and conditions mentioned above.

2.7 Goboony reserves the right to check the identity of Owners and vehicle registration.

2.8 Goboony may refuse the registration of an Owner, or registration of a motorhome, for any reason.

2.9 The Advertiser is fully liable for all damage and costs resulting from the fact that their vehicle falls short of complying with the above requirements. This means, among other things (but not exclusively) that if (premature) termination of the Rental Agreement is due to wear and tear and / or poor maintenance of the Vehicle, the Advertiser must reimburse the Traveller for any lost rental days and any additional costs that this entails.

2.10. Circumvention of bookings within the platform is strictly prohibited. Acts of circumvention can be similar to the following, but not limited to: indirectly or directly redirecting customers on Goboony to another site, sending a link or mentioning your website, mentioning of business name, and attempting to share contact details ahead of a confirmed booking. In the event that one or more of the above is found, Goboony is entitled to a compensation of £1,000 and £100 per day that the acts of circumvention continue. Goboony reserves the right to remove the advertiser from the platform and apply cancellation charges to any upcoming confirmed bookings.

2.11. We understand that Vehicle Owner's may advertise their vehicles on other platforms. It is the Vehicle Owners responsibility to manage their calendars sufficiently. Should a double booking occur between the Goboony platform and an external site, standard cancellation fees would be applied to the Vehicle Owner if choosing to cancel the Goboony booking.

2.12. Calendar sync may be used to keep your calendar up to date when advertising on multiple platforms. As the calendar sync function does not live update, it should not be relied upon to avoid double bookings between the Goboony platform and other sites. Vehicle Owners are always responsible for checking their calendar availability on other sites before accepting a booking request on the Goboony platform. Should a double booking occur – see 2.11.

2.13. Vehicle Owners are responsible for ensuring that their listing shows correct information about their vehicle and conditions for hire for example but not limited to:

- a. Licence type required to drive vehicle
- b. Minimum age requirements for hire
- c. Insurance conditions

In the event that a Traveller confirms a booking in error due to the listing not displaying correct information Goboony reserves the right to apply standard cancellation fees to the Vehicle Owner

2.14. It is the responsibility of the owner of the vehicle to find out how to declare the fees received from sharing through Goboony and pay the relevant taxes according to the country in which they operate.

2.15. A negative statement about Goboony or its employees must first be reported to support or management. These may not be made publicly, without Goboony having at least 10 days to respond to the statement, otherwise Goboony is directly entitled to a compensation of £1,000 and £100 per day that the negative statement continues.

2.16. The rental vehicle may be equipped with a GPS tracker for the safety of the owner and the renter. The owner may not use this device to infringe on the privacy of the renter.

2.17. If a vehicle visits an undeclared country, a forfeiture of insurance cover may be applied and the hirer may be held legally and financially responsible in the event of damage and/or any other consequence deriving from the undeclared geolocation or prohibited by this contract.

2.18. When an advertiser allows their vehicle to go abroad, they must provide a letter of authorisation to the traveller no later than 14 days before departure to allow enough time for the traveller to obtain the required VE103R Vehicle on Hire certificate. Where a booking is confirmed within 14 days prior to departure, the letter of authorisation must be provided within 24 hours after confirmation.

3. Rental Agreement Obligations

3.1. The Rental Agreement becomes applicable upon a booking being confirmed by the Hiring Party. This is when the first payment for an accepted request is made by the Hiring Party or approval thereof by the hiring party on the platform”

3.2. The House Rules on the platform are outlined by the Owner and are a part of the Rental Agreement. In the event of the house rules conflicting with Goboony’s Terms and Conditions, the latter shall always take precedence.

3.3. Goboony is not acting as a party in this Rental Agreement. Goboony acts as the Platform where motorhomes can be advertised, and payments are facilitated.

3.4. The Hiring Party is obliged to comply with the following requirements in relation to the Owner:

3.4.1 The Hiring Party uses the motorhome with the utmost of care and in accordance with any requirements specified by the owner as well as the relevant highway code and the vehicles manufacturer’s guide.

3.4.2. The Hiring Party does not make any changes to the motorhome, or the inventory.


3.4.3. The Hiring Party will ensure that the motorhome is operated solely by those with the permission to do so by the Owner. The Hiring Party will also prevent the motorhome being rented out or used by any other party during the rental period.

3.4.4. The Hiring Party must comply with the maximum number of passengers, as outlined by the Owner, at all times. The maximum number of passengers is equal to the maximum number of people that can legally be seated in the vehicle, or a number outlined by the Owner (whichever number is lowest). It is the owner’s responsibility to provide accurate information on their listing as to how many people can be legally seated.

3.4.5. The Hiring Party is required to carry out instructions provided by the Owner. These instructions are to be recorded on the GoForm.

3.4.6. During the rental period the Hiring Party is responsible for aspects of the vehicle maintenance and management, e.g. checking the oil and coolant levels (at least every 1000 Miles).

3.4.7. The Hiring Party is responsible for all fees and charges related to the status, location and safety of the motorhome during the rental period.



3.4.8 The Hiring Party is forbidden from consuming alcohol and/or narcotics prior to and during the operation of the motorhome, and must not infringe on any traffic rules of the country where the motorhome and Hiring Party are located during the rental period.

3.5. The Traveller guarantees that all members of the Hiring Party (registered and unregistered) with the permission from the Owner to operate the motorhome will comply with the rules set out in the Rental Agreement.

3.6. The Owner can prevent the Hiring Party from taking possession of the motorhome in the event that the Owner has reasonable suspicion that the traveller:

3.6.1. Does not meet the conditions of the Hiring Party as listed in Article 2;

3.6.2. Is unable to operate the motorhome;

3.6.3 Is unable to produce a valid driver's licence.

3.6.4 Is not the same person named on the booking.

In the aforementioned cases, the Owner is allowed to terminate the Rental Agreement, which will not result in any fees, fines, or penalties (Goboony will ask for clarification on this).

3.7. The Hiring Party can refuse the motorhome in the event that:

3.7.1 The Hiring Party has reasonable suspicion that the Owner does not meet the conditions of Owner as listed in Article 2;

3.7.2 Damages to the motorhome are not correctly recorded in the GoForm by the owner, and/or the Owner refuses to cooperate to record the damages correctly when the vehicle is collected.


3.7.3 The motorhome is not available or the condition of the vehicle is found to be not as advertised or certain amenities are unavailable at the start of the booking and significantly impact the planned trip of the Hiring Party

In the aforementioned cases, the Hiring Party is allowed to terminate the Rental Agreement, which will not result in any fees, fines, or penalties (Goboony may ask for clarification on this).

3.8. The Goform is an official part of the rental contract. It is a legal document whereby Vehicle Owners and Travellers sign an agreement upon the condition of the vehicle at the beginning and the end of a booking period.

3.8.1 The position of the fuel gauge, and mileage will be recorded on the GoForm at the beginning and end of the rental period.

3.8.2 It is the responsibility of the Vehicle Owner to note down any known defects or vehicle faults at the beginning of the booking period.



3.8.3 It is the responsibility of the Traveller to notify the Vehicle Owner of any vehicle defects noticed prior to travel.

3.8.4 The Traveller must notify the Vehicle Owner of any damages or defects which occurred during the booking period

3.8.5 It is the responsibility of the Vehicle Owner to thoroughly check the vehicle during handover for any new damages or defects which occurred during the booking period. These must be noted on the GoForm.

3.8.6 Both parties must sign the GoForm at the beginning and the end of the booking period.

3.9. The Hiring Party is responsible for the return of the motorhome:

3.9.1. At the agreed date, time and place. If this is not the case, the Hiring Party is responsible for any loss of rental fee for a subsequent booking.

3.9.2. Without any personal belongings of the Hiring Party still present in the Motorhome.

3.9.3. Including the motorhome's keys and papers.

3.9.4. With the fuel gauge displayed in the same position as noted in the GoForm, unless otherwise agreed upon in the Rental Agreement, or at the collection of the motorhome.


3.9.5. In the same condition (when it comes to damage and cleanliness) as when the GoForm was signed, unless otherwise agreed upon in the Rental Agreement, or at the collection of the motorhome.

3.10. The Hiring Party and Owner will sign the GoForm after the Rental Period has finished. After the Rental Period is completed, the Hiring Party will declare on the GoForm that the motorhome has been returned without any damage or defect (occurred during the Rental Period). Damage or defect, present at the start of the Rental Period needs to be recorded, together with the Owner on the GoForm. The position of the fuel gauge, and mileage will also be recorded on the GoForm.

3.11. If the Traveller and the Advertiser do not reach an agreement on the values to be entered on the GoForm, both must state their position before stating their name. If one of the parties does not approve, the version that has been approved will be considered as the start point for any required mediation.

3.12. The vehicle owner or a representative must be present for vehicle handover and return. Should an issue arise due to the absence of the owner or their representative at handover, Goboony must be presented with a valid reason and evidence to support it. Acceptance of the reason for absence is at Goboony's discretion. The Advertiser is responsible for ensuring the representative understands the platform's procedures & is solely responsible for any damage incurred.

3.13. In the event of conflict between the Hiring Party and Owner, Goboony reserves the right to act as a mediator, but remains not liable for any costs or damages.



3.14. Goboony shall not intervene in situations where a GoForm or an equivalent documentation is not utilised as part of the rental process. In such cases, Goboony reserves the right to return the deposit to the traveler.

4. Cancellation

4.1. The Hiring Party can cancel any Booking Request that has not been accepted by the Owner free of charge.

4.2. Owners can decline any Booking Request at their discretion.

4.3. Both parties can terminate the Booking request free of charge and without obligation towards each other, provided the booking has not been Confirmed.

4.4. When the first payment request made by Goboony related to the Rental Agreement has not been paid within 3 days by the Hiring Party, the underlying Rental Agreement will expire. No cancellation fees apply.

4.5. When renting out their motorhome on Goboony, an Advertiser chooses the terms of cancellation, which apply to all confirmed bookings cancelled by the traveller. Further information can be found in the Payment and Cancellation Terms and Conditions.

4.6. If the Renter cancels a Final Booking, he will owe cancellation costs as agreed in the Rental Agreement. The service and booking costs are non-refundable. The Advertiser receives the cancellation costs less Goboony commissions and administration costs, but never less than £35.

4.7. The renter has no right of withdrawal. The 14-day cooling-off period doesn't apply to bookings on the Platform because these are made for specific dates.

4.8. When the booking is cancelled the security deposit is refunded after deduction of non refundable costs, such as (but not limited to) insurance costs. On each engaged insurance policy, specific terms and conditions apply.

4.9. The return of the motorhome by the Hiring Party before the return date stipulated in the Rental Agreement will not result in the refunding of any of the Rental Amount.

4.10. In the event of cancellation by the Owner of a Confirmed Booking, the Hiring Party will be fully refunded and any further payment obligation will end. The Owner will not be paid.

4.10.1. If the cancellation is due to an avoidable shortcoming of the Owner, the Owner is liable for all direct costs to the Hiring Party including any additional costs for hiring an alternative vehicle and/ or campsites, ferry crossings paid for prior to the cancellation. Up to a maximum of £500. The additional costs must be discussed with and approved by Goboony.

4.10.2. In case of cancellation by the Owner not due to force majeure, a cancellation fee will be charged at the level of the Service fee plus booking fee. Goboony reserves the right to deduct cancellation fees from any upcoming bookings

4.10.3. If the Owner requests a force majeure cancellation, this must be demonstrated by the Owner and Goboony retains the final say on the legitimacy of a force majeure claim.

4.10.4. Where force majeure is requested by an Owner and sufficient evidence is not provided to substantiate the request, Goboony reserves the right to apply an administration fee as well as the original cancellation fee.

4.10.5. In the event of a force majeure cancellation, all payments that the Hiring Party has made to Goboony will be refunded in full. Neither the Owner, nor Goboony are liable to compensate for any loss as a result of a force majeure cancellation.

4.10.6. In the event of cancellation, Goboony may propose a replacement vehicle to the renter. However, Goboony cannot guarantee the availability and/or the rates of the substitute vehicle.

4.11. A booking needs to be cancelled as soon as it becomes evident it cannot take place. If the Hirer or the Owner wants to cancel, the cancellation has to be processed on the platform. Failing to cancel a booking in sufficient time may incur extra charges. Goboony is not liable for any financial loss as a result of a late cancellation including but not limited to premiums for insurance policies that were not cancelled in time.

In case of cancellation by the Owner not due to force majeure, a cancellation fee will be charged at the level of the Service fee plus booking fee. Goboony reserves the right to deduct cancellation fees from any upcoming bookings.

5. Duration, termination and extension of the Rental Agreement

5.1. The Rental Agreement lasts for a certain period. The Hiring Party and the Owner can only terminate the Rental Agreement before expiration in accordance with the Goboony Cancellation Terms as mentioned in the Terms and Conditions.

5.2. The booking is deemed to have been cancelled by the Hiring Party as referred to in Article 5.1, if the Hiring Party has not collected the motorhome 24 hours after the date and time stated on the Rental Agreement. This will not result in a refund (or part thereof) of the Rental Amount.

5.3. The return of the motorhome prior to expiration of the Rental Period cannot be considered to be a cancellation and will not have any consequences affecting the duration of the Rental Agreement or the owed Rental Amount.

5.4. The same procedure must be followed to extend the Rental Period, as when it was initiated. In case this extension is not accepted the original duration will remain valid.

6. Damage, retrospective costs and fines

6.1. The Hiring Party is liable for any damage to the motorhome and/or inventory, or damages that they cause to a third party with the maximum charge per individual costs limited to the Deductible. The amount of the Deductible is determined by Goboony or by the Owner prior to the creation of the booking's Rental Agreement. The deductible will count toward each incident, if there are more damages from one incident it will be covered by the same deductible.

6.2 The Advertiser cannot claim compensation from the Hiring Party for damage in excess of the amount of the Deductible. The Advertiser must take out insurance for the excess, insofar as desired. The limitation of the liability of the Hiring Party to the amount of the deductible does not apply in the event of intent or deliberate recklessness on the part of the Hiring Party for which the Hirer is liable towards the Advertiser.

6.3. All countries for which the international insurance card of the Owner is valid can be visited with the motorhome. Countries, which are in a partial or full state of war, or where war or unrest is foreseeable, can absolutely not be visited.

6.4. If damage to the motorhome and/or third parties is caused by a traffic accident, whether or not caused by fault of the Hiring Party, the official damage form will be filled out by the Hiring Party, and they will, when necessary, allow the police to file a report. In the event that the Hiring Party refuses to complete the claim form without a valid reason, the full amount of the damage (without taking into account the Excess) can be imposed on the Hiring Party.

6.5. A statement must be provided at the request of Goboony about how, where and when the damage occurred. Without this statement, the renter is liable for the full costs of repair.

6.6. In the event of the police or justice department seizing the motorhome under suspicion of the Hiring Party carrying narcotics, driving carelessly, has neglected motorhome management, or has been part of any other crime or violation; the Hiring Party will be obliged to refund all damages suffered by the Owner because of this. The costs for the Owner, legal or otherwise will be fully charged to the Hiring Party.

6.7. Costs incurred by breaking and entering, loss and/or theft caused by the Hiring Party, and/or damage caused as a result of accountable shortcomings, serious negligence or wilful recklessness by the Hiring Party or any passengers or guests in the vehicle will be claimed in full from the Hiring Party, and will not be limited to the deductible of booking.

6.8. The Owner is never liable for any personal, psychological, material, consequential- or injury based damages suffered by the Hiring Party, caused by use of the motorhome, a mechanical error, a traffic accident, or a single/multiple damage event, unless the damage is the result of a defect of the motorhome that the Owner had prior knowledge of without informing the Hiring Party.

6.9. If it turns out that a Advertiser tries to pass on a damage already present to a Hiring Party prior to use by the Hiring Party or charges a higher amount for the damage that has arisen than its actual costs, Goboony will charge the Advertiser a fine of £1,000. as well as the damage insofar as it exceeds this amount, for example, but not exclusively, costs of the necessary expertise, damage handling, extra administrative actions, and reporting to the police for insurance fraud.

If it appears that the Hiring Party is trying to (partially) avert his guilt by means of a false statement or other evidence, Goboony will charge the Hiring Party a fine of £250, as well as the damage insofar as this exceeds this amount.

6.10. The Owner is solely responsible for notifying their current insurance company of rental of the motorhome. If necessary, the Owner must calculate whether the mileage allowance on his current insurance policy needs to be changed, and communicate this to the insurance company.

6.11. Goboony reserves the right to claim retrospective costs from the Hiring Party on behalf of the Owner, including, but not limited to; additional kilometres driven, traffic fines, toll-charges, low emission zone fines ,damage, Deductibles, fines for late return or necessary cleaning of the motorhome. An additional administration fee may be charged. In the event of additional costs for damage not listed on the GoForm signed by both parties, these can only be processed if the claimant proves conclusively that the damage could not have occurred other than during the Rental Period.

6.12. For late returns, Goboony may recover reasonable costs from the Hiring Party, determined at Goboony's discretion. If a delay extends beyond the next day, Goboony may seek to recover the advertiser's lost income from any canceled upcoming bookings as a result. However, the responsibility for recovering lost income is not managed by Goboony.

6.13. The Owner has 48 hours after the closing of the rental period (as shown on the booking on the rental agreement), to indicate any additional charges and block the deposit. Goboony will process any subsequent additional charges, but can no longer guarantee the deposit of the Hiring Party. Additional charges for tolls or traffic fines, must be submitted to the hiring party and Goboony within 5 working days of the document date. The Advertiser is expected to provide Goboony and the Traveller with the substantiation of additional costs as soon as possible, but no later than 1 month after the end of the rental period. If the substantiation is not delivered on time and no good reason is given, the deposit will be released back to the Traveller. Goboony will not handle additional assessments that relate to conditions that the advertiser has imposed on the traveller outside of Goboony.

6.14. Any claim to a deposit made by the Advertiser must include:

- a. Description of the additional costs
- b. Extent of the additional costs or in case of damage; the total amount of damage.
- c. The completed and signed GoForm from both parties at the start and end of the hire.
- d. Invoices for any costs/ repairs or an official report with a determination of the extent of the damage.
- e. Proof of payment (upon request)
- f. Photo evidence (only in case of damage) of the listed damage(s)

6.15. If the Hiring Party wishes to object to the damages and/or additional costs, they must make this known in writing via the booking page within 5 calendar days, failing which the Hiring Party will be deemed to have accepted the damages and/or additional costs. Should the traveller acknowledge the damages but intend to dispute their extent, they have the option to request a second opinion from another expert or qualified workshop, with the responsibility of covering all expenses related to this additional assessment. This documentation must be submitted within 15 days from the moment of the dispute.

6.16. If an Owner has their own garage or vehicle repair company and wish to have repair work carried out in their garage in the event of damages, the business must be declared to Goboony. Submission of invoices from an Owners own business for a damage claim will be subject to the following conditions;

- a. The business must be an official Garage or Vehicle repair company. Invoices from any other type of business will not be accepted.
- b. Time, labour and parts must be charged at competitive rates.
- c. An official invoice for parts must be provided.
- d. Labour and parts must be itemised separately on the invoice.

Goboony reserves the right to request further information about damage claim costs including but not limited to receipts for parts used to repair the vehicle.

The renter and Goboony are not liable for the time and fuel costs incurred to go to a repair shop or get parts.

6.17. If the motorhome fails (is not roadworthy or is unusable by the Hiring Party) through no fault of the Hiring Party and the Owner (or his/her insurance company) offers no replacement camper (or vehicle + accommodation) for the remainder of the Rental Period, then the Owner must pay back that part of the Rental Fee (including the policy costs of the motorhome day insurance) that corresponds to the time not used during the Rental Period. In addition, the renter is still responsible for the fuel and other operational costs of any replacement vehicle. The advertiser is not liable in the situation the renter chose not to buy an insurance for a replacement camper (or vehicle + accommodation) when it was offered by the advertiser via the Platform. The Hirer is also entitled to a pro rata refund of the hire charge if the Hirer's enjoyment of the hire is severely curtailed due to a defect in the Vehicle which is in no way attributable to the Hirer and which the Owner could reasonably have foreseen.

6.18. If the Traveller is stranded with the camper as a result of a breakdown on the road and it cannot be repaired within the number of working days as described in the insurance conditions of the vehicle or renter, the advertiser is obliged to refund the rental fee for the days not taken, from the time of the breakdown to the end of the holiday, unless the advertiser or his insurance provides replacement transport (car with accommodation or camper) provided or reimbursed. In addition, the renter is still responsible for the fuel and other operational costs of the replacement vehicle.

6.19. If the condition of the vehicle is found to be not as advertised or certain amenities are unavailable at the start or during a booking, both parties should discuss a reasonable compensation for continuing and note this on the Goform. If no agreement is reached, Goboony reserves the right to set a percentage of the rental price to be reimbursed to the Hiring Party, within the framework of the table below. If the defect occurs or is noticed during the Rental Period, the Hiring Party must immediately report this to the Advertiser so that he/she can remedy the defect. If this fails and there is no agreement on reasonable compensation, the Hiring Party must provide sufficient evidence to claim compensation. Goboony reserves the right to determine a percentage of the rental price to be reimbursed to the Hiring Party, within the framework of the table below. Goboony acts as an intermediary but is never liable for any costs.

Incident Level	% of advertiser earnings per impacted day
Minor: An amenity becomes unavailable at the start or during a booking (e.g TV, awning, air conditioning) impacting the overall enjoyment.	5-15%
Major: One or multiple amenities/facilities becomes unavailable at the start or during a booking (e.g electricity, hot water, cooking) significantly impacting the overall enjoyment.	15-30%

6.20. The awning is an accessory that is advised to be replaced every 20 years. If the awning breaks, article 6.7 will take into account the age when determining the damage to be compensated. The first 5 years will see no reduction, with a 10% decrease per year and a residual worth of 30%. The daily value may be determined by a damage expert. If no damage expert is used, the 10% reduction is valid after 5 years.

6.21. The Traveller is accountable for any damage resulting from a flat tire, provided the tire is no older than 6 years and has a tread depth exceeding 2mm. Clear evidence of the tire's age must be presented by the Owner. In cases where the tire surpasses these limits, the Owner is held responsible for the damage.

6.22. The Traveller is responsible for damage caused by a flat tire that is either no older than 6 years or has a tread depth higher than 2mm. The Owner must provide clear evidence of the tire's age. If the tire exceeds these limits, Article 6.7 applies, making the Owner accountable for the damage.

- a. Smoking in the motorhome: £250 (including cleaning costs);
- b. Bringing pets: £250 (including cleaning costs);
- c. Taking the motorhome abroad: £250 (plus any consequential damage, for example, unsecured damage to the motorhome or third parties);
- d. Taking the motorhome to a winter sport area: £250 (plus any consequential damage, such as unsecured damage to the motorhome or third parties);
- e. Visiting a festival: £150 (unless otherwise stated in the house rules);

Owner must be able to provide undeniable proof that the Traveller has broken these rules.

6.23. If cleaning costs are not included in the house rules, Goboony may charge up to £50 each for interior, exterior, and not emptied toilet cleaning, subject to satisfactory documentation/evidence. Goboony reserves the right to determine the adequacy of provided proof.

6.24. The owner may refund any costs of emergency repairs from a Renter only if those costs were necessary for the continuation of the Traveller's journey.'